

Z Energy operational data for quarter ended March 2018

Health, safety, security and environment (HSSE)

	March 2018	March 2017	December 2017
Lost time injuries	3	8	2
Spills to ground	0	0	0
Robberies ¹	0	2	2
Fuel quality incidents	1	0	0
Process safety incidents	0	0	1
Food safety incidents	0	0	1
Total recordable case frequency	0.6	1.7	1.2
Motor vehicle incident frequency	0	1.3	2.2

Fuels

All fuels in millions of litres	March 2018	March 2017	December 2017
Total industry volumes (all fuels) ²	2,446	2,430	2,386
Z Group total fuel volumes	1,103	1,097	1,121
Petrol - Z Retail	184	186	186
- Caltex Retail	116	126	121
Diesel - Z Retail	75	70	76
- Caltex Retail	42	44	44
- Commercial	203	201	214
Other fuels	324	332	311
Supply - Domestic	136	128	146
- Industry & Export	23	10	23

1 Robberies reported only relate to Z Retail sites. Caltex sites are owned and operated by independent dealers.

2 Excludes 'Supply - Industry & Export' sales.



Refining

	March 2018	March 2017	December 2017
Refining NZ gross refining margin (GRM):			
USD GRM per barrel	7.54 ³	6.58 ⁴	6.83
NZD GRM per barrel ⁴	10.36	9.18	9.88

Customer experience

	March 2018	March 2017	December 2017
Z Retail customer satisfaction ⁶	89%	87%	88%
Total Z Retail transaction count	14.8 million	14.5 million	14.9 million
Z Retail: fuel-only transactions	7.7 million	7.5 million	7.7 million
Z Retail: fuel and store transactions	1.8 million	1.8 million	1.8 million
Z Retail: store only transactions	5.3 million	5.2 million	5.4 million
Z Average weekly store sales	\$35,681	\$34,859	\$36,981
Z Average weekly store sales like-for-like	\$35,740	\$35,280	\$37,210
Number of Z branded service stations	204	204	205
Number of EV charging stations	8	7	8
Caltex Retail customer satisfaction ⁶	81% ⁵	-	-
Number of Caltex branded service stations	139	139	140
Number of truck stops ⁷	156	157	157

3 This number is from Refining NZ published data for the Jan/Feb period.

4 The NZD conversion is calculated by Z.

5 Caltex brand has a new customer satisfaction survey measured on the same basis as the Z brand customer satisfaction survey.

6 Customer satisfaction determined using ongoing internal customer measurement.

7 This figure represents the combined Z and Caltex branded truck stops.

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