

# Z Energy Group operational data for quarter ended September 2016

## Health, safety, security and environment (HSSE)

	September 2016	September 2015	June 2016	June 2015
Lost time injuries	3	3	4	1
Spills to ground	0	0	0	0
Robberies <sup>1</sup>	6	2	9	0
Fuel quality incidents	0	0	0	0
Process safety incidents <sup>2</sup>	0	0	0	0
Food safety incidents <sup>3</sup>	0	1	0	0
Total recordable case frequency	1.0	1.8	0.9	1.1
Motor vehicle incident frequency	0	6.0	2.7	10.0

## Fuels

All fuels in millions of litres	September 2016	September 2015	June 2016	June 2015
Total industry volumes (all fuels) <sup>4</sup>	2,117	1,987	2,117	1,966
Z Group total fuel volumes	1,007	1,040 <sup>6</sup>	1,028 <sup>6</sup>	1,015 <sup>6</sup>
Petrol - Z Retail	193 <sup>5</sup>	194	192	196
- Caltex Retail	124	126 <sup>6</sup>	130 <sup>6</sup>	123 <sup>6</sup>
Diesel - Z Retail	71	70	71	70
- Caltex Retail	42	43 <sup>6</sup>	45 <sup>6</sup>	44 <sup>6</sup>
- Commercial	206	199 <sup>6</sup>	208 <sup>6</sup>	197 <sup>6</sup>
Other fuels	236	214 <sup>6</sup>	239 <sup>6</sup>	222 <sup>6</sup>
Supply - Domestic	93	88 <sup>6</sup>	90 <sup>6</sup>	86 <sup>6</sup>
- Industry & Export	42	106 <sup>6</sup>	53 <sup>6</sup>	77 <sup>6</sup>

- 1 Robberies reported only relate to Z Retail sites. Caltex sites are owned and operated by independent dealers.
- 2 Process safety incidents include Tier 1 and 2 incidents based on definitions per the Process Safety Performance Indicators for Refining and Petrochemical Industries as published by the American Petroleum Institute (API RP-754).
- 3 Food safety incidents is a new HSSE measure being reported on this quarter due to the increased food offer at Z sites (does not include Caltex sites). These incidents are defined as safety issues under the Food Safety Act 2014.
- 4 Excludes 'Supply - Industry and Export' sales.
- 5 Over this quarter Z and Progressive Enterprises ended their supermarket docket loyalty relationship. Z replaced this with its Fly Buys Pumped loyalty offer. Progressives have since entered into a loyalty scheme with AA Smart Fuel which can be redeemed at Caltex service stations.
- 6 These numbers have been restated to reflect Caltex volumes prior to Caltex forming part of Z Group.



## Refining

	September 2016	September 2015	June 2016	June 2015
<b>Refining NZ gross refining margin (GRM):</b>				
USD GRM per barrel	<b>6.20<sup>7</sup></b>	7.66	<b>1.84</b>	8.77
NZD GRM per barrel <sup>8</sup>	<b>8.64</b>	11.70	<b>2.70</b>	11.57

## Customer experience

	September 2016	September 2015	June 2016	June 2015
Z Retail customer satisfaction <sup>9</sup>	<b>86%</b>	85%	<b>86%</b>	83%
Total Z Retail transaction count	<b>13.8 million</b>	13.8 million	<b>14.0 million</b>	14.1 million
Z Retail: fuel-only transactions	<b>7.2 million</b>	7.4 million	<b>7.3 million</b>	7.5 million
Z Retail: fuel and store transactions	<b>1.7 million</b>	1.8 million	<b>1.7 million</b>	1.8 million
Z Retail: store only transactions	<b>4.9 million</b>	4.6 million	<b>5.0 million</b>	4.8 million
Z Average weekly store sales	<b>\$30,968</b>	\$29,358	<b>\$31,555</b>	\$30,140
Z Average weekly store sales like-for-like	<b>\$31,691</b>	\$29,739	<b>\$32,274</b>	\$31,010
Number of Z branded service stations	<b>211</b>	212	<b>210</b>	210
Caltex Retail customer experience score <sup>9</sup>	<b>89%</b>	-	-	-
Number of Caltex branded service stations	<b>146</b>	-	-	-
Commercial customer satisfaction <sup>9</sup>	<b>89%</b>	83%	<b>90%</b>	85%
Number of truck stops	<b>161<sup>10</sup></b>	92	<b>92</b>	92

7 This number is from Refining NZ published data for the July/Aug period.

8 The NZD conversion is calculated by Z.

9 Customer satisfaction determined using ongoing internal customer measurement.

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

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