

Z Energy operational data for quarter ended September 2018

Health, safety, security and environment (HSSE)

	September 2018	September 2017	June 2018
Lost time injuries	6	3	9
Spills to ground	0	0	0
Robberies ¹	6	14	5
Fuel quality incidents	0	0	0
Process safety incidents	0	0	0
Food safety incidents	1	0	0
Total recordable case frequency	1.76	0.6	1.99
Motor vehicle incident frequency	0	0	0

Fuels

All fuels in millions of litres	September 2018	September 2017	June 2018
Total industry volumes (all fuels) ²	2,271	2,106	2,249
Z Group total fuel volumes	1,145	1,082	1,052
Petrol - Z Retail	171 ³	182	173
- Caltex Retail	106	114	110
Diesel - Z Retail	72	72	73
- Caltex Retail	38	39	40
- Commercial	197	195	200
Other fuels	279	245	259
Supply - Domestic	127	119	125
- Industry & Export	155	116	72

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

2 Excludes 'Supply - Industry & Export' sales.

3 Z Retail volumes include volumes from 53 Foodstuffs sites



Refining

	September 2018	September 2017	June 2018
Refining NZ gross refining margin (GRM):			
USD GRM per barrel	6.86 ⁴	8.87	6.82
NZD GRM per barrel ⁵	10.20	12.10	9.41

Customer experience

	September 2018	September 2017	June 2018
Z Retail customer satisfaction ⁶	90%	87%	90%
Total Z Retail transaction count	13.8 million	13.7 million	14.0 million
Z Retail: fuel-only transactions	7.2 million	7.2 million	7.4 million
Z Retail: fuel and store transactions	1.6 million	1.6 million	1.6 million
Z Retail: store only transactions	5.0 million	4.8 million	5.0 million
Z Average weekly store sales	\$33,870	\$32,809	\$33,506
Z Average weekly store sales like-for-like	\$34,346	\$33,084	\$33,753
Number of Z branded service stations	203	204	202
Number of EV charging stations	8	8	8
Caltex Retail customer satisfaction ⁶	80%	87%	81%
Number of Caltex branded service stations	140	140	139
Number of truck stops ⁷	155	156	156

4 This number is from Refining NZ published data for the July/August period.

5 The NZD conversion is calculated by Z.

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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