

Z Energy operational data for quarter ended September 2017

Health, safety, security and environment (HSSE)

	September 2017	September 2016	June 2017	June 2016
Lost time injuries	3	3	4	4
Spills to ground	0	0	0	0
Robberies ¹	14	6	7	9
Fuel quality incidents	0	0	0	0
Process safety incidents	0	0	0	0
Food safety incidents	0	0	0	0
Total recordable case frequency	0.6	1.0	0.8	0.9
Motor vehicle incident frequency	0	0	0	2.7

Fuels

	September 2017	September 2016	June 2017	June 2016
All fuels in millions of litres				
Total industry volumes (all fuels) ²	2,106	2,123	2,217	2,117
Z Group total fuel volumes	1,082	1,007	1,016	1,028 ³
Petrol - Z Retail	182	190	181	189
- Caltex Retail	114	124	120	130 ³
Diesel - Z Retail	72	71	71	71
- Caltex Retail	39	42	42	45 ³
- Commercial	195	186	195	190 ³
Other fuels	245	236	272	240 ³
Supply - Domestic	119	113	119	111 ³
- Industry & Export	116	42	16	53 ³

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

2 Excludes 'Supply – Industry & Export' sales. From this quarter onwards, the industry figure does not include Gull's petrol and diesel volume given this is no longer supplied domestically from Mobil.

3 These numbers have been restated to reflect Caltex volumes prior to Caltex forming part of Z Group.



Refining

	September 2017	September 2016	June 2017	June 2016
Refining NZ gross refining margin (GRM):				
USD GRM per barrel	8.87⁴	6.20	9.35	1.84
NZD GRM per barrel ⁵	12.10	8.64	13.36	2.70

Customer experience⁶

	September 2017	September 2016	June 2017	June 2016
Z Retail customer satisfaction ⁷	87%	86%	88%	86%
Total Z Retail transaction count	13.7 million	13.8 million	14.0 million	14.0 million
Z Retail: fuel-only transactions	7.2 million	7.2 million	7.3 million	7.3 million
Z Retail: fuel and store transactions	1.6 million	1.7 million	1.7 million	1.7 million
Z Retail: store only transactions	4.8 million	4.9 million	5.0 million	5.0 million
Z Average weekly store sales	\$32,809	\$31,025	\$34,052	\$31,555
Z Average weekly store sales like-for-like	\$33,084	\$31,691	\$34,430	\$32,274
Number of Z branded service stations	204	211	204	210
Number of EV charging stations	8		8	7
Caltex Retail customer experience score ⁷	87%	89%	89%	-
Number of Caltex branded service stations	140	146	140	-
Number of truck stops	156⁸	161	156⁸	92

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

5 The NZD conversion is calculated by Z.

6 Z's commercial customer satisfaction rating has been removed as we have not collected the data for this quarter. Z is currently redefining the best process for this measure going forward.

7 Customer satisfaction determined using ongoing internal customer measurement.

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

**3 Queens Wharf
PO Box 2091
Wellington 6140
New Zealand**

0800 474 355

z.co.nz

