

# Z Energy operational data for quarter ended June 2018

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

	June 2018	June 2017	March 2018
Lost time injuries	9	4	3
Spills to ground	0	0	0
Robberies <sup>1</sup>	5	7	0
Fuel quality incidents	0	0	1
Process safety incidents	0	0	0
Food safety incidents	0	0	0
Total recordable case frequency	1.99	0.8	0.6
Motor vehicle incident frequency	0	0	0

## Fuels

All fuels in millions of litres	June 2018	June 2017	March 2018
Total industry volumes (all fuels) <sup>2</sup>	2,249	2,217	2,465 <sup>3</sup>
Z Group total fuel volumes	1,052	1,016	1,103
Petrol - Z Retail	173	181	184
- Caltex Retail	110	120	116
Diesel - Z Retail	73	71	75
- Caltex Retail	40	42	42
- Commercial	200	195	203
Other fuels	259	272	324
Supply - Domestic	125	119	136
- Industry & Export	72	16	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.

3 Total industry volumes restated due to Mobil restating volumes for the July 2017 to Feb 2018 period



## Refining

	June 2018	June 2017	March 2018
<b>Refining NZ gross refining margin (GRM):</b>			
USD GRM per barrel	6.82 <sup>4</sup>	9.35	7.54
NZD GRM per barrel <sup>5</sup>	9.41	13.36	10.36

## Customer experience

	June 2018	June 2017	March 2018
Z Retail customer satisfaction <sup>6</sup>	90%	88%	89%
Total Z Retail transaction count	14.0 million	14.0 million	14.8 million
Z Retail: fuel-only transactions	7.4 million	7.3 million	7.7 million
Z Retail: fuel and store transactions	1.6 million	1.7 million	1.8 million
Z Retail: store only transactions	5.0 million	5.0 million	5.3 million
Z Average weekly store sales	\$33,506	\$34,052	\$35,681
Z Average weekly store sales like-for-like	\$33,753	\$34,430	\$35,740
Number of Z branded service stations	202	204	204
Number of EV charging stations	8	8	8
Caltex Retail customer satisfaction <sup>6</sup>	81%	89%	81%
Number of Caltex branded service stations	139	140	139
Number of truck stops <sup>7</sup>	156	156	156

4 This number is from Refining NZ published data for the Mar/Apr 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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