

Z Energy operational data for quarter ended June 2015

Health, safety, security and environment (HSSE)

	June 2015	June 2014	March 2015	March 2014
Lost time injuries ¹	1	5	2	1
Spills to ground	0	0	0	0
Robberies	0	1	1	1
Fuel quality incidents	0	0	0	0
Process safety incidents	0	0	0	0
Total recordable case frequency ¹	1.1	0.9	0.6	5.4
Motor vehicle incident* frequency ¹	10.0	2.0	1.2	0.0

*All seven MVIs were general breakdowns or minor collisions with damage less than \$100k.

Fuels

	June 2015	June 2014	March 2015	March 2014
Total industry volumes (all fuels) ²	1,966	1,947	2,231	2,109
Z total fuel volumes (millions of litres (ml))	539	657	634	613
Petrol (ml)	196	201	205	205
Diesel (ml)	196	209	216	220
Other fuels (ml)	142	138	189	187
Supply/Export sales (ml)	5 ³	109	12	1

Average Ministry of Business, Innovation and Employment (MBIE) retail importer margin (cpl)⁴

	June 2015	June 2014	March 2015	March 2014
Petrol	32.4	29.4	31.8	28.2
Diesel	39.0	34.4	36.9	32.0

1 Current year LTIs, TRCs and MVIs (and consequently TRCFs and MVIFRs) only include Z employees, Retailers' employees and Mini-tankers franchisees. Previous years' data also included trucking contractors and maintenance staff.

2 Excludes supply/export sales.

3 5 million litres for export.

4 MBIE provides public benchmark data around importer margins. More information is available at: <http://www.med.govt.nz/sectors-industries/energy/liquid-fuel-market/weekly-oil-price-monitoring/Graphs.pdf>

3 Queens Wharf
PO Box 2091
Wellington 6140
New Zealand

0800 474 355

z.co.nz



Refining

	June 2015	June 2014	March 2015	March 2014
Refining NZ gross refining margin (GRM):				
USD GRM per barrel ⁵	8.77	(2.72)	9.91	3.86
NZD GRM per barrel ⁶	11.57	(3.16)	13.32	4.66

Customer experience

	June 2015	June 2014	March 2015	March 2014
Commercial customer satisfaction ⁷	85%	83%	84%	83%
Retail customer satisfaction	83%	70%	77%	79%
Total Z transaction count	14.1 million	14.3 million	14.3 million	14.6 million
Retail: fuel-only transactions	7.5 million	7.7 million	7.3 million	7.8 million
Retail: fuel and store transactions	1.8 million	2.1 million	1.9 million	2.2 million
Retail: store only transactions	4.8 million	4.5 million	5.1 million	4.6 million
Number of service stations	210	213	210	213
Average weekly store sales	\$30,140	\$27,788	\$31,842	\$28,796
Average weekly store sales like-for-like	\$31,010	\$28,719	\$32,913	\$29,838
Number of truck stops	92	93	92	93

5 This number is from Refining NZ published data for the relevant quarter.

6 The NZD conversion is calculated by Z.

7 Customer satisfaction determined using ongoing internal customer measurement.

3 Queens Wharf
PO Box 2091
Wellington 6140
New Zealand
0800 474 355
z.co.nz

