

Z Energy operational data for quarter ended March 2016

Health, safety, security and environment (HSSE)

	March 2016	March 2015	December 2015	December 2014
Lost time injuries ¹	3	2	2	3
Spills to ground	1	0	0	0
Robberies	6 ²	1	3	1
Fuel quality incidents	0	0	0	0
Process safety incidents	0	0	0	0
Total recordable case frequency ¹	1.1	0.6	1.1	0.7
Motor vehicle incident frequency ¹	0	1.2	5.6	0

Fuels

	March 2016	March 2015	December 2015	December 2014
All fuels in millions of litres				
Total industry volumes (all fuels) ³	2,271	2,231	2,211	2,176
Z total fuel volumes	632	622 ⁴	607	629
Petrol	203	205	210	220
Diesel	208	216	218	226
Other fuels	189	189	164	164
Supply/Export sales	32	12 ⁴	15	19

- 1 Current year LTIs, TRCs and MVIs (and consequently TRCFs and MVIFRs) include Z employees, Retailers' employees and Mini Tankers' franchisees. Previous years' data also included trucking contractors and maintenance staff.
- 2 Recent spate of robberies with five in March alone - three across Central Auckland (within four days); offenders apprehended.
- 3 Excludes supply/export sales.
- 4 Volumes restated to remove supply volume sold under agency arrangements.

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Refining

	March 2016	March 2015	December 2015	December 2014
Refining NZ gross refining margin (GRM):				
USD GRM per barrel	7.96 ⁵	9.91	10.82	7.54
NZD GRM per barrel ⁶	12.11	13.32	16.07	9.59

Customer experience

	March 2016	March 2015	December 2015	December 2014
Commercial customer satisfaction ⁷	88%	84%	81%	83%
Retail customer satisfaction	86%	77%	86%	74%
Total Z transaction count	14.5 million ⁸	14.3 million	14.9 million	15.1 million
Retail: fuel-only transactions	7.3 million ⁸	7.3 million	7.7 million	8.1 million
Retail: fuel and store transactions	1.8 million ⁸	1.9 million	1.9 million	2.0 million
Retail: store only transactions	5.4 million ⁸	5.1 million	5.3 million	5.0 million
Number of service stations	213	210	212	211
Average weekly store sales	\$33,744	\$31,842	\$32,810	\$30,814
Average weekly store sales like-for-like	\$34,568	\$32,913	\$33,765	\$31,659
Number of truck stops	92	92	92	92

5 This number is from Refining NZ published data for the Jan/Feb period.

6 The NZD conversion is calculated by Z.

7 Customer satisfaction determined using ongoing internal customer measurement.

8 Extra day of transactions compared to last year, due to 2016 being a leap year.

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