

Z Energy operational data for quarter ended December 2015

Health, safety, security and environment (HSSE)

	December 2015	December 2014	September 2015	September 2014
Lost time injuries ¹	2	3	3	4
Spills to ground	0	0	0	0
Robberies	3	1	2	0
Fuel quality incidents	0	0	0	0
Process safety incidents	0	0	0	0
Total recordable case frequency ¹	1.1	0.7	1.8	1.5
Motor vehicle incident frequency ¹	5.6	0	6.0	1.3

Fuels

	December 2015	December 2014	September 2015	September 2014
All fuels in millions of litres				
Total industry volumes (all fuels) ²	2,211	2,176	1,987	1,928
Z total fuel volumes	607	629 ³	583	571
Petrol	209	220	194	198
Diesel	218	226	198	209
Other fuels	164	164	131	133
Supply/Export sales	15	19 ³	60	31

- 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 Excludes supply/export sales.
- 3 Volumes restated to remove supply volume sold under agency arrangements.

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



Refining

	December 2015	December 2014	September 2015	September 2014
Refining NZ gross refining margin (GRM):				
USD GRM per barrel ⁴	10.82	7.54	7.66	6.75
NZD GRM per barrel ⁵	16.07	9.59	11.70	8.01

Customer experience

	December 2015	December 2014	September 2015	September 2014
Commercial customer satisfaction ⁶	81%	83%	83%	84%
Retail customer satisfaction	86%	74%	85%	75%
Total Z transaction count	14.9 million	15.1 million	13.8 million	13.9 million
Retail: fuel-only transactions	7.7 million	8.1 million ⁷	7.4 million	7.6 million
Retail: fuel and store transactions	1.9 million	2.0 million ⁷	1.8 million	1.9 million
Retail: store only transactions	5.3 million	5.0 million	4.6 million	4.4 million
Number of service stations	212	211	212	211
Average weekly store sales	\$32,810	\$30,814	\$29,358	\$27,302
Average weekly store sales like-for-like	\$33,765	\$31,659	\$29,739	\$28,197
Number of truck stops	92	92	92	93

4 This number is from Refining NZ published data for the Nov/Dec period.

5 The NZD conversion is calculated by Z.

6 Customer satisfaction determined using ongoing internal customer measurement.

7 0.9 million transactions were reclassified from 'fuel and store' to 'fuel only' transactions.

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