



Disruption and Transformation





Australia Post Group

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Human Resources, eCommerce Delivery






Our unrivalled network is our source of **competitive advantage**




Volumes

Commercial	Volume ¹	Revenue ¹
	+300m	 \$3.1B
Reserved		
	+3.3b letters	 \$2.5B


+15k vehicles

+7k motorcycles	
	+6k vans
+600 run trucks	





+30k strong workforce

+9.3k posties	
	+6.6k contractors
	+2.2k drivers
	+4.8k processing workers
	+14k working in network facilities


Financials

	Group revenue of \$6.8b
	Group PBT of \$126m
	\$296m Capital Expenditure in FY2016/17
	\$50m Dividend paid in FY2016/17

Unrivalled network

	+250 Parcel Locker locations		+11.6m delivery points
	+15k Street Post Boxes		+4.3k Post Offices 500 facilities

Servicing 99.8% of Australians



Our customers

Marketplaces	Retailers
	
	
E&G	Intermediaries
	
	
	

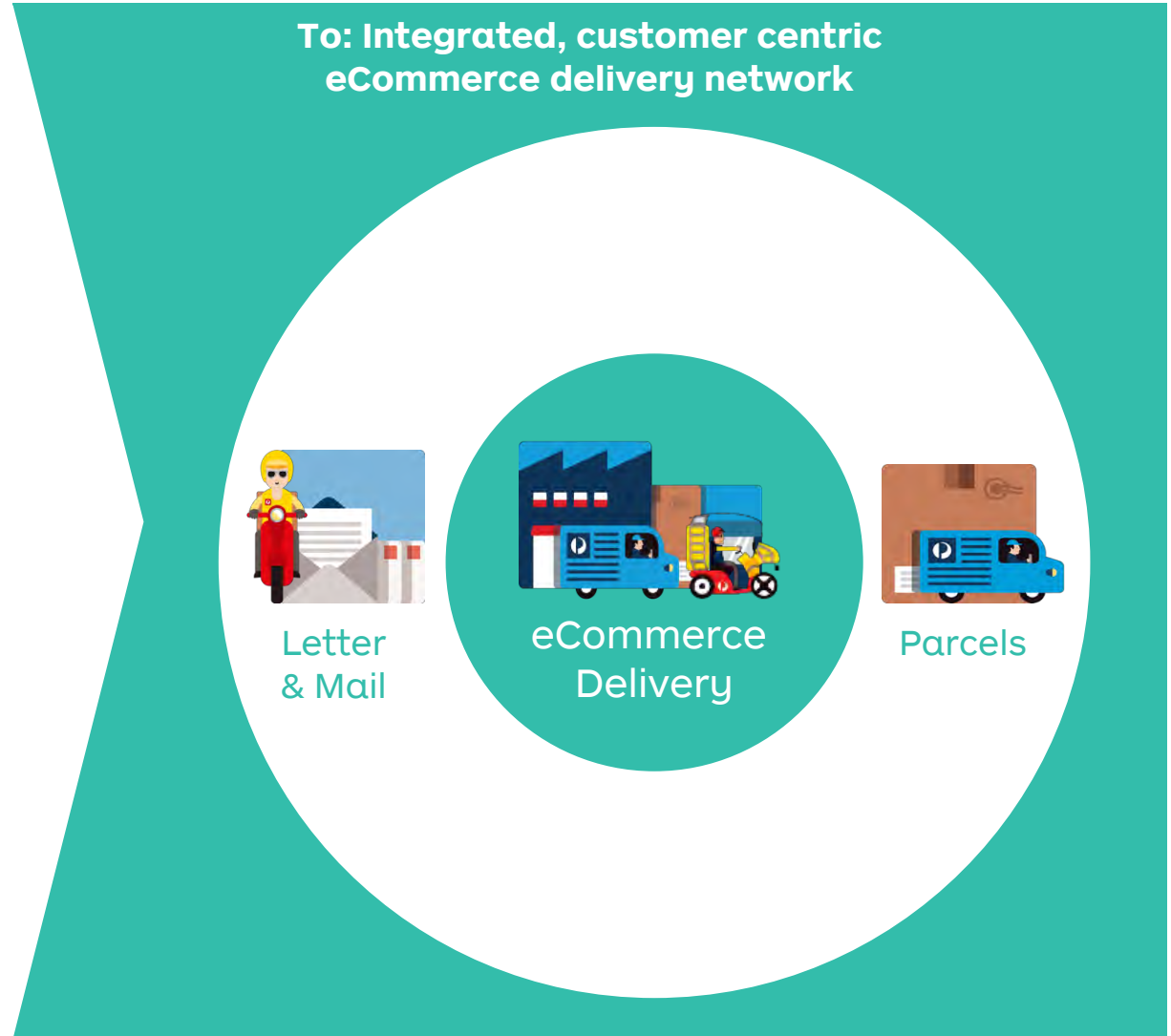
Our Integration Challenge - Network Transformation

From: multiple networks



	Letters & Mails Network Australia Post	Parcels Network Australia Post & StarTrack
Age	Over 208 years	~5 - 10 Years
Culture	Focus on community	Growing commercial focus
Nature of product	Declining letter product	Large parcel growth
Business Model	Consolidated business unit	Multiple business units with new commercial subsidiaries
Digital Landscape	Digital substitution to email	Growing influence from digital marketplace
Workforce	~19,000 employees and partners	~11,000 employees and partners

To: Integrated, customer centric eCommerce delivery network



Our Senior Leadership Team - **ESTJ**

ISTJ ✓ ✓	ISFJ	INFJ	INTJ	E - 8 I - 3
ISTP ✓	ISFP	INFP ✓	INTP	S - 5 N - 6
ESTP ✓	ESFP	ENFP ✓	ENTP ✓	T - 7 F - 4
ESTJ ✓	ESFJ	ENFJ ✓ ✓	ENTJ ✓	J - 6 P - 5

- Dominated by Extroversion and Thinking Types.

- Awareness that their decisions may require deeper analysis to ensure 'F' insights have been considered.

Supporting our leaders to engage and execute the strategy in a disruptive marketplace

MBTI

ISTJ	ISFJ	INFJ	INTJ
ISTP	ISFP	INFP	INTP
ESTP	ESFP	ENFP	ENTP
ESTJ	ESFJ	ENFJ	ENTJ

Team Code

eCommerce Delivery HR Team Code

Our Team Purpose
 Develop, manage, transform and enhance the level of the performance of the employees through our internal strategies.

Our Commitment...

Priorities

1. **Customer** - Build capability across the business to drive customer centricity.
2. **Network and Service** - Create satisfaction and labour efficiency whilst growing an agile, flexible network.
3. **Safety** - Influence behaviour to drive better safety and wellbeing outcomes.
4. **Capability** - Continue to develop capability to deliver a high performing, commercially focused business.
5. **People Experience** - Establish of policy, procedure process and systems that enable a positive people experience.
6. **Partner Workforce** - Demonstrate absolute inclusion by connecting and engaging with our extended workforce.

Our Commitment...

Trust - Trust that everyone in the team has your back. Speak freely, engage in robust debate, provide and receive feedback willingly.

Collaboration - Where possible, have professional conversations. Seek to understand each other's priorities. Leverage the specialists in the team.

Commercial focus - Seek to understand the cost pressures and commercial levers available that affect our business. Push the boundaries, challenge accepted practices to drive change. Take a holistic approach to cost management and understand how an effort is set in the customer's areas.

Respect - Be present, prompt and prepared. Acknowledge and respond to emails, be timely.

Courage - Call out behaviours that don't align to our values and help create a more inclusive culture within the team and the wider community. Provide feedback at various times throughout the year.

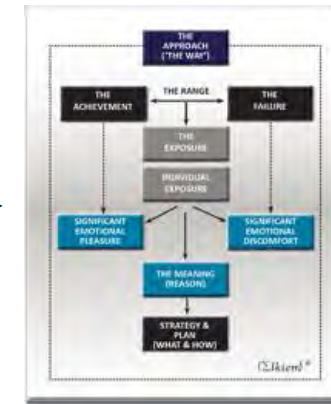
Continuously develop - Share knowledge, participate in relevant training, listen and learn from customers.

Be genuine - Be authentic in the way you act and communicate with the team. Be passionate and supportive of the change agenda. Be genuine.

Monitor health and wellbeing - Check in with each other regularly. Retain - keep things in perspective. Be kind to yourself.

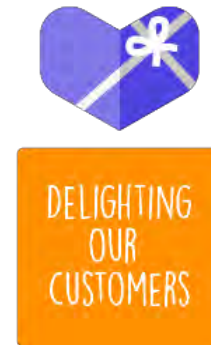
Celebrate - Seek to understand how people want to be recognised. Take the time to have some fun.

High Performance Environmental Structure (HPES)



Over 500 people undertaken MBTI

30+ team effectiveness workshops



MBTI will support the **future transition of the workforce**

Senior Leadership Team



FY18

How will we get there? →

FY21

- Commercial and Customer centric
- Newly formed integrated team, two cultures into one.
- Embed operating rhythm
- Drive high performance culture to continue to realise benefits.
- Build on increasing employee engagement to leverage performance



- Drive High Performance and realise benefits
- Build on Safety Leadership

- Industry Leading Safety leadership and mindset
- Innovation & Collaboration across the enterprise leading to successful business outcomes.
- Best in the e – commerce delivery Industry
- Strong Peer Feedback culture
- Agile decision making
- Ability to leverage extended workforce and network to drive customer experience.

Summary

- MBTI has been a key enabler in our leadership transformation journey
- Critical in raising self awareness of own type as we integrate our networks and cultures to lead the e-commerce industry.
- In turn, this has also positively impacted on team effectiveness – improving communication, engagement, conflict management and decision making.



Australia Post Group – Positive Growth



Group revenue of
\$6.8b
(+3.7% on last year)



Group PBT of
\$126m
(\$85m more than last year)



\$296m
Capital Expenditure
in FY2016/17



\$50m
Dividend paid
in FY2016/17



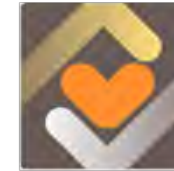
+5.6%
Domestic parcel
volume growth



+41.2%
International
inward parcels
volume growth
(driven by China)



11.8%
Year-on-year decline
in addressed letter
volumes



Net Promoter Score
(NPS) up
1.4
points on last year



74%
of Australia Post Award
staff voted 'Yes' for the
2017 EBA.
StarTrack EBAs currently
under negotiation.



61%
Staff engagement
score (up 4 points
on last year)