

## Employee Data

### TOTAL NUMBER OF EMPLOYEES BY EMPLOYMENT CONTRACT AND GENDER<sup>a</sup>

|                     | FY12       |             |            |             |            |            | FY13       |             |            |             |            |            | FY14       |             |            |             |            |            |
|---------------------|------------|-------------|------------|-------------|------------|------------|------------|-------------|------------|-------------|------------|------------|------------|-------------|------------|-------------|------------|------------|
|                     | Male       |             | Female     |             | Total      |            | Male       |             | Female     |             | Total      |            | Male       |             | Female     |             | Total      |            |
|                     | No.        | %           | No.        | %           | No.        | %          | No.        | %           | No.        | %           | No.        | %          | No.        | %           | No.        | %           | No.        | %          |
| Casual              | 11         | 1.8         | 23         | 3.7         | 34         | 5.4        | 3          | 0.5         | 13         | 2.0         | 16         | 2.5        | 4          | 0.6         | 12         | 1.8         | 16         | 2.4        |
| Fixed full-time     | 29         | 4.6         | 33         | 5.3         | 62         | 9.9        | 9          | 1.4         | 17         | 2.6         | 26         | 4          | 14         | 2.1         | 19         | 2.8         | 33         | 4.9        |
| Fixed part-time     | 3          | 0.5         | 5          | 0.8         | 8          | 1.3        | 2          | 0.3         | 4          | 0.6         | 6          | 0.9        | 2          | 0.3         | 3          | 0.4         | 5          | 0.7        |
| Permanent full-time | 240        | 38.2        | 147        | 23.4        | 387        | 61.6       | 263        | 40.8        | 164        | 25.5        | 427        | 66.3       | 305        | 45.5        | 183        | 27.3        | 488        | 72.7       |
| Permanent part-time | 8          | 1.3         | 95         | 15.1        | 103        | 16.4       | 7          | 1.1         | 98         | 15.2        | 105        | 16.3       | 2          | 0.3         | 81         | 12.1        | 83         | 12.4       |
| Supervised workers  | 25         | 4.0         | 9          | 1.4         | 34         | 5.4        | 46         | 7.1         | 18         | 2.8         | 64         | 9.9        | 26         | 3.9         | 20         | 3.0         | 46         | 6.9        |
| <b>TOTAL</b>        | <b>316</b> | <b>50.3</b> | <b>312</b> | <b>49.7</b> | <b>628</b> | <b>100</b> | <b>330</b> | <b>51.2</b> | <b>314</b> | <b>48.8</b> | <b>644</b> | <b>100</b> | <b>353</b> | <b>52.6</b> | <b>318</b> | <b>47.4</b> | <b>671</b> | <b>100</b> |

### TOTAL WORKFORCE BY REGION AND GENDER

|                  | FY12       |             |            |             |            |            | FY13       |             |            |             |            |            | FY14       |             |            |             |            |            |
|------------------|------------|-------------|------------|-------------|------------|------------|------------|-------------|------------|-------------|------------|------------|------------|-------------|------------|-------------|------------|------------|
|                  | Male       |             | Female     |             | Total      |            | Male       |             | Female     |             | Total      |            | Male       |             | Female     |             | Total      |            |
|                  | No.        | %           | No.        | %           | No.        | %          | No.        | %           | No.        | %           | No.        | %          | No.        | %           | No.        | %           | No.        | %          |
| VIC              | 230        | 36.6        | 179        | 28.5        | 409        | 65.1       | 242        | 37.6        | 180        | 28.0        | 422        | 64.9       | 217        | 32.3        | 185        | 27.6        | 402        | 59.9       |
| NSW              | 59         | 9.4         | 112        | 17.8        | 171        | 27.2       | 66         | 10.2        | 108        | 16.8        | 174        | 27.6       | 100        | 14.9        | 112        | 16.7        | 212        | 31.6       |
| QLD <sup>b</sup> | 0          | 0.0         | 0          | 0.0         | 0          | 0          | 0          | 0.0         | 0          | 0.0         | 0          | 0.0        | 3          | 0.4         | 2          | 0.3         | 5          | 0.7        |
| USA              | 27         | 4.3         | 21         | 3.3         | 48         | 7.6        | 22         | 3.4         | 26         | 4.0         | 48         | 7.5        | 33         | 4.9         | 19         | 2.8         | 52         | 7.7        |
| <b>TOTAL</b>     | <b>316</b> | <b>50.3</b> | <b>312</b> | <b>49.7</b> | <b>628</b> | <b>100</b> | <b>330</b> | <b>51.2</b> | <b>314</b> | <b>48.8</b> | <b>644</b> | <b>100</b> | <b>353</b> | <b>52.6</b> | <b>318</b> | <b>47.4</b> | <b>671</b> | <b>100</b> |

### TOTAL WORKFORCE BY EMPLOYEE CATEGORY AND GENDER<sup>c</sup>

|                          | FY12       |           |            |           |            |            | FY13       |             |            |             |            |            | FY14       |           |            |           |            |            |
|--------------------------|------------|-----------|------------|-----------|------------|------------|------------|-------------|------------|-------------|------------|------------|------------|-----------|------------|-----------|------------|------------|
|                          | Male       |           | Female     |           | Total      |            | Male       |             | Female     |             | Total      |            | Male       |           | Female     |           | Total      |            |
|                          | No.        | %         | No.        | %         | No.        | %          | No.        | %           | No.        | %           | No.        | %          | No.        | %         | No.        | %         | No.        | %          |
| CEO                      | 1          | 0.2       | 0          | 0.0       | 1          | 0.2        | 1          | 0.2         | 0          | 0.0         | 1          | 0.2        | 1          | 0.2       | 0          | 0.0       | 1          | 0.2        |
| Senior executive         | 3          | 0.5       | 2          | 0.3       | 5          | 0.8        | 4          | 0.7         | 4          | 0.7         | 8          | 1.4        | 5          | 0.8       | 4          | 0.7       | 9          | 1.5        |
| Senior management        | 16         | 2.7       | 8          | 1.3       | 24         | 4.0        | 10         | 1.7         | 6          | 1.0         | 16         | 2.8        | 16         | 2.6       | 6          | 1.0       | 22         | 3.6        |
| Middle management        | 27         | 4.5       | 3          | 0.5       | 30         | 5.1        | 23         | 4.0         | 5          | 0.9         | 28         | 4.8        | 40         | 6.6       | 11         | 1.8       | 51         | 8.4        |
| Manager                  | 25         | 4.2       | 18         | 3.0       | 43         | 7.2        | 15         | 2.6         | 11         | 1.9         | 26         | 4.5        | 31         | 5.1       | 19         | 3.1       | 50         | 8.2        |
| Professional / technical | 142        | 23.9      | 86         | 14.5      | 228        | 38.4       | 156        | 26.9        | 76         | 13.1        | 232        | 39.9       | 181        | 29.7      | 83         | 13.6      | 264        | 43.3       |
| Supervisor / team leader | 14         | 2.4       | 8          | 1.3       | 22         | 3.7        | 15         | 2.6         | 10         | 1.7         | 25         | 4.3        | 13         | 2.1       | 11         | 1.8       | 24         | 3.9        |
| Customer service         | 50         | 8.4       | 149        | 25.1      | 199        | 33.5       | 44         | 7.6         | 142        | 24.4        | 186        | 32.0       | 26         | 4.3       | 104        | 17.1      | 130        | 21.3       |
| Administration / support | 13         | 2.2       | 29         | 4.9       | 42         | 7.1        | 16         | 2.8         | 43         | 7.4         | 59         | 10.2       | 10         | 1.6       | 48         | 7.9       | 58         | 9.5        |
| <b>TOTAL</b>             | <b>291</b> | <b>49</b> | <b>303</b> | <b>51</b> | <b>594</b> | <b>100</b> | <b>284</b> | <b>48.9</b> | <b>297</b> | <b>51.1</b> | <b>581</b> | <b>100</b> | <b>323</b> | <b>53</b> | <b>286</b> | <b>47</b> | <b>609</b> | <b>100</b> |

**PERCENTAGE OF TOTAL WORKFORCE BY EMPLOYEE CATEGORY AND AGE GROUP**

|                          | FY12         |              |              |             | FY13         |              |              |             | FY14         |              |              |             |
|--------------------------|--------------|--------------|--------------|-------------|--------------|--------------|--------------|-------------|--------------|--------------|--------------|-------------|
|                          | Under 30     | 30-50        | Over 50      | Total       | Under 30     | 30-50        | Over 50      | Total       | Under 30     | 30-50        | Over 50      | Total       |
| CEO                      | 0.0%         | 0.0%         | 0.2%         | 0.2%        | 0.0%         | 0.2%         | 0.0%         | 0.2%        | 0.0%         | 0.2%         | 0.0%         | 0.2%        |
| Senior executive         | 0.0%         | 0.7%         | 0.2%         | 0.8%        | 0.0%         | 1.2%         | 0.2%         | 1.4%        | 0.0%         | 1.1%         | 0.3%         | 1.5%        |
| Senior management        | 0.0%         | 3.2%         | 0.8%         | 4.0%        | 0.0%         | 2.2%         | 0.5%         | 2.8%        | 0.0%         | 2.6%         | 1.0%         | 3.6%        |
| Middle management        | 0.0%         | 3.4%         | 1.7%         | 5.1%        | 0.0%         | 3.4%         | 1.4%         | 4.8%        | 0.0%         | 7.1%         | 1.3%         | 8.4%        |
| Manager                  | 0.2%         | 6.9%         | 0.2%         | 7.2%        | 0.0%         | 4.0%         | 0.5%         | 4.5%        | 0.2%         | 6.7%         | 1.3%         | 8.2%        |
| Professional / technical | 6.9%         | 28.1%        | 3.4%         | 38.4%       | 4.3%         | 31.9%        | 3.6%         | 39.8%       | 5.7%         | 32.3%        | 5.3%         | 43.3%       |
| Supervisor / team leader | 0.3%         | 3.0%         | 0.3%         | 3.7%        | 0.7%         | 3.1%         | 0.5%         | 4.3%        | 0.7%         | 2.6%         | 0.7%         | 3.9%        |
| Customer service         | 8.1%         | 18.2%        | 7.2%         | 33.5%       | 6.7%         | 16.9%        | 8.4%         | 32.1%       | 3.3%         | 12.5%        | 5.6%         | 21.3%       |
| Administration / support | 2.4%         | 4.0%         | 0.7%         | 7.1%        | 3.1%         | 5.3%         | 1.7%         | 10.2%       | 2.5%         | 5.9%         | 1.1%         | 9.5%        |
| <b>TOTAL</b>             | <b>17.8%</b> | <b>67.5%</b> | <b>14.6%</b> | <b>100%</b> | <b>14.8%</b> | <b>68.3%</b> | <b>16.9%</b> | <b>100%</b> | <b>12.3%</b> | <b>71.1%</b> | <b>16.6%</b> | <b>100%</b> |

**COMPOSITION OF GOVERNANCE BODIES BY GENDER AND AGE GROUP<sup>d</sup>**

|              | FY12     |           |          |           |          |            | FY13     |           |          |           |          |            | FY14     |           |          |           |          |            |
|--------------|----------|-----------|----------|-----------|----------|------------|----------|-----------|----------|-----------|----------|------------|----------|-----------|----------|-----------|----------|------------|
|              | Male     |           | Female   |           | Total    |            | Male     |           | Female   |           | Total    |            | Male     |           | Female   |           | Total    |            |
|              | No.      | %         | No.      | %         | No.      | %          | No.      | %         | No.      | %         | No.      | %          | No.      | %         | No.      | %         | No.      | %          |
| Under 30     | 0        | 0         | 0        | 0         | 0        | 0          | 0        | 0         | 0        | 0         | 0        | 0          | 0        | 0         | 0        | 0         | 0        | 0          |
| 30-50        | 0        | 0         | 1        | 11        | 1        | 11         | 1        | 13        | 1        | 13        | 2        | 25         | 1        | 13        | 1        | 13        | 2        | 25         |
| Over 50      | 7        | 78        | 1        | 11        | 8        | 89         | 5        | 63        | 1        | 13        | 6        | 75         | 5        | 63        | 1        | 13        | 6        | 75         |
| <b>TOTAL</b> | <b>7</b> | <b>78</b> | <b>2</b> | <b>22</b> | <b>9</b> | <b>100</b> | <b>6</b> | <b>75</b> | <b>2</b> | <b>25</b> | <b>8</b> | <b>100</b> | <b>6</b> | <b>75</b> | <b>2</b> | <b>25</b> | <b>8</b> | <b>100</b> |

**TOTAL NUMBER AND RATE OF NEW EMPLOYEE HIRES BY AGE GROUP, GENDER AND REGION<sup>e</sup>**

|                    |              | Male       |             | Female    |             | Total      |             |
|--------------------|--------------|------------|-------------|-----------|-------------|------------|-------------|
|                    |              | No.        | %           | No.       | %           | No.        | %           |
| VIC                | Under 30     | 2          | 0.3         | 14        | 2.3         | 16         | 2.6         |
|                    | 30-50        | 42         | 6.8         | 28        | 4.5         | 70         | 11.3        |
|                    | Over 50      | 6          | 1.0         | 4         | 0.6         | 10         | 1.6         |
|                    | <b>TOTAL</b> | <b>50</b>  | <b>8.1</b>  | <b>46</b> | <b>7.4</b>  | <b>96</b>  | <b>15.5</b> |
| NSW                | Under 30     | 8          | 1.3         | 11        | 1.8         | 19         | 3.1         |
|                    | 30-50        | 24         | 3.9         | 10        | 1.6         | 34         | 5.5         |
|                    | Over 50      | 10         | 1.6         | 2         | 0.3         | 12         | 1.9         |
|                    | <b>TOTAL</b> | <b>42</b>  | <b>6.8</b>  | <b>23</b> | <b>3.7</b>  | <b>65</b>  | <b>10.5</b> |
| QLD                | Under 30     | 0          | 0.0         | 0         | 0.0         | 0          | 0.0         |
|                    | 30-50        | 1          | 0.2         | 1         | 0.2         | 2          | 0.3         |
|                    | Over 50      | 0          | 0.0         | 1         | 0.2         | 1          | 0.2         |
|                    | <b>TOTAL</b> | <b>1</b>   | <b>0.2</b>  | <b>2</b>  | <b>0.3</b>  | <b>3</b>   | <b>0.5</b>  |
| USA                | Under 30     | 3          | 0.5         | 2         | 0.3         | 5          | 0.8         |
|                    | 30-50        | 6          | 1.0         | 4         | 0.6         | 10         | 1.6         |
|                    | Over 50      | 1          | 0.2         | 0         | 0.0         | 1          | 0.2         |
|                    | <b>TOTAL</b> | <b>10</b>  | <b>1.6</b>  | <b>6</b>  | <b>1.0</b>  | <b>16</b>  | <b>2.6</b>  |
| <b>GRAND TOTAL</b> |              | <b>103</b> | <b>16.6</b> | <b>77</b> | <b>12.4</b> | <b>180</b> | <b>29.1</b> |

**TOTAL NUMBER AND RATE OF EMPLOYEE TURNOVER BY AGE GROUP, GENDER AND REGION**

|     |                    | FY12      |            |           |            |           |             | FY13      |            |           |            |           |             | FY14 <sup>f</sup> |            |           |             |            |             |
|-----|--------------------|-----------|------------|-----------|------------|-----------|-------------|-----------|------------|-----------|------------|-----------|-------------|-------------------|------------|-----------|-------------|------------|-------------|
|     |                    | Male      |            | Female    |            | Total     |             | Male      |            | Female    |            | Total     |             | Male              |            | Female    |             | Total      |             |
|     |                    | No.       | %          | No.       | %          | No.       | %           | No.       | %          | No.       | %          | No.       | %           | No.               | %          | No.       | %           | No.        | %           |
| VIC | Under 30           | 3         | 0.6        | 4         | 0.8        | 7         | 1.4         | 4         | 0.8        | 1         | 0.2        | 5         | 0.9         | 5                 | 0.9        | 2         | 0.4         | 7          | 1.3         |
|     | 30-50              | 22        | 4.5        | 20        | 4.1        | 42        | 8.6         | 16        | 3.0        | 15        | 2.8        | 31        | 5.8         | 17                | 3.1        | 20        | 3.6         | 37         | 6.7         |
|     | Over 50            | 2         | 0.4        | 2         | 0.4        | 4         | 0.8         | 7         | 1.3        | 0         | 0.0        | 7         | 1.3         | 10                | 1.8        | 13        | 2.4         | 23         | 4.2         |
|     | <b>TOTAL</b>       | <b>27</b> | <b>5.5</b> | <b>26</b> | <b>5.3</b> | <b>53</b> | <b>10.8</b> | <b>27</b> | <b>5.1</b> | <b>16</b> | <b>3.0</b> | <b>43</b> | <b>8.1</b>  | <b>32</b>         | <b>5.8</b> | <b>35</b> | <b>6.3</b>  | <b>67</b>  | <b>12.1</b> |
| NSW | Under 30           | 0         | 0.0        | 2         | 0.4        | 2         | 0.4         | 1         | 0.2        | 1         | 0.2        | 2         | 0.4         | 0                 | 0.0        | 2         | 0.4         | 2          | 0.4         |
|     | 30-50              | 5         | 1.0        | 5         | 1.0        | 10        | 2.0         | 3         | 0.6        | 5         | 0.9        | 8         | 1.5         | 7                 | 1.3        | 7         | 1.3         | 14         | 2.5         |
|     | Over 50            | 5         | 1.0        | 5         | 1.0        | 10        | 2.0         | 0         | 0.0        | 1         | 0.2        | 1         | 0.2         | 1                 | 0.2        | 2         | 0.4         | 3          | 0.5         |
|     | <b>TOTAL</b>       | <b>10</b> | <b>2.0</b> | <b>12</b> | <b>2.4</b> | <b>22</b> | <b>4.5</b>  | <b>4</b>  | <b>0.8</b> | <b>7</b>  | <b>1.3</b> | <b>11</b> | <b>2.1</b>  | <b>8</b>          | <b>1.4</b> | <b>11</b> | <b>2.0</b>  | <b>19</b>  | <b>3.4</b>  |
| USA | Under 30           | 0         | 0.0        | 1         | 0.2        | 1         | 0.2         | 2         | 0.4        | 1         | 0.2        | 3         | 0.6         | 0                 | 0.0        | 0         | 0.0         | 0          | 0.0         |
|     | 30-50              | 2         | 0.4        | 0         | 0.0        | 2         | 0.4         | 3         | 0.6        | 3         | 0.6        | 6         | 1.1         | 3                 | 0.5        | 9         | 1.6         | 12         | 2.2         |
|     | Over 50            | 0         | 0.0        | 0         | 0.0        | 0         | 0.0         | 2         | 0.4        | 0         | 0.0        | 2         | 0.4         | 0                 | 0.0        | 2         | 0.4         | 2          | 0.4         |
|     | <b>TOTAL</b>       | <b>2</b>  | <b>0.4</b> | <b>1</b>  | <b>0.2</b> | <b>3</b>  | <b>0.6</b>  | <b>7</b>  | <b>1.3</b> | <b>4</b>  | <b>0.8</b> | <b>11</b> | <b>2.1</b>  | <b>3</b>          | <b>0.5</b> | <b>11</b> | <b>2.0</b>  | <b>14</b>  | <b>2.5</b>  |
|     | <b>GRAND TOTAL</b> | <b>39</b> | <b>8.0</b> | <b>39</b> | <b>8.0</b> | <b>78</b> | <b>15.9</b> | <b>38</b> | <b>7.1</b> | <b>27</b> | <b>5.1</b> | <b>65</b> | <b>12.2</b> | <b>43</b>         | <b>7.8</b> | <b>57</b> | <b>10.3</b> | <b>100</b> | <b>18.1</b> |

**RETURN TO WORK AND RETENTION RATES AFTER PARENTAL LEAVE BY GENDER<sup>g</sup>**

|  | Male | Female |
|--|------|--------|
| Number of employees entitled to parental leave   | 244  | 258    |
| Number of employees that took parental leave   | 18   | 27     |
| Number of employees who returned to work after parental leave  | 18   | 12     |
| Number of employees who returned to work after parental leave and were still employed 12 months after their return to work | 17   | 18     |
| Return to work rate  | 100% | 100%   |
| Retention rate   | 89%  | 83%    |

**AVERAGE HOURS OF TRAINING BY EMPLOYEE CATEGORY AND GENDER<sup>h</sup>**

|                          | FY12 | FY13 | FY14 |        |         |
|--------------------------|------|------|------|--------|---------|
|                          |      |      | Male | Female | Average |
| CEO                      | 0    | 9    | 44   | 0      | 44      |
| Senior executive         | 21   | 26   | 47   | 42     | 45      |
| Senior management        | 15   | 23   | 41   | 27     | 37      |
| Middle management        | 22   | 24   | 28   | 42     | 31      |
| Manager                  | 19   | 14   | 34   | 22     | 29      |
| Professional / technical | 9    | 12   | 11   | 11     | 11      |
| Supervisor / team leader | 22   | 17   | 12   | 19     | 15      |
| Customer service         | 10   | 13   | 8    | 8      | 8       |
| Administration / support | 8    | 12   | 4    | 8      | 7       |

## HUMAN RIGHTS TRAINING<sup>1</sup>

|                                | FY12  | FY13  | FY14  |
|--------------------------------|-------|-------|-------|
| Hours of training              | 2,637 | 1,333 | 3,061 |
| Percentage of employees        | 93%   | 89%   | 107%  |
| Number of employees completing | 542   | 516   | 644   |
| Average headcount              | 581.5 | 579.5 | 603   |

## RATIO OF THE BASIC SALARY AND REMUNERATION OF WOMEN TO MEN FOR EACH EMPLOYEE CATEGORY, BY SIGNIFICANT LOCATIONS OF OPERATION<sup>2</sup>

### BASIC SALARY

|                          | FY12  |       |       | FY13  |       |       | FY14  |       |       |       |
|--------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
|                          | VIC   | NSW   | USA   | VIC   | NSW   | USA   | VIC   | NSW   | QLD   | USA   |
| CEO                      | 0:100 | 0:00  | 0:00  | 0:100 | 0:00  | 0:00  | 0:100 | 0:00  | 0:00  | 0:00  |
| Senior executive         | 100:0 | 0:100 | 0:100 | 53:47 | 0:100 | 100:0 | 56:44 | 0:100 | 0:100 | 100:0 |
| Senior management        | 45:55 | 0:100 | 45:55 | 44:56 | 0:100 | 43:57 | 49:51 | 0:100 | 0:00  | 45:55 |
| Middle management        | 51:49 | 48:52 | 0:100 | 50:50 | 46:54 | 0:100 | 47:53 | 46:54 | 0:100 | 38:62 |
| Manager                  | 48:52 | 47:53 | 40:60 | 46:54 | 49:51 | 100:0 | 48:52 | 45:55 | 100:0 | 0:100 |
| Professional / technical | 46:54 | 41:59 | 45:55 | 48:52 | 43:57 | 46:54 | 48:52 | 45:55 | 100:0 | 46:54 |
| Supervisor / team leader | 46:54 | 46:54 | 0:00  | 48:52 | 45:55 | 0:100 | 49:51 | 46:54 | 0:00  | 100:0 |
| Customer service         | 50:50 | 49:51 | 0:00  | 49:51 | 50:50 | 0:00  | 50:50 | 49:51 | 0:00  | 0:00  |
| Administration / support | 55:45 | 57:43 | 44:56 | 53:47 | 54:46 | 42:58 | 53:47 | 100:0 | 0:00  | 49:51 |

### REMUNERATION

|                          | FY12 |     |     | FY13 |     |     | FY14  |       |       |       |
|--------------------------|------|-----|-----|------|-----|-----|-------|-------|-------|-------|
|                          | VIC  | NSW | USA | VIC  | NSW | USA | VIC   | NSW   | QLD   | USA   |
| CEO                      |      |     |     |      |     |     | 0:100 | 0:00  | 0:00  | 0:00  |
| Senior executive         |      |     |     |      |     |     | 58:42 | 0:100 | 0:100 | 100:0 |
| Senior management        |      |     |     |      |     |     | 51:49 | 0:100 | 0:00  | 48:52 |
| Middle management        |      |     |     |      |     |     | 47:53 | 46:54 | 0:100 | 37:63 |
| Manager                  |      |     |     |      |     |     | 49:51 | 44:56 | 100:0 | 0:100 |
| Professional / technical |      |     |     |      |     |     | 48:52 | 45:55 | 100:0 | 46:54 |
| Supervisor / team leader |      |     |     |      |     |     | 49:51 | 45:55 | 0:00  | 100:0 |
| Customer service         |      |     |     |      |     |     | 49:51 | 50:50 | 0:00  | 0:00  |
| Administration / support |      |     |     |      |     |     | 53:47 | 100:0 | 0:00  | 49:51 |

## OCCUPATIONAL HEALTH AND SAFETY

### UNPLANNED ABSENTEEISM<sup>3</sup>

| Absentee Rate | Male | Female |
|---------------|------|--------|
| VIC           | 1.9% | 3.5%   |
| NSW           | 1.5% | 3.5%   |
| USA           | 1.7% | 2.8%   |

## PERCENTAGE OF EMPLOYEES COVERED BY COLLECTIVE BARGAINING AGREEMENTS

|   | FY12 | FY13 | FY14 <sup>1</sup> |
|---|------|------|-------------------|
| Percentage of employees covered by collective bargaining agreements | 30%  | 26%  | 18%               |

## COVERAGE OF TRANSURBAN'S DEFINED BENEFIT PLAN OBLIGATIONS

Superannuation liabilities are met by the Group's general resources. The total payment for Australian employees was approximately AU\$5.1 m and payment to US employees participating was AU\$0.27m for FY14.

Transurban contributed the statutory minimum of 9.25% for Australian employees and 4% for USA employees. Maximum contributions apply. 100% of employees participate in the mandatory Australian plans. Approximately 80% of the US employees participate in the voluntary 401(k) retirement and profit sharing plan. The employer provided profit sharing contribution is discretionary and has historically paid 4% of its employee's eligible base earnings on an annual basis.

## BENEFITS PROVIDED TO FULL-TIME EMPLOYEES AND NOT TEMPORARY OR PART-TIME EMPLOYEES

Performance Incentive - Permanent full time and part time employees (with at least six months service), fixed term employees only as specified in contract or tenure of 24 months and greater.

Public transport offer - Permanent full time and part time employees only who have completed their probation period. This was for VIC and NSW in FY14.

Group Life Insurance - All employees of Transurban under the age of 65 are eligible for cover. This includes a person who works full time, part time, or on a fixed-term contract with a tenure of 12 months or longer, provided the person works at least 15 hours per week. This doesn't include persons employed on a "casual" basis.

Group Salary Continuance - Cover is compulsory upon employment with Transurban and available only while you are employed by the Transurban on a permanent basis for at least 15 hours per week. You must be in Active employment on the commencement date to be entitled to cover up to the Automatic Acceptance Level [AAL]. If you are not in active employment, then limited cover will apply.

ShareLink Tax Exempt Offer - Australian Permanent full time or part time employees who have completed probation by the end of offer period (16 June 2014). Employees on maternity leave or salary continuance less than 12 months are eligible.

## SENIORITY LEVEL DEFINITIONS

### CEO

Chief Executive Officer

### Senior Executive

Direct reports to the CEO. These employees are referred to as the key management personnel in the Group's Annual Report.

### Senior Management

General Manager or equivalent. Typically manage a business unit or major project. In conjunction with Senior Executives, they either set or heavily contribute to the strategic directions/goals of the Group.

### Middle Management

Typically report to a Senior Executive or a Senior Manager with employees reporting into them. Typically manage a business unit and are responsible for setting policies and procedures for their area.

### Manager

Typically report to a Middle Manager and manage a functional area within a business unit, with employees reporting into them.

### Professional/Technical

Employees apply technical and/or professional knowledge to their role and may have specialty degree/training. They may or may not have staff reporting to them e.g. Engineer.

### Supervisor/Team Leader

Employees typically report to a 'Manager' and typically manage a functional team e.g. Customer Service Team Leader.

### Customer Service

Employees are typically operationally based e.g. Customer Service Officer.

### Administration/Support

Employees are typically in administration, coordination and business support roles.

a Transurban's headcount definition includes direct Transurban employees (permanent full time/part time, fixed term full time/part time, casuals) & individual/independent contractors (Supervised workers in this definition), but excludes non-executive directors & employees on maternity leave, salary continuance & MSA contractors. A small number of individual/independent contractors work at Transurban compared to the number of employees. Individual/Independent contractors mainly work in Technology and on projects. Number of males, females per employment type is a % of the Grand Total.

b Note five employees recently transitioned to working on QM integration project based in QLD. These employees have not been re-classified as VIC (previous base) as this will skew the data for Victoria.

c FY12 and FY13 recalculated to include casuals with gender data available. This allows useful comparison across three financial years.

d Includes CEO and Board. FY12 and FY13 data has been restated to include a breakdown by age group.

e This is a new indicator for FY14. New Transurban employees only including casuals, permanent, fixed term. Excludes any

individual/independent/MSA contractors. Number of males, females per age group is a % of the Average Transurban Employee Headcount Total (620 employees).

f Involuntary and Voluntary turnover included for permanent employees only. FY12 and FY13 has been recalculated based on age at termination date, rather than age at end of reporting period.

g This is a new indicator for Transurban.

h FY12 and FY13 have been recalculated based on average FTE instead of headcount to align with Mercer benchmarking. All training hours and completion rates exclude any independent/individual/MSA contractors and casuals as not all required to complete training. FY14 marks the first year we are reporting in accordance with the GRI G4 'core' guidelines and sees a new level of detail being reported.

i Training is every 18 months hence the cyclical numbers. All training hours and completion rates exclude any independent/individual/MSA contractors. Company induction for new employees is mandatory and is included in the data. The percentage of employees is calculated based on an average headcount rather than the headcount over the reporting period.

j The calculation for remuneration follows WGEA reporting methodology. The first WGEA report published by Transurban was in 2014. Exchange Rates used for basic salary and Remuneration comparisons across US and Australia 30-Jun-12 USD and AUD on parity, 1:1  
30-Jun-13 Where dollar figures are supplied, USD have been converted to AUD (using the exchange rate as at 30 June 2012 - 0.9768).  
30-Jun-14 Where dollar figures are supplied, USD has been converted to AUD using the exchange rate as at 30 June 2014 (1 USD: 1.0609 AUD)

k QLD data excluded due to no data. Based on unplanned hours / hours worked or scheduled to work. Excludes casual hours from 'total scheduled' hours as they are not entitled to personal leave. Unplanned absenteeism includes sick leave (paid and unpaid), carer's leave (paid and unpaid) and bereavement/compassionate leave.

l Organisational changes taking place in Victoria have impacted customer service/operational areas where employees are on EBA. For consistency, FY12 and FY13 recalculated to exclude all salary continuance and maternity leave employees as it is assumed that these positions are backfilled.