

# Addressing our most material environmental, social and governance topics

The following table defines our ten most material topics and summarises our response to each.

TOPIC DESCRIPTION	OUR RESPONSE	WHERE THE IMPACT OCCURS				
		Customers	Investees <sup>1</sup>	Suppliers	Our people	Community
<p><b>NATURAL HAZARD RESILIENCE</b></p> <p>Helping customers and communities build resilience to natural hazards including floods, cyclones, storms, earthquakes and bushfires.</p>	<ul style="list-style-type: none"> <li>— Launched One House initiative to design, prototype and test one of Australia’s most resilient homes</li> <li>— Introduced Build it Back Better product feature for Suncorp home insurance customers who make a claim</li> <li>— Became Principal Community Partner of the Queensland State Emergency Service, and maintained Principal Community Partnership of the Victoria State Emergency Service, to help communities respond and recover from weather events</li> <li>— Established a grant program in partnership with Foundation for Rural and Regional Renewal to support impacted communities with long-term recovery and resilience building</li> </ul>	●	●	●	●	●
<p><b>CLIMATE CHANGE RESPONSE</b></p> <p>Proactively adapting to and managing the physical and transitional risks and opportunities of climate change for Suncorp’s business.</p>	<ul style="list-style-type: none"> <li>— Progressed refresh of Climate Change Action Plan</li> <li>— Completed next phase of climate change scenario analysis</li> <li>— Published Climate-related Financial Disclosures in FY21 Annual Report and obtained independent Limited Assurance over selected disclosures</li> <li>— Continued to implement Renewable Energy Strategy and progress RE100 commitments</li> </ul>	●	●			
<p><b>ACCESSIBILITY AND AFFORDABILITY</b></p> <p>Ensuring all customers can access affordable financial services that meet their needs.</p>	<ul style="list-style-type: none"> <li>— Conducted Accessibility Maturity Assessment</li> <li>— Piloted Drive, a low-cost insurance product for people on limited incomes in New Zealand, and continued to offer Essentials by AAI insurance products in Australia</li> <li>— Collaborated with community groups and industry peers to develop a Sorry Business financial hardship solution for Aboriginal and Torres Strait Islander peoples</li> </ul>	●				●
<p><b>CUSTOMER EXPERIENCE</b></p> <p>Developing agile, innovative and accessible solutions and products for customers. Enabling a personalised and seamless end-to-end user experience supported by customer engagement.</p>	<ul style="list-style-type: none"> <li>— Continued to provide a range of relief and support options for personal and business customers affected by COVID-19</li> <li>— Used technology to enable a faster and more efficient claims process following extreme weather and natural disasters</li> <li>— Launched Enterprise Complaints Program to improve the way we capture and manage customer complaints</li> </ul>	●			●	
<p><b>DATA PRIVACY AND SECURITY</b></p> <p>Rapidly adapting to and mitigating evolving data privacy and security threats to protect Suncorp and its customers.</p>	<ul style="list-style-type: none"> <li>— Enabled Consumer Data Sharing for customers to access and safely transfer selected banking data to accredited parties</li> <li>— Embedded Data Ethics Principles to guide ethical use of data and automated decision making</li> <li>— Continued to invest in advanced data analytics, fraud detection methodologies and scam-intervention techniques</li> </ul>	●	●	●	●	
<p><b>TRUST AND TRANSPARENCY</b></p> <p>Promoting a culture of trust and integrity through robust and transparent governance and disclosure processes.</p>	<ul style="list-style-type: none"> <li>— Completed an independent and comprehensive review of our most material environmental, social and governance (ESG) topics</li> <li>— Published performance against FY21 non-financial targets and committed to disclose an enhanced set of targets in early 2022</li> <li>— Reached the threshold for inclusion in the Dow Jones Sustainability Index (Australia)</li> <li>— Published FY20 Modern Slavery Statement, FY20 Tax Transparency Report and FY21 Proxy Voting Summary</li> </ul>	●	●	●	●	●

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<p><b>LEADING TECHNOLOGICAL ADVANCEMENT</b></p> <p>Embracing innovative technologies and digital solutions to enhance efficiency and amplify customer experience.</p>	<ul style="list-style-type: none"> <li>— Trialling industry first 'virtual human' employee to help AAMI customers with their insurance needs</li> <li>— Leveraged Artificial Intelligence to improve the motor claims experience for customers</li> <li>— Continued to invest in a new insurance pricing engine to improve pricing and underwriting and provide increased personalisation for customers</li> </ul>	●	●	●	●	●
<p><b>PURPOSEFUL AND RESPONSIBLE BUSINESS</b></p> <p>Promoting and integrating our purpose into the way we do business. Embedding environmental, social and governance considerations into decision making including investment, underwriting and lending practices.</p>	<ul style="list-style-type: none"> <li>— Progressed implementation of Responsible Banking and Insurance Policy</li> <li>— Completed portfolio-level ESG assessments in our banking, investment and insurance portfolios</li> <li>— Completed United Nations Principles for Responsible Banking self-assessment</li> <li>— Continued to assess the risk of modern slavery in our operations and supply chain</li> </ul>	●	●	●		●
<p><b>DIVERSE AND EMPOWERED WORKFORCE</b></p> <p>Building high-performing teams through a diverse, skilled and flexible workforce. Empowering employees through training and development opportunities for long-term growth and adaptability.</p>	<ul style="list-style-type: none"> <li>— Reduced the gender pay gap</li> <li>— Enhanced parental leave offerings for working and prospective parents</li> <li>— Became the first national organisation in Australia to achieve the 'Carers + Employers' carer friendly workplace accreditation</li> <li>— Launched second Reconciliation Action Plan to further support social and economic prosperity for Aboriginal and Torres Strait Islander peoples</li> <li>— Provided internships for First Nations people through CareerTrackers in Australia and Tupu Toa in New Zealand</li> <li>— Expanded the Future Ready learning program for our people</li> </ul>	●			●	
<p><b>VULNERABLE CUSTOMER SUPPORT</b></p> <p>Assisting customers in times of vulnerability and promoting informed decision making.</p>	<ul style="list-style-type: none"> <li>— Matured Customers Experiencing Vulnerability Strategy and Roadmap</li> <li>— Developed new tools and training to help our people identify and support customers experiencing vulnerability</li> <li>— Hosted annual Consumer Advocate Day to discuss current and emerging customer and community issues with external experts</li> <li>— Extended partnership with community organisation Uniting and expanded CareRing referral service for customers experiencing vulnerability</li> <li>— Launched the AAMI House, an industry-leading tool to help customers better understand their insurance products and coverage</li> </ul>	●			●	●

1. Companies that Suncorp has invested in through its investment portfolios