



Environmental Performance Plan 2018-19

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Create a better today



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Suncorp Group Limited
ABN 66 145 290 124

Suncorp sustainability and environmental performance

Suncorp believes in conducting business in a way that protects and sustains the environment for current and future generations, and we actively seek to minimise the impact of our own activities. In the 2016-17 Annual Review, Suncorp committed to releasing an Environmental Performance Plan (EPP).

ABOUT SUNCORP

Suncorp Group Limited is a trusted provider of financial services and solutions, helping customers take positive action to improve their financial wellbeing.

We are a top 20 ASX-listed company with \$97 billion in assets, employ approximately 13,400 people, and serve more than nine million customers across Australia and New Zealand.

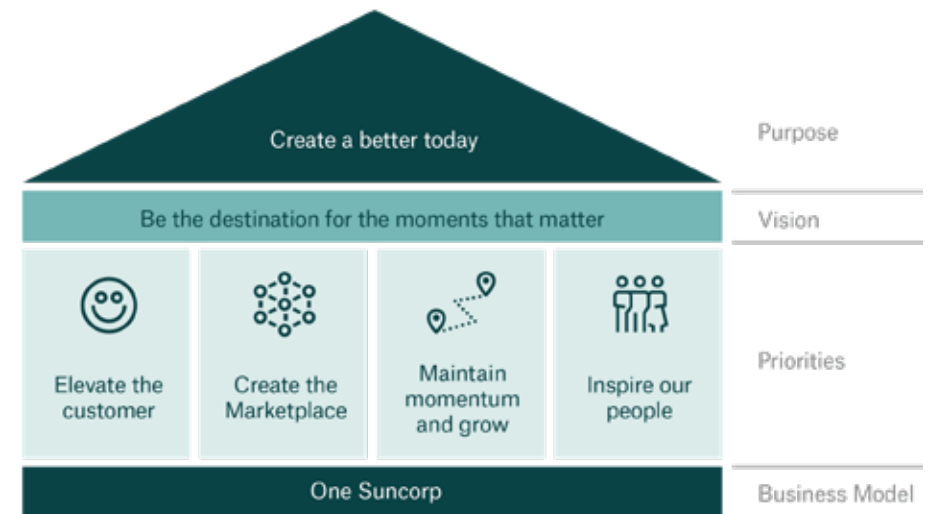
We offer a broad range of products and services designed to make it easier for our customers to meet their financial needs. It brings together our strong portfolio of banking, wealth management and insurance solutions from across our many brands including Suncorp, AAMI, GIO, Apia and Shannons, as well as those from our partners.

SUNCORP STRATEGY

Suncorp's purpose is to create a better today for our customers, communities, people and shareholders. We help people live the life they want now, and plan for the life they want tomorrow.

Our vision is to be the destination for the moments that matter. By placing the customer at the centre of everything we do, we have a deeper understanding of their needs and can better support them when they need us most. To achieve our vision, Suncorp is focused on four strategic priorities:

- **Elevate the customer:** We use insights to understand and meet customer needs, and continue to embed a customer-centric culture which ultimately delivers seamless, and valuable customer experiences.
- **Create the Marketplace:** By creating a connected network of brands, partners, solutions, and channels, we are making it faster, simpler, and easier for our customers.
- **Maintain momentum and grow:** We are building and protecting Suncorp's reputation for excellence in manufacturing financial services solutions for customers in Australia and New Zealand.
- **Inspire our people:** We are fostering a diverse, inclusive, and highly engaged workforce.



The EPP supports Suncorp's strategic priorities to *maintain momentum and grow* and *inspire our people*.

CORPORATE RESPONSIBILITY

Creating and preserving value for Suncorp's stakeholders is fundamental to our approach to Corporate Responsibility. We continually strive to improve our business practices to optimise outcomes, earn trust, and maintain our social licence to operate.

Our Corporate Responsibility Framework helps us to achieve Suncorp's purpose to create a better today for all stakeholders. Through our Corporate Responsibility Framework, we will actively manage the environmental, social and governance risks and opportunities we face as we conduct business. More information can be found at:

www.suncorpgroup.com.au/about-us/responsibility

SUNCORP'S CLIMATE CHANGE ACTION PLAN (2018-20)

The Climate Change Action Plan (CCAP) was approved by the Board and Suncorp's Senior Leadership Team in March 2018. It forms the basis for maturing Suncorp's assessment, management, and disclosure of climate change risks and opportunities using the framework published by the Financial Stability Board Task Force on Climate-related Financial Disclosures (TCFD). It demonstrates how we will work with our customers and communities to support a transition to a net-zero carbon emissions economy by 2050.

Our CCAP includes five commitments:

1. Strengthen our governance processes (including assessment of climate risk)
2. Reduce our environmental footprint
3. Increase community resilience
4. Accelerate emerging opportunities and climate-related innovation
5. Track and openly disclose our climate-related performance.

The implementation of our Responsible Investment Policy is included in the CCAP. The Policy was launched in August 2017 and includes commitments to increase climate-related investment and apply a shadow carbon price in managing risk.

The EPP aligns with the CCAP commitment to reduce our environmental footprint, build community resilience, and track and openly disclose our environmental performance.



2018-19 ENVIRONMENTAL PERFORMANCE PLAN COMMITMENTS

The EPP will help ensure that by creating a better today, we also create a better future by reducing our environmental footprint. We also aim to meet the expectations of our people, customers, shareholders, and the community through our commitment to track and openly disclose our environmental performance.

Suncorp is making the following four commitments in the EPP:

- Reduce our environmental footprint
- Foster innovation and partnerships
- Engage, educate, and inspire our people
- Track and openly disclose our performance.

The EPP outlines the intended actions for 2018-19 and is designed to be published with the 2018-20 CCAP. This is a one year plan which will be refreshed and published annually.

SCOPE

The EPP applies to Suncorp's operations across Australia and New Zealand (NZ), and the Suncorp Insurance Venture (SIV) entities: Capital S.M.A.R.T Repairs, ACM Parts and HomeRepair.

Suncorp's environmental performance commitments

1. REDUCE OUR ENVIRONMENTAL FOOTPRINT

Reduce the environmental impacts of our operations associated with greenhouse gas emissions, energy use, water use, and the responsible management of waste.

2. FOSTER INNOVATION AND PARTNERSHIPS

Support innovation and develop partnerships to optimise the environmental outcomes of our operations and throughout our supply chain.

3. ENGAGE, EDUCATE, AND INSPIRE OUR PEOPLE

Develop a compelling environmental engagement plan to engage and inspire staff, promote wellness, and environmental awareness. Make Suncorp an employer of choice for environmentally conscious talent.



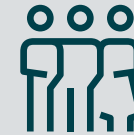
Maintain momentum and grow



Inspire our people



Maintain momentum and grow



Inspire our people

4. TRACK AND OPENLY DISCLOSE OUR PERFORMANCE

Track, disclose and improve our performance against the TCFD, and other metrics. Ensure Suncorp complies with relevant environmental laws and regulations.

SUNCORP'S ENVIRONMENTAL PERFORMANCE COMMITMENTS

1. REDUCE OUR ENVIRONMENTAL FOOTPRINT

INITIATIVE	RESPONSIBILITY	COMMITTED ACTION STATEMENT	TIMEFRAME
1.1. Energy Efficiency			
	Executive General Manager (EGM) Real Estate	Capture electricity consumption performance baseline for all property types across Australia, NZ, and SIV.	August 2018
	EGM SIV and Procurement	Capture fuel consumption performance baseline for Australia, NZ, and SIV and identify initiatives to achieve improved performance.	August 2018
	EGM Real Estate	Set targets for electricity consumption intensity for all property types across Australia, NZ, and SIV.	June 2019
	EGM Real Estate	Explore initiatives to achieve improved performance and allocate budget to deliver against these initiatives.	June 2019
	EGM Infrastructure	Set performance targets for data centres.	June 2019
1.2. Renewable Energy			
	EGM Real Estate	Develop a renewable energy strategy for our operations and allocate budget to deliver against this strategy.	June 2019
	EGM Real Estate	Assess feasibility for on-site renewable energy initiatives for our real estate portfolio.	June 2019
	EGM SIV and Procurement	Assess feasibility of renewable energy supply initiatives such as a Corporate Power Purchase Agreement (PPA).	June 2019
1.3. Greening Fleet			
	EGM SIV and Procurement	Expand existing fleet greening strategy (Australia) and set targets to reduce fuel consumption and Scope 1 greenhouse gas (GHG) emissions.	June 2019
	EGM Corporate Affairs	Explore options to offset remaining emissions.	June 2019

SUNCORP'S ENVIRONMENTAL PERFORMANCE COMMITMENTS

INITIATIVE	RESPONSIBILITY	COMMITTED ACTION STATEMENT	TIMEFRAME
1.4. Business Travel			
	EGM SIV and Procurement	Engage internal stakeholders to identify actions to reduce air travel and develop sustainable travel solutions.	December 2018
	EGM Business Improvement Program (BIP)	Set targets to reduce air travel and associated GHG emissions.	June 2019
	EGM Corporate Affairs	Explore options to offset remaining air travel-related carbon emissions.	June 2019
1.5. Waste			
	EGM Real Estate	Capture waste performance baseline for all relevant property types across Australia, SIV, and NZ.	August 2018
	EGM Real Estate	Set waste performance targets for all relevant property types across Australia, SIV, and NZ.	June 2019
	EGM Real Estate	Develop a waste plan for Suncorp operations.	December 2018
	EGM Real Estate	Capture baseline data for e-waste diverted from landfill.	June 2019
	EGM SIV	Capture baseline data for hazardous waste and industrial waste diverted from landfill (Australia, NZ and SIV).	June 2019
1.6. Water			
	EGM Real Estate	Develop water consumption baseline across Suncorp's operations.	June 2019
	EGM Corporate Affairs	Explore options to reduce water consumption.	June 2019
1.7. Design Standards			
	EGM Real Estate	Incorporate wellness and environmental sustainability requirements into design standards for new fit-outs and refurbishments (Australia, NZ and SIV).	June 2019
	EGM Real Estate	Identify sample of retail sites across the portfolio and complete an Environmental Sustainability Performance Assessment.	June 2019
1.8. Paper			
	EGM BIP	Develop paper consumption baseline across Suncorp operations.	June 2019
	EGM BIP	Explore options to reduce paper consumption.	June 2019

SUNCORP'S ENVIRONMENTAL PERFORMANCE COMMITMENTS

2. FOSTER INNOVATION AND PARTNERSHIPS

INITIATIVE	RESPONSIBILITY	COMMITTED ACTION STATEMENT	TIMEFRAME
2.1. New and Existing Partnerships			
	EGM SIV and Procurement	Explore ways to optimise the environmental outcomes of our operations and throughout our value chain.	June 2019
	EGM Corporate Affairs	Investigate innovative partners and strategies that support reducing our environmental footprint and the environmental impacts of our business operations.	June 2019
2.2. Procurement Policy			
	EGM SIV and Procurement	Work with our current suppliers, community organisations, industry bodies, and government to improve the environmental impact of procurement and the resilience of our supply chain.	June 2019
2.3. Cross Industry Collaboration			
	EGM Corporate Affairs	Participate in environmental sustainability focused industry group forums to learn and share knowledge, best practice, and information.	June 2019
2.4. Landlord Partnerships			
	EGM Real Estate	Develop mutual obligations with landlords to improve the environmental performance of leased properties.	June 2019
2.5. Climate Resilience			
	EGM Real Estate	Consider the risks associated with extreme weather events in site selection, crisis planning, and business continuity planning.	June 2019

SUNCORP'S ENVIRONMENTAL PERFORMANCE COMMITMENTS

3. ENGAGE, EDUCATE, AND INSPIRE OUR PEOPLE

INITIATIVE	RESPONSIBILITY	COMMITTED ACTION STATEMENT	TIMEFRAME
3.1. Employee Wellness			
	EGM Real Estate	Complete building wellness assessment for key commercial sites to determine influence of built environment on health and wellbeing outcomes.	June 2019
3.2. Employee Engagement			
	EGM Corporate Affairs	Develop and implement an internal campaign to build awareness around climate change and engagement in Suncorp's environmental sustainability initiatives.	June 2019
	EGM Corporate Affairs	Measure engagement and track performance of the program.	June 2019

SUNCORP'S ENVIRONMENTAL PERFORMANCE COMMITMENTS

4. TRACK AND OPENLY DISCLOSE OUR PERFORMANCE

INITIATIVE	RESPONSIBILITY	COMMITTED ACTION STATEMENT	TIMEFRAME
4.1. Environmental Performance Plan			
	EGM Corporate Affairs	Publish the EPP and make information about its progress accessible to all stakeholders through internal and external channels.	May 2018
4.2. Metrics and Targets			
	EGM Real Estate	Re-baseline Suncorp's environmental performance, including Scope 1 and 2 GHG emissions to include NZ and SIV.	August 2018
	EGM Real Estate	Assess and baseline Scope 3 emissions for material emission sources.	June 2019
	EGM Corporate Affairs	Agree environmental metrics and develop targets to track progress under the EPP.	June 2019
4.3. Reporting			
	EGM Corporate Affairs	Report progress on the EPP in Suncorp's annual reporting suite and to agreed third party reporting programs.	August 2018
	EGM Real Estate	Report GHG emissions and energy consumption for Suncorp's Australian operations via the National Greenhouse and Energy Reporting Scheme (NGERS).	October 2018
4.4. Legal Compliance			
	EGM Real Estate	Ensure Suncorp complies with all relevant environmental laws and regulations.	August 2018
4.5. Benchmarks and Certification			
	EGM Real Estate	Participate in industry benchmarking to compare performance with peers (e.g. NABERS and Green Star).	June 2019
4.6. TCFD Disclosure			
	EGM Real Estate	Support relevant TCFD disclosure measures on climate risk and opportunities, impact on business, strategy, and financial planning.	June 2019
4.7. SIV Additional Metrics			
	EGM SIV and Procurement	Consult with key stakeholders and investigate additional metrics for SIV beyond Scope 1 and 2 GHG emissions.	December 2018

DEFINITIONS

GHG	Greenhouse gases that are reported under the NGER Scheme include carbon dioxide (CO ₂), methane (CH ₄), nitrous oxide (N ₂ O), sulphur hexafluoride (SF ₆) and specified kinds of hydro fluorocarbons and perfluorocarbons ¹ .
SCOPE 1	GHG emissions released to the atmosphere as a direct result of an activity, or series of activities at a facility level. Scope 1 emissions are sometimes referred to as direct emissions (eg combustion of fuel used in cars/other vehicles) ² .
SCOPE 2	GHG emissions released to the atmosphere from the indirect consumption of an energy commodity (eg a power station burns coal to power its generators and in turn creates electricity) ³ .
SCOPE 3	Indirect GHG emissions other than Scope 2 emissions that are generated in the wider economy. They occur because of the activities of a facility, but from sources not owned or controlled by that facility's business (eg air travel) ⁴ .
PPA	A corporate Power Purchase Agreement (PPA) is a financial contract between two parties whereby the buyer commits to purchasing a set amount of the electricity that a renewable energy project will produce over a fixed time period. The renewable energy project can be either wind or solar and the contract forms an investment in the development of a new project.
TCFD	The TCFD seeks to develop recommendations for voluntary climate-related financial disclosures that are consistent, comparable, reliable, clear, and efficient, and provide decision-useful information to lenders, insurers, and investors. The TCFD's 32 members were chosen by the Financial Stability Board (FSB) to include both users and preparers of disclosures from across the G20's constituency covering a broad range of economic sectors and financial markets.

ACRONYM DEFINITIONS



CCAP	Climate Change Action Plan
CR	Corporate Responsibility
EEEP	Environmental Employee Engagement Plan
EGM	Executive General Manager
EPP	Environmental Performance Plan
GHG	Greenhouse Gas
kWh	Kilowatt-Hour
NABERS	National Australian Built Environment Rating System
NGERS	National Greenhouse and Energy Reporting Scheme
NZ	New Zealand
PPA	Power Purchase Agreement
PV	Photovoltaic
PX	People Experience
SIV	Suncorp Insurance Ventures
TCFD	Taskforce on Climate-related Financial Disclosures

1. Australian Government Clean Energy Regulator (2016) <http://www.cleanenergyregulator.gov.au/NGER/About-the-National-Greenhouse-and-Energy-Reporting-scheme/Greenhouse-gases-and-energy>

2. *ibid*

3. *ibid*

4. *ibid*

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