

UN PRINCIPLES FOR SUSTAINABLE INSURANCE

SUNCORP GROUP FY21 DISCLOSURE

Introduction

There has never been a time when Suncorp's purpose of building futures and protecting what matters has been more relevant. Our purpose has guided the way we have responded to the challenges of 2020-21, and how we are evolving our organisation to realise the opportunities for our business. We know that a commitment to long-term, sustainable growth for our customers and shareholders requires consideration and management of the environmental, social and governance (ESG) risks and opportunities faced by our business and communities now and into the future.

In 2020-21 Suncorp has deepened understanding of the opportunities and consequences of accelerating change. The most material issues that face Suncorp include building our community's resilience to natural hazards; managing the impacts of climate change; building customer centricity; managing data, privacy and security; and supporting an evolving workforce. Our most material issue – and indeed, an issue for the broader insurance industry and our nation – is the rising incidence of natural disasters. In the past year, we saw floods, hail, cyclones, and bushfires across all corners of Australia and New Zealand.

This document summarises how Suncorp continues to integrate ESG considerations throughout our insurance business in alignment with the UN PSI, referencing relevant pages from Suncorp's FY21 Annual Report.

About Suncorp Group

Suncorp Group offers insurance and banking products and services through some of Australia's and New Zealand's most recognisable brands. With a heritage dating back to 1902, we have grown to become an ASX-listed company with more than 13,000 people and \$97 billion in assets. Suncorp Group comprises three core businesses, each empowered to deliver for their customers.

Our Insurance Australia business delivers home and contents, motor, caravan, compulsory third party, workers compensation, commercial insurance through our suite of leading insurance brands including AAMI, Suncorp Insurance, GIO and Apia. Our insurance products help millions of people to protect what matters to them.

Suncorp New Zealand deliver consumer, commercial and life insurance products via intermediaries in New Zealand through its general (Vero) and life insurance (Asteron Life) brands and partnerships. In addition, Suncorp New Zealand (SNZ) partners with the New Zealand Automobile Association (AA) to distribute general insurance products direct to consumers via AA Insurance, a joint venture between Vero and the AA. A second joint venture between the two partners (AA Finance) provides secured vehicle financing. Asteron also partners with the AA to distribute simple Life products direct to New Zealand consumers.

For more information about our approach to ESG integration, visit:
<https://www.suncorpgroup.com.au/corporate-responsibility>



- Principle 1: We will embed in our decision-making environmental, social and governance issues relevant to our insurance business.
- Principle 2: We will work together with our clients and business partners to raise awareness of environmental, social and governance issues, manage risk and develop solutions.
- Principle 3: We will work together with governments, regulators and other key stakeholders to promote widespread action across society on environmental, social and governance issues.
- Principle 4: We will demonstrate accountability and transparency in regularly disclosing publicly our progress in implementing the principles.

2020-21 alignment with UN PSI Principles

Reference: Suncorp Annual Report 2020-21

PAGE	ANNUAL REPORT SECTION	UN PSI PRINCIPLE	COMMENTARY
8-9	Message from our Chairman	1, 2, 4	Demonstrates how Suncorp is committed to delivering a responsible and adaptive business which considers material ESG issues, including climate change, customer vulnerability, and organisational impacts on society. Also outlines the importance of responsible investment and Suncorp's Sensitive Sector Standards in responding to key ESG risks.
16-17	Our operating environment	1, 2, 4	Summarises the outcomes of Suncorp's stakeholder materiality assessments, which identified and prioritise the economic, environmental, social and governance topics of most significance for our business.
34-35	Change advocated	1, 2, 3, 4	Summarises key areas of advocacy for Suncorp, including financial, social and natural hazard resilience; and accessible, affordable and inclusive insurance.
36-37	Sustainable business	1, 4	Outlines Suncorp's approach to stakeholder engagement, the most material environmental, social and governance (ESG) topics for our business, and our response through the lens of our Corporate Sustainability Principles. References relevant Sustainable Development Goals Suncorp's work contributes to. Non-financial targets, including tracking to targets is also included.
38-39	Stakeholder engagement	1, 2, 3	Describes how we identify and engage with key stakeholders, ensuring we are proactive, respectful, transparent and uphold the highest ethical standards. Includes information on how we engaged, key topics we heard from our stakeholders and how we responded.
40-41	ESG materiality assessment	1, 2, 3	In FY21, a comprehensive and independent ESG materiality assessment was conducted that reflects our changing operating environment, the evolving priorities of stakeholders and issues important to our business. The topics identified cover areas such as our role in building more resilient communities, customer focus, social and environmental impact, governance and reputation, and our workforce.
42-45	Sustainable growth	1, 2, 3, 4	This section details how Suncorp manages its impacts to ensure the sustainable growth of both Suncorp's business and the communities in which it operates. It includes detailed information on Suncorp's progress in responding to climate change, including climate change scenario analysis and disclosures, reducing operational environmental impacts, and how Suncorp is

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			working with stakeholders to build natural hazard resilience in communities. Suncorp's responsible underwriting, investment and supply chain initiatives are detailed, including modern slavery, impact investing and fossil fuel phase-out commitments.
46-49	Responsible financial services	1, 2, 3, 4	This section details how Suncorp is being responsive and is providing suitable, fair and affordable products and services that meet the needs of our customers and helps to build their financial resilience. It includes detailed information on how Suncorp is providing customers with access to affordable financial services that meet their needs, including how we're improving our business practices, and supporting customers through the COVID-19 pandemic and other vulnerabilities.
50-51	Resilient people and communities	1, 2, 3, 4	This section details how Suncorp is working to build the financial, social and natural hazard resilience of employees and communities, foster an inclusive culture and diverse workforce, and support employees in the causes they care about and actively promote their involvement in the community. It includes detailed information on how Suncorp is investing in the community and measuring social impact, respecting human rights, fostering flexibility, inclusion and diversity, and building a purpose-driven culture.
52-53	Trust and transparency	1, 2, 3, 4	This section details how Suncorp builds trust and is open and transparent in engagement with stakeholders. It includes detailed information on how Suncorp is strengthening conduct and culture, remunerating fairly and transparently, engaging with government and industry to advocate for positive customer and community outcomes, and managing and protecting consumer data.
54-65	TCFD disclosures	1, 2, 3, 4	Suncorp's fourth TCFD, this section includes detailed information about Suncorp's approach to climate change governances, strategy, risk management, and metrics and targets used to assess impact and contribution to emissions reduction.
206-207	Performance summary	1, 4	Includes extensive detail of Suncorp's non-financial and ESG-related metrics, spanning customer, employee, community, environment and value chain.