



Sustainability focus across the business

In 2022, we have evolved our sustainability strategy to better support our ambition and purpose of enabling a more resilient future.

Refreshing our sustainability strategy

It has never been more important for people, communities and businesses to build resilience in order to address the challenges we face now, and into the future. We hope to build resilience through integrating sustainability considerations into our business practices as we evolve and elevate our sustainability ambition. Our sustainability strategy refresh has enabled us to better focus our sustainability commitments and clarify the role that QBE can play in having a positive impact on our environment and society. Our three focus areas are resonating well with our people and provide opportunities to bring our enterprise together as we collaborate globally.

We continue to progress our sustainability commitments and announced new targets and initiatives in our Half Year Report. These targets include expanding our operational net-zero 2030 target to include material Scope 3 emissions, engaging with large suppliers to set targets by 2025 and laying the foundation to publish one or more interim targets in accordance with the United Nations-convened Net-Zero Insurance Alliance (NZIA) Target-Setting Protocol.

Measuring our progress

In 2022, we published our sustainability scorecard, which was aligned to the topics we understand to be material to our stakeholders. I am pleased to say that we have met almost all our targets. In addition, we are proud to have won sustainability awards this year such as the Australian and New Zealand Institute of Insurance and Finance Environmental, Social and Governance (ESG) Change Award in our home market.

In 2023, we will reset our sustainability scorecard to align to our three focus areas and to consider the short to medium-term time horizon on our material targets. Our five priority sustainable development goals of *No Poverty*, *Decent Work and Economic Growth*, *Reduced Inequalities*, *Sustainable Cities and Communities* and *Climate Action* are aligned to our business activities, our Sustainability Framework and focus areas.

Our priorities

Managing the risks and opportunities presented by a changing climate continues to be a key focus for us. QBE has been active in working with the NZIA and Partnership for Carbon Accounting Financials to develop

standards to measure insurance-associated emissions that will allow us to individually set meaningful targets. Additionally, we are signatories to the Net-Zero Asset Owner Alliance and a supporter of the *Climate Change Roadmap Towards a Net-Zero and Resilient Future* issued by the Insurance Council of Australia in our home market.

Inclusion of Diversity remains a core part of our culture. In 2022, we exceeded our target of 40% women on our Group Board. We furthered our commitment to women in leadership, pledging to HESTA's 40:40 Vision and are on track to reach our target of 40% women in leadership by 2025. In 2023, we will implement new inclusion targets of belonging, based on ethnicity, disability, and LGBTIQ+ identification. We recognise that we operate in a competitive global market for talent and continue to focus on creating a positive and flexible workplace culture that attracts and retains people. As part of this, we continue to respond to feedback through Voice, our employee listening program, to build a workplace where people feel they belong.

Andrew Horton
Group Chief Executive Officer