



Independent Limited Assurance Report to the Directors of Insurance Australia Group Limited

Conclusion

Based on the evidence we obtained from the procedures performed, we are not aware of any material misstatements in the Information Subject to Limited Assurance included in the Report, which has been prepared by Insurance Australia Group Limited in accordance with the Criteria for the financial year ended 30 June 2024.

Information Subject to Assurance

The Information Subject to Limited Assurance includes sustainability-related quantitative and qualitative disclosures presented in Insurance Australia Group Limited's ("IAG") Climate-related Disclosure section of the 2024 Annual Report and the Group FY24 Environmental, Social and Governance (ESG) Data Summary (collectively, "Report") for the financial year ended 30 June 2024 ("Information Subject to Limited Assurance") and is shown in Appendix I.

Criteria Used as the Basis of Reporting

The measurement criteria used for the preparation of the Information Subject to Limited Assurance is described in the section *Definition and Methodology* within the Group FY24 ESG Data Summary accessible via <https://www.iag.com.au/sustainability/sustainability-reports> ("Criteria").

Basis for Conclusion

We conducted our work in accordance with Australian Standard on Assurance Engagements (ASAE) 3000 *Assurance Engagements Other than Audits or Reviews of Historical Financial Information* and ASAE 3410 *Assurance Engagements on Greenhouse Gas Statements* ("Standard"). In accordance with the Standard, we have:

- used our professional judgement to plan and perform the engagement to obtain limited assurance that we are not aware of any material misstatements in the Information Subject to Limited Assurance, whether due to fraud or error;
- considered relevant internal controls when designing our assurance procedures, however we do not express a conclusion on their effectiveness; and
- ensured that the engagement team possess the appropriate knowledge, skills and professional competencies.



Summary of Procedures Performed

Our limited assurance conclusion is based on the evidence obtained from performing the following procedures:

- enquiries with relevant IAG personnel to understand the internal controls, governance structure and reporting process of the Information Subject to Limited Assurance;
- reviews of relevant documentation including IAG's Basis of Preparation and the Criteria;
- analytical procedures over the Information Subject to Limited Assurance;
- walkthroughs of the Information Subject to Limited Assurance to source documentation on a sample basis;
- evaluating the appropriateness of the Criteria with respect to the Information Subject to Limited Assurance; and
- reviewed the Report in its entirety to ensure it is consistent with our overall knowledge of assurance engagement.

How the Standard Defines Limited Assurance and Material Misstatement

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for a reasonable assurance engagement. Consequently the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed.

Misstatements, including omissions, are considered material if, individually or in the aggregate, they could reasonably be expected to influence relevant decisions of the Directors of IAG.

Inherent Limitations

Greenhouse gas quantification is subject to inherent uncertainty due to the nature of the information and the uncertainties inherent in: (i) the methods used for determining or estimating the appropriate amounts, (ii) information used to determine emission factors and (iii) the values needed to combine emissions of different gases.

The nature of non-financial information, the absence of a significant body of established practice on which to draw, and the methods and precision used to determine non-financial information, allow for different, but acceptable evaluation and measurement techniques and can result in materially different measurements, affecting comparability between entities and over time. The Information Subject to Limited Assurance has been measured applying the Criteria, which has been developed solely for the purpose of providing this non-financial information. As such, the Information Subject to Limited Assurance may not be suitable for another purpose.

Because of the inherent limitations of an assurance engagement, together with the internal control structure, it is possible that fraud, error or non-compliance with the Criteria may occur and not be detected. A limited assurance engagement for the financial year ended 30 June 2024 does not provide assurance on whether compliance with the Criteria will continue in the future.

Use of this Assurance Report

This report has been prepared for the Directors of IAG for the purpose of providing an assurance conclusion on the Information Subject to Limited Assurance and may not be suitable for another purpose. We disclaim any assumption of responsibility for any reliance on this report, to any person other than the Directors of IAG, or for any other purpose than that for which it was prepared.



Management's responsibility

Management are responsible for:

- determining that the Criteria is appropriate to meet their needs;
- preparing and presenting the Information Subject to Limited Assurance in accordance with the Criteria; and
- establishing internal controls that enable the preparation and presentation of the Information Subject to Limited Assurance that is free from material misstatement, whether due to fraud or error.

A handwritten signature in blue ink, appearing to read 'KPMG'.

KPMG
21 August 2024

Our Responsibility

Our responsibility is to perform a limited assurance engagement in relation to the Information Subject to Limited Assurance for the financial year ended 30 June 2024, and to issue an assurance report that includes our conclusion.

Our Independence and Quality Management

We have complied with our independence and other relevant ethical requirements of the *Code of Ethics for Professional Accountants (including Independence Standards)* issued by the Australian Professional and Ethical Standards Board, and complied with the applicable requirements of Australian Standard on Quality Management 1 to design, implement and operate a system of quality management.



Appendix 1: Information Subject to Limited Assurance

Quantitative disclosures	Value assured for FY2024		
	Australia	New Zealand	Group
Customer			
Complaints resolved in 30 days (%)	97	n/a	n/a
Transactional Net Promoter Score (NPS)	46.8	50	n/a
Community Investment			
Community investment (AU\$/NZ\$)	9.0	0.8	9.8
Volunteered hours (hours)	3,143	3,309	6,452
Sustainable procurement: Indigenous spend (AU\$)	1.3	n/a	n/a
Sustainable procurement: Number of Indigenous suppliers	32	n/a	n/a
Workforce			
Absenteeism	4.9%	5.6%	5.1%
Age Group <30 years	12%	15%	n/a
Age Group >50 years	25%	24%	n/a
Age Group 30-50 years	63%	60%	n/a
Total Headcount	8,534	4,182	12,716
Full Time Equivalent (FTE)	7,932	3,977	11,908
Part-time employment	14.9%	8.4%	12.7%
Staff turnover	13.1%	10.1%	12.1%
Turnover - male	13.3%	10.4%	12.7%
Turnover - female	12.8%	9.9%	11.9%
Turnover male – within the first 12 months	31.6%	27.8%	30.4%
Turnover female – within the first 12 months	34.7%	30.9%	33.2%
Turnover – employee initiated	10.5%	9.4%	10.1%
Turnover – employer initiated	2.6%	0.7%	2.0%
First Nations Employment	1.14%	n/a	n/a
Representation of Men and Women			
General employees salary ratio (\$) (mean)	1.10	1.11	1.10
Manager / senior specialist salary ratio (\$) (mean)	1.07	1.05	n/a
Senior manager salary ratio (\$) (mean)	1.03	0.95	n/a
Heads of / general manager salary ratio (\$) (mean)	1.05	1.06	n/a
Gender pay gap (mean)	n/a	19.9%	n/a
Women employed in the workforce	59%	62%	60%
Women in senior management positions	43%	46%	44%
Women in executive positions	n/a	n/a	33%
Women on the board	n/a	n/a	27%
Workplace Health and Safety			
Lost-time injury frequency rate (LTIFR)	n/a	n/a	1.40



Value assured for FY2024

Quantitative disclosures

Australia New Zealand Group

Climate-Related Metrics			
Normalised carbon footprint of listed Australian equity portfolio (tCO2e per \$US million)	n/a	n/a	70.9
Normalised carbon footprint of listed global equity portfolio (tCO2e per \$US million)	n/a	n/a	45.7
Weighted average carbon intensity of listed Australian equity portfolio (tCO2e per \$US million sales)	n/a	n/a	94.5
Weighted average carbon intensity of listed global equity portfolio (tCO2e per \$US million sales)	n/a	n/a	79
Investment in green bonds (AU\$)	n/a	n/a	309
Underwriting			
Gross written premium (GWP) from mining and fossil fuel power generation activities (%)	n/a	n/a	0.000
Gross written premium (GWP) from mining and fossil fuel power generation activities (AU\$)	n/a	n/a	0.1
Environment			
Scope 1 GHG emissions (tCO2e)	5,668	1,524	7,192
Scope 2 GHG emissions (tCO2e) (location-based)	12,213	284	12,497
Scope 2 GHG emissions (tCO2e) (market-based)	12,213	224	12,437
Scope 3 GHG emissions (tCO2e) including emissions from the following upstream sources: Employee air travel, mileage, taxi and rental cars (collectively known as business travel), electricity transmission and distribution losses and fleet fuel extraction and processing (collectively known as fuel and energy-related services), employee commuting and working from home, waste, office paper, and print paper	14,365	4,314	18,678
Total Scope 1, 2 and 3 GHG emissions intensity KPI (tCO2e/FTE)	4.1	1.5	n/a
Employee Commuting	n/a	n/a	5,040
Work from home (tCO2e)	2,114	269	2,383
Fuel consumption (kL)	1,463	336	n/a
Fuel consumption KPI (kL/vehicle)	1.39	1.17	n/a
Air travel (thousand kms)	14,625	4,309	n/a
Air travel KPI (km/FTE)	1.9	1.1	n/a
Electricity (MWh)	16,599	4,671	n/a
Electricity KPI (MWh/FTE)	2.10	1.19	n/a
Natural gas (GJ)	21,653	n/a	n/a
Stationary LPG (GJ)	n/a	11,721	n/a
Carbon offsets purchased (tCO2e)	n/a	n/a	38,381