



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 Assurance included in the Annual Review and Sustainability Report, and associated Online Content, which has been prepared by Insurance Australia Group Limited in accordance with the Criteria for the year-ended 30 June 2022.

Information Subject to Assurance

The quantitative and qualitative disclosures that are the subject of our limited assurance report (Information Subject to Assurance) for the year-ended 30 June 2022 for Insurance Australia Group (IAG) are:

- A selection of 66 non-financial quantitative performance indicators (Selected Data Claims) contained in IAG Environmental, Social and Governance (ESG) data summary and online table of commitments contained at <https://www.iag.com.au/safer-communities/our-esg-performance> and included in the appendix to this report;
- Selected Data Claims presented throughout pages 12 to 25 of IAG's FY22 Annual Review and Sustainability Report; and
- Selected qualitative disclosures relating to the Selected Data Claims and selected qualitative disclosures pertaining to IAG's material issues contained within pages 12 to 25 of IAG's Annual Review and Sustainability Report, as well as within its associated online table of commitments at <https://www.iag.com.au/safer-communities/our-esg-performance> (Online Content).

Criteria Used as the Basis of Reporting

The below reporting criteria has been applied (*collectively "the Criteria"*):

- IAG's own reporting criteria (as established and set out in 'IAG Data Summary and Glossary of Terms' www.iag.com.au/safer-communities/our-esg-performance; and
- The Global Reporting Initiative (GRI) 2016 Standards' Reporting Principles for Defining Report Content: being Stakeholder Inclusiveness, Sustainability Context, Materiality, and Completeness.



Basis for Conclusion

We conducted our work in accordance with Australian Standard on Assurance Engagements ASAE 3000 (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 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 Insurance Australia Group Limited personnel to understand the internal controls, governance structure and reporting process of the Information Subject to Assurance;
- reviews of relevant documentation including the basis of preparation and the Criteria;
- analytical procedures over the Information Subject to Assurance;
- walkthroughs of the Information Subject to Assurance to source documentation on a sample basis;
- evaluating the appropriateness of the criteria with respect to the Information Subject to Assurance; and
- reviewed the Annual Review and Sustainability Report and Online Content 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 Insurance Australia Group Limited.

Use of this Assurance Report

This report has been prepared for the Directors of Insurance Australia Group Limited for the purpose of providing an assurance conclusion on the Information Subject to 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 Insurance Australia Group Limited, 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 Assurance in accordance with the criteria; and
- establishing internal controls that enable the preparation and presentation of the Information Subject to Assurance that is free from material misstatement, whether due to fraud or error.

Our Responsibility

Our responsibility is to perform a limited assurance engagement in relation to the Information Subject to Assurance for the 30 June 2022, and to issue an assurance report that includes our conclusion.

Our Independence and Quality Control

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 Control 1 to maintain a comprehensive system of quality control.

A handwritten signature in blue ink that reads 'KPMG'.

KPMG

12 August 2022



Appendix: Selected Data Claims

Selected Australia data:

Customer		
1*	% Complaints resolved in 30 days	96%
2	Customer Advocacy Scores -	
2.1	Heartbeat / interactive NPS	53
2.2	Net Promoter Score / strategic NPS	29
Community Investment		
3	Community Investment (total A\$m)	14,554,725
4	Volunteered Hours(hours)	1,641
Workforce		
5	Part time employment (%)	17%
6	Full-time equivalent (FTE)	8,015
7	Total head count	8,745
8	Staff turnover (%)	18%
9	Absenteeism (%)	5%
10	Women in workforce, management, executive and board (% of total by position) -	
10.1	Women employed in the workforce	59%
10.2	Women in senior management positions	43%
11	Male to female salary ratio (A\$) (average) -	
11.1	General Employees salary ratio (\$) (average)	1.1
11.2	Manager / Senior Specialist salary ratio (\$) (average)	1.07
11.3	Senior Manager salary ratio (\$) (average)	1.02
11.4	Heads Of / General Manager salary ratio (\$) (average)	1.08
12*	Workforce Demographics: Age -	
12.1*	Age Breakdown <30 years	14%
12.2*	Age Breakdown 30-50 years	63%
12.3*	Age Breakdown >50 years	23%



13	First Nations employment	1.32%
Safety		
14	Lost Time Injury Frequency Rate (LTIFR)	0.96
Environment		
15	Total Scope 1 greenhouse gas (GHG) emissions (t CO2-e)	3,934
16	Total Scope 2 GHG emissions (t CO2-e)	10,556
17	Total Scope 3 GHG emissions (t CO2 -e)	7,410
18	Total Emissions (Scope 1, 2 and 3) emissions KPI (tCO2e/FTE)	2.70
19*	Work from home (tCO2e)	3,294
20	Electricity (mWh)	11,999
20.1	Electricity KPI (MWh/FTE)	1.48
21	Natural Gas (GJ)	1,695
22	Building refrigerants (tonnes)	1.4
23	Fuel consumption (kL)	1,403
23.1	Fuel Consumption KPI (kL/vehicle)	1.30
24	Tools of Trade vehicles (kL)	1,038
25	Air travel (thousands kms)	2,365
25.1	Air travel KPI (KM/FTE)	291
26	General waste (tonnes)	202
26.1	General waste KPI (KG/FTE)	25
27	Print Paper consumption print (tonnes)	666



Selected New Zealand data:

Customer		
28	Customer Advocacy Scores	
28.1	Net Promoter Score / strategic NPS	21
28.2	Heartbeat / interactive NPS	52
Community Investment		
29	Community Investment (total NZ\$m)	664,616
30	Volunteered Hours (hours)	1,119
Workforce		
31	Part time employment (%)	7.92
32	Full-time equivalent (FTE)	3,598
33	Total head count	3,762
34	Staff turnover (%)	16%
35	Absenteeism (%)	4.39%
36	Women in workforce, management, executive and board (% of total by position) -	
36.1	Women employed in the workforce	62%
36.2	Women in senior management positions	47%
37	Male to female salary ratio (NZ\$) (average) -	
37.1	General employees salary ratio (\$) (average)	1.14
37.2	Manager / Senior Specialist salary ratio (\$) (average)	1.02
37.3	Senior Manager salary ratio (\$) (average)	0.97
37.4	Heads Of / General Manager salary ratio (\$) (average)	1.18
38*	Workforce Demographics: Age -	
38.1*	Age Breakdown <30 years	17%
38.2*	Age Breakdown 30-50 years	56%
38.3*	Age Breakdown >50 years	27%
Safety		
39	Lost Time Injury Frequency Rate (LTIFR)	0.17
Environment		
40	Total Scope 1 GHG emissions (t CO ₂ -e)	935



41	Total Scope 2 GHG emissions (t CO ₂ -e)	347
42	Total Scope 3 GHG emissions (t CO ₂ -e)	1,458
43	Total Emissions (Scope 1, 2 and 3) emissions KPI (tCO ₂ e/FTE)	0.8
44*	Work from home (tCO ₂ e)	632
45	Stationary LPG (GJ)	2,946
46	Electricity (mWh)	3,385
46.1	Electricity KPI (MWh/FTE)	0.96
47	Fuel consumption (kL)	327
47.1	Fuel Consumption KPI (kL/vehicle)	1.29
48	Air travel (thousands kms)	1,579
48.1	Air travel KPI (KM/FTE)	450
49	General waste (tonnes)	75
49.1	General Waste KPI (KG/FTE)	21
50	Print paper consumption (tonnes)	76



Selected Group data:

Community Investment		
51	Total community investment (A\$m)	15,153,587
52	Volunteered Hours (hours)	2,760
Workforce		
53	Total headcount	12,540
54	Part time employment (%)	14.04%
55	Full-time equivalent (FTE)	11,646
56	Staff turnover (%)	17.15%
57	Absenteeism (%)	4.54%
58	Male to female salary ratio, general employees (A\$) (average)	1.14
59	Women in workforce (% of total by position)	
59.1	Women in workforce	60%
59.2	Women in senior management positions	44%
59.3	Women in executive positions	40%
59.4	Women on the Board	27%
Safety		
60	Lost Time Injury Frequency Rate (LTIFR)	0.73
Environment		
61	Total Scope 1 GHG emissions (t CO ₂ -e)	4,869
62	Total Scope 2 GHG emissions (t CO ₂ -e)	10,902
63	Total Scope 3 GHG emissions (t CO ₂ -e)	8,868
64	Gross written premium (GWP) from mining and fossil fuel power generation activities (AU\$m)	0.7
64.1	Gross written premium (GWP) from mining and fossil fuel power generation activities (%)	0.006
65	GHG intensity of investment portfolio	
65.1	Normalised Carbon Footprint of Listed Equity Portfolio (Scope 1 and 2) US\$m	61.5
65.2	Carbon intensity (Australian Equities)	114
65.3	Carbon intensity (Global Equities)	97
65.4	Carbon footprint \$m invested (Australian Equities)	69



65.5	Carbon footprint \$m invested (Global Equities)	57
66	Carbon Offsets Purchased	24,640

Selected Disclosures – Group Selected

Selected Group Disclosures
A selection of 66 non-financial quantitative performance indicators (“Selected Data Claims”) contained in the ‘Safer Communities’ online content https://www.iag.com.au/safer-communities/our-esg-performance
The consolidated performance metrics relating to the Selected Data Claims, presented throughout pages 12 to 25 of IAG’s FY22 Annual Review and Sustainability Report.
Selected qualitative disclosures relating to the Selected Data Claims and selected qualitative disclosures pertaining to IAG’s material issues contained within pages 12 to 25 of IAG’s Annual Review and Sustainability Report, as well as within its associated online content limited to IAG’s Commitments table (https://www.iag.com.au/safer-communities/our-esg-performance)