

IAG Environmental, Social and Governance (ESG) Data Summary FY21: Group

The data in the tables below have been validated by an independent third party, KPMG, who have undertaken limited assurance of selected disclosures relating to our Safer Communities reporting for the year ended 30 June 2021. Please refer to the assurance opinion published here, [Our ESG performance | IAG Limited](#). For details on the scope and boundaries of IAG's non-financial data, as well as definitions and inclusions/exclusions for each indicator, please refer to our [Glossary of Terms](#) starting from page 12.

	Change from prior year	FY21	FY20	FY19	FY18	FY17
IAG Group Indicators^{1,2}						
Business volume (million)	↑ 0% ³	15.1	15.0	15.3	17.2	17.1
Total Community Investment (AUD \$ million)	-34% ⁴	13.4	20.4	10.4	8.0	8.9
Total Volunteered hours	-56% ⁴	2,389	5,482	5,244	4,195	4,968
Headcount	↑ 5%	12,377	11,796	11,126	13,638	14,757
Part-time employment	↓ -6%	14.6%	15.5%	17%	N/R	N/R
Full Time Equivalent (FTE)	↓ 5%	11,477	10,882	10,196	12,295	13,232
Staff Turnover	↑ 19%	13%	11%	15%	16%	22%
Absenteeism	↓ -2% ⁵	3.7%	3.7%	4.1%	4.3%	4.2%
Male : Female salary ratio (average) (AUD \$) (General Employees)	↓ -1%	1.14	1.15	1.16	N/R	N/R
Women in the workforce	↑ 1%	59%	58%	58%	58%	58%
Women in senior management positions ⁶	↑ 6%	43%	41%	37%	35%	34%
Lost Time Injury Frequency Rate (LTIFR)	↓ -10%	1.10	1.23 ⁷	1.01	1.86	1.47
Scope 1 GHG Emissions	↓ -17%	5,601	6,751	8,357	11,461	12,368
Scope 2 GHG Emissions	↓ -14%	12,458	14,562	18,100	22,738	26,088
Scope 3 GHG Emissions	↓ -61%	4,552	11,606	21,721	23,498	19,172
Total GHG Emissions	↓ -31%	22,611	32,920	48,177	57,696	57,629

Direction arrows: ↑ ↓ - improvement; ↑ ↓ - deterioration; ↑ ↓ - neutral

¹ Group data from FY17-FY18 includes our Asian Businesses, which we divested from in June 2018.

² As of FY21 we have retired the position in range metric for Male : Female salary ratios following a review of 'like for like' role analysis and reporting. For prior year data, please see the FY20 Data Summary at www.iag.com.au.

³ Percentage change may differ from observed calculation due to rounding.

⁴ Arrows removed as the reduction in investment and volunteered hours is reflective of the COVID-19 environment, as opposed to a deterioration. For further details on our community investment and volunteering, see page 9.

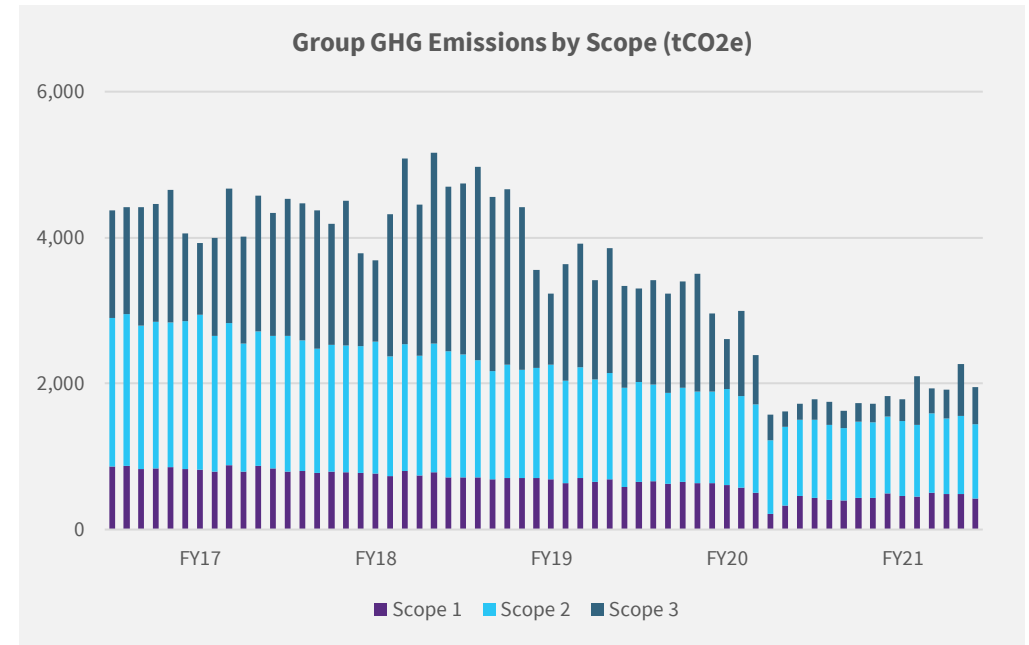
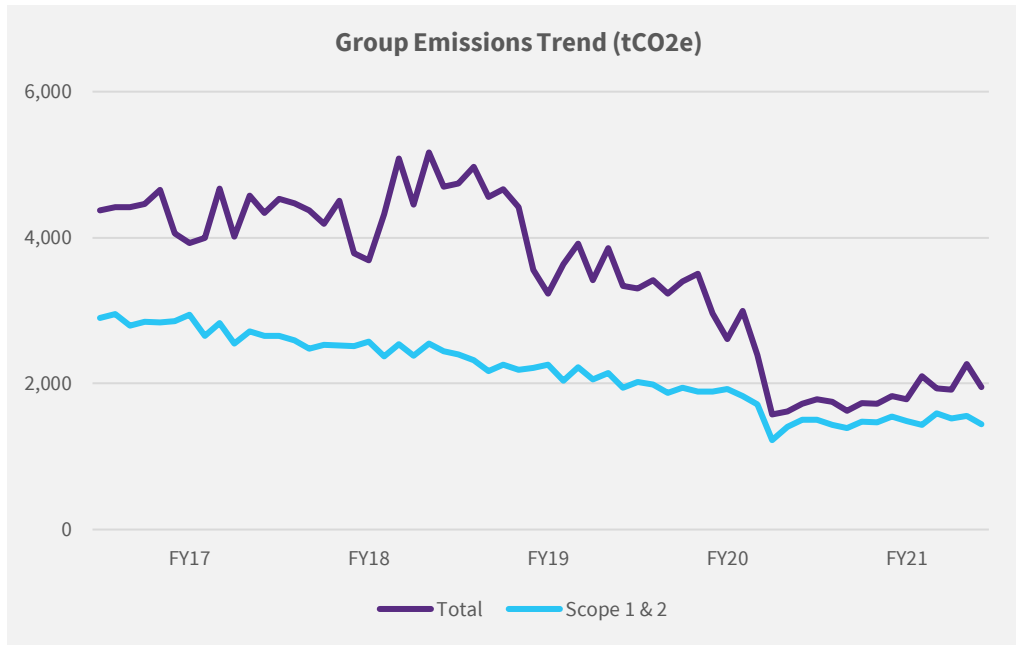
⁵ Percentage change may differ from observed calculation due to rounding.

⁶ From FY19, WISM is consistent with the definitions of the Australian Workplace Gender Equality Agency (WGEA) criteria, which considers new roles and reporting levels to qualify as "senior management" (applied to a specific career band and within three reporting steps from the group CEO).

⁷ Restated to reflect LTI's that settled following the FY20 year-end disclosure date.

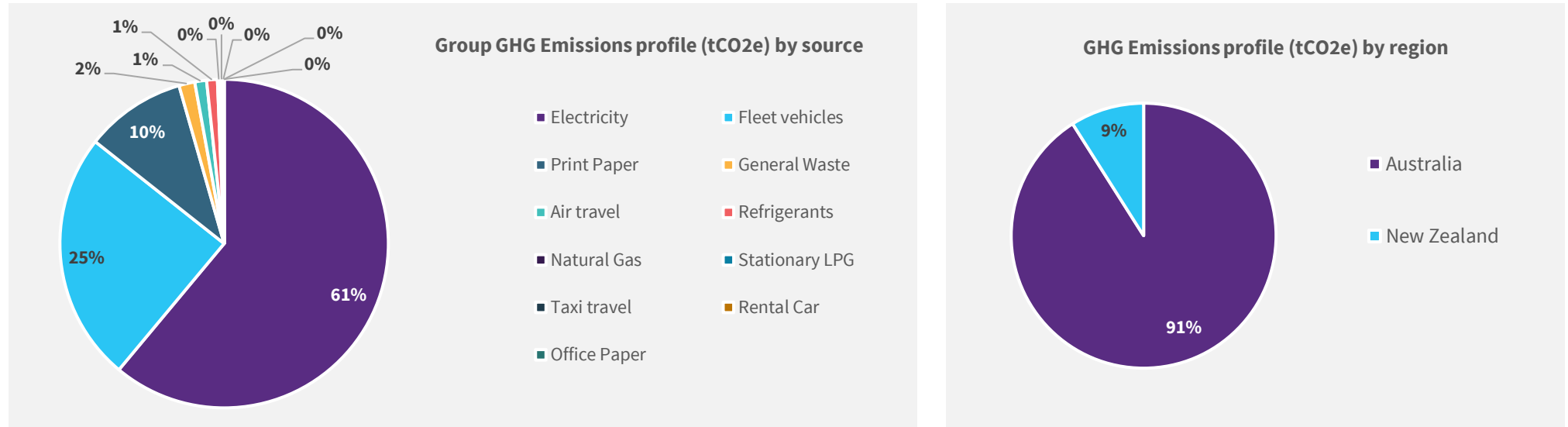
IAG Greenhouse Gas Emissions Trending

The below graphics show positive momentum in reducing IAG's GHG emission footprint over the past five years, broken out by scope 1, 2 and 3. As is evident in the righthand graphic, COVID-19 had a particularly significant impact on our scope 3 emissions as business travel ceased. Encouragingly, Scope 1 & 2 emissions have remained steady through FY21, remaining below pre-COVID levels.



IAG Greenhouse Gas Emissions FY21

The below two graphics show a breakdown of IAG's FY21 GHG emissions by source, and by region. Electricity usage within our Australian property portfolio remains the most material contributor to our footprint, followed by our tool of trade vehicle fleet. These sources are covered in more detail on pages 5 & 6.



Group GHG Emissions (tonnes CO2e)	Units	Change from prior year	FY21	FY20	FY19	FY18	FY17
Key Performance Indicators							
GHG emissions	tCO2e / FTE	↓ -35%	1.97	3.03	4.72	4.69	4.36
GHG emission scope 1 & 2	tCO2e / FTE	↓ -20%	1.57	1.96	2.59	2.78	2.91

Group GHG Emissions (tonnes CO2e)	Change from prior year	FY21	FY20	Commentary	FY19	FY18	FY17
SCOPE 1							
Business travel – fleet vehicles	↓ -19%	5,293	6,497	Fleet numbers reduced and more fuel-efficient models added	8,072	11,105	11,923
Building refrigerants	↑ 14%	196	172 ⁸	Replacement chillers: higher capacity, but more energy efficient	204	355	445
Natural gas / Stationary LPG ⁹	↑ 35%	111	82	Stationary LPG usage reported at a new NZ site	80	N/R	N/R
SCOPE 2							
Electricity	↓ -14%	12,458	14,562	Lower site occupancy, and office consolidations / efficiencies	18,100	22,738	26,088
SCOPE 3							
Business travel – fleet (transmission & distribution losses)	↓ -19%	275	339	COVID-19 impact: minimal business travel throughout the year	422	583	508
Business travel – air	↓ -97%	263	7,886		16,491	18,085	13,667
Business travel – taxi	↓ -72%	22	78		167	252	260
Business travel – rental cars	↓ -84%	6	37		45	66	77
Electricity – (transmission & distribution losses)	↓ -8%	1,376	1490	Lower site occupancy, and office consolidations / efficiencies	1,865	2,432	2,697
Natural Gas – (transmission & distribution losses)	↑ 16%	8	7	Stationary LPG usage reported at a new NZ site	6	N/R	N/R
General Waste	↓ -41%	353	596	COVID-19 impact: building occupancy significantly reduced	796	897	1,046
Print Paper	↑ 95%	2,247	1,154	Reprinting of revised customer product disclosure statements	1,920	1,160	894
Office Paper	↓ -94%	1	19	Majority of office paper procured now carbon neutral	8	23	23
TOTALS							
Scope 1 GHG Emissions	↓ -17%	5,601	6,751	Fleet numbers reduced and more fuel-efficient models added	8,357	11,461	12,368
Scope 2 GHG Emissions	↓ -14%	12,458	14,562	Lower site occupancy, and office consolidations / efficiencies	18,100	22,738	26,088
Scope 3 GHG Emissions	↓ -61%	4,552	11,606	Primarily driven by the drop in business air travel	21,721	23,498	19,172
Total GHG Emissions	↓ -31%	22,611	32,920		48,177	57,696	57,629
Carbon Offset Purchases ¹⁰		(22,611)	(32,920)	See prior year carbon neutral disclosure at www.iag.com.au	(48,177)	(57,696)	(57,629)
Net GHG Emissions – Carbon Neutral		0	0		0	0	0

⁸ Building refrigerant emissions for FY20 have been restated (from 137t) after it was uncovered that the recharge capacity of a number of assets was underreported. Total scope 1 and total GHG emissions have also been restated accordingly.

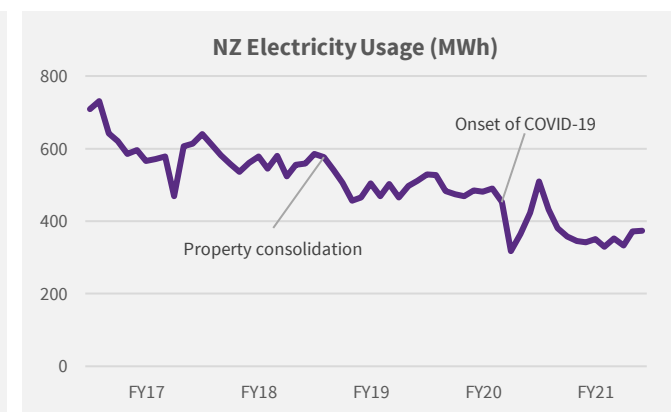
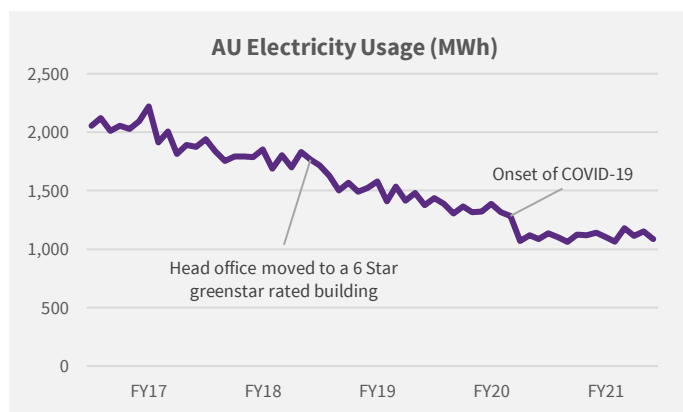
⁹ In FY21 we began reporting on the usage of stationary (bottled) LPG at one of the newly opened New Zealand Repair hub sites.

¹⁰ Each year IAG purchases carbon offsets for the year ahead in order to remain net carbon neutral. For more information, please see our carbon neutral disclosure under the Safer Communities section of www.iag.com.au.

		AUSTRALIA						NEW ZEALAND					
	Units	Change from prior year	FY21	FY20	FY19	FY18	FY17	Change from prior year	FY21	FY20	FY19	FY18	FY17
ELECTRICITY													
Emissions – Scope 2	tCO2e	↓ -14%	12,013	14,025	17,397	20,059	23,135	↓ -17%	445	537	702	816	941
Emissions – Scope 3 (T&D losses)	tCO2e	↓ -8%	1,340	1,450	1,805	2,248	2,617	↓ -12%	36	41	60	66	80
Usage	MWh	↓ -13%	13,377	15,380	18,297	21,510	24,579	↓ -19%	4,477	5,501	6,081	6,853	7,228
KPI	kWh / FTE	↓ -16%	1.67	1.99	2.53	2.87	3.28	↓ -25%	1.30	1.74	2.06	2.13	2.24

Electricity consumption across our property portfolio continued to reduce in FY21 as a result of lower occupancy levels due to the impact of COVID-19. Maximum occupancy, whilst steadily increasing through the financial year, has only averaged around 20% at our Australian sites, and 40% in New Zealand.

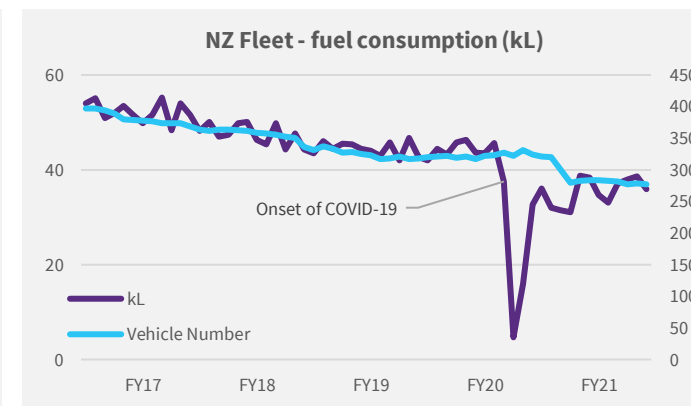
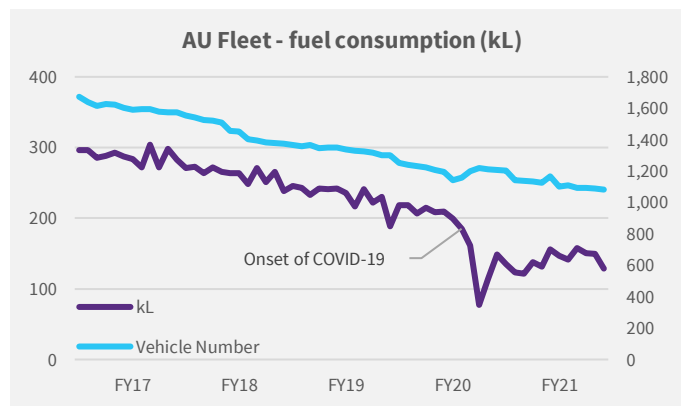
We also continue to actively pursue emission reduction opportunities, including upgrading end-of-life assets to more energy efficient models (for example the chillers in our Melbourne Data Centre); and office renovations to improve efficiency and consolidate floor space at our West Perth site.



		AUSTRALIA						NEW ZEALAND					
	Units	Change from prior year	FY21	FY20	FY19	FY18	FY17	Change from prior year	FY21	FY20	FY19	FY18	FY17
Business Travel - Fleet													
Emissions – Scope 1	tCO2e	↓ -21%	4,310	5,467	6,837	7,559	8,151	↓ -5%	983	1,030	1,236	1,329	1,479
Emissions – Scope 3 (T&D losses)	tCO2e	↓ -21%	223	284	357	397	430	↓ -5%	52	55	66	71	78
Usage	Kilolitres	↓ -22%	1,678	2,165	2,785	3,145	3,457	↓ -5%	425	445	534	570	631
Fleet Vehicles	Total No.	↓ -10%	1,086	1,205	1,309	1,380	1,576	↓ -15%	277	324	318	350	382
KPI	kL / vehicle	↓ -14%	1.55	1.80	2.13	2.28	2.19	↑ 12%	1.53	1.37	1.68	1.63	1.65

Emissions from our tool of trade and packaged vehicle fleet has steadily declined in tandem with reduced fleet numbers. Following the material dip in consumption at the end of FY20 due to the impact of COVID-19, usage picked up in FY21 but remains below pre-pandemic levels.

In Australia, a program in FY21 to upgrade to more fuel-efficient vehicles has helped curb the rise in emissions. Meanwhile in New Zealand, we have committed to continue to reduce the size of the fleet and to transition to electric and hybrid vehicles only. At the end of FY21, there are 4 electric vehicles in the NZ fleet.



IAG ESG Data Summary FY21: By Country

		AUSTRALIA							NEW ZEALAND					
	Units	Change from prior year	FY21	FY20	FY19	FY18	FY17	Change from prior year	FY21	FY20	FY19	FY18	FY17	
ENVIRONMENTAL														
Scope 1 GHG emissions	tCO2e	↓ -20%	4,563	5,721	7,121	7,914	8,596	↑ 1%	1,037	1,030	1,236	1,329	1,479	
Scope 2 GHG emissions	tCO2e	↓ -14%	12,013	14,025	17,397	20,059	23,134	↓ -17%	445	537	702	816	941	
Scope 3 GHG emissions	tCO2e	↓ -53%	3,994	8,431	17,684	18,519	16,160	↓ -82%	558	3,175	4,036	4,039	2,180	
Total GHG emissions	tCO2e	↓ -27%	20,570	28,177	42,202	46,493	47,890	↓ -57%	2,040	4,743	5,975	6,184	4,600	
Emissions KPI	tCO2e / FTE	↓ -29%	2.6	3.6	5.8	6.2	5.8	↓ -61%	0.6	1.5	2.0	1.9	1.4	
Electricity	MWh	↓ -13%	13,377	15,380	18,279	21,510	24,579	↓ -19%	4,477	5,501	6,081	6,853	7,228	
Electricity KPI	MWh / FTE	↓ -16%	1.7	2.0	2.5	2.9	3.0	↓ -25%	1.3	1.7	2.1	2.1	2.2	
Natural Gas (AU) / Stationary LPG (NZ)	GJ	↓ -31%	1,105	1,598	1,550 ¹¹	N/R	N/A		895	N/A	N/A	N/A	N/A	
Building refrigerants	tonnes	↑ 36%	1.53	1.12 ¹²	1.4	2.2	2.7		N/R	N/R	N/R	N/R	N/R	
Building refrigerants KPI	KG / FTE	↑ 32%	0.19	0.15	0.19	0.3	0.3		N/R	N/R	N/R	N/R	N/R	
Fuel consumption	kL	↓ -22%	1,678	2,165	2,785	3,145 ¹³	3,457	↓ -5%	425	445	534	570	631	
Fuel consumption KPI	kL / vehicle	↓ -14%	1.6	1.8	2.1	2.3	2.2	↑ 12%	1.5	1.4	1.7	1.6	1.7	
Air travel (thousands)	KM	↓ -98%	287	16,640	35,122	41,181	35,667	↓ -92%	742	8,772	10,888	11,899	6,500	
Air travel KPI	KM / FTE	↓ -98%	36	2,153	4,849	5,481	4,331	↓ -92%	216	2,782	3,687	3,737	1,936	
Taxi travel (thousands)	KM	↓ -71%	87	299	610	940	944		N/R	N/R	N/R	N/R	N/R	
Taxi travel KPI	KM / FTE	↓ -72%	11	39	84	125	115		N/R	N/R	N/R	N/R	N/R	
Rental car (thousands)	KM	↓ -83%	36	212	253	372	400		N/R	N/R	N/R	N/R	N/R	
Rental car KPI	KM / FTE	↓ -83%	5	27	35	50	49		N/R	N/R	N/R	N/R	N/R	
Water	kL	↓ -55%	12,133	27,108	44,550	72,917	103,118		N/R	N/R	N/R	N/R	N/R	
Water KPI	kL / FTE	↓ -57%	1.52	3.51	6.15	9.7	9.6		N/R	N/R	N/R	N/R	N/R	

¹¹ Natural Gas was first included in our reporting metrics from FY19 after several individual sites directly owned or controlled by IAG had new gas accounts set up.

¹² Building refrigerant usage and emissions for FY20 have been restated after it was uncovered that the recharge capacity of a number of assets was underreported.

¹³ Fuel data for salary package vehicles was included for the first time in FY18. To ensure like-for-like comparisons, all prior year fuel figures were re-stated to include salary package vehicle fuel usage.

	Units	AUSTRALIA							NEW ZEALAND				
		Change from prior year	FY21	FY20	FY19	FY18	FY17	Change from prior year	FY21	FY20	FY19	FY18	FY17
Recycled Waste	tonnes	↓ -44%	221	398	611	767	997	↓ -30%	85	122	142	252	267
Recycled Waste KPI	KG / FTE	↓ -46%	27.6	51.5	84.3	102.1	121.1	↓ -36%	24.8	38.6	48.2	79.13	79.52
General Waste	tonnes	↓ -52%	201	421	547	648	743	↓ -7%	71	76	116	121	128
General Waste KPI	KG / FTE	↓ -54%	25.2	54.4	75.5	86.2	90.2	↓ -15%	20.5	24.2	39.3	38.1	38.2
Office paper	tonnes	↓ -54%	23	51	81	108	169	↓ -75%	3	13	19	26	38
Office paper KPI	KG / FTE	↓ -56%	2.9	6.6	11.1	14.4	20.5	↓ -77%	1.0	4.2	6.6	7.9	11.2
Print paper	tonnes	↑ 135%	733	312	556	822	539	↓ -31%	69	100	137	135	143
Print paper KPI	KG/Business Volume	↑ 133%	0.06	0.03	0.05	0.07	0.04	↓ -30%	0.02	0.03	0.04	0.04	0.04

	AUSTRALIA							NEW ZEALAND				
	Change from prior year	FY21	FY20	FY19	FY18	FY17	Change from prior year	FY21	FY20	FY19	FY18	FY17
CUSTOMER												
Business volume (million)	↑ 1%	11.8	11.7	11.8	12.1	12.0	↓ -2%	3.3	3.4	3.4	3.5	3.5
Risks in force for personal lines (million)	↑ 2%	10.9	10.7	10.8	10.9	10.7	↓ -2%	3.1	3.2	3.2	3.3	3.2
Policies in force for commercial lines (million)	↓ -7% ¹⁴	0.9	0.9	1.0	1.2	1.3	← 0%	0.2	0.2	0.2	0.2	0.2
Customer Advocacy Scores												
Strategic Net Promoter Score	↑ 26%	+29 ¹⁵	+23	+21	+21	+22	↑ 6%	+19	+18	+9	N/R	N/R
Heartbeat / Interactive Net Promoter Score	↑ 8%	+53 ¹⁶	+49	+43	+40	+41	↓ -14%	+43	+50	+46	+41	+41
Heartbeat / NPS score (3-month rolled result)		N/A	N/A	N/A	N/A	N/A	↓ -24%	+37	+47	+51	+38	+42
NZI Broker Score		N/A	N/A	N/A	N/A	N/A	↑ 15%	+31	+27	+10	-11	+4

¹⁴ Percentage change may differ from observed calculation due to rounding.

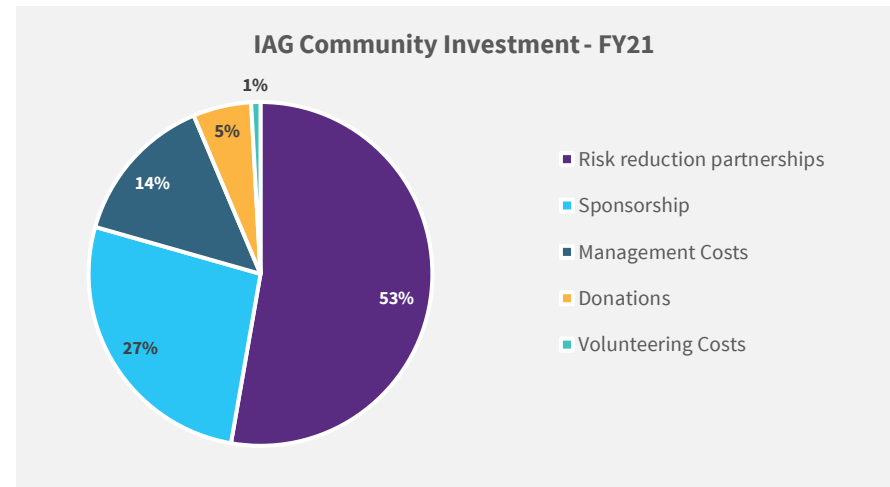
¹⁵ 12-month weighted average score based on both personal & commercial insurance lines for IAG's Australian brands NRMA & CGU, and the personal insurances lines for Australian brands Coles, SGIO & SGIC.

¹⁶ 12-month weighted average score for all IAG Australian business and consumer brands for full FY20 performance.

	AUSTRALIA						NEW ZEALAND					
	Change from prior year	FY21	FY20	FY19	FY18	FY17	Change from prior year	FY21	FY20	FY19	FY18	FY17
COMMUNITY												
Community Investment (AUD \$ / NZD \$ million)	-34%	13.0	19.7	9.3	6.8	7.4	-43%	0.4	0.7	1.2	1.2	1.5
Volunteered Hours	-64%	1,277	3,508	3,781	1,880	3,238	-44%	1,112	1,974	1,463	2,315	1,730

Our community investment is materially lower year-on-year due to higher than usual levels of community investment during FY20. This was driven by the \$4 million donation to the Full Stop Foundation and Lifeline in June 2020 to address family and domestic violence and mental health related to the compounding impacts of the black summer bushfires and COVID-19, as well as increased use of the NRMA Insurance helicopter during the 2019/2020 bushfires.

Our volunteering hours were also down owing to the impact of COVID-19 and ongoing lockdowns in Australia and New Zealand, which made it challenging to continue to offer safe opportunities for our people and communities.



	AUSTRALIA							NEW ZEALAND						
	Change from prior year	FY21	FY20	FY19	FY18	FY17		Change from prior year	FY21	FY20	FY19	FY18	FY17	
WORKFORCE														
Headcount	↑	3%	8,736	8,481	8,015	8,390	9,279	↑	9%	3,601	3,315	3,111	3,366	3,526
Part-time employment	↓	-4%	17%	18%	20%	19%	19%	↓	-6%	8%	9%	9%	8%	8%
Full Time Equivalent (FTE)	↑	4%	8,003	7,729	7,243	7,513	8,235	↑	9%	3,435	3,153	2,953	3,184	3,357
Staff turnover	↑	23%	13.6	11.1%	14.9%	21.7%	19.5%	↑	11%	12.0	10.8%	15.4%	18.1%	20.7%
Turnover employee initiated	↑	17%	9.3%	7.9%	11.0%	12.9%	15.2%	↑	10%	10.5	9.5%	11.8%	16.1%	16.4%
Turnover employer initiated	↑	35%	4.3%	3.2%	4.0%	8.9%	4.3%	↑	15%	1.5%	1.3%	3.5%	2.0%	4.3%
Turnover employee initiated <1yr	↑	21%	28.2%	23.3%	31.2%	34.5%	33.3%		22.5% ¹⁷	1.8%	2.1%	4.0%	3.3%	
Absenteeism	↓	-4%	3.7%	3.9%	4.2%	4.5%	4.7%	↑	3%	3.6	3.4%	3.8%	3.9%	4.0%
First Nations Employment ¹⁸	↑	41%	1.5	1.1					N/A	N/A	N/A	N/A	N/A	
Male to female salary ratio - Average (AUD \$ / NZD \$)¹⁹														
General Employees	←	0%	1.10	1.10	1.12	1.13	1.14	↓	-1%	1.22	1.23	1.24	1.23	1.24
Managers / Senior specialist	↑	1%	1.08	1.07	1.08	1.07	1.11	↓	-3%	1.12	1.15	1.12	1.17	1.23
Senior Manager	↑	1%	1.03	1.02	1.02	1.02	1.07	↓	-1%	1.03	1.04	1.11	1.12	1.19
Heads Of / General Manager	↑	8%	1.09	1.01	1.01	0.96	1.02			1.06	N/R	N/R	N/R	N/R
Gender Equity														
Women in the workforce	↑	1%	59%	58%	58%	58%	59%	↑	2%	60%	58%	58%	58%	59%
Women in senior management positions (WISM)	↑	6%	43%	41%	36%	35%	35%	↑	5%	43%	41%	35%	40%	38%
Women in executive positions	↑	33%	44%	33%	22%	20%	17%			N/A	N/A	N/A	N/A	N/A
Women on the board	←	0%	40%	40%	40%	40%	33%			N/A	N/A	N/A	N/A	N/A
Workplace Health & Safety														
LTIFR	↓	4%	1.55	1.62 ²⁰	1.20	2.10	2.39	↓		0.00	0.20	0.56	0.92	0.52

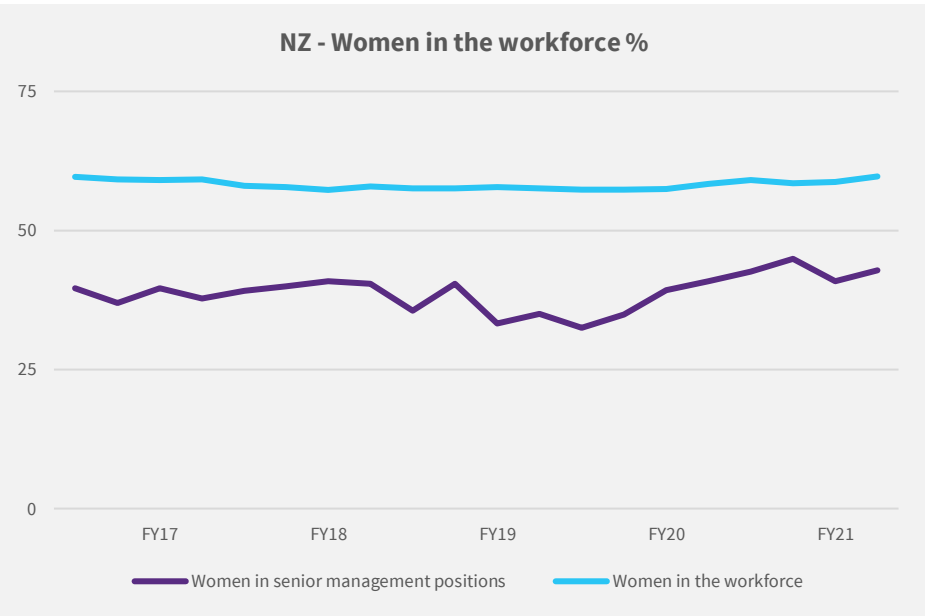
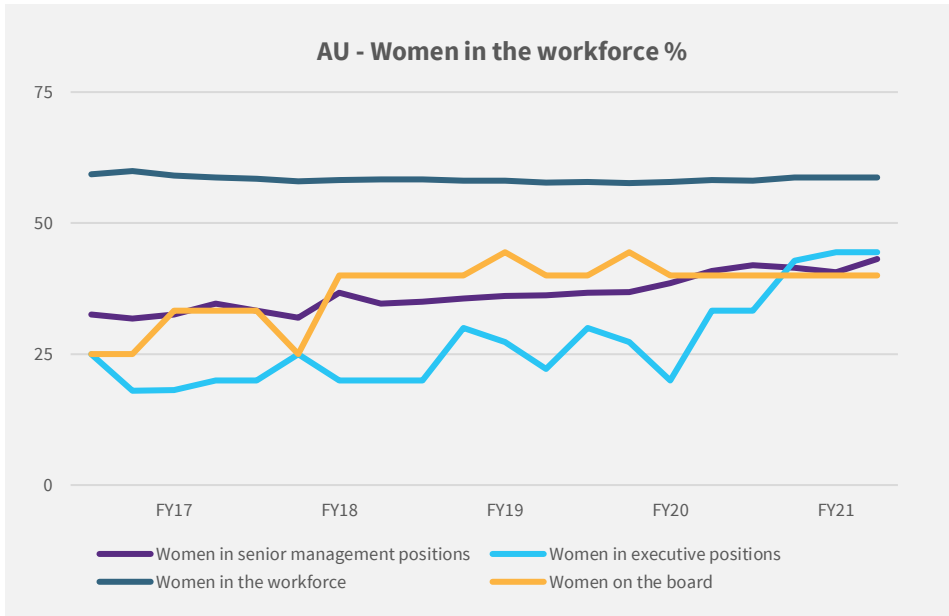
¹⁷ In FY21 the decision was made to update the calculation methodology: changing the denominator from all employees, to all employees that have started within 1yr, as the purpose of the metric is to measure retention of new employees. (Methodology is now consistent across regions).

¹⁸ First Nations employment in the Australian region has been reported in prior years via the Annual Review and Safer Communities report, but as of FY21 it has been scoped into our third-party assurance process.

¹⁹ As of FY21 we have retired the position in range metric for Male : Female salary ratios following a review of 'like for like' role analysis and reporting. For prior year data, please see the FY20 ESG Data Summary in the Safer Communities section of www.iag.com.au.

²⁰ Restated to reflect LTI's that settled following the FY20 year-end disclosure date.

Our Workforce Commitments	FY21 Actual	Target	Target Year	Status
Women in senior management	43%	50%	2023	On track
First Nations employment (AU)	1.5%	2%	Dec 2021	On track



IAG FY21 Non-financial ESG reporting

Below are details of the definitions used in the content and calculation of data represented in the non-financial figures, graphs, and charts in sections of this Data Summary, the IAG website, and the IAG Annual Review and Safer Communities Report.

Reporting boundaries

This Data Summary report covers the non-financial environmental, social and governance (ESG) indicators for IAG and its controlled entities for the year ended 30 June 2021.

Entities excluded

A number of entities under IAG's operational control are currently excluded from this report. Given the focus on transitional arrangements and gradual operational ramp up in these entities, we have not yet collected their environmental or social data. We are working towards including all subsidiaries which are under IAG's operational control and, due to size, have a material impact on our reporting. For context, this Data Summary report covers 94% of Group FTE. We aim to increase this coverage year-on-year.

Estimation and extrapolation methodologies

Where we have not been able to collect full year data for an indicator, the disclosed figure has been estimated. Estimates were applied in the following cases:

Australia

- For sites not included in the monthly electricity reporting process, usage has been estimated using an equivalent floor space model and property type. This process was employed for 24 sites in FY21, accounting for 2.5% of total reported electricity usage.
- Final month or final quarter (dependent on the timing of billing) electricity usage data that was not available within the reporting timeframes for certain sites. Where data was not available, accrued values based on prior periods has been used. Accrued values account for <1% of total FY21 usage.
- For sites where actual monthly waste and recycling data is unavailable, tonnage has been estimated using an equivalent FTE model and property type. In FY21 estimated values account for 9% of total general waste tonnage, and 11% of recycled.
- For sites where actual monthly water usage is unavailable, consumption has been estimated using an equivalent FTE model. In FY21 estimated water usage accounts for 31% of the total.

New Zealand

- Final month or final quarter (dependent on the timing of billing) electricity usage data that was not available within the reporting timeframes for certain sites. Where data was not available, accrued values based on prior periods has been used. Accrued values account for 1% of total FY21 usage.
- For sites where actual monthly waste and recycling data is unavailable, tonnage has been estimated using an equivalent FTE model and property type. In FY21 estimated values account for 40% of total general waste tonnage, and 21% of recycled.

Climate Metrics

Other climate-related metrics that are not included within this ESG data summary are the 'Normalised Carbon Footprint Equity Portfolio,' and 'Investment Portfolio Exposure to Higher Risk Companies.' These are defined and reported on within our comprehensive Climate-related Disclosure, which can be found in the Safer Communities section of www.iag.com.au as well as a condensed version within IAG's FY21 Annual Report, which can be found, alongside all historical reports, under the Results & Reports section of www.iag.com.au.

Conversion factors for CO₂e calculations

IAG's carbon dioxide equivalent emissions (CO₂e) are a key performance indicator to how IAG is managing its environmental impact, especially in terms of meeting our commitments detailed in our Climate Action Plan (please visit the Safer Communities section of www.iag.com.au for more information). CO₂e factors for the relevant environmental indicators are obtained from the following sources:

Australia-specific emissions factors

- CO₂e emission factors for the following metrics are obtained from the National Greenhouse and Energy Reporting (NGER) Technical Guidelines, published Sep 2020:
 - Electricity
 - Natural Gas

New Zealand-specific emissions factors




- CO₂e emission factors for the following metrics are obtained from the New Zealand Ministry for the Environment Guidance for Voluntary Greenhouse Gas Reporting:
 - Electricity
 - Office Paper
 - Air Travel

All other emissions factors:




- CO₂e emission factors for vehicle fuel (diesel, petrol, ethanol) and general waste to landfill are also obtained from the NGER Technical Guidelines, published Sep 2020.
- CO₂e emission factors for the following sources are obtained from the UK Government's conversion factors for Company Reporting 2020 (Department for Environment, Food & Rural Affairs):
 - Air travel (includes radiative forcing)
 - Taxi travel
- CO₂e emission factors for business related car hire are obtained from the Green Vehicle Guide (greenvehicleguide.gov.au), an Australian Government Initiative.
- CO₂e emission factors for Office Paper (Australia) and general waste Print Paper are obtained from the Environmental Paper Network.




Glossary of Terms






This glossary details the scope and boundaries of IAG’s non-financial data, definitions and inclusions/exclusions for each indicator, and mapping of each metric – where applicable – to the Global Reporting Initiative (GRI) standards and the United Nations Sustainable Development Goals (SDGs). For a full breakdown of our reporting in accordance with the GRI standards, please see our most recent GRI Content Index under the Safer Communities section at www.iag.com.au.

Absenteeism	
GRI Standard: 403-9	Employee absenteeism is a measure to indicate the employee absence level at IAG. Absenteeism is determined by dividing the total annual unscheduled absence days (such as all types of sick leave and personal emergency leave) by the total number of available (rostered) working days for all employees in the year. Absenteeism is calculated for full and part-time staff, staff on fixed-term contracts and staff who are on extended leave. Guests, casuals, and contractors are not included. Absenteeism is measured as an indicator that links to overall employee satisfaction, safety, and productivity.
	
Air Travel	
GRI Standard: 305-3	The distance travelled by air by IAG employees for work-related travel, reported through our travel service provider. Categories for reporting emissions are broken down by travel class, and by domestic, international, and trans-Tasman flights. Air travel is measured as it is a material source of Scope 3 carbon emissions and indicative of IAG’s environmental impact. Air travel is disclosed as thousand KMs and KM per FTE.
	
Building Refrigerants	
GRI Standard: 305-1	An inventory of synthetic gases stored in air conditioning and refrigeration equipment is undertaken at the end of each financial year and reported on an annual basis. This determines the weight in kilograms (KG) of each type of synthetic gas (hydrofluorocarbons and perfluorocarbons) stored across the portfolio of air conditioning and refrigeration equipment in buildings under IAG’s operational control. The following refrigerants are included in the calculation: R410A, R134A, R407C, R22. Refrigerants are measured only for the Australian region and are a source of our Scope 1 carbon emissions that indicate IAG’s environmental impact. Refrigerants are disclosed in overall tonnes and KG per FTE.
	
Business Volume	
GRI Standard: 102-7	This measures the volume of business at a point in time and indicates the size and extent of IAG’s insurance operations. The basis of the measure depends on the class of business. In personal insurance lines, the relevant volume measure is 'risks in force'. In commercial insurance lines, the volume measure is 'policies in force'. The difference in the definition is required to capture the distinct nature of IAG's business mix. <ul style="list-style-type: none"> ▪ Risks in Force (RIF): Risk refers to the subject matter that a personal insurance policy or contract protects (e.g. number of vehicles, houses etc). An insurance policy may cover one risk or many risks, depending on the terms of the policy. RIF is a measure of the total number of risks covered by IAG at a point in time. ▪ Policies in Force (PIF): This is a measure of the total number of commercial insurance policies covered by IAG at a point in time. <p>The reporting format of this metric will be reviewed in FY22 to ensure alignment with IAG’s updated divisional structure. For more information please see the FY21 Investor Report at www.iag.com.au</p>
UN SDG: N/A	

Customer Advocacy	
GRI Standard: N/A	<p>These scores are the results of studies carried out by third parties among IAG customers (direct or intermediated) that ask customers and brokers their likelihood of recommending IAG on a scale of 0-10 in both Australia and New Zealand. Those who rate the experience as less than six (6), are deemed detractors whilst those who rate the experience nine (9) or ten (10) are deemed promoters or advocates. The Net Promoter Score is calculated by subtracting the percentage of detractors from the percentage of promoters/advocates. Passive scores (between seven (7) and eight (8)) are not accounted for in the methodology. The customer and broker advocacy scores are disclosed as they are indicative to IAG's impact on customers and how valuable their experience is with IAG.</p> <p>There are two measures of customer advocacy, the strategic Net Promoter Score (sNPS) and the interactive Net Promoter Score (Heartbeat):</p> <ul style="list-style-type: none"> ▪ The sNPS, administered by Nielson, assesses the strength of the relationship customers have with IAG's insurance brands (NRMA, SGIO, SGIC, Coles, CGU and WFI in Australia ; AMI, State, NZI in New Zealand) based upon their likelihood to recommend IAG to others and is measured via monthly telephone surveys conducted among a random sample of the population, who may or may not have had a recent interaction with IAG. Note in previous years, this study was administered by DBM consultants and the score disclosed in previous data summaries (FY18 and earlier) only factored in scores for selected personal insurance brands. The sNPS is also a measure that factors into the IAG Group Balanced Scorecard. ▪ The Heartbeat measures frontline advocacy via surveys of IAG personal insurance customers who have had a recent interaction with IAG, either by telephone, visiting a branch or agency, or through having lodged or settled a claim. Customer feedback and Heartbeat scores are reported in the Medallia Heartbeat portal in real time.
UN SDG: N/A	<p>Both the sNPS and Heartbeat figures as of June 2021 are calculated on a twelve-month rolling average.</p> <p>The NZI broker score is the result of a company-led annual survey of brokers.</p>
Community Investment	
GRI Standard: 201-1	<p>This estimates direct financial support of community groups and programs through sponsorship and donations, as well as indirect support to help promote and raise awareness of these community organisations (including commitments) through promotion. Community investment also includes matched funding for employee workplace giving. In line with IAG's purpose and the Safer Communities Business Plan, community investment is increasingly being directed towards partnerships that align to IAG's priority focus area of Climate and Disaster Resilience. Where the purpose of the program is to create shared value (value for both the business and the community), investment spend has been apportioned to include only the portion that benefits the community, which is estimated based on consideration of program objectives.</p> <p>In Australia direct IAG management and administration costs related to community investment are also included.</p> <p>In Australia and New Zealand, community investment also includes salary costs (calculated using base salary) and on-costs for employee volunteering hours recorded in the human resources systems.</p>
UN SDG: Multiple	<p>Community investments are categorised into the following:</p> <ul style="list-style-type: none"> ▪ Donations: These include donations made directly by the business where funds are provided to an organisation and there is no obligation on the part of the recipient. Donations must be made with the primary aim of improving the quality of life to sections of the community or to provide targeted welfare or other support. Donations include matched funding for workplace giving. ▪ Risk reduction partnerships: Investment in programs and initiatives that promote connected and resilient communities ▪ Sponsorships: These are usually financial support in exchange for something from the receiving organisations, such as provision of advertising. The primary purpose of the sponsorship must be community rather than commercial benefit. ▪ Management costs: This includes management and administrative costs of IAG employees directly involved in community investments. ▪ Volunteering costs: This includes the equivalent financial cost of time volunteered by employees to various community initiatives, including skilled volunteering. This will not include volunteering undertaken in personal time unless it is specifically acknowledged by the business.

Electricity	
GRI Standard: 305-2	<p>This includes metered electricity consumption and invoice data for sites directly owned or controlled by IAG. For sites not included in the monthly electricity reporting process the electricity consumption for these sites has been estimated using an equivalent floor space model. Electricity usage is measured to indicate IAG's environmental impact and is a source of both Scope 2 and Scope 3 emissions.</p> <p>Electricity usage is disclosed in Megawatt Hours (MWh) of electricity consumed and MWh used per FTE.</p>
	
Full-time equivalent (FTE)	
GRI Standard: 102-7	<p>FTE indicates the size of IAG's workforce that takes into account part-time employees where full-time employees are given a value of one (1). The value for part-time employees is based on their regular hours as a proportion of full-time hours. The FTE includes all permanent full-time (including executives) and part-time employees, employees on a fixed term contract (paid by an IAG Group company's payroll), and employees on leave without pay (less than 28 calendar days). It excludes guests (not paid by IAG), casuals and employees on extended leave without pay (more than 28 calendar days) on the day data is reported.</p>
UN SDG: N/A	
Full-time employees versus part-time employees	
GRI Standard: 102-8	<p>The percentage of full-time versus part-time employees included in IAG's headcount. Full-time employees work 35, 37.5 or 40 hours per week depending on their Enterprise Agreement or contract, while part-time employees work fewer weekly hours than full-time under their Enterprise Agreement. This calculation excludes temporary employees. Full-time versus part-time employee percentages are measured as a potential social indicator of fair work and underemployment.</p>
UN SDG: N/A	
Fuel consumption	
GRI Standard: 305-1	<p>This is the petrol, diesel, ethanol, and LPG consumed by IAG's tool of trade (TOT) and salary packaged fleet of vehicles that are owned and operated by the company (as of June 2021 there are no LPG powered vehicles in the fleet). Fuel usage is measured to indicate IAG's environmental impact and is a source of both Scope 1 and Scope 3 emissions. Activity data for fuel consumption is obtained from fuel cards. No adjustments are made for any personal usage of the tool of trade vehicles.</p> <p>From FY18, salary package vehicle fuel usage has been included in IAG's company fuel consumption figures. Activity data for fuel consumption for these vehicles is tracked using fuel cards in the same system as the TOT fleet which allowed the re-stating of figures back to FY14. This is only applicable to IAG's Australian business and no adjustments are made for any personal usage of the salary package vehicles.</p> <p>Fuel usage is disclosed in kilolitres (kL) of fuel consumed and kL fuel used per vehicle.</p>
	
General Waste	
GRI Standard: 305-3	<p>General waste to landfill means any non-hazardous waste for delivery to landfill that excludes recyclables separately collected from the sites that do not go to landfill. Various third-party contractors provide reporting on the tonnage of waste generated across the sites directly owned or controlled by IAG. For sites not included in the monthly waste reporting process, the waste tonnage for these sites has been estimated using an equivalent FTE model. Waste to landfill is measured to indicate IAG's environmental impact and is a source of Scope 3 emissions.</p> <p>General waste is measured in overall tonnes and KG of general waste per FTE.</p>
	

Headcount	
GRI Standard: 102-7	The overall number of people employed by IAG, regardless of hours worked. Headcount comprises permanent and fixed term employees. It includes employees on extended leave and excludes casuals, contractors, and guests (people not paid by IAG).
UN SDG: N/A	
Lost time injury frequency rate (LTIFR)	
GRI Standard: 403-9	<p>The number of lost time injuries for each one million hours worked. A lost time injury is an injury that has resulted in at least one shift/day's absence from work and for which a workers' compensation claim has been lodged and liability accepted. Journey claims and claims on an unpaid break are not included. Million hours worked includes all scheduled hours plus overtime, less leave and also includes the hours worked by casual employees.</p> <p>LTIFR may not be static year on year as prior period results may need to be retrospectively updated to reflect lost-time injuries that are substantiated post the original reporting date. Where this has occurred, we re-state prior period LTIFRs in our annual reporting. LTIFR is measured as in indicator for workplace safety and well-being.</p>
	
Male to female salary ratio	
GRI Standard: 405-2	<p>The ratio is determined by dividing mean annual Total Fixed Remuneration (TFR) base salary for all males by that for all females within each employment category. TFR salary is used to standardise all salaries to what would be earned if each employee worked full time. This is obtained by multiplying the base salary by a factor (standard full-time hours by region/actual weekly hours). This is measured as an indicator for workplace diversity and equity of opportunity across genders.</p> <p>Employment categories disclosed represent the following employment levels:</p> <ul style="list-style-type: none"> ▪ Heads Of / General Manager – direct reports of IAG’s Group Executive members. ▪ Senior manager – direct reports to IAG’s Head of / General Manager group, within three reporting steps of the CEO (consistent with the definition of senior management for the Women in Senior Management percentage). ▪ Manager / senior specialists – direct reports to IAG’s senior manager group. ▪ General employees – all other employees. <p>Note that the Australian and New Zealand CEOs and Group Executives are not included as a salary group for the purposes of reporting on remuneration ratios as their variations and small population skew the data.</p> <p>Consistent with the prior years, the Group male:female annual salary ratio is weighted to better allow for exchange rate and salary level differences between Australia and New Zealand.</p>
	
Natural Gas usage	
GRI Standard: 305-1	<p>This includes metered natural gas consumption and bottled liquified petroleum gas (stationary LPG) usage for specific sites where IAG is directly billed. As only five sites within IAG’s property portfolio currently have natural gas or LPG accounts (four natural gas in Australia, 1 stationary LPG in New Zealand), no extrapolations or estimates are undertaken. Gas usage is measured to indicate IAG’s environmental impact and is a source of both Scope 1 and Scope 3 emissions.</p> <p>Natural gas usage is disclosed in Gigajoules (GJ) of energy from natural gas or LPG consumed.</p>
	

Office paper consumption	
GRI Standard: 301-1	This includes all A3, A4 and A5 office paper and envelope consumption as determined through an in-house ordering system. This excludes glossy paper. Office paper consumption is measured through supplier invoices for paper ordered during the month. This is measured as paper is one of the key resources that IAG uses that has an environmental impact through its production, manufacturing, and transportation, and contributes to IAG's Scope 3 emissions.
	The majority of office paper that is supplied to IAG is certified by Climate Active as carbon neutral. This therefore does not factor into IAG's Scope 3 emissions but is still included in overall usage figures. Office paper consumption is disclosed in overall tonnes used and KG used per FTE.
Print paper consumption	
GRI Standard: 301-1	This includes the consumption of commercially printed material (booklets, envelopes, brochures, and customer documentation such as renewals and certificates of insurance). Print paper tonnage is provided from a range of external suppliers. This is measured as print paper is one of the key resources that IAG uses that has a considerable environmental impact through its production, manufacturing, and transportation, and contributes to IAG's Scope 3 emissions.
	Print paper consumption is disclosed in overall tonnes used and KG used per IAG business volume. Blue Star: FSC certified product (NZ)
Recycled Waste	
GRI Standard: 306-2	Recycled waste is a measure of the quantity of waste diverted from landfill, including paper, cardboard, organic and co-mingled material collected for recycling across IAG's properties. For sites where no actual co-mingled recycling data is available, the recycling quantity is estimated based on an equivalent FTE model using consumption figures for similar known sites. Cardboard and organic recycling is only available to IAG's larger sites, and hence not estimated across IAG's full property portfolio. Recycling is measured as an environmental indicator to how much waste is diverted from landfill, and hence Scope 3 emissions averted.
	Recycled waste is measured in overall tonnes and KG of recycled waste produced per FTE.
Rental car – business travel	
GRI Standard: 305-3	This metric is currently only calculated for the Australia region and measures the kilometres travelled by IAG employees in rental cars for work-related travel. Booking reports are collected from our preferred third-party suppliers – Avis and Thrifty – and our travel management partner, Communico (Travel Edge). Rental car travel is measured as an indicator of IAG's environmental impact and is a source of Scope 3 emissions.
	Rental car travel is disclosed as thousand KMs and KM per FTE
Staff turnover	
GRI Standard: 401-1	Total turnover indicates the total number of staff terminations as a percentage of headcount, shown as a rolling 12-month figure. Staff terminations include all permanent and fixed term full-time and part-time employees but exclude casual employees and guests, where the last day of employment was within the reporting period. Terminations do not include: non-starters, people terminated at the end of a fixed term, deceased, transferred, and work permit expired. Terminations do include fixed term appointments that are terminated earlier than the contract expiry date.
	Turnover is measured as an indicator that links to overall employee satisfaction and productivity.

Taxis – business travel

GRI Standard: 305-3



This metric is currently only calculated for the Australia region and represents the distance travelled by employees taking taxis and other ride-sharing options for work-related travel. Distance travelled is not recorded for each journey, therefore an estimate of the distances travelled by IAG employees in taxis is calculated based on the dollar expenditure. All taxi travel expenditure is recorded in IAG's general ledger (SAP) and this is then adjusted for the relevant flag-fall, GST and credit card surcharges, and converted to an estimated KM's using the distance charge rate per KM (State based). Taxi travel is measured as an indicator of IAG's environmental impact and is a source of Scope 3 emissions.

Taxi travel is disclosed as thousand KMs and KM per FTE.

Water consumption

GRI Standard: 303-5



Reported for our Australian property portfolio only, this metric represents total water consumption for our tenancies. In FY15 it was based on metered water data for a six-month period and extrapolated for the 2015 financial year. Since FY16, the scope of reporting was expanded to include the complete Australian property portfolio. Where actual data is unavailable, water consumption is extrapolated based on an equivalent FTE model. Water consumption is measured as an indicator of IAG's environmental impact.

Water consumption is measured in overall kilolitres (kL) and kL water used per FTE.

Women on the Board

GRI Standard: 405-1



This measures the total percentage of women on the IAG Board

Women in executive management

GRI Standard: 405-1



This measures the total percentage of women on the IAG Group Leadership Team (GLT).

Women in senior management

GRI Standard: 405-1



For both the Group figure (as of FY19) and the country-level metrics (as of FY20), IAG applies a women in senior management definition consistent with that of the Australian Workplace Gender Equality Agency (WGEA) criteria. This criteria for senior management are restricted to roles that are applied to a specific career band, and within three reporting steps from the group CEO (i.e. generally at the Executive Manager level and above). Applying this definition helps align IAG to the philosophy and intent of the WGEA reporting. The figure of women in senior management is then expressed as a percentage of the total number of staff in senior management positions.

Historic data has not been restated and is defined according to IAG's internal career bands.

Women in the workforce

GRI Standard: 405-1



Total percentage of females employed by IAG, regardless of hours worked. This comprises permanent and fixed term female employees. It includes female employees on extended leave and excludes female casuals and contractors (people not paid by IAG). This is measured as an indicator for workplace diversity.