

**Module: Introduction****Page: Introduction**

---

**CC0.1****Introduction**

Please give a general description and introduction to your organization.

Suncorp Group includes leading general insurance, banking, life insurance and superannuation brands in Australia and New Zealand. We have 14,500 employees and relationships with nine million customers. Suncorp Group is a Top 20 listed business on the Australian Securities Exchange (ASX) with \$94 billion in assets.

The Group is made up of five core businesses: Personal Insurance; Commercial Insurance; Vero New Zealand; Suncorp Bank and Suncorp Life. These are supported by corporate and shared services divisions.

Our approach to Corporate Responsibility (CR) focuses on creating brighter futures by contributing to the long term financial wellbeing and quality of life for the communities where we live and work. We report our economic, social and environmental performance annually against the issues most important to our business and key stakeholders.

We believe assessing risks and opportunities, including those associated with climate change, is central to running a responsible and sustainable company.

Our senior managers are involved in ongoing public debate and planning for natural disaster mitigation, empowering communities to recognise and reduce associated risks. The aim is to assist communities prepare for, and manage, potential impacts of climate change and address affordability issues to ensure the sustainability of the insurance market.

Suncorp also monitors potential regulatory and pricing responses to climate change that could impact the cost of our day to day operations.

Additionally, we continue to invest in our ability to monitor and reduce carbon emissions, with a view to achieving both financial and environmental benefits. The Group has proudly achieved a reduction of 30% in greenhouse gas emissions over the last five years.

---

**CC0.2****Reporting Year**

Please state the start and end date of the year for which you are reporting data.

The current reporting year is the latest/most recent 12-month period for which data is reported. Enter the dates of this year first.

We request data for more than one reporting period for some emission accounting questions. Please provide data for the three years prior to the current reporting year if you have not provided this information before, or if this is the first time you have answered a CDP information request. (This does not apply if you have been offered and selected the option of answering the shorter questionnaire). If you are going to provide additional years of data, please give the dates of those reporting periods here. Work backwards from the most recent reporting year.

Please enter dates in following format: day(DD)/month(MM)/year(YYYY) (i.e. 31/01/2001).

**Enter Periods that will be disclosed**

Mon 01 Jul 2013 - Mon 30 Jun 2014

---

**CC0.3****Country list configuration**

Please select the countries for which you will be supplying data. If you are responding to the Electric Utilities module, this selection will be carried forward to assist you in completing your response.

**Select country**

Australia

---

**CC0.4****Currency selection**

Please select the currency in which you would like to submit your response. All financial information contained in the response should be in this currency.

AUD (\$)

---

## CC0.6

### Modules

As part of the request for information on behalf of investors, electric utilities, companies with electric utility activities or assets, companies in the automobile or auto component manufacture sub-industries, companies in the oil and gas sub-industries, companies in the information technology and telecommunications sectors and companies in the food, beverage and tobacco industry group should complete supplementary questions in addition to the main questionnaire.

If you are in these sector groupings (according to the Global Industry Classification Standard (GICS)), the corresponding sector modules will not appear below but will automatically appear in the navigation bar when you save this page. If you want to query your classification, please email [respond@cdp.net](mailto:respond@cdp.net).

If you have not been presented with a sector module that you consider would be appropriate for your company to answer, please select the module below. If you wish to view the questions first, please see <https://www.cdp.net/en-US/Programmes/Pages/More-questionnaires.aspx>.

---

## Further Information

**Module: Management**

**Page: CC1. Governance**

---

## CC1.1

**Where is the highest level of direct responsibility for climate change within your organization?**

Board or individual/sub-set of the Board or other committee appointed by the Board

---

## CC1.1a

**Please identify the position of the individual or name of the committee with this responsibility**

Suncorp Group's CEO is responsible for the development and implementation of business strategies and budgets, setting performance benchmarks, and creating a corporate culture compatible with business objectives and risk appetite, as approved by the Board. The Group CEO provides leadership and direction on key social and environmental issues that impact Suncorp Group and our key stakeholders.

The Group CEO promotes regular discussion with senior leadership about risk issues. Suncorp Group's senior leadership team has a mandate and an obligation to manage risk in accordance with each business' approved risk appetite statement and more broadly in accordance with the Group's risk policies. The senior leadership team is also responsible for operating policies, procedures and practices to effectively manage risk within their direct areas of responsibility.

Risks and opportunities impacted by climate change, specifically managing natural hazards, insurance affordability, and reducing greenhouse gas emissions are included within the risk categories managed by Group's risk framework.

---

**CC1.2**

**Do you provide incentives for the management of climate change issues, including the attainment of targets?**

No

---

**CC1.2a**

Please provide further details on the incentives provided for the management of climate change issues

Who is entitled to benefit from these incentives?	The type of incentives	Incentivized performance indicator	Comment

---

**Further Information**

**Page: CC2. Strategy**

---

**CC2.1**

**Please select the option that best describes your risk management procedures with regard to climate change risks and opportunities**

Integrated into multi-disciplinary company wide risk management processes

**CC2.1a**

**Please provide further details on your risk management procedures with regard to climate change risks and opportunities**

Frequency of monitoring	To whom are results reported?	Geographical areas considered	How far into the future are risks considered?	Comment
Six-monthly or more frequently	Board or individual/sub-set of the Board or committee appointed by the Board	Australia and New Zealand.	1 to 3 years	Key climate change related risks including managing natural hazards, reducing greenhouse gas emissions and relevant environmental regulation are monitored through due diligence, annual planning and risk review processes.

**CC2.1b**

**Please describe how your risk and opportunity identification processes are applied at both company and asset level**

Operational and compliance risk is tracked and monitored regularly through due diligence and risk profiling processes. Where risks significantly threaten business objectives, they are identified in business plans that are reviewed every six months by senior management and the Board. The Group's Crisis Management Team assesses possible scenarios that may threaten day-to-day business operations and prepare and document crisis procedures.

**CC2.1c**

**How do you prioritize the risks and opportunities identified?**

Risks are assessed by their level of potential impact (financial, strategic, compliance) and likelihood. The higher the impact and likelihood, the greater priority placed on the risk.

---

**CC2.1d**

Please explain why you do not have a process in place for assessing and managing risks and opportunities from climate change, and whether you plan to introduce such a process in future

Main reason for not having a process	Do you plan to introduce a process?	Comment
--------------------------------------	-------------------------------------	---------

---

**CC2.2**

**Is climate change integrated into your business strategy?**

Yes

---

**CC2.2a**

**Please describe the process of how climate change is integrated into your business strategy and any outcomes of this process**

Suncorp Group considers the climate change impacts directly related to the execution of our business strategy to be:

1. Increased frequency and severity of natural hazards

Natural hazard risk is a closely managed risk for the company. Insurance pricing, reinsurance and capital management are aligned to natural hazard profiles which are updated on an ongoing basis and factor historical natural perils data. To achieve a forward looking view, we take mid and long term weather forecasts into consideration.

2. Greenhouse gas emissions

Suncorp is required by Federal Government to report the company's greenhouse gas emissions annually. We have matured our reporting systems and continue to reduce emissions year on year. As a leading company in Australia and New Zealand we believe we need to minimise the potential impacts we have on our natural environment to protect it for future generations.

3. Environmental regulations, standards and reporting

Environmental regulation and compliance is monitored through the Group's internal due diligence process which is used for all laws, rules, regulations, standards and codes, internal policies and procedures. It requires management to report any breach or potential breach on a monthly basis.

---

**CC2.2b**

Please explain why climate change is not integrated into your business strategy

---

**CC2.2c**

**Does your company use an internal price of carbon?**

No, and we currently don't anticipate doing so in the next 2 years

---

**CC2.2d**

Please provide details and examples of how your company uses an internal price of carbon

---

**CC2.3**

**Do you engage in activities that could either directly or indirectly influence public policy on climate change through any of the following? (tick all that apply)**

Direct engagement with policy makers  
Trade associations  
Funding research organizations  
Other

---

**CC2.3a**

**On what issues have you been engaging directly with policy makers?**

Focus of legislation	Corporate Position	Details of engagement	Proposed legislative solution
Adaptation resiliency	Support	<p>Suncorp Group has strongly engaged on this topic via multiple channels including: a) Direct lobbying: we have ongoing dialogue with government representatives across federal, state and local levels. These meetings provide information about the need for improved natural disaster risk mitigation and management activities to strengthen resilience to climate related risks. Discussions include funding options, research requirements, building standards and economic outcomes. b) Site visits: senior management has conducted several regional tours to high risk areas to meet with local government representatives and review natural hazard resilience plans. c) Media: we continue to generate media coverage related to resilience through disaster mitigation. In particular, we have highlighted the insurance premium benefits of increased resilience following the introduction of flood mitigation infrastructure (see media releases attached). d) Public policy: Suncorp continues to contribute to policy debate through government inquiries including submissions (attached) to the Financial Systems Inquiry and Productivity Commission Inquiry into Natural Disaster Funding.</p>	<p>Suncorp Group continues to advocate climate change adaptation measures to policy makers. We believe increasingly intense weather, sustained economic growth, urbanisation and population shifts towards coastal regions have combined to increase exposure to natural hazard risks throughout Australia. To date, the policy responses to these changes in risk have been insufficient. We believe that improved natural disaster risk management is crucial to safeguarding the Australian community from the potentially devastating emotional, social and economic impacts of extreme weather events. Suncorp continues to advocate for increased funding towards natural disaster mitigation infrastructure and the development of an integrated national approach to risk management. This includes identification of risks through hazard mapping and policy responses such as land-use planning, building code developments and mitigation infrastructure where appropriate.</p>

**CC2.3b**

**Are you on the Board of any trade associations or provide funding beyond membership?**

Yes

**CC2.3c**

**Please enter the details of those trade associations that are likely to take a position on climate change legislation**

Trade association	Is your position on climate change consistent with theirs?	Please explain the trade association's position	How have you, or are you attempting to, influence the position?
Insurance Council of Australia	Consistent	The Insurance Council of Australia's (ICA) position is to identify regulatory, community and insurance industry initiatives that will assist the community adapt to a future where weather becomes more extreme. This includes six areas of focus including increased community understanding of weather related risks, risk appropriate land-use planning, risk appropriate disaster mitigation, risk appropriate property protection standards (e.g. building codes), financial risk mitigation and emergency recovery planning.	Suncorp's Personal Insurance CEO, Mark Milliner, is a director on the ICA's Board and was previously the President until January 2015. In addition, Suncorp's senior staff participate in a range of ICA working groups in order to contribute to the development of positions at industry level.

**CC2.3d**

**Do you publicly disclose a list of all the research organizations that you fund?**

No

**CC2.3e**

**Do you fund any research organizations to produce or disseminate public work on climate change?**

Yes

**CC2.3f**

**Please describe the work and how it aligns with your own strategy on climate change**

Suncorp provides funding and support to the Australian Centre for Financial Studies (ACFS) which conducts a range of public research projects related to financial services. Suncorp is a member of the ACFS industry advisory committee which ensures alignment between research and advocacy conducted by the centre and our own climate change strategy. The ACFS has coordinated a range of insurance research projects that advocate for improved public policy responses to climate change.

---

**CC2.3g****Please provide details of the other engagement activities that you undertake**

Suncorp Group has engaged consulting firms Urbis and KPMG to conduct economic modelling on the benefits of disaster resilience.

The Urbis modelling (attached) contains local economic benefits of flood mitigation infrastructure. The KPMG modelling (also attached) estimates the GDP benefits of investing in a structured disaster mitigation program as compared to the status quo or a disaster subsidy pool.

Both of these reports are used to inform and support Suncorp's broader engagement with government agencies, policy makers and academic institutions.

---

**CC2.3h****What processes do you have in place to ensure that all of your direct and indirect activities that influence policy are consistent with your overall climate change strategy?**

Consistent with Suncorp's internal policy, all engagements, submissions and media interactions are managed by dedicated government relations, public policy and public affairs teams. This approach ensures alignment with the company's overall climate change strategy through consistent messaging and communication activities. Senior managers actively contribute to natural disaster mitigation solutions and are regularly updated on relevant initiatives.

---

**CC2.3i**

Please explain why you do not engage with policy makers

---

**CC2.4**

**Would your organization's board of directors support an international agreement between governments on climate change, which seeks to limit global temperature rise to under two degree Celsius from pre-industrial levels in line with IPCC scenarios such as RCP2.6?**

---

**CC2.4a**

Please describe your board's position on what an effective agreement would mean for your organization and activities that you are undertaking to help deliver this agreement at the 2015 United Nations Climate Change Conference in Paris (COP 21)

---

**Further Information****Attachments**

[https://www.cdp.net/sites/2015/37/17937/Climate Change 2015/Shared Documents/Attachments/ClimateChange2015/CC2.Strategy/AAMI Storm Resilience Week media release\\_VICTORIA\\_FINALWEB.pdf](https://www.cdp.net/sites/2015/37/17937/Climate%20Change%202015/Shared%20Documents/Attachments/ClimateChange2015/CC2.Strategy/AAMI%20Storm%20Resilience%20Week%20media%20release_VICTORIA_FINALWEB.pdf)  
[https://www.cdp.net/sites/2015/37/17937/Climate Change 2015/Shared Documents/Attachments/ClimateChange2015/CC2.Strategy/Media Release - St George levee opening v2.pdf](https://www.cdp.net/sites/2015/37/17937/Climate%20Change%202015/Shared%20Documents/Attachments/ClimateChange2015/CC2.Strategy/Media%20Release%20-%20St%20George%20levee%20opening%20v2.pdf)  
[https://www.cdp.net/sites/2015/37/17937/Climate Change 2015/Shared Documents/Attachments/ClimateChange2015/CC2.Strategy/20140612 SUN SUB CTH PC Natural Disaster Funding Inquiry.pdf](https://www.cdp.net/sites/2015/37/17937/Climate%20Change%202015/Shared%20Documents/Attachments/ClimateChange2015/CC2.Strategy/20140612%20SUN%20SUB%20CTH%20PC%20Natural%20Disaster%20Funding%20Inquiry.pdf)  
[https://www.cdp.net/sites/2015/37/17937/Climate Change 2015/Shared Documents/Attachments/ClimateChange2015/CC2.Strategy/Media Release and Infographic - Roma sod turning - FINAL.pdf](https://www.cdp.net/sites/2015/37/17937/Climate%20Change%202015/Shared%20Documents/Attachments/ClimateChange2015/CC2.Strategy/Media%20Release%20and%20Infographic%20-%20Roma%20sod%20turning%20-%20FINAL.pdf)  
[https://www.cdp.net/sites/2015/37/17937/Climate Change 2015/Shared Documents/Attachments/ClimateChange2015/CC2.Strategy/20140328 SUN SUB CTH Financial System Inquiry.pdf](https://www.cdp.net/sites/2015/37/17937/Climate%20Change%202015/Shared%20Documents/Attachments/ClimateChange2015/CC2.Strategy/20140328%20SUN%20SUB%20CTH%20Financial%20System%20Inquiry.pdf)

**Page: CC3. Targets and Initiatives**

---

**CC3.1**

Did you have an emissions reduction target that was active (ongoing or reached completion) in the reporting year?

No

---

**CC3.1a**

Please provide details of your absolute target

ID	Scope	% of emissions in scope	% reduction from base year	Base year	Base year emissions (metric tonnes CO2e)	Target year	Comment
----	-------	-------------------------	----------------------------	-----------	--	-------------	---------

---

**CC3.1b**

Please provide details of your intensity target

ID	Scope	% of emissions in scope	% reduction from base year	Metric	Base year	Normalized base year emissions	Target year	Comment
----	-------	-------------------------	----------------------------	--------	-----------	--------------------------------	-------------	---------

---

**CC3.1c**

Please also indicate what change in absolute emissions this intensity target reflects

ID	Direction of change anticipated in absolute Scope 1+2 emissions at target completion?	% change anticipated in absolute Scope 1+2 emissions	Direction of change anticipated in absolute Scope 3 emissions at target completion?	% change anticipated in absolute Scope 3 emissions	Comment
----	---	--	---	--	---------

---

**CC3.1d**

For all of your targets, please provide details on the progress made in the reporting year

ID	% complete (time)	% complete (emissions)	Comment

---

**CC3.1e**

**Please explain (i) why you do not have a target; and (ii) forecast how your emissions will change over the next five years**

i. We continue to mature our data management systems and processes which enable us to accurately measure our environmental impacts and understand where our emissions are generated. We have implemented initial improvements and have a pipeline of other initiatives that will further reduce our environmental impacts.

ii. Over the next five years it is expected that Suncorp will continue to reduce emissions through the consolidation of office space and the implementation of smarter work environments.

---

**CC3.2**

**Does the use of your goods and/or services directly enable GHG emissions to be avoided by a third party?**

Yes

---

**CC3.2a**

**Please provide details of how the use of your goods and/or services directly enable GHG emissions to be avoided by a third party**

Suncorp Group includes many well known and trusted brands across general insurance, banking and life insurance. We aim to assist customers reduce their energy consumption and reduce emissions in ways that align with our brand propositions.

Depending on the insurance product purchased, the level of cover selected and the brand chosen by the customer, Suncorp includes up to three additional features that can improve the environmental outcomes of products. These features can include:

1. Environmental improvements such as a solar system or rainwater tank are funded up to \$5,000 for homes more than 80% damaged by an insured event. This

allows homes to be rebuilt or replaced to a higher environmental standard after major claims and can reduce ongoing emissions for customers.

2. Energy costs for loss of supply of renewable energy are covered up to \$750 per quarter for up to four quarters. This reduces the financial risk of losing access to renewable energy such as solar or wind installed at the home.

3. Damaged refrigerators, freezers, dishwashers, air conditioners, washing machines and dryers are replaced with minimum three star energy rated goods.

---

**CC3.3**

**Did you have emissions reduction initiatives that were active within the reporting year (this can include those in the planning and/or implementation phases)**

Yes

---

**CC3.3a**

**Please identify the total number of projects at each stage of development, and for those in the implementation stages, the estimated CO2e savings**

Stage of development	Number of projects	Total estimated annual CO2e savings in metric tonnes CO2e (only for rows marked *)
Under investigation	4	680
To be implemented*	1	4750
Implementation commenced*	2	617
Implemented*	1	1615
Not to be implemented	2	288

---

**CC3.3b**

**For those initiatives implemented in the reporting year, please provide details in the table below**

Activity type	Description of activity	Estimated annual CO2e savings (metric tonnes CO2e)	Scope	Voluntary/Mandatory	Annual monetary savings (unit currency - as specified in CC0.4)	Investment required (unit currency - as specified in CC0.4)	Payback period	Estimated lifetime of the initiative	Comment
Other	Consolidation of real estate in Brisbane will increase work point utilisation from ~65% to >82%.	1615	Scope 2	Voluntary	305000	0	<1 year	Ongoing	

### CC3.3c

What methods do you use to drive investment in emissions reduction activities?

Method	Comment
Compliance with regulatory requirements/standards	Building Code Australia determines the minimum standards required to be updated in our building fit out designs.
Dedicated budget for energy efficiency	Budgets are dedicated to energy efficiency projects that will reduce ongoing operational costs and meet minimum return on investment (ROI) timeframes.
Employee engagement	Whenever employees change office locations, the process includes training about ways to reduce waste and how to be more efficient in the workplace. In addition, flexible working practices are being supported by leaders across the organisation to improve productivity and reduce our footprint. Learning tools are made available via building specific guides, online training and orientation and induction workshops.
Financial optimization calculations	The Environmental Sustainability Platform tracks building's energy usage patterns and captures inefficiencies. Analysis and recommendations for improved performance are presented through a business case model inclusive of ROI. Large projects are generally completed within the dedicated budget.
Lower return on investment	Where possible all energy efficiency projects must show a payback of less than two years.

Method	Comment
(ROI) specification	

---

#### CC3.3d

If you do not have any emissions reduction initiatives, please explain why not

---

#### Further Information

**Page: CC4. Communication**

---

#### CC4.1

Have you published information about your organization's response to climate change and GHG emissions performance for this reporting year in places other than in your CDP response? If so, please attach the publication(s)

Publication	Status	Page/Section reference	Attach the document
In voluntary communications	Complete	pg. 13, 28, 29	<a href="https://www.cdp.net/sites/2015/37/17937/Climate%20Change%202015/Shared%20Documents/Attachments/CC4.1/SCG14497%20Annual%20Review%202014%20WEB.pdf">https://www.cdp.net/sites/2015/37/17937/Climate Change 2015/Shared Documents/Attachments/CC4.1/SCG14497 Annual Review 2014 WEB.pdf</a>

---

#### Further Information

**Module: Risks and Opportunities**

CC5.1

Have you identified any inherent climate change risks that have the potential to generate a substantive change in your business operations, revenue or expenditure? Tick all that apply

- Risks driven by changes in regulation
- Risks driven by changes in physical climate parameters
- Risks driven by changes in other climate-related developments

CC5.1a

Please describe your inherent risks that are driven by changes in regulation

Risk driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management
Product efficiency regulations and standards	The introduction or improvement of energy efficiency mandates for homes, commercial buildings or vehicles could increase operating costs and impact claims repair or replacement costs.	Increased operational cost	Unknown	Indirect (Supply chain)	About as likely as not	Unknown	Changes to energy efficiency regulations may have an initial cost, but could also result in longer term savings. Improved efficiency standards for home and vehicle may increase repair and replacement costs for assets insured	Suncorp factors the potential for repair and replacement changes into pricing and has dedicated teams that monitor regulatory change and engage in public policy debates on behalf of the business and our customers.	Absorbing costs associated with new building or vehicle efficiency regulations is built into existing insurance claims operating budgets.

Risk driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management
							by Suncorp.		
General environmental regulations, including planning	Improvements to building standards (e.g. cyclone standards) may be escalated following severe weather events which can impact repair costs and subsequently claims expenses.	Increased operational cost	Unknown	Indirect (Supply chain)	About as likely as not	Unknown	Changes to regulatory instruments in response to climate change may include building codes and land-use planning processes. They are likely to have a short term financial impact on claims expenses by increasing the cost of repair and replacement. In the long term, these regulatory changes are likely to deliver net benefits to Suncorp as a result of more resilient housing that is less likely to be impacted by natural hazards.	Suncorp factors the potential for building regulation changes into pricing. In addition, we have lobbied for natural hazard disaster mitigation including building more resilient homes in areas prone to natural hazards. It is expected that claims costs saved by having more resilient buildings will outweigh those incurred by repairing to higher standards. For example, Suncorp's submission to the Productivity Commission Natural Disaster Funding Inquiry (attached).	Absorbing costs associated with new building or vehicle efficiency regulations are built into existing insurance claims operating budgets.
Voluntary agreements	Increased expectations from external stakeholders to adhere to	Increased operational cost	>6 years	Direct	About as likely as not	Low	Responding and reporting against additional voluntary agreements would	Suncorp produces non-financial performance data annually through our Annual Review	Non-financial reporting and website updates are resourced by communication

Risk driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management
	voluntary environmental or climate change agreements may require further reporting resources.						require an increase in people and technology resources.	(including Corporate Responsibility information) and via the Suncorp Group website. Our aim is to provide a sufficient level of information for the majority of our stakeholders.	teams and built into existing communication operating budgets.
Renewable energy regulation	A mandated proportion of renewable energy for Suncorp would impact energy costs.	Increased operational cost	Unknown	Direct	Unlikely	Low	If Suncorp were required to purchase a proportion of renewable energy, our overall electricity costs would increase moderately.	We undertake a number of energy efficiency initiatives and review our electricity pricing arrangements on an ongoing basis.	Managing the Group's electricity arrangements is built into existing real estate budgets.

**CC5.1b**

Please describe your inherent risks that are driven by change in physical climate parameters

Risk driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management
Uncertainty of physical	Suncorp provides insurance cover for	Increased operational	Unknown	Direct	About as likely as	Medium	Pricing risk is a core capability of	Suncorp has implemented an	The costs associated with

Risk driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management
risks	a range of natural hazard risks that are influenced by climate conditions. This includes cyclones, storms, bushfire, floods and hail. Uncertainty around the frequency and intensity of extreme events as a result of climate change increases the difficulty of accurately pricing risk. It may have an impact on premium prices, claims expenses and capital requirements.	cost			not		Suncorp with ongoing maintenance representing low budget expenditure. This expenditure may increase under a scenario of increasingly variable climate conditions.	advanced pricing engine that incorporates risk data from multiple sources. This allows Suncorp to adapt to changing conditions quickly. Ongoing improvements to our pricing capabilities ensures that risk levels are managed appropriately and changes in claim frequency or cost are quickly identified and factored into insurance premiums.	risk management practices are managed within commercially sensitive budgets. The cost of maintaining our pricing capabilities is currently low but may increase in the future.
Change in precipitation extremes and droughts	Suncorp provides insurance cover against extreme weather events. Changes to the frequency or intensity of extreme weather could have financial implications for claims and reinsurance costs. Suncorp's current reinsurance	Increased operational cost	Unknown	Direct	About as likely as not	Unknown	Suncorp's reinsurance arrangements moderate the immediate financial impacts of extreme precipitation or drought. Long-term escalation of precipitation and drought events would steadily increase	Suncorp has implemented an advanced pricing engine that incorporates risk data from multiple sources. This allows Suncorp to adapt to changing conditions quickly. Ongoing improvements to our pricing capabilities	The costs associated with risk management practices are managed within commercially sensitive budgets. The cost of maintaining our pricing capabilities is currently low but

Risk driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management
	program limits the potential impact of any one event to \$250 million. Additionally, the Queensland home portfolio is protected by a 30% quota share arrangement. Reinsurance programs are negotiated each year and reflect natural hazard experiences.						claims and reinsurance costs.	ensures that risk levels are managed appropriately and changes in claim frequency or cost are quickly identified and factored into insurance premiums.	may increase in the future.
Tropical cyclones (hurricanes and typhoons)	Suncorp provides insurance cover against extreme weather events. Changes to the frequency or intensity of extreme weather could have financial implications for claims and reinsurance costs. Suncorp's current reinsurance program limits the potential impact of any one event to \$250 million. Additionally, the Queensland home	Increased operational cost	Unknown	Direct	About as likely as not	Unknown	Suncorp's reinsurance arrangements moderate the immediate financial impacts of tropical cyclone. Long-term escalation of cyclone events would steadily increase claims and reinsurance costs.	Suncorp has implemented an advanced pricing engine that incorporates risk data from multiple sources. This allows Suncorp to adapt to changing conditions quickly. On-going improvements to our pricing capabilities ensures that risk levels are managed appropriately and changes in claim frequency or cost are quickly	The costs associated with risk management practices are managed within commercially sensitive budgets. The cost of maintaining our pricing capabilities is currently low but may increase in the future.

Risk driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management
	portfolio is protected by a 30% quota share arrangement. Reinsurance programs are negotiated each year and reflect natural hazard experiences.							identified and factored into insurance premiums.	
Change in temperature extremes	Extreme heat threatens the health of people, increases cooling costs and increases the likelihood of bushfire events. This could impact Suncorp's claims expense for life insurance and workers compensation customers. Additionally, electricity costs associated with cooling for Suncorp offices could increase.	Increased operational cost	Unknown	Direct	About as likely as not	Unknown	Financial implications could range from increased cooling expenses to extreme bushfire events.	An extreme or prolonged heat wave would be managed as other natural hazard events. We focus on accurately pricing premiums and implementing reinsurance to cover this type of occurrence.	Natural hazard and insurance claims operating budgets would cover a heat related event.

Please describe your inherent risks that are driven by changes in other climate-related developments

Risk driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management
Other drivers	Climate change concerns may lead reinsurers to make sudden adjustments to reinsurance premiums or apply an additional buffer. Any change to reinsurance premiums impacts Suncorp's operating costs and premium pricing.	Increased operational cost	Unknown	Direct	About as likely as not	Medium-high	Reinsurance can be variable, putting pressure on Suncorp's budgets and product pricing. Premiums are priced for a twelve month cycle, as is most reinsurance, providing the opportunity for Suncorp to adjust as appropriate.	Suncorp discloses the impacts of reinsurance costs to media, the market and general public. We have a team committed to reinsurance negotiations and leading claims management practices enable us to minimise impacts to the business and policyholders. In 2012, we entered a 30% quota share arrangement in Queensland which has reduced risk concentration in that region.	A dedicated team and budget are in place to manage reinsurance negotiations and pricing.
Changing consumer behaviour	Higher premiums associated with changing risks may result in customers choosing lower cost options, reducing their level of cover or choosing not to purchase insurance. A	Reduced demand for goods/services	Unknown	Direct	Unlikely	Medium	If higher insurance premiums become unaffordable for consumers Suncorp may experience reduced revenue due to customers choosing lower	Suncorp has been actively promoting the link between insurance premiums and disaster mitigation. We encourage the community to focus on risk reduction, to reduce the number of claims and stabilise insurance premium	Customer communication and education is factored into existing marketing and public policy budgets.

Risk driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management
	<p>significant escalation of the number of under insured or non-insured could impact Suncorp's revenue and place upward pressure on premiums.</p>						<p>levels of cover or insuring with competitors offering cheaper policies.</p>	<p>prices. We conduct regular consumer research and customer satisfaction surveys to understand how customers feel about insurance, pricing and service. We factor this into our decisions about product improvements to meet present day challenges. In communications with customers, we provide a transparent view of insurance benefits and the risks associated with under insurance or no insurance. For example, Suncorp recently provided a rebuilding cost calculator that is built into our quote processes. This provides customers a simple estimate of how much it would cost to completely rebuild their property, reducing the instance of underinsurance.</p>	

Risk driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management
Reputation	Financial service companies currently receive pressure to screen suppliers and restrict customer classes and investment opportunities to avoid any carbon intensive activity. Heightened public concern regarding climate change may lead to a greater number of consumers placing explicit expectations on large companies to drive change.	Reduced demand for goods/services	Unknown	Direct	Unlikely	Low	Suncorp currently has limited exposure to carbon intensive industries through any of its businesses.	Suncorp monitors community sentiment and is conscious of climate change concerns. Current business models mean that exposures to carbon intensive industries are unlikely.	Monitoring community sentiment for input into decision making is factored into existing marketing and strategy budgets.

CC5.1d

Please explain why you do not consider your company to be exposed to inherent risks driven by changes in regulation that have the potential to generate a substantive change in your business operations, revenue or expenditure

---

CC5.1e

Please explain why you do not consider your company to be exposed to inherent risks driven by physical climate parameters that have the potential to generate a substantive change in your business operations, revenue or expenditure

---

CC5.1f

Please explain why you do not consider your company to be exposed to inherent risks driven by changes in other climate-related developments that have the potential to generate a substantive change in your business operations, revenue or expenditure

---

**Further Information**

**Attachments**

[https://www.cdp.net/sites/2015/37/17937/Climate Change 2015/Shared Documents/Attachments/ClimateChange2015/CC5.ClimateChangeRisks/20140612 SUN SUB CTH PC Natural Disaster Funding Inquiry.pdf](https://www.cdp.net/sites/2015/37/17937/Climate%20Change%202015/Shared%20Documents/Attachments/ClimateChange2015/CC5.ClimateChangeRisks/20140612%20SUN%20CTH%20PC%20Natural%20Disaster%20Funding%20Inquiry.pdf)

**Page: CC6. Climate Change Opportunities**

---

CC6.1

**Have you identified any inherent climate change opportunities that have the potential to generate a substantive change in your business operations, revenue or expenditure? Tick all that apply**

- Opportunities driven by changes in regulation
- Opportunities driven by changes in physical climate parameters
- Opportunities driven by changes in other climate-related developments

CC6.1a

Please describe your inherent opportunities that are driven by changes in regulation

Opportunity driver	Description	Potential impact	Timeframe	Direct/Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management
Emission reporting obligations	The National Greenhouse and Energy Reporting (NGER) Act requires a consistent approach to the measurement of emissions and energy consumption. This enables Suncorp to accurately benchmark its emissions profile against other organisations and itself year to year.	Other: Industry consistency	Unknown	Direct	Virtually certain	Low	NGER has become part of business as usual operations and provides assured emissions data that is comparable with other organisations. There is some investment in reporting and independent assurance services.	Data captured through the NGER process is used for other reporting, including the Annual Review. Suncorp also uses data to inform energy efficiency planning.	Associated costs are built into existing real estate budgets. Generally, the costs saved by being more energy efficient offset the investment in data capture and reporting capability.
General environmental regulations, including planning	Future environmental regulation and/or planning presents a	New products/business services	3 to 6 years	Direct	About as likely as not	Low-medium	As the impacts associated with climate change are realised; new	Suncorp Group's brands provide products to suit various	Costs associated with environmental product innovation are

Opportunity driver	Description	Potential impact	Timeframe	Direct/Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management
	possibility for new markets or products in investment, funding or insurance.						products, services and investment opportunities may emerge. Already, consumers are making some purchasing decisions based on environmental impacts.	customer needs. We regularly seek customer feedback and conduct consumer research to assess gaps and opportunities in the market. We expect that climate change and broader environmental issues will continue to attract the attention of governments and regulators over the coming years. This may present opportunities for new products and services in insurance and banking.	included in existing product development budgets. All new product concepts are assessed against profitability and viability criteria.
General environmental regulations,	Increased natural hazard activity may	Reduced operational costs	>6 years	Direct	About as likely as not	Low-medium	Reducing construction in high risk	Suncorp actively supports	These activities are built into

Opportunity driver	Description	Potential impact	Timeframe	Direct/Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management
including planning	force improved risk management regulations including land-use planning and construction codes. Improving the resilience of buildings against natural hazard events will ultimately reduce claims costs.						regions can reduce Suncorp's claims costs and subsequently premium prices for consumers. For example, average claims costs following Cyclone Yasi in 2011 were 50% lower in Innisfail (built to modern cyclone construction standards) than nearby Tully.	regulatory improvements at an industry level, Group level and line of business level. We assist in the design of improved building and land-use regulation wherever possible by submitting to government inquiries and responding to regulatory consultation.	Suncorp's existing budget for compliance and regulation.

**CC6.1b**

Please describe the inherent opportunities that are driven by changes in physical climate parameters

Opportunity driver	Description	Potential impact	Timeframe	Direct/Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management
--------------------	-------------	------------------	-----------	-----------------	------------	---------------------	----------------------------------	-------------------	--------------------

Opportunity driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management
Change in precipitation pattern	Changing precipitation patterns can cause difficulty in accurately forecasting flood events and therefore insurance premiums. We are confident in our ability to adapt to changing weather patterns through risk pricing and believe this presents a competitive advantage.	Premium price opportunities	Unknown	Direct	Very likely	Low-medium	Suncorp aims to outpace competitor pricing and maintain market leading pricing capability. This allows us to rapidly adapt to changing conditions and continue attracting low-risk customers which increases business profitability.	Suncorp has invested in a highly adaptable pricing engine that allows for rapid implementation of new pricing models. The pricing engine uses both internal and external actuarial models to calculate risk based premiums.	These activities are built into Suncorp's existing budgets for pricing.
Other physical climate opportunities	Greater natural hazard risks can lead to higher insurance premiums and a tendency for policyholders to research their insurance options more thoroughly to ensure value for money. Suncorp's multi-brand approach	Increased demand for existing products/services	Unknown	Direct	Virtually certain	Low-medium	Higher insurance premiums are likely to increase the number of customers who switch insurers regularly and shop around for the best deal.	Suncorp Group has established a leading portfolio of insurance brands to appeal to various market segments within Australia and New Zealand. Over 90% of Australian consumers will consider at least one Suncorp Group product when making a	These activities are built into Suncorp's existing budgets for marketing, customer research and product development.

Opportunity driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management
	means we have the opportunity to appeal to different customer segments on price, service and product features.							purchasing decision. We continue to maintain brand presence through marketing and media activity. The Group has proven its ability to respond to large volumes of claims faster than its competitors and to high levels of service and quality.	

**CC6.1c**

**Please describe the inherent opportunities that are driven by changes in other climate-related developments**

Opportunity driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management
Other drivers	Climate programs and initiatives can increase employee engagement which is linked to productivity	Wider social benefits	3 to 6 years	Direct	Likely	Low	Engaging in environmental programs can improve employee engagement which is linked to productivity and	Suncorp is associated with environmental programs including Mobile Muster and Earth Hour. Employees also	In 2013/14 Suncorp volunteers donated more than \$550,000 of their time to environmental and social

Opportunity driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management
	improvements.						overall performance. Improved employee awareness of environmental concerns may assist in the reduction of use and waste, resulting in less spending on consumables.	receive one paid volunteer day each year which may be used to support environmental causes such as conservation or recycling.	causes and charities.
Changing consumer behaviour	New industries to facilitate climate change mitigation and/or adaptation may emerge, generating growth and diversification opportunities for Suncorp.	New products/business services	3 to 6 years	Direct	About as likely as not	Unknown	New industries and products will likely develop to meet the changing needs of the community under climate change scenarios. This could open new markets, or grow existing financial service markets. Suncorp Group is exploring how building resilience initiatives can be included in the claims process. This would ensure that property's impacted by	Suncorp continually monitors international and domestic developments in insurance and other markets to identify business opportunities.	The development and marketing of new products does require some investment, however we assess the potential profitability to ensure viability.

Opportunity driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management
							natural disaster are repaired to a standard that would potentially endure future events.		

---

CC6.1d

Please explain why you do not consider your company to be exposed to inherent opportunities driven by changes in regulation that have the potential to generate a substantive change in your business operations, revenue or expenditure

---

CC6.1e

Please explain why you do not consider your company to be exposed to inherent opportunities driven by physical climate parameters that have the potential to generate a substantive change in your business operations, revenue or expenditure

---

CC6.1f

Please explain why you do not consider your company to be exposed to inherent opportunities driven by changes in other climate-related developments that have the potential to generate a substantive change in your business operations, revenue or expenditure

---

**Further Information**

**Module: GHG Emissions Accounting, Energy and Fuel Use, and Trading**

**Page: CC7. Emissions Methodology**

---

**CC7.1**

**Please provide your base year and base year emissions (Scopes 1 and 2)**

<b>Scope</b>	<b>Base year</b>	<b>Base year emissions (metric tonnes CO<sub>2</sub>e)</b>
Scope 1	Wed 01 Jul 2009 - Wed 30 Jun 2010	7140
Scope 2	Wed 01 Jul 2009 - Wed 30 Jun 2010	71619

---

**CC7.2**

**Please give the name of the standard, protocol or methodology you have used to collect activity data and calculate Scope 1 and Scope 2 emissions**

**Please select the published methodologies that you use**

Please select the published methodologies that you use

Australia - National Greenhouse and Energy Reporting Act

---

**CC7.2a**

If you have selected "Other" in CC7.2 please provide details of the standard, protocol or methodology you have used to collect activity data and calculate Scope 1 and Scope 2 emissions

---

**CC7.3**

Please give the source for the global warming potentials you have used

Gas	Reference
CO2	Other: "Method 1" from the National Greenhouse and Energy Reporting (Measurement)
CH4	Other: "Method 1" from the National Greenhouse and Energy Reporting (Measurement)
N2O	Other: "Method 1" from the National Greenhouse and Energy Reporting (Measurement)

---

**CC7.4**

Please give the emissions factors you have applied and their origin; alternatively, please attach an Excel spreadsheet with this data at the bottom of this page

Fuel/Material/Energy	Emission Factor	Unit	Reference
Electricity	.087	Other: kg CO2 - e/kwh	National Greenhouse Accounts (NGA) Factors (NSW/ACT) - July 2013
Electricity	1.17	Other: kg CO2 - e/kwh	National Greenhouse Accounts (NGA) Factors (VIC) - July 2013
Electricity	.82	Other: kg CO2 - e/kwh	National Greenhouse Accounts (NGA) Factors (QLD) - July 2013
Electricity	.62	Other: kg CO2 - e/kwh	National Greenhouse Accounts (NGA) Factors (SA) - July 2013
Electricity	.78	Other: kg CO2 - e/kwh	National Greenhouse Accounts (NGA) Factors (WA) - July 2013
Electricity	.20	Other: kg CO2 - e/kwh	National Greenhouse Accounts (NGA) Factors (TAS) - July 2013
Electricity	.69	Other: kg CO2 - e/kwh	National Greenhouse Accounts (NGA) Factors (NT) - July 2013
Motor gasoline	66.92	Other: kg CO2 - e/GJ	National Greenhouse Account (NGA) Factors - July 2013
Liquefied Natural Gas (LNG)	51.33	Other: kg CO2 - e/GJ	National Greenhouse Accounts (NGA) Factors - July 2013
Diesel/Gas oil	69.81	Other: kg CO2 - e/GJ	National Greenhouse Account (NGA) Factors - July 2013

---

#### Further Information

#### Attachments

[https://www.cdp.net/sites/2015/37/17937/Climate Change 2015/Shared Documents/Attachments/ClimateChange2015/CC7.EmissionsMethodology/5 2014 Suncorp Corporate NGER Report v5 0 \(Release 4\).pdf](https://www.cdp.net/sites/2015/37/17937/Climate%20Change%202015/Shared%20Documents/Attachments/ClimateChange2015/CC7.EmissionsMethodology/5%2014%20Suncorp%20Corporate%20NGER%20Report%20v5%200%20(Release%204).pdf)

**Page: CC8. Emissions Data - (1 Jul 2013 - 30 Jun 2014)**

---

CC8.1

**Please select the boundary you are using for your Scope 1 and 2 greenhouse gas inventory**

Operational control

---

**CC8.2**

**Please provide your gross global Scope 1 emissions figures in metric tonnes CO2e**

6311

---

**CC8.3**

**Please provide your gross global Scope 2 emissions figures in metric tonnes CO2e**

46775

---

**CC8.4**

**Are there any sources (e.g. facilities, specific GHGs, activities, geographies, etc.) of Scope 1 and Scope 2 emissions that are within your selected reporting boundary which are not included in your disclosure?**

Yes

---

**CC8.4a**

**Please provide details of the sources of Scope 1 and Scope 2 emissions that are within your selected reporting boundary which are not included in your disclosure**

Source	Relevance of Scope 1 emissions from this source	Relevance of Scope 2 emissions excluded from this source	Explain why the source is excluded
New Zealand	Emissions are not evaluated	Emissions are not evaluated	Suncorp is assessing the scope 1 and 2 emissions of its Australian businesses as a starting point and will integrate New Zealand into the process in time. New Zealand operations have a limited building footprint and therefore a limited emissions profile.

#### CC8.5

Please estimate the level of uncertainty of the total gross global Scope 1 and 2 emissions figures that you have supplied and specify the sources of uncertainty in your data gathering, handling and calculations

Scope	Uncertainty range	Main sources of uncertainty	Please expand on the uncertainty in your data
Scope 1	Less than or equal to 2%	Data Management	
Scope 2	Less than or equal to 2%	Assumptions Data Management	Estimations for ATMs electricity consumption included in gross leases, estimated run times of generators and diesel usage, pro-rata consumption of sites with invoices waiting to be generated from retailer

#### CC8.6

Please indicate the verification/assurance status that applies to your reported Scope 1 emissions

Third party verification or assurance complete

---

**CC8.6a**

Please provide further details of the verification/assurance undertaken for your Scope 1 emissions, and attach the relevant statements

Type of verification or assurance	Attach the statement	Page/section reference	Relevant standard	Proportion of reported Scope 1 emissions verified (%)
Limited assurance	<a href="https://www.cdp.net/sites/2015/37/17937/Climate%20Change%202015/Shared%20Documents/Attachments/CC8.6a/KPMG%20assurance%20report%20-%20SGL14.pdf">https://www.cdp.net/sites/2015/37/17937/Climate Change 2015/Shared Documents/Attachments/CC8.6a/KPMG assurance report - SGL14.pdf</a>		ISAE 3410	100

---

**CC8.6b**

Please provide further details of the regulatory regime to which you are complying that specifies the use of Continuous Emissions Monitoring Systems (CEMS)

Regulation	% of emissions covered by the system	Compliance period	Evidence of submission
------------	--------------------------------------	-------------------	------------------------

---

**CC8.7**

Please indicate the verification/assurance status that applies to your reported Scope 2 emissions

Third party verification or assurance complete

---

**CC8.7a**

Please provide further details of the verification/assurance undertaken for your Scope 2 emissions, and attach the relevant statements

Type of verification or assurance	Attach the statement	Page/Section reference	Relevant standard	Proportion of reported Scope 2 emissions verified (%)
Limited assurance	<a href="https://www.cdp.net/sites/2015/37/17937/Climate%20Change%202015/Shared%20Documents/Attachments/CC8.7a/KPMG%20assurance%20report%20-%20SGL14.pdf">https://www.cdp.net/sites/2015/37/17937/Climate Change 2015/Shared Documents/Attachments/CC8.7a/KPMG assurance report - SGL14.pdf</a>		ISAE 3410	100

#### CC8.8

Please identify if any data points have been verified as part of the third party verification work undertaken, other than the verification of emissions figures reported in CC8.6, CC8.7 and CC14.2

Additional data points verified	Comment
No additional data verified	

#### CC8.9

Are carbon dioxide emissions from biologically sequestered carbon relevant to your organization?

No

#### CC8.9a

Please provide the emissions from biologically sequestered carbon relevant to your organization in metric tonnes CO2

---

**Further Information**

**Page: CC9. Scope 1 Emissions Breakdown - (1 Jul 2013 - 30 Jun 2014)**

---

**CC9.1**

**Do you have Scope 1 emissions sources in more than one country?**

No

---

**CC9.1a**

Please break down your total gross global Scope 1 emissions by country/region

Country/Region	Scope 1 metric tonnes CO <sub>2</sub> e

---

**CC9.2**

**Please indicate which other Scope 1 emissions breakdowns you are able to provide (tick all that apply)**

By GHG type

---

**CC9.2a**

Please break down your total gross global Scope 1 emissions by business division

Business division	Scope 1 emissions (metric tonnes CO2e)
-------------------	--

---

CC9.2b

Please break down your total gross global Scope 1 emissions by facility

Facility	Scope 1 emissions (metric tonnes CO2e)	Latitude	Longitude
----------	--	----------	-----------

---

CC9.2c

Please break down your total gross global Scope 1 emissions by GHG type

GHG type	Scope 1 emissions (metric tonnes CO2e)
CO2	6291
N2O	20

---

CC9.2d

Please break down your total gross global Scope 1 emissions by activity

Activity	Scope 1 emissions (metric tonnes CO2e)
----------	--

---

CC9.2e

Please break down your total gross global Scope 1 emissions by legal structure

Legal structure	Scope 1 emissions (metric tonnes CO2e)
-----------------	--

---

**Further Information**

**Page: CC10. Scope 2 Emissions Breakdown - (1 Jul 2013 - 30 Jun 2014)**

---

CC10.1

**Do you have Scope 2 emissions sources in more than one country?**

No

---

CC10.1a

Please break down your total gross global Scope 2 emissions and energy consumption by country/region

Country/Region	Scope 2 metric tonnes CO2e	Purchased and consumed electricity, heat, steam or cooling (MWh)	Purchased and consumed low carbon electricity, heat, steam or cooling accounted for in CC8.3 (MWh)
----------------	----------------------------	--	--

---

**CC10.2**

**Please indicate which other Scope 2 emissions breakdowns you are able to provide (tick all that apply)**

By legal structure

---

**CC10.2a**

**Please break down your total gross global Scope 2 emissions by business division**

Business division	Scope 2 emissions (metric tonnes CO2e)
-------------------	--

---

**CC10.2b**

**Please break down your total gross global Scope 2 emissions by facility**

Facility	Scope 2 emissions (metric tonnes CO2e)
----------	--

---

**CC10.2c**

Please break down your total gross global Scope 2 emissions by activity

Activity	Scope 2 emissions (metric tonnes CO2e)

---

**CC10.2d**

Please break down your total gross global Scope 2 emissions by legal structure

Legal structure	Scope 2 emissions (metric tonnes CO2e)
Parent company and subsidiaries under financial control including leased assets treated as assets of the consolidated group for financial accounting purposes, Part 1	0
Joint ventures, Part 1	0
Associates, Part 2	0
Emissions from operationally controlled and/or other entities/activities/facilities, Part 2	46775

---

**Further Information**

**Page: CC11. Energy**

---

**CC11.1**

**What percentage of your total operational spend in the reporting year was on energy?**

More than 0% but less than or equal to 5%

---

**CC11.2**

Please state how much fuel, electricity, heat, steam, and cooling in MWh your organization has purchased and consumed during the reporting year

Energy type	MWh
Fuel	26529
Electricity	54266
Heat	0
Steam	0
Cooling	0

---

**CC11.3**

Please complete the table by breaking down the total "Fuel" figure entered above by fuel type

Fuels	MWh
Diesel/Gas oil	2653
Ethane	447
Liquefied Natural Gas (LNG)	21
Distillate fuel oil No 1	23251

---

**CC11.4**

Please provide details of the electricity, heat, steam or cooling amounts that were accounted at a low carbon emission factor in the Scope 2 figure reported in CC8.3

Basis for applying a low carbon emission factor	MWh associated with low carbon electricity, heat, steam or cooling	Comment
No purchases or generation of low carbon electricity, heat, steam or cooling accounted with a low carbon emissions factor		

**Further Information**

**Page: CC12. Emissions Performance**

**CC12.1**

**How do your gross global emissions (Scope 1 and 2 combined) for the reporting year compare to the previous year?**

Decreased

**CC12.1a**

**Please identify the reasons for any change in your gross global emissions (Scope 1 and 2 combined) and for each of them specify how your emissions compare to the previous year**

Reason	Emissions value (percentage)	Direction of change	Comment
Emissions reduction activities	1	Decrease	Continued monitoring of electricity consumption through our sub-metering project has allowed a further reduction in after hours operations. Additionally the programming of lights and air conditioning and coordination of cleaning contractors is better informed and more efficient.
Divestment	5	Decrease	The consolidation strategy has provided significant savings by divesting un-used or under-used space across the property portfolio.
Acquisitions			
Mergers			
Change in output			
Change in methodology			

Reason	Emissions value (percentage)	Direction of change	Comment
Change in boundary			
Change in physical operating conditions	2		The introduction of the Desktop Anywhere and Mobile Anywhere technology programs have enabled staff to work more flexibly. Fixed workspaces for each staff member are not required. PC upgrades have also contributed to a reduction in electricity consumption.
Unidentified			
Other			

### CC12.2

Please describe your gross global combined Scope 1 and 2 emissions for the reporting year in metric tonnes CO2e per unit currency total revenue

Intensity figure	Metric numerator	Metric denominator	% change from previous year	Direction of change from previous year	Reason for change
.000003242	metric tonnes CO2e	unit total revenue	19.3	Decrease	Increase in revenue and reduction of emissions due to consolidation of real estate portfolio

### CC12.3

Please describe your gross global combined Scope 1 and 2 emissions for the reporting year in metric tonnes CO2e per full time equivalent (FTE) employee

Intensity figure	Metric numerator	Metric denominator	% change from previous year	Direction of change from previous year	Reason for change
4.21	metric tonnes CO2e	FTE employee	9	Decrease	Increase in revenue and continued reduction in FTE

#### CC12.4

Please provide an additional intensity (normalized) metric that is appropriate to your business operations

Intensity figure	Metric numerator	Metric denominator	% change from previous year	Direction of change from previous year	Reason for change
	metric tonnes CO2e				

#### Further Information

Page: **CC13. Emissions Trading**

#### CC13.1

**Do you participate in any emissions trading schemes?**

No, and we do not currently anticipate doing so in the next 2 years

#### CC13.1a

Please complete the following table for each of the emission trading schemes in which you participate

Scheme name	Period for which data is supplied	Allowances allocated	Allowances purchased	Verified emissions in metric tonnes CO2e	Details of ownership
-------------	-----------------------------------	----------------------	----------------------	--	----------------------

---

**CC13.1b**

What is your strategy for complying with the schemes in which you participate or anticipate participating?

---

**CC13.2**

Has your organization originated any project-based carbon credits or purchased any within the reporting period?

No

---

**CC13.2a**

Please provide details on the project-based carbon credits originated or purchased by your organization in the reporting period

Credit origination or credit purchase	Project type	Project identification	Verified to which standard	Number of credits (metric tonnes of CO2e)	Number of credits (metric tonnes CO2e): Risk adjusted volume	Credits cancelled	Purpose, e.g. compliance
---------------------------------------	--------------	------------------------	----------------------------	---	--	-------------------	--------------------------

---

**Further Information**

**CC14.1**

**Please account for your organization’s Scope 3 emissions, disclosing and explaining any exclusions**

Sources of Scope 3 emissions	Evaluation status	metric tonnes CO2e	Emissions calculation methodology	Percentage of emissions calculated using data obtained from suppliers or value chain partners	Explanation
Purchased goods and services	Not evaluated				
Capital goods	Not evaluated				
Fuel-and-energy-related activities (not included in Scope 1 or 2)	Not evaluated				
Upstream transportation and distribution	Not evaluated				
Waste generated in operations	Not evaluated				
Business travel	Not evaluated				
Employee commuting	Not evaluated				
Upstream leased assets	Not evaluated				
Downstream transportation and distribution	Not evaluated				
Processing of sold products	Not evaluated				
Use of sold products	Not evaluated				
End of life treatment of sold products	Not evaluated				
Downstream leased assets	Not evaluated				
Franchises	Not evaluated				
Investments	Not evaluated				
Other (upstream)	Not evaluated				
Other (downstream)	Not evaluated				

**CC14.2**

**Please indicate the verification/assurance status that applies to your reported Scope 3 emissions**

No third party verification or assurance

---

**CC14.2a**

Please provide further details of the verification/assurance undertaken, and attach the relevant statements

Type of verification or assurance	Attach the statement	Page/Section reference	Relevant standard	Proportion of Scope 3 emissions verified (%)
-----------------------------------	----------------------	------------------------	-------------------	--

---

**CC14.3**

Are you able to compare your Scope 3 emissions for the reporting year with those for the previous year for any sources?

No, we don't have any emissions data

---

**CC14.3a**

Please identify the reasons for any change in your Scope 3 emissions and for each of them specify how your emissions compare to the previous year

Sources of Scope 3 emissions	Reason for change	Emissions value (percentage)	Direction of change	Comment
------------------------------	-------------------	------------------------------	---------------------	---------

---

**CC14.4**

**Do you engage with any of the elements of your value chain on GHG emissions and climate change strategies? (Tick all that apply)**

No, we do not engage

---

**CC14.4a**

Please give details of methods of engagement, your strategy for prioritizing engagements and measures of success

---

**CC14.4b**

To give a sense of scale of this engagement, please give the number of suppliers with whom you are engaging and the proportion of your total spend that they represent

Number of suppliers	% of total spend	Comment
---------------------	------------------	---------

---

**CC14.4c**

If you have data on your suppliers' GHG emissions and climate change strategies, please explain how you make use of that data

How you make use of the data	Please give details
------------------------------	---------------------

---

**CC14.4d**

Please explain why you do not engage with any elements of your value chain on GHG emissions and climate change strategies, and any plans you have to develop an engagement strategy in the future

We are continuing implementing improvements to our procurement services that will improve the Group's view of suppliers and standards. We capture waste data from 75% of our occupied space with remaining data difficult to obtain due to landlord controlled sites. Disposal of technology equipment is recorded by items reused, recycled or sent to landfill

---

**Further Information**

**Module: Sign Off**

**Page: CC15. Sign Off**

---

**CC15.1**

**Please provide the following information for the person that has signed off (approved) your CDP climate change response**

Name	Job title	Corresponding job category
Rebecca Stone	Senior Corporate Affairs Adviser	Public affairs manager

---

**Further Information**

**CDP**