

ASX announcement

One Company
Many Brands



Wednesday, 30 May 2012

Suncorp Group Limited releases Corporate Social Responsibility Review

Suncorp Group Limited has released its second Corporate Social Responsibility (CSR) Review, which is available on our website suncorpgroup.com.au.

This Review communicates the company's approach to CSR and the many ways Suncorp Group has managed its commercial and social responsibilities for the benefit of its key stakeholders.

Ends

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Suncorp Group
Corporate Social
Responsibility
Review 2012



“We are always responsibly deliver
looking for new ways to
financial and social value
to our key stakeholder communities.”

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Cover image: Melissa and Todd Leadbetter with son Lachlan were able to return to their newly-purchased Roma home less than six weeks after it was inundated with floodwater. The family were staying in a caravan at the back of their home throughout the repairs and were comforted by the constant communication and support provided by Suncorp Group's event builders.

About this Review

This Review discusses Suncorp Group's approach to Corporate Social Responsibility (CSR) and highlights our achievements over the past 12 months.

Our approach to CSR – A Responsible Approach – is the way we manage our business so that we meet the commercial and social responsibilities we have for our key stakeholders. It is the way that Suncorp Group aims to more effectively and equitably distribute value to the broader community.

More information about Suncorp Group and its businesses can be found at suncorpgroup.com.au.

Suncorp Group is comprised of Suncorp Group Limited ABN 66 145 290 124 and its subsidiaries and related companies in Australia and New Zealand. A reference in this Review to Suncorp Group is a reference to Suncorp Group Limited and its subsidiaries and related companies collectively and individually. Products and services including banking, superannuation and insurance (including life insurance, home and car insurance) are provided by separate companies in Suncorp Group. Suncorp Bank (Suncorp-Metway Ltd ABN 66 010 831 722) is only liable for the banking products or services it provides and not the products and services of other companies in Suncorp Group.

Contact: responsible@suncorp.com.au



Suncorp Group is undergoing continued transformation in order to manage our rapidly changing and globally competitive business environment. We know that to maintain our leading position, we must ensure our businesses are commercially viable and capable of withstanding economic and other business shocks. We also need to contribute to the social and environmental issues that affect our key stakeholders.

Our approach to CSR – A Responsible Approach – reflects this thinking and continues to be integral to the way we do business and shape our operations for the future. It influences everything from our strategy setting and risk management frameworks, to the everyday interactions our people have with each other and our customers.

A Responsible Approach is constantly put to the test through natural disaster recovery efforts across Australia and New Zealand. Our leadership in product innovation and efficient claims

management has enabled us to help restore communities more quickly than previous years. It is also important to recognise that we have replaced assets and helped customers to repair their homes and businesses without recourse to public funds.

One example is our continued support for Queensland communities following the 2011 floods and Cyclone Yasi through economic stimulus, job creation and volunteer support. Suncorp Group has responded to around 40,000 insurance claims and delivered over \$1.2 billion of value to the State.

For our people, we have invested in a number of programs designed to develop better leaders and provide meaningful careers. We have enabled a more flexible work environment that reflects diversity in our community. Having achieved a single view of our people, we are now focused on measuring key indicators such as engagement, women in leadership roles and leader capability.

Our recent results demonstrate that Suncorp is getting stronger. We have delivered increased profits, top-line growth, effective cost control and a stronger balance sheet. We were also able to pay our shareholders an increased half year dividend of 20 cents per share.

These are just some of the highlights from this year's Review which demonstrates many of the activities underway that support our commitment to being a responsible company. It is a testament to the way our people have been able to expand our practical and sensible approach to CSR.

By continuing to responsibly manage the commercial and social aspects of our business we aim to deliver sustained benefits for our key stakeholders. We want to be recognised not only for the profits we make but for the many positive impacts we have on our shareholders, employees, customers, community and the environment.

Group CEO's message

“Our approach to CSR ... continues to be integral to the way we do business and shape our operations for the future.”

Patrick Snowball, Group CEO

Suncorp Group

Suncorp Group includes the largest general insurance group and leading regional bank in Australia, the second largest general insurance company in New Zealand, and a specialist life insurance business.

Our 2011 story:

- Top 25 ASX-listed company¹
- 100,000 natural hazard insurance claims managed across Australia and New Zealand
- 17,000 homes rebuilt in Australia and New Zealand
- 3,700 jobs created and \$1.2 billion in economic activity in Queensland
- \$2 million in life insurance claims paid each day
- \$6.5 million of superannuation pensions paid each month
- One million customers' savings safeguarded or dreams financed.

We have:

- Around 16,000 employees
- Approximately nine million customers
- Relationships with 42 percent of Australians aged 15 and over and more than 50 percent of Queenslanders
- Around 175,000 ordinary shareholders.

1: ASX listing refers to that of Suncorp Group Limited.



Our approach

Suncorp Group's approach to CSR has been integrated with our operations for almost two years. It is known as A Responsible Approach and aims to create the conditions for our Group and its people to responsibly manage our businesses.

A Responsible Approach is a commitment to responsibly manage the way we lead our company, engage with our stakeholders and invest in our operations, social causes and natural environment.

We are motivated by a focus on meeting our commercial and social responsibilities for the benefit of our many stakeholders.



Suncorp Group aims to operate in a commercially and socially responsible manner. Underpinning this ambition is the need for good corporate governance, a robust risk management system and regular stakeholder engagement.

Governance

The Board is responsible for the corporate governance of Suncorp Group and has established corporate governance practices and policies. These are consistent with the Corporate Governance Principles and Recommendations published by the Australian Securities Exchange, to ensure the interests of shareholders are protected and investment market confidence in Suncorp Group is maintained.

The Suncorp Group corporate governance framework also influences the way we monitor and manage current and potential risks to the Group's operations.

Risk management

The Board and management recognise that effective risk management is critical to the achievement of the Group's strategic objectives. Suncorp Group's Enterprise Risk Management framework lays the foundation for all risk management processes.

We are a financial services group, operating within the general insurance, banking and life insurance sectors and therefore subject to APRA's¹ prudential regulation framework.

A dedicated risk management team promotes and supports risk considerations across the Group, prioritising:

- **Risk culture** – promoting behaviour that supports a positive risk culture
- **Risk appetite** – helping stakeholders align business decisions with risk appetite
- **Risk based capital performance measurements** – improving transparency in the way stakeholders manage and measure their risks.

When setting our risk appetite we consider capital strength, underlying performance of the business, employee capability and capacity, culture, systems capability, competitor behaviour and economic forces.

Suncorp Group's strategic and financial plans incorporate risk appetite statements and capital management plans to ensure alignment of strategy, risk and capital planning. The Chief Investment Officer oversees capital management for the Group.

Stakeholder engagement

Suncorp Group's key stakeholders have been identified as those who are significantly impacted by our ongoing business operations. Our aim is to respond to the issues we can positively influence and that have the greatest impact on these stakeholders, including:

- Customers
- Employees
- Communities
- Shareholders
- Governments and regulators.

We engage with stakeholders regularly via a range of formal and informal methods. These include research, surveys, stakeholder meetings and public presentations.

1: The Australian Prudential Regulation Authority (APRA) oversees banks, credit unions, building societies, general insurance and reinsurance companies, life insurance, friendly societies and most members of the superannuation industry.

Economic performance

To ensure our Group can contribute commercial and social value to the broader community, we must have strong and resilient economic management.

Suncorp Group's commercial contributions include providing quality products, meaningful careers and attractive shareholder returns.

We also contribute to social causes through community partnerships, philanthropic donations, volunteering, education programs and resourcing initiatives designed to reduce our impact on the environment.

The economic impact of insurance

Following Queensland's recent summer of disasters, we wanted to understand the full economic impact that Suncorp's claims payments could have on the State. We commissioned Deloitte¹ to develop a report that would assist our stakeholders understand the financial stimulus generated via timely claims payments and the restoration of commercial activities.

Suncorp Group ²	June 2011	June 2010
	(\$m)	(\$m)
Revenue	19,033	15,682
Total expenses	18,331	14,564
Profit after tax	457	789
Operating expenses	2,654	2,765
Employee expenses	1,561	1,506
General insurance claims expense	9,331	5,966
Retained profits	1,306	1,241
Shareholder dividends	444	440
Income tax paid	3,832	3,739
	(\$)	(\$)
Community investment ³	5,748,678	5,795,268

The Suncorp general insurance response to 2011's flooding and Cyclone Yasi in Queensland is contributing broad economic benefits to the State. These are some of the outcomes:

Nearly 3,700 new jobs created in the immediate post-disaster period

More than \$1.2 billion in longer term economic activity

93 percent of repair and rebuilding carried out by local companies

1: Deloitte Access Economics Pty Ltd

2: Includes Australian and New Zealand operations

3: Excludes New Zealand

Suncorp Group's rebuild partners share our goal of returning people to their homes quickly and safely. Pictured here is a repair underway in Roma, Queensland following the February 2012 flooding.

“ Economic stimulus

While natural hazards had a very real impact on our bottom line results, it should never be forgotten that responding to these devastating events and their very human consequences is the business of Suncorp. Through our employees, we strive to make a significant contribution to all our stakeholders.

Shareholder letter from Ziggy Switkowski, Chairman Suncorp Group, 28 February 2012



Our customers

Nine million customers across Australia and New Zealand choose one of Suncorp Group's brands for their financial services needs.

Suncorp Group operates a suite of strong and trusted brands, which are continually being developed to meet the different and evolving needs of our customers. We are committed to providing solutions and services for our customers that are value for money, reliable, accessible and easy to understand.

A growing percentage of our customers would recommend our brands to their friends and family, based on their own personal experience.

Our customers recommend us.

PROMOTERS*	JUNE 2011	JUNE 2010
TNS MARKET MONITOR		
Suncorp Bank (QLD)	34%	37%
STELLAR RESEARCH ADVISER EXPERIENCE		
Asteron Life (Adviser)	61%	49%
SWEENEY RESEARCH MARKET MONITOR		
AAMI – Motor (National)	36%	36%
Apia – Home (50+)	51%	43%
GIO – Motor (NSW/ACT)	38%	29%
Suncorp Insurance – Home (QLD)	47%	26%

* Promoters are the percentage of customers that when asked how likely they would be to recommend our brands on a scale of 0-10, have responded with a 9 or 10.

John Robin is a team member of the SMART repair centre in Sunshine, Victoria. The water based paint and application techniques mean faster drying times and less risk to the environment and employee health.

Building capability

Suncorp Group's general insurance businesses are always looking for ways to help protect what matters most to our customers. A focus on improving efficiency in our processes, structures and technology means our customers experience quicker turnaround times and our people are better equipped to meet policyholders' needs.

Our claims and customer service teams have been structured so that we can move our resources between teams and locations to speed up our response. By operating a single claims system across all brands, our people can more easily transition between our insurance brands as required.

When major natural disasters occur, our dedicated customer response team (CRT) is deployed to provide on-ground support for customers needing to lodge claims or prepare for assessments. This team has received specialised training in defensive driving and learnt about the best ways to support those experiencing trauma from loss of assets.



Melbourne hail storm 2011

Many of our people returned from leave voluntarily to support thousands of customers after hail struck Melbourne on Christmas Day.

At the Brimbank Council Office our CRT helped more than 100 customers lodge their claims in person, while our vehicle assessment site at the Airport West Repairlink Centre completed 721 hail damage assessments in just one day. That is 300 more cars in one day than we managed during the Melbourne hail storm of March 2010.

Use of the SMART collision repair centres assisted more efficient repairs with minimal waste and a reduced impact on the environment.



A localised response

Responding to customers' claims is a critical element of our business. We are continually looking for ways to ensure our response considers both our commercial and social responsibilities.

Quality repair work and competitive pricing are priorities that need to be balanced with appropriate investment in broader community recovery. Suncorp Group's preferred rebuild partners are committed to using as many local tradesmen and building material suppliers as they can find available. The volume of work means that we do sometimes need resources from outside the local area to complete claims repairs and replace goods in appropriate timeframes.

We have agreements with our national electrical, carpet and flooring suppliers that stock is sourced from local stores they supply wherever possible. Unfortunately, local stores in regional communities may not always have the required goods available as quickly and cost effectively as we need.

(pictured) Above: Hayley Brennan of the Coburg SMART repair centre helps customers every day get their cars repaired as quickly as possible to minimise the inconvenience of being without a vehicle.

Below: Olga Deltiglio of Melbourne was one of many customers who had their claim processed at the Airport West Repairlink Centre.

Our customers

General Insurance

Our personal and commercial insurance businesses make us the largest provider of general insurance products and services in Australia. Through our many brands, we serve customers ranging from personal and small business to global corporations.



Governments at all levels must prioritise investment in mitigation measures in areas repeatedly affected by natural disasters.

Patrick Snowball, Group CEO
during a visit to Roma in February 2012



Our customers

General Insurance

Protecting communities vulnerable to natural disasters is central to our commitment to being a responsible company.

Our people have years of firsthand experience in rebuilding areas impacted by natural disaster. Our insurance assessors are regularly confronted with homes that are repeatedly damaged by floods, cyclones or bushfires and customers who are fed up with continually rebuilding their lives.

An inequity exists, particularly in relation to flood protection. This year, levees spared towns from floodwaters such as Wagga Wagga in NSW. Those communities that remained defenceless such as Roma in South West Queensland were again devastated and lives were lost.

Suncorp Group believes disaster mitigation is one of Australia's greatest needs and biggest public policy challenges. We have become an acknowledged leader on the topic and have actioned several initiatives in the interest of all our stakeholder groups.

Influence the debate

Suncorp Group continues to lead the public debate about the importance of disaster mitigation. Our executives have facilitated debate in leading national newspapers, participate in public policy forums, prepared submissions to government reviews and lobbied governments directly.

Lead by example

Suncorp Group rebuilds customers' homes to cyclone proof standards. For example, homes rebuilt in North Queensland following Cyclone Larry in 2006 withstood the 300 kilometre an hour winds of the more powerful Cyclone Yasi in 2011.

Manage the risk

While highlighting the need to minimise weather related risks, Suncorp Group also has a responsibility to manage its own risk exposure. We strive to improve our knowledge of natural peril exposure, quantify it, and integrate it into our underwriting criteria.

Recognising action

Suncorp Group has recognised areas that have been proactive with disaster mitigation. Towns such as Goondiwindi, Charleville and St George where local councils have invested in levees, and parts of Far North Queensland that have been reconstructed to higher building standards after Cyclones Larry and Yasi, have benefited from lower average insurance premiums.

Suncorp Group plays an important role in Australia. We serve around nine million customers to help protect them from life's uncertainties. This commitment has seen us pay around \$4.4 billion¹ in natural disaster related insurance claims over the past eighteen months in Australia and New Zealand.

Governments must now also play a stronger role to protect vulnerable communities or there is the potential for greater social problems for Governments and all voters to consider. Premiums will continue to rise if risk is not mitigated and home and business owners may choose to under insure, or worse, opt out of insurance altogether.

At Suncorp, we're committed to helping policymakers better understand how disaster mitigation works for everybody.

1: Suncorp Group general insurance claims paid from September 2010 to December 2011 total \$4.39 billion.



The centre of Christchurch will take many years to recover and ongoing commitment from Suncorp Group and our rebuild partner. Pictured from left to right is Chris Pile of MWH Mainzeal; and Nick Perchey, Peter Bloy and Gary Dransfield of Suncorp Group.

Our customers

Vero New Zealand

Vero – the second largest general insurer in New Zealand is helping to lead the Christchurch earthquake recovery.

Our commitment

Taking into account the size of New Zealand, the Christchurch earthquakes are the costliest and most complex disasters being managed in the world today. Current estimates are for a damage bill over \$20 billion and most of this is being met by insurance companies.

Vero – a member of Suncorp Group – has a lead role in the recovery from the Christchurch earthquakes, which began in 2010 and continued in 2011. To date, our New Zealand businesses have received over 28,000 claims and paid out well over \$1 billion. We continue to work closely with our rebuild partner MWH Mainzeal, a leading construction company. Combined, we have around 330 people working on earthquake claims, repairs and rebuilding.

The New Zealand earthquake recovery will take many years to complete. Vero is managing that and also taking a lead role in discussions about the shape of the general insurance industry in the future. The economic growth of New Zealand depends not only on the earthquake recovery, but also on a sustainable insurance sector.

Vero is a leading business in the New Zealand insurance sector. Vero New Zealand:

- is the second largest general insurance company in New Zealand
- has over 900 staff in 17 offices nationwide
- was voted insurance company of the year by insurance brokers in 2002, 2003, 2004, 2006, 2009 and 2010
- ranks in the top five large workplaces in JRA's¹ annual 'Best Places to Work Survey' since 2004
- is partner to ANZ Bank, The National Bank in New Zealand and AMP for home buildings, contents, motor vehicle, boat, lifestyle and rental property insurance.

1: Kenexa Best Workplaces (formerly known as the 'JRA Best Workplaces Survey') is New Zealand's largest annual workplace climate-employee engagement survey.

Our customers

Suncorp Bank

Suncorp Bank is the fifth largest listed bank in Australia and the leading regional bank. We aim to provide a genuine alternative to the major banks that focuses on outstanding service for customers.

Personal advice model

To maximise our ability to be clear and genuine with our customers, Suncorp Bank's people have moved to a personal advice model. This enables us to give product recommendations and advice based on individual customer needs. All of our sales and lending consultants have participated in training programs that help them understand the individual needs and product requirements of our customers.

One million customers

This year we reached one million banking customers when Robert and Glynis Herrod of Longreach joined Suncorp Bank. Like many of our customers, they are hardworking Australians looking for a more secure financial future and a bank that supports them to do this.

It was important that we celebrated this milestone by thanking the people who have made our success possible – our customers.

Our 'thanks a million' man, John Debenham, who has been an employee for nine years, travelled across Australia meeting with customers, thanking them for support and offering rewards. We kept everyone up to date via our Facebook page and YouTube clips.

To demonstrate our ongoing support of rural and regional communities, we also embarked on a series of agribusiness and small business roadshows. These roadshows provided expert information and advice to customers in towns throughout Queensland, New South Wales and Victoria.

We aim to provide products and services that help our customers understand and grow their wealth. These are just some of the ways we have been recognised in 2011:

Mozo People's Choice Award – customer satisfaction based on overall satisfaction, price, features, customer service, convenience and trust

CANSTAR CANNEX Innovation Excellence Award for online budget tracker tool

CANSTAR CANNEX five stars for Suncorp Bank Everyday Options account, Suncorp Bank Kids Savings account and Business Everyday account

Money Magazine Best of the Best Awards – Gold for Best Line of Credit Loan and Cheapest Margin Loan

Budget tracker

Suncorp Bank was the first in Australia to offer its customers an easy to use, online budgeting tool that is fully integrated with internet banking services. We recognised that many customers found it difficult to understand and track their financial incomings and outgoings.

Nearly 10 percent of our active internet banking customers use our award-winning budget tracking tool. We believe that these types of services will assist our customers to better manage their personal finances and grow their wealth.

“Our customers should expect award-winning service in our branches and quick, convenient access through internet banking and smart phone. We are one of the few banks you can call and speak directly to a real person rather than a machine. We will continue to work hard to give you the most competitive products and rates. And of course, you'll still find us putting back into the communities in which we live.

Open letter from David Foster,
Suncorp Bank CEO to customers,
February 2012

Back on the job

At 42, Asteron Life Income Protection customer, Danny Russell never expected he would be unable to work and operate his business Brushsense Painting and Decorating. After years of lifting heavy paint drums, and spending much of his time 'looking up' to paint, Danny developed a cervical nerve impingement in his spine and back. He was off work for more than five months.

"Having the option of physiotherapy and personal training kept me positive, got my strength back and ultimately got me back to work. I just wanted to get back on the job and was grateful that those avenues were available to me."

Danny Russell, (pictured) Asteron Life customer



Many families do not have adequate levels of insurance to protect them should they suffer from serious illness, injury or death. Suncorp Life is committed to changing this through education, awareness and easier access to products.

Reaching more people

Suncorp Life has been maximising the benefits of the Group's many brands and distribution channels to provide customers easier access to financial protection. Life insurance and income protection products are available directly through our major insurance brands GIO, Suncorp Insurance, AAMI, Apia, and AA Life in New Zealand.

Customers can also speak with financial planners in our Suncorp Bank branches, or through independent financial advisers.

Ensuring customers have convenient access to important, but often forgotten, financial protection will continue to be a key goal for Suncorp Life.

Living insurance

Suncorp Life aims to change the way people think about life insurance by renaming it 'living' insurance. Living insurance is about helping people protect what they love about their life, including their families, their lifestyle and their ability to earn an income.

We aim to provide more than just financial security — our dedicated team of rehabilitation specialists work personally with customers to help them return to their regular way of life. This might be through options such as physiotherapy, counselling, personal training or even business consulting.

Our customers Suncorp Life

Suncorp Life is helping customers to understand the benefits of life insurance and income protection.

Asteron Life

Core Data's Life Company of the Year 2009, 2010 and 2011
The number one provider with Australia's top 250 advisers
Ranked number one with Australian Financial Services Licensees in Australia

Employees

At Suncorp Group, we want to be known as THE place to work in Australia and New Zealand.

Our goal is to ensure we can provide our people with meaningful careers, flexibility in the workplace and relevant development options. We must also recognise diversity in our community and provide opportunities to reflect that in our workforce.

We have made good progress over the past year to assist our people continue to effectively manage relationships with our nine million customers while navigating economic uncertainty and a series of major change programs across our businesses.

A flexible workforce

With around 16,000 employees located across Australia and New Zealand, our Group recognises people have different career aspirations and personal circumstances. Promoting opportunities for a flexible workplace can help us retain talent, maintain competitiveness as an employer of choice and meet the needs of our people. It also helps us achieve cost benefits and reduce our impact on the environment.

In areas of our business where many people work part-time, job share, work from home or are out of the office frequently, we have implemented flexible work environments. This means that we maintain fewer desks than we have people, reducing real estate costs and minimising our environmental impact.

Suncorp Group has around 900 people currently operating in a flexible work environment which is estimated to save more than \$1.8 million each year.

Diversity

Suncorp Group has formed a diversity council that is chaired by our Group CEO Patrick Snowball. We have established our diversity strategy with an initial focus on gender equality which also meets new guidelines issued by the Australian Securities Exchange.

EMPLOYEE DATA ¹	June 2011
Total FTE (full time equivalent)	15,238 ²
Engagement	63%
Enablement	65%
Leadership index	70%
Women in senior leadership roles ³	31% ²
Employee initiated turnover	15.9%
Lost time injury frequency rate (LTIFR)	2.3

Since the diversity council has formed we have been able to implement some practical ways to promote gender equality in the workplace and monitor our progress accordingly.

We completed a gender pay analysis that pleasingly proved minimal discrepancy between men and women performing similar roles. Our new pay band system made any required adjustments simple and transparent.

We have put in place reporting structures so we can accurately monitor gender ratios at each level of work and have adjusted our executive recruitment process to ensure at least one male and one female candidate are put forward by recruiters. Already we have experienced an increase in women in leadership roles and have been granted an EOWA⁴ Employer of Choice for Women citation.

Developing our leaders

Last year, we introduced a Group-wide approach to leadership, designed to enable future growth and success across our business. We now have fewer levels of hierarchy, supported by clearer definitions of responsibility.

Our leaders are aligned to one of three profiles: strategic leaders, business leaders and front line leaders. They are offered a series of development opportunities including workshops, business simulations, projects and e-learning. These are designed specifically to build on the capabilities required of each profile.

To understand how our employees feel about the capability of leaders at Suncorp Group we measure responses to leadership questions as part of our employee census. In our benchmark year, 70 percent of respondents were favourable toward leader capability. We are targeting 72 percent for 2012.

¹: All data for Australian employees unless otherwise specified

²: Includes New Zealand

³: The proportion of females with strategic or business leader profiles

⁴: Equal Opportunity for Women in the Workplace Agency

Flexible work

Flexibility can help our employees to balance work with other important things in their life. Our business benefits from a more elastic workforce that can respond to changes in workload.

“Knowing Suncorp has a variety of roles with flexible options improves the opportunities I have with the company now and in the future. It is comforting to know that if my personal circumstances change, there’s a good chance Suncorp Group will have a role to suit.”

Christabel Strong,
(pictured) Learning
Operations Officer



Community

Suncorp Group's community investment and involvement is driven by our people. Our goal is to encourage employees to be involved in their communities and contribute to social causes they are passionate about.



The Heart Foundation has been operating for over 50 years to reduce death and suffering caused by cardiovascular disease – the number one killer in Australia. They are dedicated to helping Australians lead healthier lives and reduce cardiovascular issues.

Suncorp community investment ¹	June 2011	June 2010
	(\$)	(\$)
Cash	4,346,485	3,971,384
Time	814,380	1,301,849
In-kind support	517,439	103,029
Management costs	70,374	419,006
Total	5,748,678	5,795,268

Creating Brighter Futures

We surveyed our people and found they believed we should be contributing more to the area of health and wellbeing. We also discovered that providing awareness and investment for preventative diseases could have a significant impact on improving the lives of our people and those we care about. This became the focus for our new Brighter Futures Community Giving program.

Brighter Futures successfully launched in November 2011 and is Suncorp Group's flagship community giving program. Comprising an online portal, supported by internal policies, it assists our people to donate, fundraise and volunteer in the community. It is the first time everyone in our Group can get involved regardless of brand, business or location.

As part of Brighter Futures we announced partnerships with the Heart Foundation and Inspire Foundation. They share our commitment to health, wellbeing and prevention. Together, we aim to make a difference to two of the major health challenges in our communities – heart disease and stroke, and anxiety and depression.

Road safety and crime prevention

Suncorp Insurance has partnered with Queensland Police Service to establish the Community Grant Scheme, designed to help community groups develop solutions to their local road safety and crime issues. We have committed \$340,000 in grants for 2011 and 2012.

In 2011, we allocated \$160,000 to 23 community projects in Queensland. These included upgrades to primary school signage, personal safety workshops, improved security equipment for high crime areas, a loan program for child car restraints and workshops to help Indigenous teenagers obtain their learners' licence.

This further supports our existing road safety and awareness programs throughout Australia including partnerships with Road Safety Education's RYDA program and Fatality Free Friday. We also provide skilled driver courses through our AAMI brand.

Extending our role in care and support

Suncorp Insurance has been working with Youngcare since 2007 to drive change, awareness and create choices in care and housing for young Australians with high care needs.

We have extended our support of Youngcare to NSW through a partnership with GIO Insurance. We made an initial donation of \$100,000 toward the planned Sydney Housing Project, which will offer a much needed accommodation option to young people who require full-time care.

GIO also made possible the first round of At-Home Care Grants in NSW. These grants will help young people with high care needs stay at home with their families, rather than face the possibility of a future in aged care.

Some other major organisations, programs and events that Suncorp Group supports: P.A.R.T.Y program; Asteron Life wellbeing program; NSW Fire and Rescue; Victorian SES; Wheelchair Sports NSW; SunWise skin cancer prevention program; Gold Coast Airport Marathon; *The Sunday Mail* Suncorp Bank Bridge to Brisbane; The Blackmores Sydney Running Festival.

¹: Suncorp Group's community investment is verified by London Benchmarking Group (LBG). Significant changes in each category (cash, time, in-kind support and management costs) can be attributed to re-classifications implemented by LBG for 2011.

Inspire others

Around one in five Australians will experience a mental health problem at some point in their life, often before the age of 25.

Inspire's online service reachout.com, aims to reach the 70 percent of young people who need help with mental illness but never get it.

"Currently, the leading cause of death in people aged 15 to 24 is suicide and I believe we can change that. The funding and awareness provided by Suncorp Group and its people helps the Inspire Foundation make a difference to young Australians who might be suffering from mental health issues."

Matt O'Connell,
(pictured) Inspire
Director and student
of clinical psychology,
Griffith University



Environment

Suncorp Group is committed to understanding its environmental impacts and finding ways to reduce them.

At Suncorp, we know we have the ability to promote environmental awareness and provide opportunities for our people and the broader community to reduce their own environmental impacts.

Over the past year we have invested in our ability to accurately report our emissions to meet current and emerging regulatory requirements and satisfy the expectations of our stakeholders. Improving the energy efficiency of the buildings we occupy and reporting our progress is one way we are addressing climate change risk.

Key environmental factors we are focusing on include:

- minimising our carbon emissions
- improving energy and water efficiency within our buildings
- decreasing waste to landfill.

Energy efficiency

We have continued to improve how we monitor and record energy use across Suncorp Group. This has involved the development of robust systems to ensure accurate data capture of the electricity we use across more than 350,000 square metres of office and other space we occupy.

At Suncorp Group, we have undertaken a number of energy efficiency projects and continue to set minimum standards for energy efficiency within our operations. The major projects completed this year have included:

- Installation of sub meters in our main offices, responding to the opportunity for considerable savings to after hours energy costs
- The retrofitting of Suncorp Group's commercial offices, where possible, with energy efficient light bulbs and sensor lighting.

We have begun to see a reduction in our electricity consumption and as we continue to implement energy efficiency projects across the property portfolio we expect to see further reductions.

Fuel review

Decreasing the emissions generated by company vehicles is one way we can reduce our impact on the environment.

Suncorp Group has recently completed a vehicle review and implemented a new policy that encourages lower emitting vehicles. As lease agreements come up for renewal, vehicles that do not meet this criterion will be traded.

We estimate that we can save over nine percent of our current carbon emissions generated by vehicles and between 12 and 17 percent in operating costs over four years.

Reducing our footprint

The consolidation of our office space to reduce our environmental impact and optimise business synergies through co-location of our people is a priority for Suncorp Group.

We utilise the relocation of our people as an opportunity to highlight the most energy efficient and waste conscious ways they can use their new space. This includes information about lighting, printing and waste disposal.

As we progress, we aim to re-use existing fixtures and fittings where possible to minimise waste and reduce costs. Where we are unable to re-use, we aim to recycle. This applies particularly to items such as mobile phones, headsets, print cartridges and computer equipment.

Environmental performance ¹	June 2011	June 2010 ²
Scope 1 CO2-e tonnes	7,443	7,140
Scope 2 CO2-e tonnes	66,495	71,619
Scope 1 & 2 CO2-e tonnes	73,938	78,759
Electricity consumption (per FTE) KWh	5,134	5,792
Fuel used in company vehicles (per FTE) litres	234	230
Air kilometres travelled (per FTE)	3,608	3,752
Paper used for print and office tonnes	2,358 ³	1,907

1: All data for Australian operations unless otherwise specified

2: Restated data for financial year 2009/2010. Approximately 32% additional electricity usage discovered outside invoiced data. Fuel data error discovered and amended

3: Suncorp Group moved to a NOHC structure in January 2011. This required a significant increase in written communication to shareholders, and subsequently an increase in paper usage.

Green smart

We are constantly looking for smarter ways of doing things in our workplace that will reduce our impact on our natural environment.

“Through sub metering we discovered that we were wasting a lot of energy during after hours. It got us thinking about ways we could co-locate teams that work these hours or supply power only to the desks or area where it is required.”

Maria McGarry, (pictured)
Sustainability Specialist



One Company
Many Brands

