



Financial Inclusion Action Plan

Validation Report | May 2025



QBE



FIAP
Financial Inclusion
Action Plan

Message from CEO

QBE Australia is proud to reaffirm its commitment to financial inclusion through continued participation in the Financial Inclusion Action Plan (FIAP) to address key customer and community issues and provide accessible solutions to their current and emerging needs.

As a global insurer, we operate in diverse markets and recognise the varied social and environmental challenges our customers face. This gives us both the opportunity and responsibility to create solutions that are accessible, equitable, and aligned with their evolving needs. Through the FIAP, we aim to address systemic barriers and foster stronger environments, economies, and communities in line with our purpose of enabling a more resilient future.

Since launching our foundational FIAP in 2020, we have made good progress in improving access to our insurance products and services. Simplifying processes, fostering inclusivity, and ensuring equitable access have been at the heart of our approach. Yet, we have always known this is a long-term journey, and there is more work to do.

Since then, we have continued to uplift support for customers in vulnerable circumstances, enhancing our approach to financial hardship. We are working to streamline our complaints process to help us resolve issues faster, particularly for those facing financial hardship or vulnerability.

In 2023, we refreshed our FIAP commitments and introduced new programs to deepen our support for financial inclusion.

We are focused on building financial resilience and capability within the small business sector and the wider community. Through programs like QBE's QAcademy, we provide training and resources to help Small and Medium Enterprises (SME) better understand and manage their risks. Additionally, through the QBE Foundation, we have supported initiatives that build resilience and financial wellbeing in communities through ongoing partnerships with organisations like Red Cross and Save the Children, to aid disaster relief and recovery efforts.

While we acknowledge these achievements, we remain acutely aware that more work lies ahead. Tackling socio-economic challenges requires a sustained and collaborative effort, and we are dedicated to driving meaningful change.

I extend my sincere thanks to Good Shepherd for their support and expertise, their partnership has been instrumental in helping us deliver on our FIAP commitments.

As we share the outcomes of our second iteration of the FIAP, I am pleased by the progress we have made and by the possibilities ahead.

Together, we will continue to champion financial inclusion and resilience, ensuring that we remain a trusted and innovative partner for our customers and communities.

Sue Houghton

Chief Executive Officer,
Australia Pacific



Message from Good Shepherd CEO

FIAP members are part of an important movement to improve financial wellbeing and promote inclusive growth in Australian communities. Financial stress and hardship can impact us all at any stage in our lives.



Through the FIAP program, our goal is for organisations across all sectors to contribute to financial health and wellbeing, ensuring hardship can be identified early, managed, and overcome. This includes supporting their own staff and families, as well as the people they serve across Australia. By building capacity, raising awareness, and increasing access to appropriate products and services, organisations can drive better social and economic outcomes, strengthening engagement and prosperity for customers, employees, and the wider community.

We acknowledge QBE's commitment to our shared goals since its first FIAP report in 2021 and the deepening of its work in communities across Australia. We celebrate the partnership-approach that is emerging with new and stronger collaborations in its third FIAP report. There is still much to do in an environment of growing inequality and financial strain.

As a trusted FIAP member for over five years, we have shared learnings and insights to strengthen the individual and collective journey of FIAP partners. We look forward to working together to ensure the highest level of care and support is provided to vulnerable customers and to generate even greater impact in the years ahead as the FIAP program evolves.

Stella Avramopoulos

Chief Executive Officer,
Good Shepherd

About QBE and what we have already in place regarding sustainability

As an international insurer and reinsurer, QBE is seeking to make a positive and impactful contribution to our environment and society.

Our approach to sustainability is essential to our ability to deliver on our purpose of enabling a more resilient future. In 2022, we refreshed our sustainability strategy to focus on three key areas which has provided a clear direction for our ongoing sustainability commitments.

These three key areas are:

- Foster an orderly and inclusive transition to a net-zero economy.
- Enable a sustainable and resilient workforce.
- Partner for growth, through innovative, sustainable, and impactful solutions.



About QBE. Continued.

In addition to the FIAP and the initiatives we have in place in Australia, QBE has several ongoing commitments designed to support vulnerable customers and communities globally.

Some examples of these include:

- ▶ In 2024, we celebrated five years of our global 'Community Ready' partnership with Red Cross and Save the Children. Since 2019, QBE has invested USD 5.7 million in the partnerships, with an additional USD 303,000 raised through employee donations, contributing to disaster relief and resilience programs.
- ▶ QBE is a signatory to the United Nations Environment Program - Finance Initiative's Principles for Sustainable Insurance (PSI). The PSI serves as a global framework for the insurance industry to address environmental, social and governance risks and opportunities, to support our industry in playing its full role in enabling a healthy, safe, resilient and sustainable society.
- ▶ QBE is also a member of the Australian Sustainable Finance Institute, which is working to create a sustainable and resilient financial system by directing capital to support greater social, environmental and economic outcomes.
- ▶ In 2011, we established the QBE Foundation to help manage our community-related and corporate giving activities. Through the QBE Foundation, we want to improve the resilience and preparedness of our communities through long-term partnerships that will help people to help themselves, such as through education and raising awareness around risks so that people and communities are better equipped. The QBE Foundation's focus is on creating strong, resilient, and inclusive communities. Core to this is our Community Ready partnership with Save the Children and Red Cross. Established in 2019, Community Ready globally has supported 497,310 people.
- ▶ Premiums4Good, an industry-first initiative started by QBE in 2016 where we allocate a portion of our customers premiums is taken to make impact investments that aim to create positive environmental and/or social change, alongside a financial return. The market value of our Premiums4Good investments was \$2.3 billion, as at 31 December 2024, representing 135 securities. This exceeded our target of \$2 billion by 2025, and is well above \$1.6 billion we achieved in 2023. We invest in 11 impact areas that help to fund initiatives that seek to address some of the world's most pressing environmental and social needs, things like increasing renewable energy supply, reducing homelessness and improving education in remote communities.
- ▶ QBE's Reconciliation Action Plan 2023 -2025 outlines how we strive to continue to create meaningful relationships and promote opportunities with Aboriginal and Torres Strait Islander peoples, communities and organisations and formalises our commitment to creating positive change within QBE and in the communities in which we operate.
- ▶ QBE also offers financial hardship support and has a clear approach to support customers affected by natural disasters in Australia.

A smiling man with short dark hair and a beard, wearing a light-colored button-down shirt over a white t-shirt and blue jeans, stands in a greenhouse. He is holding a wooden crate filled with fresh vegetables, including carrots and leafy greens. The greenhouse has a curved metal frame and translucent panels. Rows of green plants are visible in the background, growing in black plastic mulch.

Our Commitment

QBE Australia commits to this FIAP. Our plan outlines several measurable actions designed to improve financial wellbeing for the benefit our customers, employees, supply chain and community.

As a major insurance company, we recognise the risks that financial exclusion poses and are committed to working with our partners to build a more resilient and sustainable community.

Our Commitment. Continued.

Our FIAP and what it is focused on

In 2023, QBE Australia embarked on a second iteration of the foundation FIAP which outlined 25 initiatives aimed at improving financial inclusion, resilience and wellbeing for our customers, community partners, suppliers and employees.

In line with the FIAP program terms, our progress towards these initiatives has been independently reviewed and validated by Good Shepherd to address the following key areas of the FIAP program:

1

Action Area

Product and Services

2

Action Area

Understanding Financial
Vulnerability

3

Action Area

Financial Capability

4

Action Area

Economic Security

The delivery of these initiatives will enable us to support our stakeholders by:

- ▶ Providing improved awareness and access to appropriate financial products and services.
- ▶ Increased understanding of barriers to financial inclusion, resilience, and wellbeing.
- ▶ Improved support for financially vulnerable customers, employees, suppliers, and community.
- ▶ Increased pathways and tools for ongoing support for vulnerable groups.
- ▶ More partnerships and collaboration to support vulnerable groups.

National Claims Response Team

Case Study 1

Supporting our customers
through catastrophes.



Case Study 1. Continued.

Background

In 2023, QBE formed a National Claims Response Team (NCRT) dedicated to managing large and complex catastrophic claims. The team aims to provide essential claims support for our customers during their time of need, recognising the critical importance of agility in response to extreme weather events.

The NCRT is passionate about supporting our customers on their path by helping our customers come to terms with the impact that a natural disaster has had on their home, farm or business and support them on the road to recovery with compassion, clear communication, and a focus on removing complexities from the claims process.

Outcomes

QBE published a National Catastrophe Management Plan in 2023 which includes initiatives to support our customers during a catastrophe. These initiatives include ongoing support to our customers before and after natural disasters and weather events by providing up to date practical information, useful guides and tips on our external facing website and social media channels.

In September 2024, NCRT participated in training facilitated by Australian Red Cross to gain further understanding of how we can support our customers experiencing vulnerability during a catastrophe, at both the individual and community level.

QBE Foundation
Local Grants Program spotlight

Case Study 2

The QBE Foundation Local Grants Program provides meaningful support for community initiatives working to address climate resilience and inclusion.



Case Study 2. Continued.

Background

In 2021, we refreshed our Local Grants Program in Australia to ensure our funding would provide support for community initiatives addressing specific needs. Each year during our application period, we invite community organisations to apply for grants addressing specific areas of need which are separated into three categories.

Since relaunching our program, QBE has awarded grants to more than 30 recipients around Australia, New Zealand and the Pacific.

1

Inclusion

2

Climate
Resilience

3

QBE Employee
Choice

In 2023 and 2024 alone, 23 deserving Local Grants recipients were each awarded a \$40,000 grant across the Inclusion, Employee Choice and Climate resilience categories. Our inclusion category focuses on increasing access to opportunities and resources for groups and communities who experience exclusion or are marginalised in society.

One of the 2023 Inclusion category grant winners was the Arise Foundation, which provides skills development and job placement for women who are in the recovering and healing stage of surviving family and domestic violence (FDV).

What differentiates Arise Foundation from other organisations is their exclusive focus on the sustainable financial independence and economic and mental wellbeing of female survivors of FDV. This aligns closely with our initiatives through our FIAP to increasing our understanding of barriers of financial inclusion, resilience, and wellbeing.

The \$40,000 grant awarded to Arise Foundation will enable the organisation to support Aboriginal and Torres Strait Islander women to undertake economic recovery programs specifically targeting digital literacy and employment-ready programs.

Outcomes

25

First Nations women will
be able to complete a digital
literacy program

10

First Nations women, who are
survivors of FDV will complete their
employment-ready program

Action Area 1

Product and Services

Stakeholders	Action Statement	Output	Responsibility	Timeframe
Customers, Suppliers and Community	Further update Catastrophe Management Plan (short tail claims) to provide support and relief for customers suffering financial hardship.	Updated, clear and defined Catastrophe Management plan and actions to support customers, community, and QBE employees during times of disaster.	Claims	June 2024
Status: Completed	Commentary: The updated Short Tail Claims National Catastrophe Management Plan and accompanying appendices was issued in June 2024 to provide employees a reference for the management of a catastrophic event and includes: the management of the strategic catastrophe management team, scripting and claims management directions as well as an overview of customer property health check process.			
Customers, Suppliers and Community	Embed the use of Interpreter & Translator Panel to support vulnerable customers and improve accessibility for cultural and linguistically diverse customers.	Promote usage of established Interpreter & Translator Panel of providers to employees and our service providers (i.e., rehab providers) by issuing refresher communications to improve accessibility and further support vulnerable customers.	Claims	June 2024
Status: Completed	Commentary: In early 2024, QBE renewed its relationship with the Interpreter & Translator panel which now extends to 31 December 2025. In the last financial year: <ul style="list-style-type: none"> • 102 customers utilised and were supported in their interactions with QBE by the panel. 2,222 interpreter and translation services were rendered for the benefit of QBE customers. 			

Stakeholders	Action Statement	Output	Responsibility	Timeframe
Customers, Suppliers	Improve recovery outcomes for injured people by providing a faster, simpler, and more modern process to manage their claims with QBE.	Launch new streamlined and automated Digital Healthcare Management App 'Perx' to help injured people (CTP claims) manage their claim with QBE.	Claims	June 2024
Status: Completed	<p>Commentary: Perx is a digital health app that is streamlined and automated to help injured people stay on top of their recovery and their claim. A total 3,903 customers (across Workers Compensation and CTP claims), signed up to Perx and received the associated benefits and efficiencies along the way which include:</p> <ul style="list-style-type: none"> • Making the process of submitting medical certificates easier; • Reminders for upcoming appointments and • Improving recovery outcomes by encouraging timely medical reviews throughout the claim. 			
Customers, Employees	Reduce timeframe to manage and resolve simple customer complaints, including for customers experiencing financial hardship or vulnerability.	<ul style="list-style-type: none"> • Increase first point resolution of complaints. • Education of complaints management processes. • Introduction of KPIs to manage performance commenced in 2023 with a target of 25% of complaints managed within 5 days. Target to be reviewed and increased for 2024. 	Customer Relations	June 2024
Status: Completed	<p>Commentary: When comparing the periods 1/1/2023 to 30/9/2023 and 1/1/2024 to 30/9/2024 QBE has:</p> <ul style="list-style-type: none"> • Increased the number of complaints resolved by frontline teams by 46% and maintained average days to resolve at approximately 4 days within or less than 4 days by 46%; • Reduced the number of customers needing to escalate their complaint through internal dispute resolution process by 22.5% (ensuring a more expeditious complaint experience and outcome); • Reduced resolution timeframes at the internal dispute resolution stage by 1.5 days; • Identified 56% more customers experiencing vulnerability and reduced the resolution timeframe by 0.5 days and • Increased complaint resolution timeframe KPI target from 25% of complaints resolved within 5 days in 2023 to 50% of complaints resolved within 5 days in 2024 and achieved 49% (which has aided in a simpler and more expeditious complaint experience for customers); 			

Stakeholders	Action Statement	Output	Responsibility	Timeframe
Customers, Employees and Community	Continue to invest a portion of customer premiums into investments that seek to make additional social and environmental impact, alongside financial return, through Premiums4Good.	Investment in social impact bonds, social bonds, green bonds, sustainability bonds and impact funds financing a range of projects and programs that seek to create environmental and/or social change.	Group Investments	Ongoing
Status: Completed	Commentary: Premiums4Good, an industry-first initiative started by QBE in 2016 where we allocate a portion of our customers premiums to impact investments that aim to create positive environmental and/or social change, alongside a financial return. At the end of 2024, QBE had 135 securities valued at USD \$2.3 billion invested as part of Premiums4Good.			
Customers	Embedding of our direct motor & home insurance PDS, related policy documents, and broader disclosure mechanisms to ensure that information regarding cover is clearly articulated and easy to understand.	<ul style="list-style-type: none"> • Providing support to frontline employees to enable them to have more effective conversations with customers including building capability to have difficult conversation with customers needing financial support. • Introduction of high-performance coaches to build employees capability. • Support customers virtually via web chat as an additional online support for direct products. 	Product Disclosure (Consumer)	November 2024
Status: Completed	Commentary: The initiative has resulted in increased frontline employee capability and confidence in managing complex customer interactions, leading to improved customer satisfaction and trust through effective, compassionate conversations, especially for customers facing financial challenges. Through dedicated support, 130 team members have been coached via one-on-one sessions and group workshops by high-performance coaches, enhancing employee performance and engagement. Additionally, the introduction of web chat as an alternative service channel has provided customers with more accessible and flexible support options for direct product inquiries, further enriching the overall customer experience.			

Stakeholders	Action Statement	Output	Responsibility	Timeframe
Customers	Provide holistic support to SME to manage their risk as a primary focus through training to support the simplification of business interruptions and improvement of product knowledge.	<ul style="list-style-type: none"> • Ongoing provision of training and support for SME stakeholders specialty topics through the QAcademy to support an uplift with respect to service and product knowledge for 2023. These include: <ul style="list-style-type: none"> - Management Liability and PI; - Personal Injury; - Marine and - Energy/Construction. • Online learning and resources for brokers and partners to enhance accessibility to relevant products and services. 	SME Commercial (business)	Ongoing
Status: Completed	Commentary: QAcademy is a training and coaching program available for brokers and partners to build expertise in risk, leadership and the insurance injury. A QAcademy webinar was delivered in July 2024 covering distribution of wealth, product coverage, claim examples and how claim management supports resilience. A Claims dashboard was developed and released to provide risk insights at a portfolio and customer level Risk management funding provided to one Accident & Health customer to help understand and improve employee mental health in their workforce.			
Customers	Support responsible use of income loss associated lump sum payments for self-employed customers.	Provide Financial Advice Benefits for claimants receiving lump sums due to lost income.	SME Commercial	Ongoing
Status: Completed	Commentary: Financial Advice Benefits have been implemented and have been included into approximately 180 policies.			

Stakeholders	Action Statement	Output	Responsibility	Timeframe
Customers and Employees	Provide faster relief from credit terms for SME experiencing financial difficulty.	Review and increase current Delegated Authority to allow first call resolution on extension of credit terms within Payment Solutions.	SME Commercial	Ongoing
Status: Completed	Commentary: Process now successfully embedded and now part of BAU for the Payment Solutions team. Delegated Authority limits were reviewed and increased to empower employees to support customers experiencing financial hardship and provide first call resolution.			
Customers, Employees, Suppliers and Community	Improve awareness of financial supports for our partners & customers.	<ul style="list-style-type: none"> • Extend contract with Assure to provide wellbeing and support access to our partners and customers. • Develop and deliver strategy to build awareness of Assure program both internally and external through: <ul style="list-style-type: none"> - Employee education sessions; - Promotion through internal intranet; - Promotion through social media; - Promotion through QBE website and - Updating letters to include offering. 	Customer Advocacy	April 2024
Status: Completed	Commentary: Ongoing promotion of partnership with Assure to customers, employees and partners. Promotional activities include: <ul style="list-style-type: none"> • Promotion on the Customer Support page on the QBE website; • Internal newsletter communication; • Yammer /Viva Engage Post; • Scripting to our telephone system; • Promotion through QBE's social media and • Employee education sessions. 			

Stakeholders	Action Statement	Output	Responsibility	Timeframe
Customers	Analyse how we might consider affordability from a product and premium perspective for consumers experiencing hardship.	Conduct an analysis of customers facing hardship. Including reviewing payment options and frequency. Provide recommendation back to the business.	Customer Advocacy, Finance and Commercial	October 2024
Status: Completed	<p>Commentary: An analysis was conducted comparing 2022 and 2023 data to understand the experiences of customers facing financial hardship, focusing on their payment options and frequency. This involved examining NPS and complaint data to gauge customer sentiment and highlight any pain points related to payment flexibility. Additionally, a desktop review was conducted to benchmark QBE's practices against those of other insurers, providing a comparative perspective on industry standards and potential improvements.</p> <p>The insights and findings were presented in a series of business meetings, where data was reviewed, and recommendations were proposed to enhance support for customers experiencing hardship. The recommendations were designed to foster greater flexibility in payment options and to encourage proactive support for those struggling financially. These were presented for consideration to guide future policy adjustments and improve customer experience.</p>			
Customers, Employees and Suppliers	Review and simplify the financial hardship process to improve the customer experience for hardship applications.	<ul style="list-style-type: none"> • Updated hardship process. • Employees trained on updated hardship process. • Explore centralisation of claims and premium related applications (for direct customers). 	Finance, Actuarial & Legal	Ongoing; Ongoing; June 2024
Status: Completed	<p>Commentary:</p> <ul style="list-style-type: none"> • Updated financial hardship processes are now firmly embedded and include a more streamlined approach to hardship support requests below A\$1,000, where there is greater flexibility and decreased demand offered around supporting documentation. • QBE's customer facing team members all attended a refreshed training program this year, which was conducted by external subject matter experts, Workplace Respect. The approach evolved this year applying a trauma informed lens to the content. In addition to identifying signs of vicarious trauma, updated content also included recognition of barriers to support and contributing factors that increase the likelihood of vulnerability. • The Financial Hardship team are now trained and equipped to support direct customers who reach out seeking hardship assistance in relation to premium charges. This has eliminated the need for an additional referral and fosters a "first call resolution" approach. 			

Action Area 2

Understanding Financial Vulnerability

Stakeholders	Action Statement	Output	Responsibility	Timeframe
Customers, Employees and Suppliers	Further our understanding of affordability concerns and explore solutions to support our customers.	Conduct research to continue to strengthen our understanding of our customers' affordability challenges and assess the appeal of alternative product concepts (currently under exploration by the Consumer division). The findings from the initial research phase will help determine whether a subsequent phase of research is warranted.	Consumer	November 2024
Status: Completed	Commentary: Consumer have engaged with the Resilient Building Council (RBC) to explore integrating into their bushfire app. This would enable customers that have taken mitigation action (certified through RBC) to receive discounted insurance premiums. This helps to address affordability challenges for those facing high premium increases and QBE is currently exploring within the business how we can determine price reductions.			
Customers and Employees	Enhance training across QBE front-line employees and their leaders with respect to identifying and supporting customers experiencing vulnerability.	Develop multiple eLearn topics on common vulnerable customer groups to further develop employee capabilities to support customers experiencing vulnerability and build confidence through the delivery of QBE's Recognise Respond Refer (RRR) framework.	Customer Advocacy	June 2024
Status: Completed	Commentary: QBE has developed and implemented 2 mandatory eLearns to continue to enhance and uplift employee's capabilities and confidence when supporting customers experiencing vulnerability while using the RRR Framework. As of November 2024, QBE has had over 4,000 employees complete both training modules. QBE has also delivered an additional module created for people leaders to ensure they have the confidence and knowledge to support employees as well as vulnerable customers, with 290 people leaders completing this module.			

Stakeholders	Action Statement	Output	Responsibility	Timeframe
Customers	Assess customer behaviour through data analysis to support better customer experience and monitor trends linked to customer vulnerability including financial hardship.	Analyse customer take up, or cancellation of multiple insurance products to identify opportunities to pro-actively assist customers experiencing vulnerability. Making recommendations back to the business.	Customer Advocacy and Finance	Ongoing
Status: Completed	<p>Commentary: 2023 data was collected on customer take-up and cancellations across multiple insurance products to better understand patterns and identify opportunities for proactive support, especially for customers who may be experiencing vulnerability. This analysis incorporated customer Net Promoter Score (NPS) and complaint data, providing a comprehensive view of customer sentiment and potential areas of concern.</p> <p>Findings were shared in a series of business meetings, where data insights were presented alongside actionable recommendations. These recommendations aimed to guide the business in developing targeted support measures, with the goal of enhancing customer experience and minimising the risk of future cancellations. The business was encouraged to consider these insights to build a more responsive and supportive approach for vulnerable customers.</p>			

Action Area 3

Financial Capability

Stakeholders	Action Statement	Output	Responsibility	Timeframe
Employees	Build and enhance knowledge of financial wellbeing by connecting employees to resources, tools, and information sessions.	Communication campaigns providing internal and external tools and support to employees at the time of a financial event and generally raising awareness of the resources available on the Money Smart website.	Reward (People)	Ongoing
Status: Completed	<p>Commentary: Q3 2024 was dedicated to an uplift and test and learn for employee financial wellbeing initiatives. This included a unique, employee-first, approach to benefits content on QUBE, three pilot programs including a progressive financial behaviours program designed for QBE employees based on the latest wellbeing research, and financial education. Details for each of these activities and metrics is included below. The intranet content and financial behaviours pilot exceeded expectations as evidenced by the metrics and employee verbatims.</p> <hr/> <div> <div> <p>1 July 2024: New Australian employee benefits page went live, making financial offerings easier to access and understand, plus unique life experiences approach including links to financial benefits and other relevant internal and external content as well as a section dedicated to financial wellbeing. Significant uplift in page click rates on the new content (table below) and UAT feedback:</p> <ul style="list-style-type: none"> • 30% more likely to use the new pages. • 45% improvement in the experience of using the new page format. • Ease of use, design and layout, overall satisfaction - all rated 4 out of 5. • More likely to promote the pages to others rated 4 out of 5. </div> <div> <p>16 July 2024: Launched YOUtax Australian employee pilot providing tax information through 4 recorded webinars and 20% off their individual tax services.</p> <ul style="list-style-type: none"> • 624 views of the launch coms and 4 likes. • 26 Webinar downloads. • 16 employees signed up for discounted individual tax services. </div> <div> <p>25 July 2024: Launched Footprint New Zealand employee pilot providing a free account to create a will with professional will drafters as well as storing and sharing the will with others.</p> <ul style="list-style-type: none"> • 64 page views. • 14 employees have created an account. </div> <div> <p>14 – 30 August 2024: Delivered the Unlock your money potential pilot, a progressive approach to supporting employee financial wellbeing delivering a program focused on financial mindset and behaviours using live sessions, podcasts and personal reflection that included theory plus a focus on tangible actions.</p> <p>This program received the highest initial response to any opt-in program that has been offered.</p> <ul style="list-style-type: none"> • 104 employees registered and very high participation in live sessions. • 3% uptick in how participants felt about their finances after the program. • Rated 3.64 out of 5 for thinking differently about money because of the program and more confident to achieve their financial goals. </div> <div> <p>24 September 2024: Fireside chat with Mercer's Managing Director Workforce Solutions, Pacific challenging traditions and norms about personal identity, work and retirement that could be holding us back from the future we want, promoting follow-up 1:1 bookings with our Australian and NZ super funds.</p> <ul style="list-style-type: none"> • 110 employees registered. </div> </div>			

Stakeholders	Action Statement	Output	Responsibility	Timeframe
Employees	Engage customer's through the delivery of relevant, timely and tailored content throughout their journey via a proactive strategy using customer's channel of choice to improve awareness and understanding around insurance.	<p>Develop online content for customers and non-customers based on insights from customer surveys and customer immersion sessions.</p> <ul style="list-style-type: none"> • Provide tailored online content to help customers understand insurance and assist with the decision-making process, pre-and post-sale. • Proactively share relevant content articles and posts via our website and social media channels. • Social media monitoring and complaint resolution tracking. 	Business and Consumer	Ongoing
Status: Completed	<p>Commentary: In 2024, QBE published a variety of content on QBE social media channels and website which aimed to help customers understand insurance. Examples included animated 'Policy Pointers' series, which explained insurance products in simple terms. QBE also produced a 'Social IQ' series on social media, a fun and engaging way to help people understand various insurance terms. QBE also published many articles on social media including (but not limited to) 'insurance for your apartment', 'accidental damage insurance explained', 'professional vs public vs product liability insurance', 'the difference between home and landlord insurance' and 'what small business insurance covers'.</p> <p>QBE also takes a proactive approach via social media to inform customers in advance of extreme weather events where possible, providing information and guidance on preparedness activities.</p>			

Action Area 4

Economic Security

Stakeholders	Action Statement	Output	Responsibility	Timeframe
Suppliers	Work more with diverse suppliers to benefit these businesses and their employees for improved financial inclusion.	Increased budget allocation and spending with diverse suppliers, representative of the communities we work within. This will include a focus on Supply Nation registered businesses.	Diversity and Wellbeing (People)	Ongoing
Status: Completed	Commentary: A range of initiatives in 2024 have continued to support QBE's focus on financial inclusion. Most recently QBE's support of the Flequity Ventures Respect and Protect campaign acknowledges the importance of addressing financial inclusion not only through a direct lens of offering support for employees, people and customers, but addressing and preventing products being misused for disadvantage.			

Stakeholders	Action Statement	Output	Responsibility	Timeframe
Customers, Employees and Community	Continue to support the Disaster Relief and resilience partnership with Red Cross and Save the Children to improve capability to anticipate, prepare and respond quickly and effectively to communities after a disaster.	<ul style="list-style-type: none"> • Helping with Extreme Heat Response program which ties into Climate Resilience Plan. • Raise awareness both internally and externally around the impact of heatwaves in Australia and in particular across South Australia. • Through this awareness increase the number of people signed up to the program within South Australia. • Educate Australians on how to better anticipate and respond to heatwaves and how to support their neighbours and family that may live afar. • Enable cohort of vulnerable Australians to respond to heatwaves by upskilling Australian Red Cross employees and volunteers. • Increase awareness among QBE's people and external networks about the impact climate change is having on our communities. • Provide volunteering opportunities for QBE employees through being trained as a heatwave respondent and Australian Red Cross volunteer. • Support the 'Prepare to save lives' program, which enables their employees to be prepared in emergencies and allows them to respond quickly to them across the Pacific. • Supporting to provide Child Friendly Spaces (CFS) kits so they are ready to be used in emergencies in the Pacific. 	QBE Foundation (Global)	Ongoing
Status: Completed	<p>Commentary: QBE remains committed to its partnership with Australian Red Cross. Through that funding we have supported the South Australian TeleREDi program which has supported 250 older Australians during times of extreme heat. In addition, QBE's disaster support funding has provided 12,289 community members in Australian Red Cross evacuation centres.</p> <p>In addition, QBE has continued its support of Save the Children with funding that has created new five new climate resilience literacy resources developed in conjunction with for local Indigenous communities.</p> <p>QBE has also leveraged two large scale campaign moments to showcase, educate and raise awareness of issues of disaster preparedness and natural disasters, including Australian Red Cross 110th anniversary and the UN International Day of Disaster Risk Reduction.</p>			

Stakeholders	Action Statement	Output	Responsibility	Timeframe
Community	Expand our partnership with the Stars Foundation to support a broader reach of services for young Aboriginal and Torres Strait Islander women and girls.	<ul style="list-style-type: none"> • Support the expansion of the Stars program into NSW schools. • Help Stars continue to increase opportunities for Aboriginal and Torres Strait Islander girls and young women around Australia. • Identify opportunities for QBE employees to volunteer time and skills to support Stars. • Educate and engage QBE employees, partners, and customers on the importance of reconciliation and the barriers faced by First Nations communities. 	QBE Foundation (AUSPAC)	Ongoing
Status: Completed	<p>Commentary: With the support of organisations like QBE, Stars Foundation has successfully expanded its operations into NSW. This significant achievement has meant that alongside the 4 new NSW schools, Stars has been able to support 150 students to complete the program as a result of QBE funding.</p>			

Stakeholders	Action Statement	Output	Responsibility	Timeframe
Community	Amplify grant programs across Australia that will continue to build community resilience.	<p>Continue to deliver our grants programs across Australia with a focus on the following grant categories:</p> <ul style="list-style-type: none"> • Climate Resilience - to provide support and adaptation options for communities, to become more resilient to and prepared for climate impacts. • Inclusion - to increase access to opportunities and resources for the groups in our communities who experience exclusion or are marginalised in society. • QBE Employee Choice - reserved for QBE employees based in Australia to apply for a grant in collaboration with a charity they work with or feel passionately about. 	QBE Foundation (AUSPAC)	Ongoing
Status: Completed	<p>Commentary: In February 2024, the QBE Foundation announced the recipients of its Local Grants Program which saw 11 deserving community organisations awarded grants across the Inclusion, Employee Choice and Climate resilience categories. To learn more about the work of our grant recipients, refer to our QBE Foundation webpage.</p> <p>Total organisations benefitted in calendar year 2024:</p> <ul style="list-style-type: none"> • 8 Climate Resilience; • 8 Inclusion and • 7 Employee Choice. 			

Stakeholders	Action Statement	Output	Responsibility	Timeframe
Customers, Suppliers and Community	Support workplace benefits in insecure employment industries.	Provision of portable sick leave benefits in Construction industry.	SME Commercial	Ongoing
Status: Completed	<p>Commentary:</p> <p>A customer centric claims dashboard was developed and published to provide an overview of:</p> <ul style="list-style-type: none"> • Number of claims; • Average claim size; • Age of claimant and • Average claim size by age. <p>These insights are then included in quarterly customer reporting to understand trends and key themes.</p>			
Employees	Continue to raise awareness of and support accessibility to QBE Family and Domestic Violence Policy providing 20 days leave and financial support to employees experiencing family and domestic violence.	Ongoing capability uplift for the QBE first responder network. Ongoing awareness for all employees via delivery of information sessions throughout each year to build confidence and trust in approach and internal response.	Diversity and Wellbeing (People)	Ongoing
Status: Completed	<p>Commentary: FDV and abuse remains a key focus for QBE - for customers, employees and communities through the QBE Foundation. Awareness remains a strong foundation to challenging mindsets and education, in addition to normalise the conversation to enable speaking up and offering the breath of support available.</p>			

Stakeholders	Action Statement	Output	Responsibility	Timeframe
Employees and Community	Maintain a sustained commitment to accessibility inclusion through participation in the Australian Network on Disability PACE Mentoring Program and Stepping Into Internships, with both initiatives aimed at supporting positive employment outcomes for job seekers and students with a disability.	Ongoing annual participation in the Australian Network on Disability PACE Mentoring and Stepping Into internship program.	Diversity and Wellbeing (People)	Ongoing
Status: Completed	Commentary: In 2024, QBE took an innovative approach to raising awareness of neurodivergence. Starting with the development of a neurodiversity guide, QBE supplemented this with the Not Atypical Podcast. The podcast explores the intersection of neurodiversity in the LGBTIQ+ community. Both resources , internally and externally to support organisations build awareness and leverage the content developed.			
Employees and Community	Embed and amplify programs, initiatives, policy, and guidelines to create an inclusive, safe, and respectful workplace.	<p>As a founding member of the National Family Friendly Workplace Standards (FFWS) we will seek to continue to maintain our certified status as a Family Friendly Employer through our sustained commitment to supporting the diverse experiences of working families. This includes:</p> <ul style="list-style-type: none"> • Share the Care, QBE's flexible gender neutral paid parental leave policy inclusive of early pregnancy loss. • Hosting ongoing employee awareness sessions on menopause, early pregnancy loss and miscarriage, family domestic violence and First Nations Cultural confidence. • Support pathways reflect the individual needs of our people, now and in the future, including trained network members, leave provisions, financial support, and counselling services. 	Diversity and Wellbeing (People)	Ongoing
Status: Completed	Commentary: Inclusion, respect and safety are foundational to QBE's workplace culture and values (QBE DNA), shaping how it supports its people, customers and the communities it serves. Guided by the Inclusion and Diversity Plan, which incorporates commitments to WHS Psychosocial Risk and Respect at Work requirements, this year's deliverables reflect QBE's ongoing dedication to fostering a culture of respect and embedding these principles across its workforce.			

