Our priority material topics for 2023

The following topics are presented in order of ranking after undergoing an analysis of financial, strategic and external impacts, stakeholder engagement and a prioritisation exercise. They were then further validated through additional stakeholder and executive workshops.

Natural disaster resilience

Insurers play a key role in helping customers, businesses and communities recover following the impact of natural disasters. The insurance sector can enable greater resilience through accessible and innovative insurance products and services, the sharing of knowledge for better risk management and to attract investment for better adaptation of our homes, businesses, and communities.

⊕ Refer to **pages 17–18.**

Climate change transition and emissions reduction

A focus on the reduction of emissions now is key to avoiding the impacts of climate change in the future. Emissions reduction, often referred to as emissions mitigation, involves finding ways to reduce and avoid emissions, to switch to lower emissions energy sources and to remove emissions either through protection of natural environments that sequester emissions, or through new technological approaches.

⊕ Refer to **pages 4–7.**

Responsible technology and data

Responsible privacy practices when collecting, using and sharing data, and the security and protection of it, mitigate the risk of harm to our operations and stakeholders. This includes the ethical use of data and analytics, artificial intelligence, innovation and technology and cybersecurity.

⊕ Refer to **pages 25-27.**

Responsible products and services

This topic covers the creation and distribution of products and services that provide value to the customer, and wider value to society. This includes providing high-quality products and services that adequately address customer needs, supported by appropriate, clear and honest customer communications.

⊕ Refer to **pages 20–21.**

Equity, poverty and financial inclusion

This topic addresses income inequality and poverty, including access to useful and affordable financial products and services such as insurance. It includes initiatives to support our customers experiencing hardship, address underinsurance and accessibility, develop affordable products, and support improved financial wellbeing and literacy.

➕ Refer to page 19.

Organisational culture and inclusion

QBE aims to be a workplace that is inclusive and diverse, in gender, ethnicity, thinking and ideas, with a culture that enables achievement of vision, purpose, and strategic objectives. We achieve this by seeking to ensure that 'how' people go about their work is just as important as 'what' gets achieved. We encourage a psychologically safe and fair environment where employees can be themselves and feel supported to speak up.

➕ Refer to pages 8–10.

Sustainable and responsible policies, positions and advocacy

QBE has made certain sustainability commitments and set policies in relation to the environment and human rights with a view to supporting the long-term sustainability of the business and our environment, economies and society. Where appropriate, QBE plays a role in collaborating across our ecosystem to address sustainability matters such as climate risks and the affordability and accessibility of insurance.

➕ Refer to pages 22–24.

Accountable and transparent business

We seek to fairly represent our financial and non-financial performance as we execute on our strategic priorities and integrate sustainability across the business. We are required to meet extensive local and international laws, regulatory requirements and obligations, policy, industry codes, and business and ethical standards across our activities, wherever we operate. Further, we provide additional voluntary disclosures where these are relevant to QBE's performance and relevant to our stakeholders, where we have sufficient confidence in the integrity of our data.

➕ Refer to pages 14–15.

Thriving workforce

QBE seeks to provide workplace conditions that enable employees to thrive and contribute to our sustainability goals. This includes performance and reward, learning and development, employee engagement and relations, employee benefits and support, leadership development, and other strategies to attract and retain leading talent and enable all our employees to speak up without fear.

➕ Refer to pages 11–13.

Overview

Focus Area 1

Focus Area 2

Focus Area 3

Materiality

Scorecard