

## IAG Data Summary and Glossary of Terms

Please refer to our Glossary of Terms below for details on the scope and boundaries of IAG's non-financial data, as well as definitions and inclusions/exclusions for each indicator.

### AUSTRALIAN BUSINESS PERFORMANCE

	2014	2013	2012	2011	2010
<b>CUSTOMER</b>					
Business volume (policies / risks in force, million)	11.1	11.6	11.6	11.5	11.3
Frontline / broker advocacy					
- Australia Direct (%)	36	37	44	N/r	N/r
<b>COMMUNITY</b>					
Community investment (total A\$m) <sup>1</sup>	8.7	7.7	7.0	6.4	6.7
<b>WORKFORCE</b>					
Headcount	9,315	9,232	9,186	9,010	9,396
Part-time employment	18%	18%	19%	19%	19%
FTE	8,268	8,386	8,206	8,129	8,009
Staff turnover					
- employee initiated	10.9%	12.8%	14.4%	15.6%	15.5%
- employer initiated	4.1%	5.2%	2.9%	3.4%	5.5%
Employee initiated - <1 Year Service	20.5%	24.1%	26.6%	25.3%	32.4%
Absenteeism	4.3%	4.6%	4.9%	4.9%	4.7%
Male to female salary ratio (average) (A\$)					
- General Employees	1.14	1.16	1.17	1.16	1.14
- Managers / Senior specialist	1.13	1.15	1.16	1.16	1.16
- Senior Manager	1.08	1.07	1.14	1.10	1.09
- Heads of	1.13	1.11	1.08	1.08	1.01
Male to female salary ratio – Position in Range (A\$)					
- General Employees	1.00	N/r	N/r	N/r	N/r
- Managers / Senior specialist	1.06	N/r	N/r	N/r	N/r

<sup>1</sup> The figures reported for community investment in 2012 and 2011 represent cash paid out only. In other years, community investment also includes funds committed for the year but not yet paid. This is a more accurate measurement as it recognises the investment in the period it is incurred. The difference under the two reporting methods is immaterial.

	2014	2013	2012	2011	2010
- Senior Manager	1.05	N/r	N/r	N/r	N/r
- Heads of	1.07	N/r	N/r	N/r	N/r
Women in the workforce	59%	60%	59%	59%	59% <sup>2</sup>
Women in senior management positions	34%	31%	31%	28%	26%
Women in executive positions	25%	29%	25%	25%	22%
Women on the board	33%	25%	25%	25%	25%
Lost time injury frequency rate	2.7	2.5	3.0	5.7	3.0
<b>ENVIRONMENTAL</b>					
Total CO <sub>2</sub> e emissions tonnes	48,582	52,147	54,294	55,014 <sup>3</sup>	53,175
CO <sub>2</sub> e emissions / FTE	5.9	6.2	6.3	6.3	6.6
Fuel consumption KL	2,479	2,527	2,565	2,620	2,730
Fuel consumption / vehicle	3.1	3.4	3.4	3.4	3.5
Air travel Millions Kms	30.6	26.0	24.8	27.2	22.6
Air travel Km / FTE	3,701	3,130	3,017	3,342	2,823
Electricity MWh	28,520	27,862	29,576	32,466	34,400
Electricity MWh / FTE	3.5	3.0	3.6	4.0	4.3
Office paper tonnes	203	248	235	284	289
Office paper kgs / FTE	24.6	29.6	28.6	34.9	36.1
Print paper tonnes	1,031	1,130	1,636	1,001	1,338
Print paper Kg / BV	0.09	0.10	0.14	0.10	0.12
Taxi travel (thousands Kms)	1,179	1,081	1,145	1,244	N/r
Taxi travel Kms/ FTE	143	129	140	153	N/r
Recycled waste tonnes	1,822	1,209	924	N/r	N/r
Recycled waste kg/FTE	220.4	144.0	112.6	N/r	N/r
General Waste tonnes	1,489 <sup>4</sup>	2,377	1,895	N/r	N/r
General Waste kg/FTE	180.1	283.5	231.0	N/r	N/r
Rental car (thousands) Kms	240	266	267	N/r	N/r
Rental car Km / FTE	29.1	31.8	32.5	N/r	N/r
Building refrigerants (tonnes)	1.5	1.9	2.8	N/r	N/r
Building refrigerants Kg / FTE	0.2	0.2	0.3	N/r	N/r

<sup>2</sup> This figure has not been assured.

<sup>3</sup> An error was identified in the 2011 financial year air travel CO<sub>2</sub>e calculation. The figure has been restated, resulting in an increase in the CO<sub>2</sub>e value by 3,642 tonnes.

<sup>4</sup> Waste has fallen significantly compared the prior year due to the exclusion of previously incorrectly included waste from a co-located business.

## NEW ZEALAND BUSINESS PERFORMANCE

	2014	2013	2012	2011	2010
<b>CUSTOMER</b>					
Business volume (policies / risks in force, million)	3.2	3.2	2.1	2.1	2.2
Frontline / broker advocacy					
- Direct and financial institutions	31%	31%	N/r	N/r	N/r
- NZI <sup>5</sup>	-1%	-1%	3%	N/r	N/r
- State <sup>6</sup>	N/a	N/a	34%	N/r	N/r
- Business partners <sup>6</sup>	N/a	N/a	31%	N/r	N/r
- AMI	28%	32%	N/r	N/r	N/r
<b>COMMUNITY</b>					
Community investment (total NZ\$m) <sup>7</sup>	3.8	3.3	3.4	3.0	2.0
<b>WORKFORCE</b>					
Headcount	3,352	3,347	2,390	2,234	2,048
Part-time employment	8%	8%	8%	9%	11%
FTE	3,270	3,203	2,333	2,119	1,974
Staff turnover	16.0%	13.7%	14.1%	14.5%	14.8%
- employee initiated	14.1%	11.0%	13.1%	12.4%	11.3%
- employer initiated	1.9%	2.7%	1.0%	2.1%	3.5%
Employee initiated - <1 Year Service	3.8%	2.6%	4.8%	4.1%	3.0%
Absenteeism	3.8%	3.0%	2.9%	3.8%	3.6%
Male to female salary ratio (average) (NZ\$) <sup>8</sup>					
- General Employees	1.25	1.21	1.17	1.16	1.16
- Managers / Senior specialist	1.21	1.12	1.10	1.20	1.19
- Senior Manager	1.12	1.03	1.09 (3)	1.18	1.19
- Heads of	1.41	1.44	1.02	1.19	1.03
Male to female salary ratio – Position in Range (NZ\$)					
- General Employees	0.98	N/r	N/r	N/r	N/r
- Managers / Senior specialist	1.03	N/r	N/r	N/r	N/r
- Senior Manager	1.05	N/r	N/r	N/r	N/r

<sup>5</sup> Previously, the NZI score was the result of a company-led annual survey of brokers and an annual industry run survey. This year, only the results of the company-led annual survey of brokers will be reported. The previous two years of advocacy scores have also been restated to reflect this change in methodology.

<sup>6</sup> Advocacy for State and Business Partners is included in the New Zealand Direct and Financial Institutions figure from 2013.

<sup>7</sup> The figures reported for community investment in 2012 and 2011 represent cash paid out only. In other years, community investment also includes funds committed for the year but not yet paid. This is a more accurate measurement as it recognises the investment in the period it is incurred. The difference under the two reporting methods is immaterial.

<sup>8</sup> In FY14 the ratio is determined using fixed package salary. In previous years, the cash salary was used in the calculation. Given that more men than women take up salary sacrifice options, the ratio has looked more equitable than if fixed package salary was used.

	2014	2013	2012	2011	2010
- Heads of	1.12	N/r	N/r	N/r	N/r
Women in the workforce	61%	61%	59%	59%	59% <sup>9</sup>
Women in senior management positions	26%	19%	22%	28%	26%
Lost time injury frequency rate	1.9	1.8	1.1	1.1	0.9
<b>ENVIRONMENTAL</b>					
CO <sub>2</sub> e emissions tonnes	6,262	6,950	4,647	4,795	3,941
CO <sub>2</sub> e emissions / FTE	1.9	2.2	2.0	2.3	2.0
Fuel consumption KL	709	752	465	432	425
Fuel consumption / vehicle	1.7	1.8	1.7	1.7	1.9
Air travel Millions Kms	9.2	8.5	5.9	5.9	4.0
Air travel Km / FTE	2,801	2,662	2,535	2,766	2,026
Electricity MWh	9,391	8,419	6,498	6,675	6,480
Electricity MWh / FTE	2.9	2.6	2.8	3.2	3.3
Office paper tonnes	83	79	51	48	42
Office paper kgs / FTE	25.4	24.6	27.1	22.6	21.3
Print paper tonnes	355	335	169	224	257
Print paper Kg / BV	0.1	0.2	0.1	0.1	0.1
Recycled waste tonnes	298	365	219	N/r	N/r
Recycled waste kg/FTE	91.1	113.9	94.0	N/r	N/r
General Waste tonnes	140	172	105	N/r	N/r
General Waste kg/FTE	42.8	53.6	44.8	N/r	N/r

<sup>9</sup> This figure has not been assured.

## ASIAN BUSINESS PERFORMANCE

	2014 <sup>10</sup>	2013	2012	2011	2010
<b>CUSTOMER</b>					
Business volume (policies / risks in force, million)	1.8	1.3	1.0	0.9	1.0
<b>WORKFORCE</b>					
Headcount	1,828	1,078	675	637	615
Part-time employment	20%	29%	1%	1%	1%
FTE	1,487	770	670	631	610
Staff turnover <sup>11</sup>	18.2%	15.5%	15.0%	12.8%	13.1%
Absenteeism <sup>11</sup>	3.8%	3.8%	3.3%	2.9%	2.9%
Women in the workforce	56%	57%	57%	56%	56% <sup>12</sup>
Women in senior management positions	26%	11%	13%	22%	27%
<b>ENVIRONMENTAL</b>					
CO <sub>2</sub> e emissions tonnes <sup>13</sup>	4,789	4,108	3,429	2,564	1,955
CO <sub>2</sub> e emissions / FTE	2.6	5.0	5.1	4.1	3.2
Fuel consumption KL	580	474	465	439	192
Fuel consumption / vehicle	1.5	2.0	1.8	2.4	2.5
Air travel Millions Kms	2.6	3.0	1.8	0.1	0.01
Air travel Km / FTE	1,718	3,556	2,642	199	14
Electricity MWh	3,100	2,611	2,561	2,469	2,560
Electricity MWh / FTE	2.1	3.4	3.8	3.9	4.2
Office paper tonnes	13	12	12	11	10
Office paper kgs / FTE	8.7	15.3	17.4	17.5	16.9
Print paper tonnes	247	233	86	73	68
Print paper Kg / BV	0.13	0.18	0.09	0.10	0.07
Recycled waste Tonnes	0.3	0.3	N/r	N/r	N/r
Recycled waste kg/FTE	0.2	0.4	N/r	N/r	N/r

<sup>10</sup> In FY14 we have reported on IAG's Vietnam business for the second half of the year for select indicators.

<sup>11</sup> This includes information for our Thailand business only.

<sup>12</sup> This figure has not been assured.

<sup>13</sup> In FY12 we began reporting on emissions from our Singapore-based Asian head office.

## Glossary of Terms

### IAG 2014 Sustainability Reporting

Below are details of the definitions used in the content and calculation of data represented in the graphs and charts in sections of this website and IAG's Annual Review.

Indicators pertain to Australian, New Zealand and Asia (Thailand, Singapore and for the first time this year for select indicators, Vietnam) for the year to 30 June 2014, unless otherwise stated.

In Australia, data includes the NRMA, SGIC, SGIO, CGU, and Swann Insurance brands. Data is not included for the newly acquired Wesfarmers Insurance.

New Zealand brands included in the definitions include State, NZI, Lantern, Mike Henry, NAC, Swann, DriveRight and AMI unless otherwise stated.

Asia incorporates the Thai businesses of Safety Insurance and IAG's Asia head office in Singapore in the definition. Selected indicators are also included for AAA Assurance Corporation in Vietnam, from 1 January to the 30 June.

Where we have not been able to collect full year data, this has been estimated. This applies to the following categories:

#### Australia:

- Final month or final quarter (dependent on the timing of billing) electricity consumption data was not available within the reporting timeframes for a number of sites. Where data was not available this has been estimated based on the previous period's average consumption.
- For sites not included in the monthly waste and recycling reporting process the waste and recycling tonnage for these sites has been estimated using an equivalent FTE model.

#### New Zealand:

- For sites not included in the monthly waste and recycling reporting process the waste and recycling tonnage for these sites has been estimated using an equivalent FTE model.
- For the AMI business, print paper consumption has been estimated based on print paper kilogram of consumption per number of risks in force for State Insurance, the IAG direct business.

### Absenteeism

Employee absenteeism is a measure to indicate the employee absence level in IAG. Absenteeism is determined by dividing the total annual unscheduled absence days by total number of available (rostered) working days for all employees in the year.

The absenteeism figure for Asia includes Thailand only.

### Air travel

For Australia and New Zealand this represents the distance travelled by IAG employees including domestic and international flights booked through the online travel service provider.

In the Asia business, internal manual tracking of flights flown is undertaken for Thailand. For Singapore, flights are booked via a corporate travel provider and flights are measured using an online reporting tool.

### Building refrigerants

This measure is only calculated for Australia. An inventory of synthetic gases stored in air conditioning and refrigeration equipment is undertaken in March of each year and reported on an annual basis. This determines

the weight in Kg of each type of synthetic gas (hydrofluorocarbons and perfluorocarbons) stored across the portfolio of air conditioning and refrigeration equipment in buildings under IAG’s operational control. Where data is not available for a site the Kg of synthetic gas present has been estimated based on an equivalent floor space model using consumption figures for similar known sites.

**Business related car hire**

This measure is only calculated for Australia and relates to the kilometres travelled in rental cars for business purposes. The data is provided by a third party rental car supplier.

**Business volume**

This measures the volume of business at a point in time. The basis of the measure depends on the class of business. In the personal lines class, the relevant volume measure is 'risks in force'. In commercial classes, the volume measure is 'policies in force'. The difference in the definition is required to capture the distinct nature of IAG's business mix. This applies to both Australia and New Zealand.

In Thailand, policies in force data are provided for Safety Insurance. Asia – Thailand + Vietnam.

**CO2-e emissions**

CO2-e emissions are calculated for the following:

*Australia*

CO2-e emission factors are obtained for electricity, general waste to landfill, the annual leakage rate for building refrigerants, and fuel (only scope 1 is reported) from the Australian Department of Climate Change National Greenhouse Accounts (NGA) Factors July 2013 workbook. For air travel (includes a radiative force), taxi travel, global warming potential for building refrigerants, print and office paper, and business related car hire the emissions factors are obtained from the 2013 Guidelines to DEFRA / DECC's GHG Conversion Factors for Company Reporting.

*New Zealand*

In FY14 the 2013 Guidelines to DEFRA / DECC's GHG Conversion Factors for Company Reporting are adopted for air travel, print and office paper; NZ Ministry for the Environment Guidance for Voluntary, Corporate Greenhouse Gas Reporting: Data and methods for the 2010 calendar year are used for electricity (Scope 2 & 3), and fuel (only scope 1 reported).

*Asia (Thailand, Singapore and Vietnam)*

The Singapore and Vietnam businesses have adopted the 2013 Guidelines to DEFRA/DECC’s GHG Conversion Factors for Company Reporting for all calculated emissions. In Thailand the 2012 Guidelines to DEFRA/DECC’s GHG Conversion Factors for Company Reporting for all calculated emissions have been used.

Emission sources included:

Emission source	Australia	New Zealand	Asia (Thailand, Singapore & Vietnam)
<i>Scope 1:</i>			
Fuel consumption for tool of trade vehicles	✓	✓	✓
Building refrigerants (reported for the first time in 2012)	✓	X	X
<i>Scope 2:</i>			

Emission source	Australia	New Zealand	Asia (Thailand, Singapore & Vietnam)
Electricity	✓	✓	✓
<i>Scope 3:</i>			
Electricity distribution	✓	✓	✓
Office paper consumption	✓	✓	✓
Print paper consumption	✓	✓	✓
Air travel	✓	✓	✓
Taxi travel	✓	X	X
Business related car hire (reported for the first time in 2012)	✓	X	X
General waste to landfill (reported for the first time in 2012)	✓	✓	X

In 2014 the CO<sub>2</sub>-e per FTE figure is calculated inclusive of all emission sources applicable for each business unit as stated above.

#### Frontline / broker advocacy measure

Measured from the results of studies carried out by third parties among IAG customers (direct or intermediated) who have had a recent interaction with IAG. The studies include a question that asks the customers and brokers their likelihood of recommending IAG on a scale of 0-10 in both Australia and New Zealand. Those who rate the experience as less than six (6), are deemed detractors whilst those who rate the experience nine (9) or ten (10) are deemed promoters. The advocacy measure Net Promoter Score is calculated by subtracting the percentage of detractors from the percentage of promoters.

In Australia, the figure as at June 2014 is calculated on a 6 month rolling average.

In New Zealand, the State and Business partner advocacy score information is reported on a monthly, quarterly and twelve month rolling basis. Previously, the NZI score was the result of a company-led annual survey of brokers and an annual industry run survey. This year, only the results of the company-led annual survey of brokers will be reported (and the previous two years of advocacy scores will also be restated to reflect this change in methodology).

This figure is not reported for the Asia (Thailand, Singapore and Vietnam) businesses.

#### Community grants

Cash grants given to community groups through the community grants program.

#### Community Investment

This estimates direct financial support of community groups and programs through sponsorship and donations, as well as indirect support to help promote and raise awareness of these community organisations (including commitments) through promotion. In Australia direct IAG management and administration costs related to community investment are also included plus salary costs and on costs for employee volunteering hours recorded in the human resources systems.

Last financial year (2013) we changed from reporting our community investment figures on a cash paid basis to an accruals basis (exclusive of GST). This decision was taken because accruals represent funds committed to



for the year but that have just not been paid out as yet. This measurement better reflects the actual community spend in any given year, and aligns to the way the IAG monitors and reports on its performance internally.

Definitions of forms of community investment:

**Donations:** These include donations made directly by the business where funds are provided to an organisation and there is no obligation on the part of the recipient. Donations must be made with primary aim of improving the quality of life to sections of the community or to provide targeted welfare or other support;

**Sponsorships:** These are usually financial support in exchange for something from the receiving organisations, such as provision of advertising. The primary purpose of the sponsorship must be community rather than commercial benefit;

**In kind:** This includes the equivalent financial costs of materials/ services provided and time volunteered by employees to various community initiatives, events and fundraisers. This will not include volunteering undertaken in personal time unless it is specifically acknowledged by the business;

**Administration:** This includes management and administration costs of IAG staff directly involved in community investments. Administration costs are only measured for Australia.

#### **Dollar values**

Unless otherwise stated all dollar values listed in this report are based on Australian dollars.

Community investment dollar values are not reported for the Asia business (Thailand, Singapore and Vietnam).

#### **Electricity**

In Australia, this includes metered electricity consumption for those sites directly owned or controlled by IAG. Where metered data is not available, electricity use has been estimated based on an equivalent floor space model using consumption figures for similar known sites.

In New Zealand, this includes electricity consumption for all premises occupied by IAG. All electricity consumption is metered. Reporting timeframes have meant that June consumption figures have been estimated.

In Asia (Thailand, Singapore and Vietnam), electricity invoices have been used to collate consumption information.

Measured in MWh of electricity consumed and per FTE.

#### **FTE (full time equivalent)**

FTE is a measure of the size of IAG's workforce that takes account of part time employees. Full time employees are given a value of one. The value for part time employees is based on their regular hours as a proportion of full time hours. The FTE includes all permanent fulltime (including executives) and part time employees, employees on a fixed term contract (paid by an IAG Group company's payroll) and employees on leave without pay (less than 28 calendar days). It excludes guests (not paid by IAG), casuals and employees on extended leave without pay (more than 28 calendar days) on the day we report on the data.

#### **Fuel consumption**

In Australia this is the petrol, diesel and LPG consumed by IAG's tool of trade (TOT) fleet of vehicles that are owned and operated by the company. In New Zealand and Thailand both petrol and diesel are consumed. No adjustments are made for any personal usage of the tool of trade vehicles.

#### **Full time employees versus part time employees**

Percentage of full time versus part time employees included in headcount. Full time employees work 35, 37.5 or 40 hours per week depending on their Enterprise Agreement or contract. Part time employees work less weekly hours than the full time hours under their enterprise agreement.

**General waste to landfill**

This measure is calculated for Australia and New Zealand only. General waste to landfill means any non-hazardous waste for delivery to landfill. This excludes recyclable and organic materials separately collected from the sites, which does not go to landfill. A third party contractor provides reporting on the tonnage of waste created. The calculation includes waste for those sites directly owned or controlled by IAG (all sites and data centres). For sites not included in the monthly waste reporting process the waste tonnage for these sites have been estimated using an equivalent FTE model.

**Gross written premium (GWP)**

The total premiums relating to insurance policies underwritten by a direct insurer or reinsurer during a specified period and measured from the date of attachment of risk and before payment of reinsurance premiums. The attachment date is the date the insurer accepts risk from the insured.

**Headcount**

The number of people employed by IAG, regardless of hours worked. Headcount comprises permanent and fixed term employees. It includes employees on extended leave and excludes casuals and contractors (people not paid by IAG).

**Insurance margin**

The ratio of insurance profit to net earned premium.

**Lost time injury frequency rate (LTIFR)**

The number of lost time injuries for each one million hours worked. A lost time injury is an injury that has resulted in at least one shift/day's absence from work and for which a workers' compensation claim has been lodged and liability accepted. Journey claims and claims on an unpaid break are not included. Million hours worked includes all scheduled hours, plus overtime less leave and also includes the hours worked by casual employees.

No figures are reported for the Asia business (Thailand, Singapore and Vietnam).

**Male to female salary ratio**

In FY14 the ratio is determined for the Australian and New Zealand businesses by dividing mean annual FTE fixed package salary for all males by that for all females within each employment category. FTE salary is used to standardise all salaries to what would be earned if each employee worked full time. This is obtained by multiplying the base salary by a factor (standard full time hours by region/actual weekly hours).

In previous years in New Zealand, cash salary was used in the calculation rather than fixed package salary. Given that more men than women take up salary sacrifice options, the ratio has looked more equitable than if fixed package salary was used.

Employment categories disclosed represent the following employment levels:

- Heads Of / General Manager – direct reports of IAG's Group Executive members
- Senior manager – direct reports to IAG's Head of / General Manager group
- Manager / senior specialists – direct reports to IAG's senior manager group
- General employees – all other employees.

The Australian and New Zealand CEOs are not included in this metric. This is not reported for the Asia business (Thailand, Singapore and Vietnam).

Consistent with the prior year, the combined male:female annual salary ratios are weighted to better allow for exchange rate and salary level differences between Australia and New Zealand.

### **Male to female salary ratio as a position in range**

The position in range (PIR) is the ratio of an individual's FTE salary (including salary sacrificed items) divided by the relevant market benchmark for their role type. The PIR ratio for the Australian and New Zealand businesses is determined by finding the average PIR for all males and dividing this by that for all females within each employment category. FTE salary is used to standardise all salaries to what would be earned if each employee worked full time.

Employment categories disclosed represent the following employment levels:

- Heads Of / General Manager – direct reports of IAG's Group Executive members
- Senior manager – direct reports to IAG's Head of / General Manager group
- Manager / senior specialists – direct reports to IAG's senior manager group
- General employees – all other employees.

The Australian and New Zealand CEOs are not included in this metric. This is not reported for the Asia business (Thailand, Singapore and Vietnam).

Consistent with the prior year, the combined Male: Female annual salary ratios are weighted to better allow for exchange rate and salary level differences between Australia and New Zealand.

### **Office paper consumption**

A3 and A4 office paper consumption as determined through an in house ordering system using several suppliers. This excludes glossy paper.

In New Zealand, office paper consumption is measured through supplier invoices for paper ordered during the month, whilst in Asia (Thailand, Singapore and Vietnam) it is based on actual paper consumed.

### **Print paper consumption**

Print paper consumption consisting of commercially printed material (booklets, envelopes, brochures and customer documentation such as renewals and certificates of insurance).

### **Recycled waste**

Recycled waste is a measure of the actual quantity of paper, cardboard and commingled material collected for recycling across Australia, New Zealand and Asia (Thailand and Singapore). For New Zealand this measure also includes organic (composted) matter collected. For sites where no actual consumption data is available the recycling quantity for Australia and New Zealand has been estimated based on an equivalent FTE model using consumption figures for similar known sites.

### **Staff turnover**

Total turnover indicates the total number of staff terminations as a percentage of headcount, shown as a rolling 12 month figure. A monthly turnover percentage is the aggregate of turnover for each month, where headcount is as at the end of the month. The rolling turnover figure is the aggregate of turnover over a 12 month period, divided by the average headcount over the 12 month period. Staff terminations include all permanent and fixed term full time and part time employees but exclude casual employees and guests, where the last day of employment was within the reporting period. Terminations do not include non starters and people terminated at the end of a fixed term, but do include fixed term appointments that are terminated earlier than the contract expiry date.

The staff turnover calculation for our Asian business includes Thailand information only.

### **Taxi travel**

Only reported in Australia, this represents the distance travelled by employees taking taxi's for work purposes.

Distance travelled data is not recorded for each journey therefore; an estimate of the distances travelled by IAG employees in taxis is calculated based on the dollar expenditure. All taxi travel expenditure is recorded in IAG's general ledger. This is then adjusted for the relevant flag-fall, GST and credit card surcharges, and converted to an estimated Km's using the distance charge rate per Km (State based).

**Volunteer hours**

This measures the total number of hours that IAG employees have logged or community / charity leave, defence forces leave and emergency services leave undertaken during the year.

This is only recorded for Australia and New Zealand businesses.

**Women in executive management**

For Australia, this measures the total percentage of women on the IAG executive team, and for New Zealand this measures the total percentage of women on the New Zealand executive team.

This is only recorded for Australia and New Zealand businesses.

**Women in senior management**

Total percentage of females in senior management positions is determined by women in the position of senior manager, head of / general manager and executive roles, based on their career band in Australia. In New Zealand this represents the percentage of women who are employed through a senior management contract, as determined by the New Zealand Executive.

**Workplace giving program**

The dollars contributed by staff through the payroll deduction scheme.