

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

	FY15	FY14	FY13	FY12	FY11
CUSTOMER					
Business volume (policies / risks in force, million)	11.6 ¹	11.1	11.6	11.6	11.5
Net Promoter Score / Customer Advocacy Score (CAS)					
- Net Promoter Score (NPS) (%)	21%	N/r	N/r	N/r	N/r
- CAS Heartbeat ² (%)	41%	36	37	44	N/r
COMMUNITY					
Community investment (total A\$m) ³	7.4	8.7	7.7	7.0	6.4
WORKFORCE					
Headcount	10,915	9,315	9,232	9,186	9,010
Part-time employment	17%	18%	18%	19%	19%
FTE	9,789	8,268	8,386	8,206	8,129
Staff turnover					
- employee initiated	10.8%	10.9%	12.8%	14.4%	15.6%
- employer initiated	2.7%	4.1%	5.2%	2.9%	3.4%
Employee initiated - <1 Year Service	25.9%	20.5%	24.1%	26.6%	25.3%
Absenteeism	4.4%	4.3%	4.6%	4.9%	4.9%
Male to female salary ratio (average) (A\$)					
- General Employees	1.12	1.14	1.16	1.17	1.16
- Managers / Senior specialist	1.12	1.13	1.15	1.16	1.16
- Senior Manager	1.08	1.08	1.07	1.14	1.10
- Heads Of / General Manager	1.08	1.13	1.11	1.08	1.08

¹ Business volume in FY15 includes Wesfarmers insurance (Lumley, WFI and Affinity & Direct).

² The CAS Heartbeat was previously termed the Frontline Advocacy Score (FAS).

³ The figures reported for community investment in FY11 and FY12 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.

	FY15	FY14	FY13	FY12	FY11
Male to female salary ratio – Position in Range (A\$)					
- General Employees	1.00	1.00	N/r	N/r	N/r
- Managers / Senior specialist	1.06	1.06	N/r	N/r	N/r
- Senior Manager	1.05	1.05	N/r	N/r	N/r
- Heads of / General Manager	1.09	1.07	N/r	N/r	N/r
Women in the workforce	59%	59%	60%	59%	59%
Women in senior management positions	34%	34%	31%	31%	28%
Women in executive positions	13%	25%	29%	25%	25%
Women on the board	33%	33%	25%	25%	25%
Lost time injury frequency rate ⁴	2.0	4.3	3.2	3.0	5.7
ENVIRONMENTAL					
Total CO ₂ e emissions tonnes	58,432	48,582	52,147	54,294	55,014
CO ₂ e emissions / FTE	6.0	5.9	6.2	6.3	6.3
Fuel consumption KL	2,893	2,479	2,527	2,565	2,620
Fuel consumption / vehicle	2.9	3.1	3.4	3.4	3.4
Air travel Millions Kms	43.7	30.6	26.0	24.8	27.2
Air travel Km / FTE	4,466	3,701	3,130	3,017	3,342
Electricity MWh	31,919	28,520	27,862	29,576	32,466
Electricity MWh / FTE	3.3	3.5	3.0	3.6	4.0
Office paper tonnes	239	203	248	235	284
Office paper kgs / FTE	24.4	24.6	29.6	28.6	34.9
Print paper tonnes	1,449	1,031	1,130	1,636	1,001
Print paper Kg / BV	0.12	0.09	0.10	0.14	0.10
Taxi travel (thousands Kms)	1,549	1,179	1,081	1,145	1,244
Taxi travel Kms/ FTE	158	143	129	140	153
Recycled waste tonnes	1,487	1,822	1,209	924	N/r
Recycled waste kg/FTE	151.9	220.4	144.0	112.6	N/r
General Waste tonnes	1,739	1,489 ⁵	2,377	1,895	N/r
General Waste kg/FTE	178	180.1	283.5	231.0	N/r
Rental car (thousands) Kms	354	240	266	267	N/r
Rental car Km / FTE	36.1 ⁶	29.1	31.8	32.5	N/r
Building refrigerants (tonnes)	2.1	1.5	1.9	2.8	N/r
Building refrigerants Kg / FTE	0.2	0.2	0.2	0.3	N/r
Water consumption (kL) <i>Sydney Head Office, 388 George Street, Sydney</i>	9,357 ⁷	N/r	N/r	N/r	N/r

⁴ Data presented to reflect the LTIFR as recorded at 30 June 2015 for FY15, FY14 and FY13. However, prior year LTI data has been adjusted to reflect LTI's substantiated post the original report date. As a result, FY14 has been adjusted up from 2.7 to 4.3, and FY13 has adjusted from 2.5 to 3.2.

⁵ In FY14 waste decreased significantly compared the prior year due to the exclusion of previously incorrectly included waste from a co-located business.

⁶ The increase in rental car kilometres in FY15 can be partially attributed to the inclusion of business car travel booked through our non-preferred suppliers for the first time.

⁷ We recognise the importance of managing our water consumption across our property portfolio and are taking steps to collect and report water data. In FY15 we have reported water consumption at our Sydney Head Office for the first time and are looking at expanding this to other properties in FY16. Water consumption was extrapolated based on metered data for our tenancy from November 2014 to June 2015. This figure has not been assured.

NEW ZEALAND BUSINESS PERFORMANCE

	FY15	FY14	FY13	FY12	FY11
CUSTOMER					
Business volume (policies / risks in force, million)	3.7 ⁸	3.2	3.2	2.1	2.1
Net Promoter Score / broker advocacy					
- Direct and financial institutions (non-broker)	33%	31%	31%	N/r	N/r
- Direct insurance ⁹	33%	N/a	N/a	N/a	N/a
- Financial institutions ¹⁰	33%	N/a	N/a	N/a	N/a
- NZI (broker) ¹¹	-4%	-1%	-1%	3%	N/r
COMMUNITY					
Community investment (total NZ\$m) ¹²	3.0	3.8	3.3	3.4	3.0
WORKFORCE					
Headcount	3,832	3,352	3,347	2,390	2,234
Part-time employment	8%	8%	8%	8%	9%
FTE	3,646	3,270	3,203	2,333	2,119
Staff turnover	17.0%	16.0%	13.7%	14.1%	14.5%
- employee initiated	13.9%	14.1%	11.0%	13.1%	12.4%
- employer initiated	3.1%	1.9%	2.7%	1.0%	2.1%
Employee initiated - <1 Year Service	2.7%	3.8%	2.6%	4.8%	4.1%
Absenteeism	3.8%	3.8%	3.0%	2.9%	3.8%
Male to female salary ratio (average) (NZ\$) ¹³					
- General Employees	1.25	1.25	1.21	1.17	1.16
- Managers / Senior specialist	1.22	1.21	1.12	1.10	1.20
- Senior Manager	1.42 ¹⁴	1.12	1.03	1.09	1.18
- Heads Of / General Manager	N/a ¹⁵	1.41	1.44	1.02	1.19
Male to female salary ratio – Position in Range (NZ\$)					
- General Employees	1.00	0.98	N/r	N/r	N/r
- Managers / Senior specialist	1.05	1.03	N/r	N/r	N/r

⁸ Business volume in FY15 includes Wesfarmers Insurance (Lumley).

⁹ Advocacy for Direct insurance includes State and AMI.

¹⁰ Advocacy for Financial institutions includes Lantern, BNZ and ASB.

¹¹ The NZI score is the result of a company-led annual survey of brokers.

¹² The figures reported for community investment in FY11 and FY12 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.

¹³ In FY14 and FY15 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.

¹⁴ In FY15 the Senior Management classification for New Zealand was amended to align to the Australian definition. This resulted in a smaller Senior Management population than in prior years, increasing the variance in the salary ratio. Refer to p.13 for the detailed definition.

¹⁵ A male to female comparison could not be conducted at the 'Heads Of / General Manager' level in FY15 as all those who held this position in NZ were male.

	FY15	FY14	FY13	FY12	FY11
- Senior Manager	1.04	1.05	N/r	N/r	N/r
- Heads Of / General Manager	NA ¹⁶	1.12	N/r	N/r	N/r
Women in the workforce	60%	61%	61%	59%	59%
Women in senior management positions	31%	26%	19%	22%	28%
Lost time injury frequency rate	1.2	1.9	1.8	1.1	1.1
ENVIRONMENTAL					
CO ₂ e emissions tonnes	6,600	6,262	6,950	4,647	4,795
CO ₂ e emissions / FTE	1.8	1.9	2.2	2.0	2.3
Fuel consumption KL	857	709	752	465	432
Fuel consumption / vehicle	1.7	1.7	1.8	1.7	1.7
Air travel Millions Kms	11.2	9.2	8.5	5.9	5.9
Air travel Km / FTE	3,064	2,801	2,662	2,535	2,766
Electricity MWh	9,191	9,391	8,419	6,498	6,675
Electricity MWh / FTE	2.5	2.9	2.6	2.8	3.2
Office paper tonnes	32	83	79	51	48
Office paper kgs / FTE	8.9	25.4	24.6	27.1	22.6
Print paper tonnes	389	355	335	169	224
Print paper Kg / BV	0.1	0.1	0.2	0.1	0.1
Recycled waste tonnes	399	298	365	219	N/r
Recycled waste kg/FTE	109.4	91.1	113.9	94.0	N/r
General Waste tonnes	165	140	172	105	N/r
General Waste kg/FTE	45.3	42.8	53.6	44.8	N/r

¹⁶ A male to female comparison could not be conducted at the 'Heads Of / General Manager' level in FY15 as all those who held this position were male.

ASIAN BUSINESS PERFORMANCE

	FY15	FY14 ¹⁷	FY13	FY12	FY11
CUSTOMER					
Business volume (policies / risks in force, million)	1.7	1.8	1.3	1.0	0.9
WORKFORCE					
Headcount	1897	1,828	1,078	675	637
Part-time employment ¹⁸	25%	20%	29%	1%	1%
FTE	1541	1,487	770	670	631
Staff turnover ¹⁹	26.6%	18.2%	15.5%	15.0%	12.8%
Absenteeism ²⁰	1.1%	3.8%	3.8%	3.3%	2.9%
Women in the workforce	55%	56%	57%	57%	56%
Women in senior management positions	19%	26%	11%	13%	22%
ENVIRONMENTAL					
CO ₂ e emissions tonnes ²¹	5,199	4,789	4,108	3,429	2,564
CO ₂ e emissions / FTE	3.4	2.6	5.0	5.1	4.1
Fuel consumption KL	729	580	474	465	439
Fuel consumption / vehicle	2.0	1.5	2.0	1.8	2.4
Air travel Millions Kms	3.9	2.6	3.0	1.8	0.1
Air travel Km / FTE	2,535	1,718	3,556	2,642	199
Electricity MWh	3,509	3,100	2,611	2,561	2,469
Electricity MWh / FTE	2.3	2.1	3.4	3.8	3.9
Office paper tonnes	21	13	12	12	11
Office paper kgs / FTE	13.5	8.7	15.3	17.4	17.5
Print paper tonnes	249	247	233	86	73
Print paper Kg / BV	0.14	0.13	0.18	0.09	0.10
Recycled waste Tonnes	N/r	0.3 ²²	0.3	N/r	N/r
Recycled waste kg/FTE	N/r	0.2	0.4	N/r	N/r

¹⁷ In FY14 we reported on IAG's Vietnam business for the second half of the year for selected indicators.

¹⁸ In Asia part-time employment is calculated based on FTE, whereas in Australia and NZ this is based on headcount.

¹⁹ In FY15 this includes information for our Thailand and Vietnam business. In FY14 this included information for Thailand only.

²⁰ In FY15 this includes information for our Thailand and Vietnam business. In FY14 this included information for Thailand only.

²¹ In FY12 we began reporting on emissions from our Singapore-based Asian head office.

²² In FY14 this was reported for Thailand only.

Glossary of Terms

IAG FY15 Non-financial 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.

Reporting boundaries

Indicators pertain to Australia (including for the first time the insurance underwriting businesses of Wesfarmers Limited), New Zealand and Asia (Thailand, Singapore and Vietnam) for the year to 30 June 2015, unless otherwise stated.

In Australia, data includes the NRMA, SGIC, SGIO, Coles Insurance, CGU, Swann, WFI and Lumley Insurance brands.

New Zealand brands included in the data include NZI, State, AMI, Lantern, Lumley²³, Mike Henry, NAC, Swann and DriveRight unless otherwise stated.

Data for Asia incorporates the Thai businesses of Safety Insurance, AAA Assurance Corporation in Vietnam and IAG's Asia head office in Singapore. Data for Asia excludes PT Asuransi Parolamas in Indonesia which was acquired on 30 April 2015.

Estimation and extrapolation methodologies

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. In addition, for some sites electricity consumption was not available for specific months. Where data was not available this has been estimated based on the previous period's average consumption.
- For sites not included in the monthly electricity reporting process consumption for these sites has been estimated using an equivalent floor space model and property type.
- 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 and property type.
- For car hire not booked through our preferred supplier, activity data was extrapolated based on known data from our preferred supplier, and percentage of spend with other suppliers.
- For Wesfarmers Insurance, where environmental data was not available. This includes:
 - o Electricity: electricity consumption was estimated using metered consumption data from FY14. Consumption for new sites/unmetered sites was estimated based on an equivalent floor space model.
 - o Taxi travel: taxi travel was estimated using an equivalent FTE model.
 - o Business car hire: business car hire was estimated using an equivalent FTE model.
 - o Waste and recycling: tonnage was estimated based on an equivalent FTE model.
 - o Print paper: print paper tonnage was estimated based on business volume.
 - o Office paper: office paper tonnage was estimated based on an equivalent FTE model.
 - o Building refrigerants: refrigerant tonnage was estimated based on an equivalent floor space model.

²³ Environmental data for Lumley NZ is for the full 2015 financial year. Workforce data for Lumley NZ is included from 1 January 2015.

New Zealand:

- 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.

Glossary of Terms

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.

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 and Vietnam. For Singapore, flights are booked via a corporate travel provider and flights are measured using an online reporting tool.

Measured in Kms (millions) and Km per FTE.

Building refrigerants

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

Measured in tonnes and Kg per FTE.

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 for the preferred supplier, which accounts for approximately 80% of spend on business car hire. Business car hire booked through other providers is estimated.

Measured in Kms (thousands) and per FTE.

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 Asia (Safety Insurance in Thailand and AAA Assurance Corporation in Vietnam), policies in force data are provided.

Conversion factors for CO₂-e calculations

Australia

- CO₂-e emission factors for the following sources are obtained from Australian Government Department for Environment Australian National Greenhouse Accounts (NGAF): fuel, the annual leakage rate for building refrigerants, electricity and general waste to landfill.
- CO₂-e emission factors for the following sources are obtained from Defra UK Government conversion factors for Company Reporting, version 1.2 2014: air travel (includes a radiative force), taxi travel, global warming potential for building refrigerants, print and office paper.
- CO₂-e emission factors for business related car hire are obtained from the Green Vehicle Guide (greenvehicleguide.gov.au), an Australian Government Initiative.

New Zealand

- CO₂-e emission factors for the following sources are obtained from the NZ Ministry for Environment (MfE) Voluntary Greenhouse Gas Reporting Emission Factors 2012: fuel, electricity and general waste to landfill.
- CO₂-e emission factors for the following sources are obtained from Defra UK Government conversion factors for Company Reporting, version 1.2 2014: air travel (includes a radiative force), print and office paper. For air travel, an average emission factor for short, medium and long haul flights is applied.

Asia (Thailand, Singapore and Vietnam)

- CO₂-e emission factors for all sources have been adopted from Defra UK Government conversion factors for Company Reporting, version 1.2 2014.

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	✓	X	X
<i>Scope 2:</i>			
Electricity	✓	✓	✓
<i>Scope 3:</i>			
Electricity distribution	✓	✓	✓
Office paper consumption	✓	✓	✓
Print paper consumption	✓	✓	✓ (with exception of Vietnam)
Air travel	✓	✓	✓
Taxi travel	✓	X	X
Business related car hire	✓	X	X
General waste to landfill	✓	✓	X

In FY15 the CO₂-e per FTE figure is calculated inclusive of all emission sources applicable for each business unit as stated above.

Customer / broker advocacy measures and Net Promoter Score

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 or advocates. The Net Promoter Score is calculated by subtracting the percentage of detractors from the percentage of promoters/advocates. Passive scores (between seven (7) and eight (8)) are not accounted for in the methodology.

In Australia, there are two measures of customer advocacy, the Net Promoter Score (NPS) and the CAS Heartbeat (previously 'Frontline Advocacy Score (FAS)'). The NPS assesses the strength of the relationship customers have with the Personal Insurance (PI) brands (NRMA, SGIO & SGIC) based upon their likelihood to recommend IAG to others and is measured via monthly telephone surveys conducted among a random sample of PI customers (NRMA, SGIO & SGIC), who may or may not have had a recent interaction with IAG. The NPS study is administered by DBM consultants. The CAS Heartbeat measures frontline advocacy via surveys of IAG PI customers who have had a recent interaction with IAG, either by telephone, visiting a branch or agency, or through having lodged or settled a claim. Customer feedback and CAS Heartbeat scores are reported in the Medallia Heartbeat portal in real time.

In Australia, the figures as at June 2015 are calculated on a 3 month rolling average.

In New Zealand, all NPS / broker advocacy score information is reported on a twelve month rolling basis. The NZI score is the result of a company-led annual survey of brokers.

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

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 line with IAG's shared value strategy, community investment is increasingly being directed towards risk reduction partnerships – programs that promote increased safety at home, at work and on the roads. Where the purpose of the program is to create shared value (value for both the business and the community), investment spend has been apportioned to include only the portion that benefits the community. This is estimated based on consideration of program objectives.

In Australia direct IAG management and administration costs related to community investment are also included.

In Australia and New Zealand, community investment also includes salary costs (calculated using Base salary) and on costs for employee volunteering hours recorded in the human resources systems.

In Australia, community investment excludes Wesfarmers Insurance. Community investment is not reported for the Asia business (Thailand, Singapore and Vietnam).

We have been reporting our community investment on an accruals basis (exclusive of GST) since FY13. Accruals represent funds committed for the year but that have 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. Donations include matched funding for workplace giving;

Risk reduction partnerships: Investment in programs and initiatives that promote increased safety at home, at work and on the roads.

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;

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

Foundation: This includes donations made by IAG to the IAG Foundation;

Volunteer hours: This includes the equivalent financial cost of time volunteered by employees to various community initiatives. This will not include volunteering undertaken in personal time unless it is specifically acknowledged by the business.

Dollar values

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

Electricity

In Australia, this includes metered electricity consumption for those sites directly owned or controlled by IAG. In New Zealand, this includes electricity consumption for all premises occupied by IAG. In Asia (Thailand, Singapore and Vietnam), electricity invoices have been used to collate consumption information. For sites not included in the monthly electricity reporting process the electricity consumption for these sites has been estimated using an equivalent floor space model.

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, ethanol and LPG consumed by IAG's tool of trade (TOT) fleet of vehicles that are owned and operated by the company. In New Zealand, Thailand and Vietnam, both petrol and diesel are consumed. In Australia and New Zealand, activity data for fuel consumption is obtained from fuel cards. No adjustments are made for any personal usage of the tool of trade vehicles.

Measured in kilolitres (KI) of fuel consumed and per vehicle.

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 recyclables separately collected from the sites, which does not go to landfill. A third party contractor provides reporting on the tonnage of waste generated. 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.

Measured in tonnes and Kg per FTE.

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).

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

The ratio is determined for the Australian and New Zealand businesses by dividing mean annual FTE Base 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).

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

Position in range (PIR) compares similar roles by their job type by using a common benchmark. Market-based remuneration ranges are created based on the job type and seniority. IAG then compares each role against their remuneration range, to find their position in range. The position of males is compared against that of females to evaluate how they are remunerated relative to each other.

The position in range (PIR) is the ratio of an individuals' Fixed FTE salary (which takes into account overall employee package including superannuation and salary sacrificed items) divided by the relevant market benchmark for their role. 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).

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 by the number of Male: Female incumbents at each job level.

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.

Measured in tonnes and Kg per FTE.

Print paper consumption

Print paper consumption consisting of commercially printed material (booklets, envelopes, brochures and customer documentation such as renewals and certificates of insurance). Print paper tonnage is provided from a range of external suppliers.

Measured in tonnes and Kg per FTE.

Recycled waste

Recycled waste is a measure of the actual quantity of paper, cardboard and co-mingled material collected for recycling across Australia and New Zealand. 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.

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

Measured in tonnes and Kg per FTE.

Staff turnover

Total turnover indicates the total number of staff terminations as a percentage of headcount, shown as a rolling 12 month figure. 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 and Vietnam 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).

Water consumption

Only reported in Australia for our Sydney Head Office, this represents water consumption for our tenancy. It is based on metered water data for a six month period and extrapolated for the 2015 financial year.

Measured in kilolitres (kL).

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 in senior management or executive positions per IAG NZ's organisational structure. Senior Management are those directly reporting to the CEO and EGM (excludes Executive Assistant). Executives are those who are reporting to the CEO.