

# Highlights of 2020

## People & communities

**JOB VACANCIES**  
Advertised 232 jobs and received 5,528 applications

Onboarded **167** new people

**95%** More than 95% of our people completed assigned compliance training

Achieved record-breaking employee engagement score of 87%

**87%**

**2,240** enrolments for self-selected e-learning courses

Donated more than **\$121,000** to charities

Established an internal network of support volunteers

**DV FREE**  
Making the workplace domestic violence free  
**Accredited the Domestic Violence (DV) Free Tick from Shine**

Launched Annual **Volunteer Leave**

Trained **366** people over 6356 hours of facilitated learning



## Environment

Established our first year greenhouse gas emissions profile

Partnered with **Trees that Count**

Provided waste education for our people



Transitioned **78% of fleet vehicles** from petrol to hybrid



Increased staff awareness of climate change impacts and solutions

## Customers

BEEP BEEP!



Returned **\$19.1 million** in rebates for car insurance policy holders during COVID-19 lockdown

Paid out **\$262 million** in claims

Temporarily froze premium increases across motor, home and contents products



Established **\$2 million** hardship fund

**66%**  
Achieved customer Net Promoter Score (NPS) of 66%

**90%**  
Achieved customer Satisfaction Score (CSAT) of 90%

Formalised our approach to support customers experiencing vulnerability