

# Our environmental, social and governance focus areas



**Customer health**



**Employee health**



**Community health**



**Environmental health**



**Governance**

Objective

**Better support our customers' healthcare needs** providing greater choice and personalised advice to help them make more informed healthcare decisions

**Build an engaged, inclusive workforce** that is customer obsessed, values and purpose driven and focused on health and wellbeing

**Make a difference in the community**, investing in preventative healthcare and partnerships to address some of Australia's biggest health concerns

**Embed environmental sustainability** into our decision making

**Embed ethical and responsible business practices** throughout Medibank and our supply chain

Material topics and purpose

**- Affordable healthcare**

Provide our customers with easy access to affordable, quality healthcare services

**- Trusted healthcare, customer-centred products and services**

Offer products and services that are easy for customers to understand and use so they can access the healthcare support they need

**- Healthcare innovation, personalisation and choice**

Innovate to improve healthcare offerings for our customers, giving them more choice and helping them make informed decisions about their healthcare

**- Privacy and data security**

Protect our customers' privacy through secure systems and processes

**- Engaged purpose-led culture, attract and retain talent**

Embed our purpose and values throughout our business, and build a highly engaged skilled workforce

**- Healthy and safe workers**

Maintain a healthy and safe workplace for our people that supports their wellbeing

**- Diverse and inclusive workforce**

Embrace and promote diversity and inclusion in the workplace and the health sector

**- Healthy and engaged communities**

Engage with our community to understand and respond to some of Australia's biggest health challenges

**- Supporting mental health**

Provide a range of mental health support services and increase community awareness

**- Indigenous engagement**

Work with Indigenous communities to help achieve reconciliation, support health equity and improve overall Indigenous health outcomes

**- Disability access and inclusion**

Improve access and inclusion for people living with disabilities

**- Contribute to public policy**

Contribute to healthcare policy and reform

**- Addressing climate change through environmental sustainability**

Acknowledge and understand climate change and reduce our impact on the environment

**- Ethical business**

Embed governance, transparency and ethical practices throughout our business

**- Corporate governance**

Effectively manage risk and maintain legislative and regulatory compliance

**- Sustainable supply chains**

Understand our supply chain and ensure we engage with suppliers that have ethical and sustainable business practices, taking steps to identify and address modern slavery risks