

## Our environmental, social and governance (ESG) focus areas



### Customer health

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

**- 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



### Employee health

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

**- 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



### Community health

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

**- 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, supporting health equality 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



### Environmental health

**Entrench environmental sustainability** into our decision making

**- Addressing the impacts of climate change through environmental sustainability**

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



### Governance

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

**- 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

Objective

Material topics and purpose