

SUSTAINABILITY OVERVIEW

To AMP, sustainability is our ability to meet the needs of the present without compromising future generations. As custodians of our customers' money and future, we face complex economic, social and environmental challenges which bring both risks and opportunities to our customers, our people and partners and our community and environment.

Customers

Serving customers well through competitive, high-performing services is critical to the sustainability of financial services companies. We are focused on providing a positive experience when customers choose AMP to help them achieve their goals, across our range of services from investment management, superannuation, banking and advice.

Our focus is continuing to build a culture that has customers at the forefront of our thinking and decision making. We seek to understand our customers' needs, listen to their feedback and empower our customer facing teams to provide service excellence. AMP is also committed to supporting fair and equitable outcomes for customers experiencing vulnerability or when complaints arise. AMP proactively supports customers who face hardship or have been impacted by economic disruption caused by COVID-19. This approach helps us build positive, long-term relationships with our customers.

HELPED MORE THAN

160,000+

customers with their banking needs and provided over

10,700+

new home loans

DELIVERED SOLUTIONS FOR

359

institutional clients in Australia and New Zealand and

397

internationally through AMP Capital

PROVIDED CONTINUED SUPPORT

to customers experiencing financial hardship, including processing **+3,300 SUPERANNUATION WITHDRAWALS** on hardship and compassionate grounds valued at

\$36m

- ▶ A comprehensive overview of AMP's annual sustainability performance can be found in our Sustainability report online at corporate.amp.com.au/about-amp/corporate-sustainability

People and partners

Community trust in financial institutions is essential in maintaining the confidence of our stakeholders in the stability and equity of the financial system. Conduct and governance issues in recent years have meant AMP, and the financial services sector more broadly, receives a high level of scrutiny on these matters from customers, employees, investors and regulators.

AMP is committed to building trust by taking action across multiple areas to improve our culture, strengthen governance systems and ensure executive management and employees understand their accountabilities and act in an ethical and responsible manner. AMP's Code of Conduct is our commitment to acting ethically and responsibly. It outlines the minimum standards of behaviour, decision making processes and our expectations for the treatment of employees, customers, business partners and shareholders.

Acknowledging the need to uplift our focus on culture, conduct and customer remediation, AMP has continued to strengthen governance systems by:

ENHANCING



processes and disclosure of conduct-related issues through internal and external avenues including ensuring appropriate consequences are applied for substantiated misconduct

STRENGTHENING



the Risk Culture and Capability program, ensuring employees are equipped to support effective risk management through training and awareness

COMPLETING

having paid

90%

of advice remediation payments to customers as of 2021-year end

Community and environment

AMP is committed to responsible investment, taking a long-term view of how our investments will balance improved financial outcomes for our customers, and foster a sustainable and equitable future for everyone in our community. Environmental, Social and Governance (ESG) factors are important considerations in our investment decisions.

AMP also recognises it must contribute to the global move to net zero by 2050. As a diversified financial services company, climate change impacts and our ability to drive action to address climate change differs across our portfolio of businesses. AMP has a strong tradition of community investment and for the past 30 years, this support has been delivered by the AMP Foundation, one of Australia's largest corporate foundations.

AMP continues to drive action on climate action in 2021 by:



MAINTAINING A- LEADERSHIP RATING

on CDP benchmark (aligned to Task Force on Climate-related Financial Disclosure framework)



ACHIEVING CARBON NEUTRALITY ACROSS OUR GLOBAL OPERATIONS

for our 9th year and a 22% reduction on scope 1 and 2 emissions from 2020

In 2021, the AMP Foundation, alongside other areas of the business, made significant contributions to the communities in which we operate including:



FUNDING THREE NEW PARTNERSHIPS WITH NON-PROFITS

that support financial counselling and financial capability programs and services across Australia in line with the Foundation's strategic focus on financial wellbeing



DONATING \$1 MILLION IN GRANTS

through the AMP Tomorrow Fund to help 27 Australians working in diverse fields - including the arts, medical research, social enterprise, education, disability support - to find new solutions to community issues