

# 2021 HIGHLIGHTS

**AMP's 2021 sustainability report outlines how we monitor and manage the risks and opportunities associated with our material sustainability issues. It provides a snapshot of our performance and targets in each area.**

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.

## FINANCIAL PERFORMANCE

Net profit after tax (NPAT)  
(underlying)

\$356m

Total assets under management  
(AUM) and administration

\$248b

Surplus capital above target  
requirements

\$383m

as at 31 December 2021

Growth in bank deposits

↑10%

Gross cost reductions  
(excluding AMP Capital)

\$140m

Increase in platform cashflows  
from external financial advisers

↑18%

## BUSINESS PROGRESS

### Simplified portfolio

including operational separation of AMP Capital's Private Markets business (Collimate Capital)

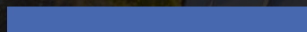
### Strategies in place

for AMP and Collimate Capital to reposition both for growth opportunities and efficiencies

### Purpose and values

work underway to become purpose-led, delivering for our customers, shareholders and employees

## CUSTOMERS



\$1.9b

PENSION PAYMENTS for Australian customers in retirement

+27NPS

Positive Net Promoter Score for Australian customers (stable vs FY 20)

+3,300

WITHDRAWALS on hardship and compassionate grounds valued at \$36 million

+10,700

NEW HOME LOANS AMP Bank provided

~\$1b

additional value created for AMP CAPITAL REAL ESTATE clients through shopping centre redevelopments

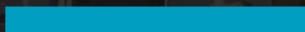
## SHAREHOLDERS



488,237

TOTAL SHAREHOLDERS

## PEOPLE AND PARTNERS



71

EMPLOYEE SATISFACTION (eSat score) ↑67

+8,000

hours EMPLOYEE LEARNING and DEVELOPMENT

40:40:20

GENDER DIVERSITY TARGETS MET across Board, middle management and overall workforce

96%

of aligned FINANCIAL ADVISERS completed FASEA exam requirements

## COMMUNITIES AND ENVIRONMENT



A-

rating from Carbon Disclosure Project (CDP), second highest rating available

↓36%

reduction in operational SCOPE 1 AND 2 EMISSIONS (from 2019 base year)

+20

ESG FOCUSED INVESTMENT OPTIONS added to our flagship investment platform, MyNorth

+\$3.2m

DISTRIBUTED TO CHARITIES AND INDIVIDUALS via the AMP Foundation

