



VAN LAUNCHED TO PREVENT CRIME We partner with community organisations on a range of programmes to build united and safer neighbourhoods. This year we launched a mobile crime prevention van as part of three crime prevention partnerships involving NSW Police and local communities in Shellharbour, Dubbo and Redfern/Waterloo. It is staffed by Police, Volunteers in Policing, as well as NRMA Insurance and Council representatives. Police give on the spot advice on how to reduce the risk of crime. This project is being considered for extension to other parts of Australia.

REDUCING RISK IN THE COMMUNITY, ENVIRONMENT AND WORKPLACE

Crime, safety and the environment have an enormous impact on our business, influencing our ability to calculate risk, pay claims and provide affordable insurance to our customers.

That's why we invest in programmes to address these issues. We can help to minimise their impact on our business now, and for the future, at the same time as making our community a better place to live.

Our inaugural Sustainability Report will be released later this year, providing detail on our strategies to reduce risk in the community, our environment and the workplace, as well as our broader social performance. This section provides a summary of our achievements during the year.

BUILDING SAFER COMMUNITIES

Our community investment strategy goes beyond the traditional 'philanthropy' model and has become the way we do business. Annually, we invest more than \$10 million in community programmes and partnerships aligned with our guiding principle of managing risk.

Partnerships

We support organisations that share our goal of reducing risk and making Australian communities safer. As part of our \$1.5 million partnership with St John Ambulance Australia, we introduced many joint initiatives including first aid training programmes and public awareness campaigns to improve safety in the community. We also continued to partner with NRMA Careflight, The Salvation Army Emergency Services, KidSafe, Volunteer Rescue Association, Fire and Emergency Services Authority Western Australia and the Sydney Theatre Company Access Programme. We also introduced new partnerships with Surf Life Saving Australia and the Royal Flying Doctor Service. All of our partnerships have had a significant impact on the community.

Community Help Grants

We continued to provide grants of up to \$5,000 to local community groups with initiatives aimed at reducing risk and making local communities safer. This year, we received more than 700 applications, up from 400 in 2003. In total, we provided more than \$500,000 (up from \$250,000 in 2003) to more than 130 community groups across all States and Territories of Australia.

Crime prevention

Our national theft reduction strategy continued during the year, with the launch of three pilot programmes in high burglary areas of NSW – Dubbo, Shellharbour and Redfern/Waterloo. Working in partnerships with local communities and police, we provided funding of \$150,000 and specialist information to tackle burglary and car theft. Initiatives included the 'Never Again' programme to prevent repeat burglary, car park security checks and ratings to reduce vehicle theft in public places, the 'BizSafe' programme to assist businesses manage security, a mobile crime prevention van and support for the Aboriginal Employment Service in Dubbo. Results from these pilot programmes will assist us develop crime prevention strategies at a national level, providing customers, the community and governments with practical ideas and information to reduce the incidence of theft.

REDUCING RISK IN THE ENVIRONMENT

Climate change, which is driven by greenhouse gas emissions, is a key issue for insurers. Increasing frequency and severity of weather related events such as storms, cyclones, hail and drought have a major impact on our business. That's why we're committed to improving our own environmental performance, as well as promoting the importance of managing climate change externally through sharing data and influencing the behaviour of our key stakeholders.

Our own performance

A key priority during the year was to establish systems across our organisation, to accurately monitor and manage our impact on the environment. In particular, we are focused on improving our performance by reducing our:

- electricity use;
- fuel use;
- air travel; and
- paper consumption.

Baseline data will be reported in our upcoming Sustainability Report.



MAKING COMMUNITIES SAFER One of this year's recipients of an IAG Community Help Grant is the Paraplegic & Quadriplegic Association of Queensland. The organisation will use its grant to support the Spinal Education Awareness Programme, designed to educate young people about the risks associated with dangerous driving. The initiative reaches over 50,000 school students each year and the programme's presenters are volunteers with paraplegia or quadriplegia, in most cases as a result of a road accident. IAG has injected \$500,000 into communities nationally via the Community Help Grants programme, which encourages community groups to reduce risk and increase safety in their local areas.

Initiatives to reduce our environmental impact included our purchase of 36 Toyota Prius hybrid cars, with 14 more on order, for our 'tools of trade' vehicle fleet for our motor assessors, one of the largest fuel-using areas of the organisation. The Prius uses 50% less petrol than comparable cars and contributes 90% less greenhouse gases. We are progressively extending our paper recycling systems across our offices and branches and commenced the conversion to energy-efficient computer hardware.

Influencing the broader community

Recognising the significant influence we can have on the environmental performance of our customers, suppliers and the broader community, we undertook a number of initiatives.

We launched 'Risk Radar', an interactive CD ROM to help smash repairers identify and minimise the impact their business poses to the environment and to their workers. In addition, we introduced a Waste Management Strategy to help smash repairers reduce the environmental impact of waste generated by their business.

We launched 'Home Help', a website that provides comprehensive advice about reducing environmental and safety risks around the home, and information on energy-efficient whitegoods, securing homes against theft and reducing the risk of property damage from bushfires, storms and floods.

In July 2004, we joined WWF Australia and a team of scientists to form the Australian Climate Group which launched its inaugural report 'Climate Change: Solutions for Australia' and continues to actively engage governments, other corporates and the community on steps we can take now to mitigate and adapt to the effects of climate change.

REDUCING RISK IN THE WORKPLACE

As Australasia's leading private sector provider of workers' compensation services, we recognise that the onus is on us to use our expertise to build leading safety practices in our own organisation. Our goal is simple – to ensure no employee at IAG suffers an accident in any of our workplaces.

We developed the 'besafe' programme to encourage our staff to participate in keeping our work places healthy, safe and clean. To assist us in improving our safety performance we train our people in:

- **Prevention** – creating safe and secure working environments and promoting safe behaviour to avoid harm;
- **Treatment** – prompt reporting and early intervention to minimise harm; and
- **Rehabilitation** – focusing on early recovery and return to work.

Almost 500 employees have undertaken a St John Ambulance First Aid Training Course since December 2003, adding to the growing number of staff trained throughout the organisation.

We also include safety standards in our contractor/supplier relationships, our workers' compensation services and the insurance products we offer our customers.

Of course, occupational health means more than just protecting our people from workplace accidents. We recognise that our people have a variety of responsibilities outside of the workplace. That's why we've developed a Work and Life programme designed to recognise and understand our people's commitments outside the workplace.