

# Environmental, Social and Governance (ESG) Plan 2023 – 2025

As a discretionary mutual providing protection to Members in the Australian higher education and research sector, we will continue to enhance our existing activities, practices and commitments from an ESG perspective, as well as monitor relevant global industry specific guidance for ESG.

## OUR ESG FRAMEWORK

We have developed a five-pillar framework to embed ESG into our core business and activities.

### Pillar 1

Enabling Education, Research and Innovation



#### Equitable access and affordability

We provide our Members with relevant and cost-effective risk protection using Member data to catastrophe model and engage with reinsurers.

#### 'Fit for purpose' product and sustainable pricing

With natural disasters increasing in severity and frequency, protections that recognise better risk management by undertaking site visits and risk surveys, while offering a risk-based pricing model.

#### Flexibility to address protection for emerging risks

We assist Members with protection for managing risks associated with renewable energy technologies and research.

### Pillar 2

Supporting Recovery and Wellbeing



#### Optimise outcomes

We seek to pay claims early to support Members' continued operation and service to their customers and community, including through the engagement of loss adjustors and by providing advice for 'build back'.

#### Mutual support

We aim to ensure our Members feel supported and respected in their time of need.

### Pillar 3

Building Resilience, Prevention and Mitigation



#### Risk management advice and strategies

We provide risk prevention advice to Members to reduce the impact and likelihood of loss events through site visits, risk engineering surveys, webinars, and resilience resources.

#### Sustainable designs

We provide risk advice on new building constructions and major refurbishments, ensuring Members deliver assets of the highest possible risk quality.

### Pillar 4

Engagement with Members and Stakeholders



#### Members needs and outcomes

We use engagement platforms and forums to understand our Members' needs and ESG ambitions to better serve them and the broader communities they support.

#### Broader stakeholder collaboration and impact

We offer opportunities for our Members and broader stakeholder groups to learn and share information on ESG strategies, including through our Annual Conference and Technical Committees.

### Pillar 5

Excellence in Service Delivery



#### People effectiveness

We support work-life balance to ensure employees can bring their best selves to work each day and provide quality service to Members.

#### Operational excellence

We operate from a small team with a small carbon footprint, and workflows are largely digitised.

#### Governance

We are governed by a Board of Directors and other formal committees covering finance, audit, risk, claims and technical.

#### Responsible investment

Our investments are externally managed and monitored, with an investment policy in place.