

Modern Slavery Statement 2024

This statement is prepared for the purposes of the Modern Slavery Act 2018 (Cth) (Act). This statement outlines the actions taken by the A&G Group during the 2023-2024 financial year to assess and address the risks of modern slavery in its supply chains and operations.

The A&G Group is comprised of the Auto & General Insurance Company Ltd ACN 111 586 353 (AGIC), Auto & General Holdings Pty Ltd (AGH) ACN 086 321 459 and Auto & General Services Pty Ltd ACN 003 617 909. This statement has been approved by the Board of AGIC which has responsibility for overseeing the A&G Group's compliance with the reporting requirements of the Act.

About the A&G Group

The A&G Group operates a general insurance business in Australia. It has sold, administered and underwritten a range of insurance products in Australia since 2000.

AGIC is regulated by the Australian Prudential Regulation Authority and operates under an Australian Financial Services Licence granted by the Australian Securities Investment Commission. It is also a member of the Insurance Council of Australia and a signatory to its General Insurance Code of Practice.

The A&G Group's primary corporate offices are in Queensland, Australia. It has call centres based in Queensland, Australia, and third party call centres based in Johannesburg, South Africa. The A&G Group also operates damage assessment centres located in Sydney, Melbourne and Brisbane.

The A&G Group employs over 2700 people, including underwriters, product managers, actuaries, call-centre consultants (covering sales, service and claims), assessors, IT staff, business developers, account managers and marketing and communication specialists. It also utilises the services of suppliers and service providers. The A&G Group's supply chain includes the outsourcing of claims related services including home and motor repair.

These suppliers are required to source raw materials to undertake repair works. These repairers and builders are fundamental to the A&G Group's business.

Risk of Modern Slavery in the A&G Group's Operations and Supply Chains

As an Australian corporate in the financial services sector with employees based in Australia, the risk of modern slavery in the A&G Group's operations is low.

The A&G Group operates in a highly regulated employment environment. It adheres to key legislative requirements including the Fair Work Act 2009 as well as various other State and Commonwealth employment laws. These laws provide important protections to the health and safety of workers, and require the proactive identification and management of risks to ensure that employees are protected against harm to their health, safety and welfare. Separately, the A&G Group's People & Culture division monitors and addresses human rights issues in their operations and through employment recruitment practices. A proportion of the workforce are employed via enterprise agreements, which ensures minimum pay and entitlements. The A&G Group also has a number of internal policies in place that promote equality, safety, and anti-discrimination. These policies are supported by a Code of Conduct for all employees which was launched in financial year 2024.

The A&G Group's offshore operations, being third party call centres operated by Telesure Group Services Pty Ltd (**Telesure**) based in Johannesburg, South Africa, do not change the A&G Group's risk level. The A&G Group's contractual arrangements with Telesure specifically address employment rights and modern slavery matters, and those arrangements are closely monitored. Representatives of the A&G Group make frequent on-site visits to Telesure's operations and these visits include payroll oversight activities. The A&G Group has visibility of all of Telesure's hires and terminations, including

reasons for any terminations. These measures are in addition to South Africa's existing employment laws.

The majority of the A&G Group's suppliers are Australian based, and so overall we consider the risk of modern slavery in our supply chains to be low, however we recognise that there is potentially higher modern slavery risk relating to the A&G Group's outsourcing partners that operate overseas, those that involve manual labour, or those such as its IT service providers that may source raw materials or goods from overseas. Furthermore, offshore staff working for our IT service providers may also be based in jurisdictions with higher risks of modern slavery. To assist it to assess this risk, the A&G Group issues an annual survey to higher-risk suppliers (based on location and industry factors) with a range of modern slavery related questions. It also reviews the Modern Slavery Statements of a number of its other key suppliers. Those activities have not identified any heightened risks or specific issues related to the 2023-2024 financial year.

Notwithstanding that the A&G Group initial assessment determined its overall risk to be low, we acknowledge that ongoing vigilance is required. The A&G Group is committed to continually improving its management of these risks.

The actions that A&G takes to address the risks of modern slavery in its operations & supply chains

The A&G Group continues to take a number of steps to address the risks of modern slavery in its operations and supply chains.

Employees

The A&G Group is committed to complying with Australia's employment laws.

In addition, the A&G Group places an emphasis on modern slavery education of our staff. This includes mandatory internal training to assist

all employees identify conduct that may raise a modern slavery risk.

The A&G Group also regularly checks in with its people, including through quarterly anonymous surveys which includes safety related questions, and offers a Whistleblowing Policy for employees to raise concerns in a protected manner.

Sourcing of Suppliers

There are a number of factors that inform which suppliers the A&G Group chooses to partner with. These include quantitative factors such as price, quality, industry experience and availability of resources, in addition to ensuring a cultural alignment in key areas such as business values, labour practices and industry best practice. The Auto & General Group considers modern slavery issues during its initial supplier sourcing activities. As part of that process, in certain areas of our business, the A&G Group requests Modern Slavery Statements from prospective new Suppliers as a prerequisite to be considered as a supplier. The A&G Group is considering expanding that process more broadly across the group.

In addition, the A&G Group has developed contractual terms relating to modern slavery which are adopted as the standard in the procurement of new services. The terms have the effect of ensuring our contractors commit to compliance with the Act but also place an onus on them to ensure their contractors and suppliers comply with, at a minimum, these same terms.

The terms continue to be rolled out with new suppliers and in renewal contracts with existing suppliers.

Modern Slavery Public Statement

The A&G Group makes its annual Modern Slavery Statement available on its website. It is intended that the statement will aid customer understanding of the topic and emphasise the A&G Group's commitment to ethical business practices.

Modern Slavery Monitoring

The A&G Group has developed a process to assess risks and determine any changes to its key supply chains, with a targeted focus on high expenditure suppliers.

A modern slavery questionnaire was issued to selected suppliers during the 2023-2024 financial year, to ensure suppliers have adequately considered their supply chains and modern slavery risk. No high-risk matters were identified as a result of the questionnaire.

Policies and Guidelines

During the 2023-2024 financial year the A&G Group maintained and updated its Anti-Slavery Policy which sets out the A&G Group's commitment to compliance with the requirements of the Act. The A&G Group also maintains the following policies that work together to mitigate elements of modern slavery risk by setting governance frameworks to ensure ethical and responsible conduct is preserved in its operations:

- Procurement Standard;
- Supplier Management Framework;
- Compliance Policy;
- Incident Management Framework;
- Outsourcing Policy; and
- Gifts and Benefits Policy.

Assessing the Effectiveness of Our Actions

In completing this statement, the A&G Group has detailed the risks of modern slavery in its operations and supply chains, and the actions that it has taken to address those risks. Using these learnings will be vital in ensuring continuous improvement is adopted and to further assess the effectiveness of our actions to date.

The effectiveness of our actions to control modern slavery risks this reporting year is unknown given no instances of modern slavery risks requiring remediation were discovered as a result.

To date, the inclusion of new contractual terms has raised awareness of the Act with our service

providers, the majority of which do not have reporting obligations of their own. This has resulted in a greater level of understanding as to what potential practices may attract modern slavery risks.

Results from our fourth round of supplier monitoring undertaken in the 2023-2024 reporting period, has assisted in identifying areas that can be improved upon to ensure the efficient process of assessing our risk of modern slavery.

The A&G Group is committed to continuously improving its ability to identify, assess and manage modern slavery risk in its operations and supply chain. With this in mind, the A&G Group will undertake the following activities in the next reporting period:

- continue to complete modern slavery risk assessments of new suppliers and service providers to manage and mitigate modern slavery risk;
- improve the annual modern slavery supplier risk assessment process;
- continue to drive positive awareness of modern slavery risk through the delivery of training; and
- respond and remediate any issues or risks which arise in relation to modern slavery where possible.

Engaging All Our Entities

The three entities covered by this statement operate together as one general insurance business. They have two common Directors and engage employees who are mostly employed by AGH but who through various intercompany agreements carry out activities for all three. Consultation with each of the three entities is achieved equally through the consultation and approval process that was undertaken at a Group level and approved by AGIC as the head of the Group.

Approval of statement

This statement was made in compliance with the *Modern Slavery Act 2018* (Cth) for the reporting period of 1 July 2023 to 30 June 2024.

This statement was approved by the Board of Directors of AGIC, being the principal governing body for the AGIC Group, on 31 October 2024 (and a subsequent minor amendment approved by the Group Managing Director & CEO Asia Pacific, on the date set out below).

Date: 11/4/2025

Signature: 

Ram Kangatharan

Group Managing Director & CEO Asia Pacific
Auto & General Insurance Company Ltd