

Modern Slavery Statement 2025

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 2024-2025 financial year to assess and address the risks of Modern Slavery in its supply chains and operations.

The A&G Group is comprised of:

- Auto & General Insurance Company Ltd ACN 111 586 353 (AGIC),
- Auto & General Holdings Pty Ltd 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 personal line insurance products in Australia since 2000.

AGIC is regulated by the Australian Prudential Regulation Authority. Auto & General Services operates under an Australian Financial Services Licence granted by the Australian Securities Investment Commission. The A&G Group 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 and call centres are based in Queensland, Australia, and a third-party call centre is based in Johannesburg, South Africa. The A&G Group also operates motor vehicle damage assessment centres located in New South Wales, Victoria and Queensland.

The A&G Group employs over 3,500 people, including underwriters, product managers, actuaries, call-centre consultants and claims assessors (covering sales, service and claims activities), and corporate services. 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 as well as professional and corporate services, 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.

This is because 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. The workforce is employed under an enterprise agreement, which ensures minimum pay and entitlements for all employees. The A&G Group also has several internal policies in place that promote equality, safety, and anti-discrimination. These policies are supported by a Code of Conduct for all employees.

The A&G Group's offshore operations, being third party contact 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, including specific South African legislation law references and a half-yearly slavery attestation. Representatives of the A&G Group make frequent on-site visits to Telesure's operations,

and these visits include meeting with employees and tours of facilities. The A&G Group has visibility of all of Telesure's appointments and terminations, including payroll information. 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 it considers the risk of Modern Slavery in its supply chains to be low; however it recognises 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 IT service providers that may source raw materials or goods or support services from overseas. Depending on the location of these workers, offshore staff working for third-party 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 has now implemented a robust Third-Party Risk Management (TPRM) system that includes a requirement for assessing Modern Slavery risks and the accountability of its suppliers and contractors. It also reviews the Modern Slavery Statements or Codes of Conduct of key suppliers where available, addressing Modern Slavery risk management within supplier operations. The activities undertaken by the A&G Group have not identified any heightened risks or specific issues in the 2024-2025 financial year.

Whilst the A&G Group initial assessment determined its overall risk to be low, it acknowledges that ongoing vigilance is required. The A&G Group is committed to continually improving its management and monitoring 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 several 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 staff. This includes mandatory internal training to assist all employees in the identification of 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 several 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 A&G Group considers Modern Slavery issues during its initial supplier sourcing activities. The A&G Group completes a Modern Slavery appraisal for both new and renewing suppliers as third-party partners of the A&G Group.

In addition, the A&G Group has developed standard Modern Slavery clause templates. Appropriate Modern Slavery clauses continue to be implemented with new suppliers and in renewal contracts with existing suppliers. The Modern Slavery clauses in supplier agreements have the effect of ensuring our suppliers commit to compliance with the Act and, where relevant, also place an onus on them to ensure their contractors and suppliers commit to compliance with the Act.

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 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 Material Service Providers (MSPs) defined by APRA's Prudential Standard CPS230 for Operational Risk Management.

Consistent monitoring of both MSPs and non-MSPs (via Modern Slavery risk assessments) has resulted in no high-risk matters being identified.

Policies and Guidelines

During the 2024-2025 financial year the A&G Group updated its Anti-Slavery Policy which sets out its commitment to compliance with the requirements of the Act. It maintains the following policies that mitigate elements of Modern Slavery risk by setting expectations (via governance frameworks) to ensure ethical and responsible conduct is preserved in its operations:

- Supplier and Procurement Operating Procedures;
- Supplier Risk Management Policy;
- Incident Management Framework; and
- Gifts and Benefits Policy.

Assessing the Effectiveness of the 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. This information will be vital in ensuring continuous improvement to further assess the effectiveness of actions to date.

The effectiveness of the 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.

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. In the next reporting period,

the A&G Group will undertake the following activities:

- Complete Modern Slavery risk assessments of new suppliers and service providers to manage and mitigate Modern Slavery risk;
- Evolve the annual Modern Slavery supplier risk assessment process to ensure the management of risks is continuous throughout the year rather than as a single survey period;
- Drive positive awareness of Modern Slavery risk through the delivery of training to staff; and
- Respond and remediate any issues or risks which arise in relation to and identified Modern Slavery issues where possible.

Engaging All A&G Entities

In preparation of this statement, A&G has sought the input of all entities (owned and/or controlled) covered in this joint statement.

All related entities of AGIC operate in the same industry and have similar exposure to the risks of Modern slavery. The actions and consultation taken by each entity has been reflective of the relationships in the A&G Group and the risk profiles of those entities.

Approval of statement

This statement was made in compliance with the *Modern Slavery Act 2018* (Cth) for the reporting period of 1 July 2024 to 30 June 2025.

This statement was approved by the Board of Directors of AGIC, being the principal governing body for the A&G Group.



Ram Kangatharan

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

Date: 10/12/2025