

QBE at a glance

Who we are

QBE is listed on the Australian Securities Exchange (ASX) and headquartered in Sydney. We employ more than 12,000 people in over 31 countries.

QBE is a general insurance and reinsurance company. Across our operations, we offer commercial, personal and specialty products and risk management solutions to our customers.

Our purpose is to give people the confidence to achieve their ambitions.



¹ QBE's operations as at 31 December 2018. Effective 1 January 2019, our operations comprised of International (including European Operations and Asia), Australia Pacific (including Australia, New Zealand, the Pacific and India) and North America. The Group's operations in Argentina, Brazil, Mexico and Ecuador were disposed during 2018. The Group's operations in Colombia were disposed of on 1 February 2019 and disposal of operations in Puerto Rico is expected to complete in 2019. Throughout this Report, we have included workforce-related metrics as well as greenhouse gas emissions data from our operations in Latin America as at 31 December 2018, including those held for sale.

² QBE's Group Shared Services Centre in the Philippines provides a comprehensive range of insurance services to QBE's customers and brokers across Australia, New Zealand, Europe, North America and Asia Pacific such as underwriting support, policy servicing, claims, control and customer service. It also provides knowledge processing services such as Finance, Technology, HR Delivery, Data Analytics and Reporting to QBE businesses globally.

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Overview

Sustainable Insurance

Responsible Investments

Customer and community

People and culture

Operational excellence

Governance

Assurance statement

As a company that helps people and businesses protect themselves from risk, QBE has a focus on sustainability, and the identification of current and emerging environmental, social and governance (ESG) trends, is an integral part of achieving our purpose, understanding the needs of our customers and ensuring the sustainability of our own business.

About the cover

QBE aims to support the development of sustainable cities and communities around the world. Through an insurance intermediary, QBE provides insurance coverage to The Commons, a sustainable urban development. The Commons is a mixed-use apartment building which creates a sense of community. Located in Melbourne, Australia, the building represents better quality housing which pays equal attention to sustainability, liveability and financial return.

About this Report

This Sustainability Report covers the activities of QBE across its operations during the financial year ended 31 December 2018. All financial figures are quoted in US dollars unless otherwise stated. We engaged Deloitte Touche Tohmatsu to provide independent limited assurance over QBE's global greenhouse gas (GHG) emissions data, selected workforce-related metrics and the total number of Premiums4Good impact investments and associated financial value for the year ended 31 December 2018.

This limited assurance engagement has been undertaken in accordance with the Auditing and Assurance Standards Board's Australian Standards on Assurance Engagements ASAE 3000 Assurance Engagements Other than Audits or Reviews of Historical Financial Information and ASAE 3410 Assurance Engagement on Greenhouse Gas Statements.

The purpose of this was to provide QBE management with limited assurance over the reported data, calculated in accordance with selected disclosure requirements outlined in the Global Reporting Initiative Standards and QBE's Sustainability Reporting Framework, including its GHG Reporting Framework. The full limited assurance statement, which includes a summary of the specific reporting criteria used for each of the selected metrics, is available at the end of this Report.