

Sustainability overview

AMP has a long tradition of serving the communities we operate in. Today that is reflected in our purpose, helping people create their tomorrow. Living this purpose means we are committed to creating a sustainable and equitable future for our customers, people, partners, communities and shareholders.



Customers



Consistent with AMP's purpose, supporting the financial wellbeing of our customers is key to our sustainable success. AMP achieves this through measures to address financial capability, services to build wealth in retirement and manage through periods of vulnerability.

As a customer-led business, we are committed to providing high-quality products and services that create value for customers, including managing complaints and responding to customer feedback.

AMP responds to digital disruption in financial services and embraces opportunities to deliver personalised and proactive digital customer experiences. This includes managing and maintaining security processes to protect customer data.

Financial Wellness research

AMP's 2022 Financial Wellness research shows the number of workers severely stressed about their finances is at record highs, having almost doubled since 2020.

In 2022, our Member Education teams had more than 4,900 attendees to our webinars and more than 3,400 one-on-one meetings with members across our employer and retail members. Meetings covered topics such as investment options, making additional contributions, understanding insurance in super and accessing super in retirement.



People and partners

AMP seeks to leverage its purpose, culture, values and controls to build trust in AMP and the financial services sector. This includes ensuring our employees and advisers act ethically, and quickly resolve issues to a high professional standard.

AMP is committed to attracting, developing and retaining the skills and talent of our people and advisers, which is key to AMP's ability to create value for customers and shareholders. This includes diversity and inclusion, health and wellbeing, and employee attraction and retention.

As part of AMP's commitment to its partners and supply chains, we support our advice network and intermediary network in delivery of service excellence to customers. This includes how we manage our key service provider relationships and risks of modern slavery in our supply chain.

Respect@Work website

AMP played a significant role in the development of the Respect@Work website, which is an initiative of the Australian Human Rights Commission (AHRC) and the Respect@Work Council. The online resource for Australian businesses was created in response to recommendations of the National Enquiry into Sexual Harassment in Australian workplaces. The Respect@Work website was launched in November 2022 and is the first website of its kind in Australia.



Communities and environment

AMP's commitment to communities is about doing the right thing and investing in our communities for a more sustainable and equitable future.

AMP is committed to responsible investment. We believe that attention to environmental, social and governance (ESG) considerations improves long-term financial outcomes and creates a sustainable and equitable future for everyone in our community.

Climate change presents a range of physical, financial and legal risks to our business, the investments we manage on behalf of our customers, and the wider community, and AMP manages these risks. This includes leveraging our influence as a global investor and how we reduce the impact of our business activities.

Through its commitment to community investment, AMP creates value for communities through philanthropic activities and engages employees with fundraising and volunteering opportunities.

The AMP Foundation

The AMP Foundation is one of the nation's oldest and largest corporate foundations. As the independently funded philanthropic arm of AMP, the Foundation has committed to investing in the wellbeing of individuals, families, communities and society. Since 1992, the AMP has invested close to \$110 million in the Australian community to help create positive change.

🔗 **More information on AMP's sustainability performance across these key focus areas is detailed in the [2022 Sustainability report](#).**

