

Our performance

	Year ended June 2005	Year ended June 2006	Year ended June 2007	Year ended June 2008	Year ended June 2009
Social					
Customer					
Business volume (millions)	2.7	2.3	2.3	2.3	2.3
Customer satisfaction	87.6%	88.4%	85.4%	87.0%	90.2%
Customer renewal rate	–	–	85%	85%	86%
Community					
Community investments (millions)	\$2.5	\$3.1	\$1.1	\$0.7	\$0.5
Workforce					
Number of full-time employees	1,828	1,848	1,896	1,860	1,770
Number of part-time employees	146	188	210	212	236
Total headcount of employees	1,974	2,036	2,106	2,072	2,006
Staff absenteeism	3.9%	4.2%	4.3%	4.2%	3.9%
Staff turnover - employer initiated	–	–	–	–	3%
Staff turnover - employee initiated	19%	23%	22%	20%	12%
Employees represented by unions	–	–	53%	48%	49%
Representation of Women and Men					
Women in executive positions	12.5%	11.1%	12.5%	25%	25%
Women in senior management	20%	19%	20%	20%	24%
Female to male salary ratio	\$1 to \$1.31	\$1 to \$1.30	\$1 to \$1.28	\$1 to \$1.30	\$1 to \$1.31
Workplace Safety					
Lost-time injury frequency rate	–	–	1.15	0.94	1.31
Number of Accident Compensation Commission (ACC) claims	12	31	23	29	17
Employee Engagement					
Engagement score	50%	54%	55%	51%	84%
Response rate	91%	87%	90%	83%	87%
Economic					
Gross written premium (millions)	\$1,082	\$1,087	\$1,110	\$1,137	\$1,187
Net earned premium (millions)	\$939	\$966	\$974	\$988	\$1,061
Net claims expense (millions)	\$615	\$623	\$608	\$704	\$743
Market share	37%	36%	36%	35%	35%
Standard & Poor's risk rating	AA	AA	AA	AA-	AA-
Insurance margin	10%	11%	7%	-2%	-1%
Environmental					
Total CO2 emissions (tonnes)	3,768	3,696	4,207	3,557	3,400
Per FTE	2.0	1.9	2.1	1.8	1.8
Electricity used (megawatt hours)	5,125	5,121	5,594	5,416	5,871
Per FTE	2.7	2.7	2.8	2.7	3.0
Fuel used (kilolitres)	503	420	392	397	419
Per vehicle	1.9	1.9	1.7	1.8	1.9
Air kilometres travelled (millions)	4.92	5.97	7.15	4.35	3.46
Per FTE (kilometres)	2,624	3,101	3,526	2,173	1,794
Office paper used (tonnes)	69	62	58	51	47
Per FTE (kilograms)	37.0	32.1	28.6	25.6	24.4
Print paper used (tonnes)	183	173	198	300	289
Per business volume (kilograms)	0.07	0.08	0.09	0.13	0.13
Recycled waste collected (tonnes)	60	109	121	114	93
Per FTE (kilograms)	31	56	60	57	48

Notes:

Where denoted by a '-' in the table, indicates data not available or not reported.

Definitions for each indicator are found in the glossary at <http://www.iag.com.au/sustainable/reports/2009/glossary.shtml>

From FY09, NZ financial results are aligned with IAG Group methodology and include an attribution of the international captive reinsurer result.

2009 FTE = 1927