

# HOW WE CREATE VALUE

Committed to a sustainable and equitable future, creating value for our stakeholders.



## VALUE DRIVERS

### ► Financial capital

Attracting retail and shareholder investment flows and generating investment returns

### ► Human and intellectual capital

Attracting, retaining and developing talent and our products and systems that deliver outcomes for our stakeholders

### ► Risk management

Continuously strengthening processes to identify, measure and respond to risks

### ► Technology and data

Creating digital experiences, digitising our processes and using data to support decision making

### ► Social and relationship capital

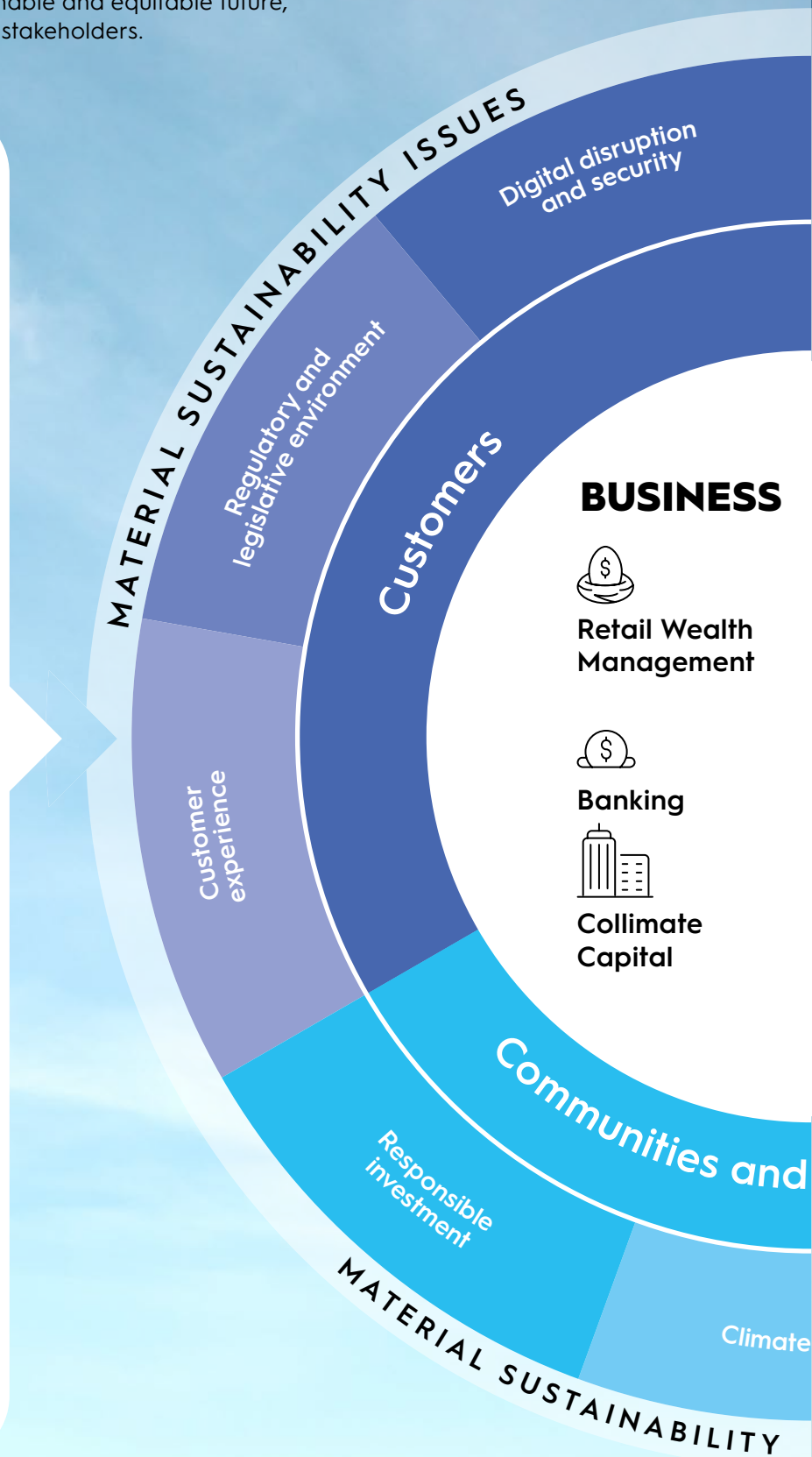
Working with our stakeholders, building trust with the community and learning from our peers

### ► Manufactured capital

Investing in the management and development of real assets through our diversified portfolios

### ► Natural capital

Considering how resource use and climate change impact our investments and operations





## VALUE CREATED 2021

### ► Financial and shareholder

**\$248b** Assets under management and administration

**\$356m** net profit after tax (NPAT) underlying

### ► Customers

**\$1.9b** in pension payments to support customers in retirement

**45,761** mortgage customers supporting home ownership in Australia

**+27** NPS across all Australian customer interactions

### ► People and partners

**+71** employee satisfaction score (eSat)

**8,880hrs** of professional development for employees

**1,097** advisers supported with an average of \$69m in AUM for clients

### ► Communities and environment

**9yrs** Carbon neutral across global operations

**+\$3.2m** distributed to charities and individuals via the AMP Foundation

