

hbf Corporate Social Responsibility Statement

As a trusted, not-for-profit organisation, we recognise that we must be more than just a well-managed health insurer for our members. We are also a responsible member of the community as an investor, employer and consumer.

We commit to four core principles of corporate social responsibility. Each of these principles details how we aspire to meet our corporate and operational objectives of becoming Australia's most trusted and valued member-based organisation, delivering in the moments that matter.

Principles

To deliver on our objectives, HBF commits to the following four principles:



1. We will act in the best interests of our members

- Communicate openly and honestly with members
- Provide high-quality, affordable health insurance, designed to meet the needs of members
- Admit and correct any mistakes and shortcomings which impact members
- Help members navigate the complexity of healthcare
- Advocate for change within the private health insurance industry, to help positively impact members

3. We will operate as an environmentally and socially responsible not-for-profit organisation



- Focus on practices which facilitate the long-term growth of our organisation
- Adopt clear and transparent reporting to ensure we remain accountable for our actions and performance
- Play our part in contributing to the UN Sustainable Development Goals
- Empower our stakeholders to contribute to an environmentally sustainable future



2. We will provide employees with opportunities to thrive in a safe, supportive and respectful workplace

- Create a positive environment for employees to thrive and perform
- Develop the capability and culture of the HBF workforce
- Instil and integrate our core values across the organisation
- Protect and enhance the health, safety and wellbeing of our people

4. We will actively connect with and support the communities in which we operate



- Support and partner with community organisations making a positive impact in the community
- Advocate for changes which make our communities healthier and happier
- Encourage and help employees to volunteer and support endorsed activities and initiatives

United Nations Sustainable Development Goals

In September 2015, the UN General Assembly adopted the 2030 Agenda for Sustainable Development that includes 17 Sustainable Development Goals (SDGs). The SDGs are the blueprint to achieve a better and more sustainable future for all. They address the global challenges we face, including those related to poverty, inequality, climate, environmental degradation, prosperity, and peace and justice.

