



PUBLIC DISCLOSURE STATEMENT

SUNCORP BANK (NORFINA LIMITED)
ABN 66 010 831 722

SERVICE CERTIFICATION
FY2023–24

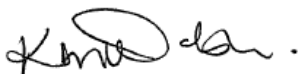
Australian Government

Climate Active Public Disclosure Statement



An Australian Government Initiative



NAME OF CERTIFIED ENTITY	Suncorp Bank (Norfina Limited)
REPORTING PERIOD	1 July 2023 – 30 June 2024 Arrears report
DECLARATION	<p><i>To the best of my knowledge, the information provided in this public disclosure statement is true and correct and meets the requirements of the Climate Active Carbon Neutral Standard.</i></p> <p></p> <p>Karen Walsh Suncorp Bank Executive General Manager, Everyday Banking 27 June 2025</p>



Australian Government

Department of Climate Change, Energy,
the Environment and Water

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Version 9.

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1.CERTIFICATION SUMMARY

TOTAL EMISSIONS OFFSET	6,495 tCO ₂ -e
CARBON OFFSETS USED	100.0% ACCUs
RENEWABLE ELECTRICITY	61.87%
CARBON ACCOUNT	Prepared by: Pangolin Associates
TECHNICAL ASSESSMENT	25/05/2022 Pangolin Associates Next technical assessment due: FY2025

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2.CERTIFICATION INFORMATION

Description of service certification

This service certification is for the personal transaction deposit products (excluding Credit Card, Lending, Paylater and Term Deposit products) of Suncorp Bank (Norfina Limited) ABN 66 010 831 722.

- Functional unit: Average number of personal transaction deposit accounts active during the reporting period. The unit is number of accounts.
- Offered as: Full coverage service
- Life cycle: Cradle-to-grave

This Public Disclosure Statement includes information for the FY2023-2024 (30 June 2024) reporting period. Scope 3 emissions impacts from investments, insurance operations and 'financed' emissions are not included within the inventory boundary as the carbon neutral assessment is limited to Suncorp Bank's personal transaction deposit account service certification.

Description of business

All personal transaction deposit products (excluding Credit Card, Lending, Paylater and Term Deposit products) within Suncorp Bank's transaction portfolio ('Transaction Accounts') are certified. Depending on the product type, personal transaction accounts can be accessed via a range of options which include digital channels (Suncorp Bank App and Internet Banking), branches and contact centre. All options to access the transaction accounts and features including physical debit cards, paper statements and ATMs are included in the certification.

The organisation operations of Suncorp Bank (Norfina Limited) are also certified Carbon Neutral under the Climate Active program. See further details [here](#). The personal transaction deposit products service of Suncorp Bank's carbon neutral boundary includes the direct operational footprint within its operational control and other emissions assessed as relevant which can be influenced by Suncorp Bank including:

- retail branches (excluding agencies)
- commercial offices
- customer contact centres
- business banking centres
- stand-alone and in-store ATMs
- data centres
- Suncorp Bank branded tool of trade vehicle fleet
- travel emissions including business travel¹ and employee commute and
- working from home emissions.

Suncorp Bank does not operate any branches in Northern Territory where services are provided through Australia Post "Bank @ Post" services and the RediATM and ATMx networks. These activities are included under the spend based method.

¹ Includes business-related flights, business-related travel in personal vehicles, business-related taxi travel and business-related rental vehicle travel.

3.EMISSIONS BOUNDARY

Inside the emissions boundary

All emission sources listed in the emissions boundary are part of the carbon neutral claim.

Quantified emissions have been assessed as 'attributable processes' of a product or service. These attributable processes are services, materials and energy flows that become the product or service, make the product or service and carry the product or service through its life cycle. These attributable emissions have been quantified in the carbon inventory.

Non-quantified emissions have been assessed as attributable and are captured within the emissions boundary, but are not measured (quantified) in the carbon inventory. All material emissions are accounted for through an uplift factor. Further detail is available at Appendix C.

Outside the emissions boundary

Non-attributable emissions have been assessed as not attributable to a product or service. They can be **optionally included** in the emissions boundary and therefore have been offset, or they can be listed as outside of the emissions boundary (and are therefore not part of the carbon neutral claim). Further detail is available at Appendix D.

Inside emissions boundary

Quantified

Accommodation & Facilities
Climate Active Carbon
Neutral Products & Services
Electricity
Food
ICT services & equipment
Office equipment & supplies
Postage, courier & freight
Products
Professional services
Stationary energy (gaseous
fuels)
Stationary energy (liquid
fuels)
Transport (air)
Transport (land and sea)
Waste
Water
Working from home
Debit cards
Construction materials and
services

Non-quantified

Refrigerants
Cleaning and chemicals
Education
Stationery
Furniture

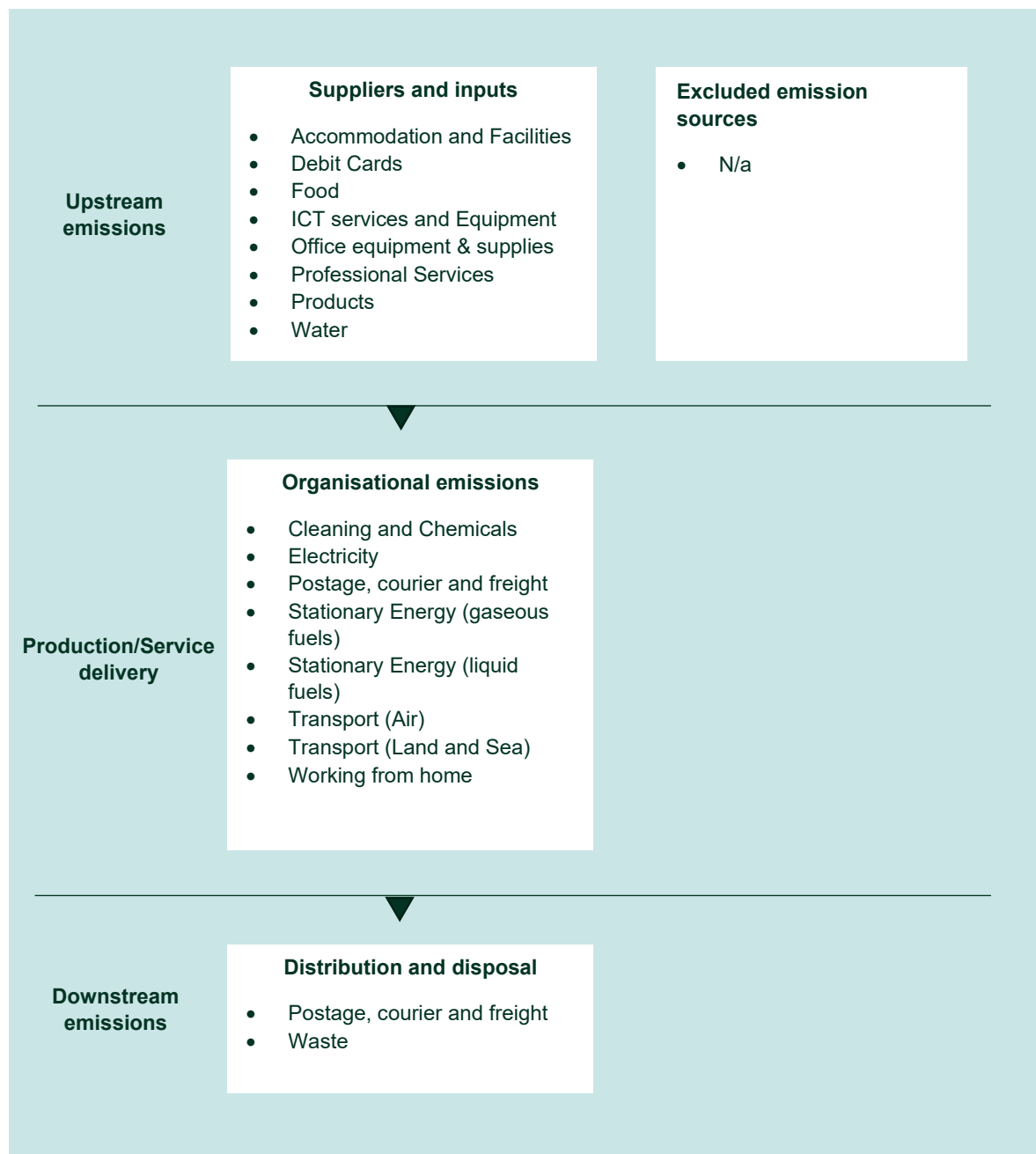
Outside emission boundary

Non-attributable

N/A

Service process diagram

Cradle-to-grave boundary



4.EMISSIONS REDUCTIONS

Emissions reduction strategy

The details of emissions reduction relating to this service certification are disclosed in the Suncorp Bank Organisation FY2024 PDS, found [here](#). The Simple Service emissions are wholly captured within the Organisational boundary.

Emissions reduction actions

The details of emissions reduction actions relating to this service certification are disclosed in the Suncorp Bank Organisation FY2024 PDS, found [here](#). The Simple Service emissions are wholly captured within the Organisational boundary.

5.EMISSIONS SUMMARY

Emissions over time

Emissions since base year			
		Total tCO ₂ -e (incl uplifts)	Emissions intensity of the functional unit (tCO ₂ -e/account)
Base year/ Year 1:	2021-22	5,379.05	0.00384
Year 2:	2022-23	5,400.23	0.00347
Year 3:	2023-24	6,494.62	0.00376

Significant changes in emissions

Significant changes in emissions			
Emission source	Previous year emissions (t CO ₂ -e)	Current year emissions (t CO ₂ -e)	Reason for change
Technical Services	488.61	447.66	Mostly due to recategorization of spend due to new supplier specific emissions factors.
Advertising (including Optimum Media Direction)	276.92	575.90	A shift towards digital media (which tends to be more emissions-intensive) driven by a combination of audience shifts and broader media industry trends towards digitisation (e.g. out of home media).
Scope 2 electricity	622.42	428.71	Attributable to changes in the Climate Active electricity calculator reporting electricity scopes differently to FY23.
Scope 3 electricity	82.34	538.90	Attributable to changes in the Climate Active electricity calculator reporting electricity scopes differently to FY23.

Use of Climate Active carbon neutral products, services, buildings or precincts

Certified brand name	Product/Service/Building/Precinct used
Pangolin Associates	Consulting Service
King Wood Mallesons	Legal services, Services to Finance and Investment
Pacific Fair Shopping Centre (GPT QLD)	Building
58 Mounts Bay Road, Perth	Building

Emissions summary

Emission category	Scope 1 emissions (tCO ₂ -e)	Scope 2 emissions (tCO ₂ -e)	Scope 3 emissions (tCO ₂ -e)	Total emissions (t CO ₂ -e)
Accommodation and facilities	0.00	0.00	40.18	40.18
Cleaning and Chemicals	0.00	0.00	0.00	0.00
Climate Active carbon neutral products and services	0.00	0.00	0.00	0.00
Construction Materials and Services	0.00	0.00	211.91	211.91
Electricity	0.00	428.71	538.90	967.60
Food	0.00	0.00	72.31	72.31
ICT services and equipment	0.00	0.00	524.92	524.92
Office equipment & supplies	0.00	0.00	121.07	121.07
Postage, courier and freight	0.00	0.00	285.63	285.63
Products	0.00	0.00	75.76	75.76
Professional Services	0.00	0.00	2,804.801	2,804.80
Refrigerants	0.00	0.00	0.00	0.00
Stationary Energy (gaseous fuels)	0.0003	0.00	0.0001	0.0004
Stationary Energy (liquid fuels)	0.34	0.00	0.08	0.42
Transport (Air)	0.00	0.00	245.54	245.54
Transport (Land and Sea)	125.58	0.00	803.25	928.83
Waste	0.00	0.00	14.20	14.20
Water	0.00	0.00	2.72	2.72
Working from home	0.00	0.00	134.44	134.44
Total emissions (tCO₂-e)	125.92	428.71	5,875.72	6,430.35

Uplift factors

An uplift factor is an upwards adjustment to the total carbon inventory to account for relevant emissions that cannot be reasonably quantified or estimated. This conservative accounting approach helps ensure the integrity of the carbon neutral claim.

Reason for uplift factor	tCO ₂ -e
Synthetic Greenhouse Gas Uplift	64.27
Total of all uplift factors (tCO ₂ -e)	64.27
Total emissions footprint to offset (tCO₂-e) (total emissions from summary table + total of all uplift factors)	6,494.62

Service offset liability	
Emissions intensity per functional unit	0.00372 tCO ₂ -e/account
Emissions intensity per functional unit including uplift factors	0.00376 tCO ₂ -e/account
Number of functional units covered by the certification	1,727,004
Total emissions (tCO₂-e) to be offset	6,495

6.CARBON OFFSETS

Eligible offsets retirement summary

The details of offsets relating to this service certification are disclosed in the Suncorp Bank Organisation FY2024 PDS, found [here](#). The Simple Service emissions are wholly captured within the Organisational boundary

7. RENEWABLE ENERGY CERTIFICATE (REC) SUMMARY

Renewable Energy Certificate (REC) Summary

The details of RECs relating to this service certification are disclosed in the Suncorp Bank Organisation FY2024 PDS, found [here](#). The Simple Service emissions are wholly captured within the Organisational boundary.

APPENDIX A: ADDITIONAL INFORMATION

N/A

APPENDIX B: ELECTRICITY SUMMARY

The electricity summary relating to this service certification is disclosed in the Suncorp Bank Organisation FY2024 PDS, found [here](#). The Simple Service represents 35.36% of the Organisation's usage, and the Simple Service emissions are wholly captured within the Organisational boundary.

APPENDIX C: INSIDE EMISSIONS BOUNDARY

Non-quantified emission sources

The following emissions sources have been assessed as attributable, are captured within the emissions boundary, but are not measured (quantified) in the carbon inventory. These emissions are accounted for through an uplift factor. They have been non-quantified due to one of the following reasons:

1. **Immaterial** <1% for individual items and no more than 5% collectively
2. **Cost effective** Quantification is not cost effective relative to the size of the emission but uplift applied.
3. **Data unavailable** Data is unavailable but uplift applied. A data management plan must be put in place to provide data within 5 years.
4. **Maintenance** Initial emissions non-quantified but repairs and replacements quantified.

Relevant non-quantified emission sources	Justification reason
Refrigerants	Cost Effective
Cleaning and Chemicals	Immaterial (<1% total emissions)
Education	Immaterial (<1% total emissions)
Stationery	Immaterial (<1% total emissions)
Furniture	Immaterial (<1% total emissions)

Data management plan for non-quantified sources

There are no non-quantified sources in the emission boundary that require a data management plan.

APPENDIX D: OUTSIDE EMISSION BOUNDARY

Non-attributable emissions have been assessed as not attributable to a product or service (do not carry, make or become the product/service) and are therefore not part of the carbon neutral claim. To be deemed attributable, an emission must meet two of the five relevance criteria. Emissions which only meet one condition of the relevance test can be assessed as non-attributable and therefore are outside the carbon neutral claim. Non-attributable emissions are detailed below.

1. **Size** The emissions from a particular source are likely to be large relative to other attributable emissions.
2. **Influence** The responsible entity could influence emissions reduction from a particular source.
3. **Risk** The emissions from a particular source contribute to the responsible entity's greenhouse gas risk exposure.
4. **Stakeholders** The emissions from a particular source are deemed relevant by key stakeholders.
5. **Outsourcing** The emissions are from outsourced activities that were previously undertaken by the responsible entity or from outsourced activities that are typically undertaken within the boundary for comparable products or services.

Excluded emissions sources summary

N/A



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