

Global Reporting Index (GRI) Content Index: Core option

	GRI Ref	Disclosure Title	Location of disclosure
Organisational Profile			
Gen	102-1	Name of the organization	Bank of Queensland (BOQ)
Gen	102-2	Activities, brands, products, and services	2020 Annual Report: About BOQ 13
Gen	102-3	Location of headquarters	Brisbane, Australia
Gen	102-4	Location of operations	2020 Annual Report: About BOQ 12-13
Gen	102-5	Ownership and legal form	2020 Annual Report
Gen	102-6	Markets served	2020 Annual Report: About BOQ 12
Gen	102-7	Scale of the organization	2020 Annual Report: About BOQ 12, 5 Year Financial Performance 5; 2020 Sustainability Report: Non-Financial Performance Table 27-32
Gen	102-8	Information on employees and other workers	2020 Sustainability Report: Non-Financial Performance Table 27-32
Gen	102-9	Supply chain	2020 Sustainability Report: 18, 20, 31 (supply chain); 2020 Annual Report: 13 (brands)
Gen	102-10	Significant changes to the organization and its supply chain	2020 Annual Report: 2020 Financial Highlights 4-5; Chairman's Message 6-7; MD & CEO's Message 8-9. 2020 Sustainability Report: Innovation, Transformation & Execution 25-26
Gen	102-11	Precautionary Principle or approach	2020 Annual Report: Governance and Risk Management 49-53, BOQ and Climate Change 54-59; Corporate Governance Statement 9
Gen	102-12	External initiatives	2020 Sustainability Report: Community Support & Involvement 23-24
Gen	102-13	Membership of associations	2020 Sustainability Report: Key Commitments / Partnerships 4
Strategy			
Gen	102-14	Statement from senior decision-maker	2020 Annual Report: Chairman's Message 6-7; MD & CEO's Message 8-9
Gen	102-15	Key impacts, risks, and opportunities	2020 Annual Report: Strategy, Key Targets, Governance and Risk Management 49-53
Ethics and Integrity			
Gen	102-16	Values, principles, standards, and norms of behaviour	2020 Annual Report: About BOQ 12
Governance			
Gen	102-18	Governance structure	2020 Annual Report: Managing our Risk Landscape 49
Gen	102-29	Identifying and managing economic, environmental, and social impacts	2020 Annual Report: Chairman's Review 6-7; CEO & Managing Director Message 8-9; Responding to COVID-19 14-15, Managing our Risk Landscape 49-53, BOQ & Climate Change 54-59
Gen	102-30	Effectiveness of risk management processes	2020 Annual Report: Managing our Risk Landscape 49-53. 2020 Sustainability Report: Data Protection & Governance 13-14; Climate Change, Sustainable Finance & Environment 19-20.
Stakeholder Engagement			
Gen	102-40	List of stakeholder groups	2020 Sustainability Report 9
Gen	102-41	Collective bargaining agreements	2020 Sustainability Report: Non-Financial Performance Table 27-32
Gen	102-42	Identifying and selecting stakeholders	2020 Sustainability Report 9-10
Gen	102-43	Approach to stakeholder engagement	2020 Sustainability Report 9-10
Gen	102-44	Key topics and concerns raised	2020 Sustainability Report 10
Reporting Practice			

Gen	102-45	Entities included in the consolidated financial statements	2020 Annual Report 13
Gen	102-46	Defining report content and topic Boundaries	2020 Sustainability Report: About This Report 1; Scorecard (p.7-8) endnotes 33; Non-Financial Performance Table footnotes 27-32. 2020 Annual Report 3
Gen	102-47	List of material topics	2020 Sustainability Report 10
Gen	102-48	Restatements of information	2021 Sustainability Report 7-33
Gen	102-49	Changes in reporting	In FY20 we merged our 'Annual Review' content with our 'Annual Report' content but continued to publish a stand-alone Sustainability Report. 2020 Annual Report 3; 2020 Sustainability Report 1. This report has been prepared in accordance with GRI Standards: Core option.
Gen	102-50	Reporting period	2020 Annual Report 3; 2020 Sustainability Report 1
Gen	102-51	Date of most recent report	2020 Annual Report 3; 2020 Sustainability Report 1
Gen	102-52	Reporting cycle	2020 Annual Report 3; 2020 Sustainability Report 1
Gen	102-53	Contact point for questions regarding the report	2020 Annual Report 3; 2020 Sustainability Report 1. Contact point: InvestorRelations@boq.com.au
Gen	102-54	Claims of reporting in accordance with the GRI Standards	This report has been prepared in accordance with GRI Standards: Core option
Gen	102-55	GRI content index	GRI Content Index (this document)
External Assurance			
Gen	102-56	External assurance	2020 Sustainability Report: Independent Limited Assurance Report 35-38
Management Approach			
Mgmt	103-1	Explanation of the material topic and its Boundary	2020 Sustainability Report: Sustainability Scorecard 7-8; Non-Financial Performance Table 27-32 (and throughout report as required under each material topic)
Mgmt	103-2	The management approach and its components	2020 Sustainability Report: Sustainability Scorecard 7-8; Non-Financial Performance Table 27-32 (and throughout report as required under each material topic)
Mgmt	103-3	Evaluation of the management approach	2020 Sustainability Report: Sustainability Scorecard 7-8; Non-Financial Performance Table 27-32 (and throughout report as required under each material topic)