

Annual Report

2021/2022

Issued 21 November 2022



100% **Industry Super**
Run only to benefit our members

BUSSQ
building super

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This Annual Report forms part of your 2022 Annual Member Statement and must be read together with your Annual Member Statement. This Annual Report covers:

BUSSQ MySuper
BUSSQ Premium Choice
BUSSQ Income account
Child Income account
Term Allocated Pension and
Transition to Retirement Income account

This annual report provides general information only and does not take into account your personal financial situation or needs. Before acting, you should review the Product Disclosure Statement (PDS) to ensure you have all the information about the relevant BUSSQ product and how it works and consider the appropriateness of the information to your needs or obtain financial advice tailored for your personal circumstances. The PDSs, and Target Market Determinations for BUSSQ products can be found at bussq.com.au/forms-and-resources. Issued by BUSS (Queensland) Pty Ltd ABN 15 065 081 281 AFSL 237860, Trustee of Building Unions Superannuation Scheme (Queensland) (BUSSQ) ABN 85 571 332 201.

1. Who we are

At BUSSQ, we are committed to improving members' retirement outcomes.

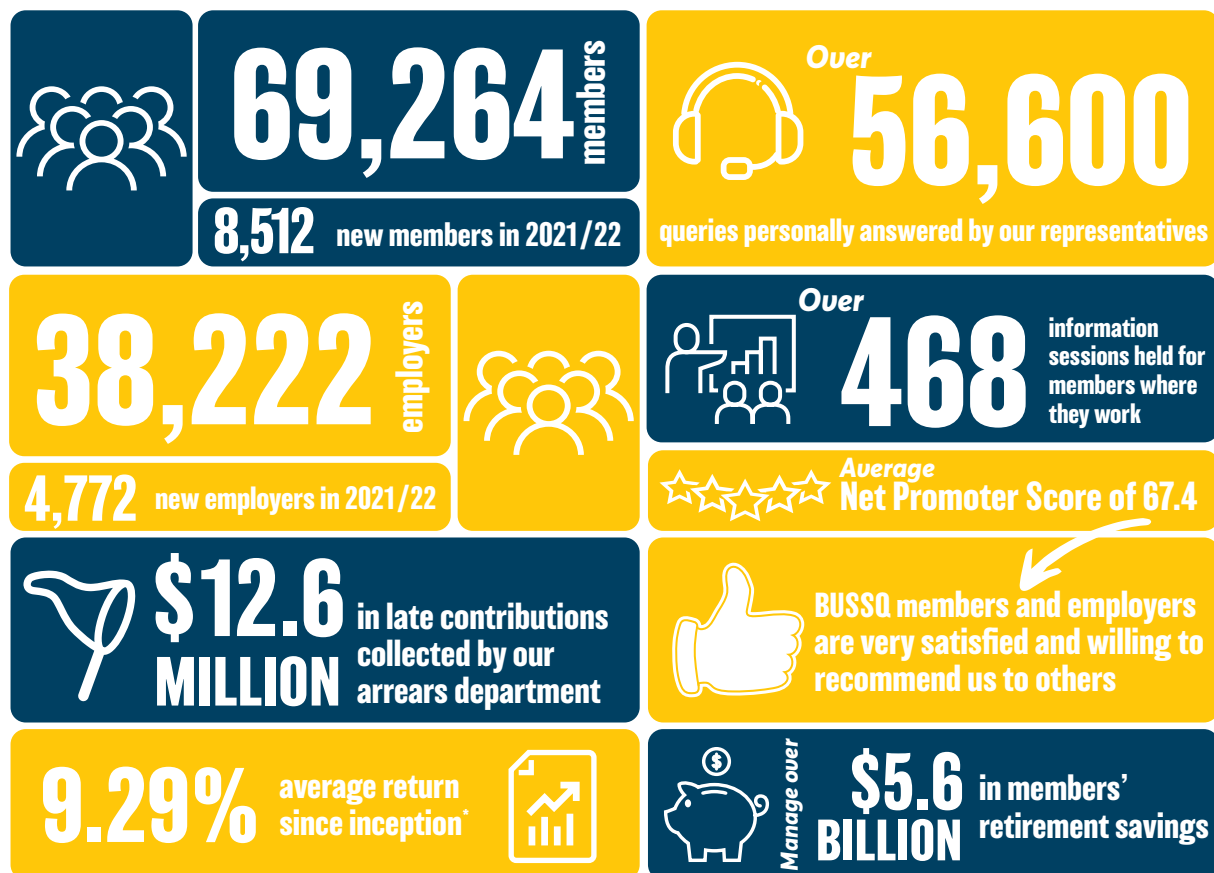
For over 38 years we have been supporting workers in the building, construction and civil industries. We understand the unique challenges of the industry. Everything we do, from developing products to providing services, is focused on delivering solutions tailored to our members, whether they're just starting out, retired or in between.

We make the difficult easy by providing:

- personalised service to help members sort their super
- tailored insurance covering jobs other funds don't, and
- specialised services to help members navigate the curve balls the industry can throw their way.

Our goal is to help members' finances to work as hard as they do, to secure their future.

2021/22 at a glance



* Average return since inception is based on the performance of the Balanced Growth Super option from 1985 calculated at 30 June 2022. Past performance is not a reliable indicator of future performance. BUSSQ's 2021/22 investment returns shown in this Annual Report are after tax on investment earnings, where applicable, and after indirect costs.

What we provide for our members

National industry super fund



BUSSQ is an industry super fund created for workers in the building, construction and civil industries. Our members always come first and we return our profits to our members.

Strong investment returns



BUSSQ has consistently delivered strong long term returns for members. BUSSQ's MySuper, Premium Choice and Income account products were also awarded SuperRatings 2022 Platinum Rating for providing the greatest potential to maximise members' retirement savings in a well serviced, secure environment, with a well priced benefit offering[^].

Insurance flexibility



Our insurance products are designed to provide members with a simple alternative when it comes to purchasing insurance protection. Cover is provided by OnePath** and includes:

- Death
- Total & Permanent Disablement, and
- Income Protection.

Cover is tailored for workers in the building, construction and civil industries and we often cover roles that are considered too high risk by other insurers.

Industry leading arrears process



We're committed to making sure members receive the super they're entitled to. Our highly skilled internal Arrears team works closely with unions, employers and major contractors to help members get the super they're entitled to and worked so hard for.

Financial advice at no extra cost



BUSSQ members have access to personal financial advice at no extra cost. The advice is limited to BUSSQ products and is advice on insurance, investment choice, contributions and retirement. During the 2021-22 financial year the cost of this advice was included in the BUSSQ Trustee related costs.

BUSSQ members also have access to tailored retirement advice which is advice on retirement income streams and transition to retirement. If the advice given extends beyond a member's BUSSQ super account, an additional fee is payable which will be detailed in the Statement of Advice your advisor gives you. Advice is provided by Link Advice Pty Ltd (ABN 36 105 811 836 AFSL 258145.)

Personalised service



We take the time to provide personalised service to our members, when and how they need it, to assist them to get their super on track. We offer a range of expert assistance, either on the member's worksite, at their home or in our office. Our team goes the extra mile to travel to worksites and workplaces to help members and employers.

[^] For more information about BUSSQ's awards and ratings refer to bussq.com.au. Past performance is not a reliable indicator of future performance.

^{**}One Path Life Limited. With effect from 1 August 2022, OnePath Life Limited's life insurance business transferred to Zurich Australia Limited (Zurich).

2. Message from the Chair

Twelve months ago, it would have been hard to imagine that the world would be seeing such volatility and movement in financial markets.

I for one thought following the volatility last year, at the beginning of the Coronavirus pandemic, that we might have seen some stability in financial markets. High inflation, increases in interest rates and general worldwide uncertainty has had an impact on financial markets and all superannuation funds.

Superannuation is a long-term investment and as history shows markets eventually recover. During these times of market volatility BUSSQ actively manages members' retirement savings looking for opportunities, where appropriate, when markets fall and to take advantage when markets recover.

This year has been one of change for the Fund. Our sponsoring organisations resolved to increase our Board to eight members, and we welcomed a number of new directors adding valuable knowledge and experience to guide BUSSQ ahead in the ever evolving and complex world of superannuation.

We have also welcomed several new executives with a wealth of skill, enthusiasm and a common purpose. I am proud to be Chair of a talented and cooperative board, leading a team of skilled superannuation experts.

BUSSQ is committed to continuing to provide you with a high level of personal service, insurance tailored for the building and construction industry and products to help maximise your super for when you need it at retirement.

I would like to thank our CEO Damian Wills who has led BUSSQ during some of the toughest market conditions in many years. His leadership and skills have been essential for the Fund over these turbulent times.

I would also like to pay special mention to our entire team of dedicated staff. I continue to be humbled by the enthusiasm all staff have for our members. When I walk around the office, I see not only people going about their jobs, I see people excited and passionate about the work that they do and the members they work for.

Lastly, I would like to pay tribute to our outgoing Chair Paula Masters, who continues on our board providing her ongoing skills and support. Her work over some trying years is a credit to her character and skill and I thank Paula for her service.

Our Board and team will never forget what an honour and responsibility it is to be entrusted with the care of our members' retirement savings. You work hard to earn and contribute money into super to enable you to have a stable and secure future in retirement. We will continue to aim to do all we can to live up to the trust you have placed in us.



A handwritten signature in black ink, appearing to read 'C. Taylor'.

Chris Taylor
Chair

3. Message from the CEO

As I write this message to members, I'm reminded of what a privilege it is to lead a fund that has its members' best interests at its heart and soul.

I know our staff share this privilege too and have your interests as their primary focus each day, as they lace their boots to meet you at your workplace, ensure your hard earned money is invested well and that the service you receive in person and over the phone meets your high expectations.

The 2021/22 year was certainly a challenging year for all investors around the world. After achieving record returns in our MySuper Balanced Growth option last year (2020/21), economic and geopolitical events around the world saw global markets retreat and financial year investment returns negative for the first time since the Global Financial Crisis.

Investment markets will eventually recover and history provides evidence of this. There have always been more sunny than rainy days in investment markets, and as a long-term investor, BUSSQ knows this to be true. BUSSQ has delivered an average return to members of 9.29% per annum over our 38 year history[^]. Superannuation is likely to be one of your largest investments after housing and has a long investment horizon, even at retirement age, when your account balance is likely to be its highest.

In order to optimise your retirement balance one of the best things you can do is to consider good financial advice. BUSSQ provides its members with access to financial advice services, both over the phone and in person, to ensure you can maximise your retirement savings*. I encourage all of our members to take advantage of these advice services, to either help reach retirement earlier or to optimise your retirement outcomes.

The Fund has seen another year of positive overall membership growth, our best superannuation contribution figures in many years and strong cashflow. These are all positive indicators of the Fund's sustainability and health. Not all super funds can say the same.

We pride ourselves on the service we provide to members. As a smaller fund, you are not just a number, as can be the case in large funds. BUSSQ is a fund for all who work in the building, construction, and allied industries, and we are passionate about our aim of ensuring workers in these industries receive the very best service in the market to achieve their retirement dreams.

Our laser focus this year will be to improve investment returns to members and ensure we are talking to members of all ages about how to maximise their super savings. We have already seen improvements in our short-term investment returns in the first quarter of 2022/23, and our ambition is to continue this journey.

I'd like to thank all our loyal members for your ongoing support and and over the coming year we will continue to work towards our aim of delivering positive outcomes for your superannuation.



A handwritten signature in dark ink, reading "Damian Wills". The signature is fluid and cursive, written on a light-colored background.

Damian Wills
Chief Executive Officer

[^]Average return since inception is based on the performance of the Balanced Growth Super option from 1985 calculated at 30 June 2022. Past performance is not a reliable indicator of future performance. BUSSQ's 2021/22 investment returns shown in this Annual Report are after tax on investment earnings, where applicable, and after indirect costs.

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4. Investing for our members' future

Message from the CIO

BUSSQ managed approximately \$5.6 billion of members' retirement savings in 2021/22.

Investment market performance over the 2021/22 financial year was disappointing. Rising inflation, rising interest rates and supply chain constraints (from China's COVID restrictions and the Ukraine invasion) combined to weigh on both equity and bond markets.

Our Balanced Growth Super option returned -4.79% and our Balanced Growth Income Account option returned -3.82%. Investment performance across all options for the financial year to 30 June 2022 can be seen below.

During the year, global share markets fell significantly as we saw higher than expected inflation and bond markets go into a tailspin in response to Central Banks raising cash rates to curb inflation. The 2022 calendar year to date has been the worst year for fixed interest bond markets since indices began back in 1977.

After strong performance in previous years, both Australian and International shares were down this year. The Fund however, saw growth in other key asset classes highlighting why BUSSQ diversifies across assets other than shares.

Our infrastructure and property assets were strong double-digit performers this year, with our retail and commercial property assets continually improving and our investments in industrial and logistics property adding the most value. Our investments in Australian and global infrastructure also improved on last year.

Another positive result for the Fund was its investment in Agriculture. This was a strong performer with the underlying investments, particularly cattle and timber, achieving a collective return of almost 12%.

Looking forward we will continue to maintain a diversified portfolio of investments, seek opportunities to add value and look to take advantage of the current market through changes to our investment strategy.



Peter Laity
Chief Investment Officer

2021/22 Returns in brief

Investment option	Super	Income account
Pre-mixed		
Balanced Growth	-4.79%	-3.82%
Defensive	-2.11%	-1.31%
High Growth	-5.36%	-4.51%
Single asset class		
Cash	0.37%	0.26%
Diversified Fixed Interest	-9.25%	-11.19%
Australian Shares	-9.57%	-10.28%
Australian Small Company Shares	-10.29%	-12.76%
All Shares	-11.53%	-13.77%
International Shares	-16.25%	-18.90%
Emerging Markets Shares	-18.00%	-21.76%

Past performance is not a reliable indicator of future performance. BUSSQ's 2021/22 investment returns shown in this Annual Report are after tax on investment earnings, where applicable, and after indirect costs.

Investment markets in 2021/22

After a positive start to the 2021/22 financial year with our Balanced Growth Super option delivering a return of 4.13% to 31 December 2021, investment markets took a downward turn in the second half of the financial year. Both share markets and bond markets fell sharply in the first few months of 2022, then remained relatively stable during May. June however was a very poor month for equities with Australian equities falling 8.5% and International equities falling 4.6%. Returns across all super funds have been impacted by this with the median Balanced fund down -3.44%^.

Equities have come under pressure because higher interest rates mean higher borrowing costs and higher inflation coupled with supply issues mean higher costs, both of which place pressure on company margins and profitability. Only companies with pricing power and the ability to pass on higher costs to the end consumer will do well. This is exacerbated by the consumer who is also dealing with higher food and energy costs as well as increased borrowing costs on their mortgages.

Fixed Interest (normally a safe haven when equity markets fall) had a very poor year as interest rates rose sharply on the back of expected (and actual) Central Bank rate rises. Whilst this has negatively impacted returns in 2021/22, both cash and fixed interest are now offering a reasonably attractive yield.

Unfortunately, investment markets hate uncertainty, so until we see inflation expectations and interest rate rises plateau, we are likely to see continued market volatility.

It is difficult to see your super balance fall during a market downturn, but negative returns in investments happen from time to time. After each downturn, such as the last one we experienced at the beginning of the COVID pandemic in March 2020, markets do eventually stabilise and then recover.

Investment strategy and objectives

The broad investment objective of the Trustee is to maximise investment returns after taking into account the risks associated with various types of investments.

The Trustee has a number of investment options available to members and each option has an investment objective and specific performance target detailed in section 6.

In order to achieve its investment objectives, the Trustee has established an investment strategy for each option and regularly reviews the strategy against the investment objectives for each option. The Trustee aims to invest at certain levels in various asset classes within each investment option and this is called the 'target asset allocation'.

These allocations are the long term target mix of asset classes for each option, but the actual investment allocations may differ slightly from the target allocation as the Trustee needs the flexibility to respond to conditions in the market. The Trustee will not, however, invest outside the defined asset class ranges which have been established with the assistance of a professional investment consultant. The Fund's Trustee constantly monitors investments and may vary the mix of asset classes during the year in accordance with market conditions to help achieve a steady and consistent return.

In addition, professional investment managers are appointed to manage the funds within each asset class. Investing in a diverse range of asset classes with a range of specialist investment managers offers diversification and in turn reduces investment risk.

The target asset allocations as at June 30 2022 are in section 6. These allocations are periodically reviewed in consultation with our investment consultant and were updated on 30 September 2022. To see the current allocations for your BUSSQ investment option/s refer to the relevant PDS at bussq.com.au.

Voting

We have the ability to influence the listed companies in which we invest on behalf of our members. We typically do this through our investment managers however we also have the right to vote on shares directly. Details of our voting can be found at bussq.com.au/investments/proxy-voting.

^ SuperRatings Fund Crediting Rate Survey June 2022

Responsible investing

BUSSQ considers itself a long term investor and believes its members will be best served by investing in a sustainable and responsible manner. The Fund believes that taking active responsibility for the portfolio will help identify and manage risks and enhance returns for members over the long term.

The Fund continues to make progress with its work on sustainable investing considering environmental, social and governance factors across our investments. This year the Fund completed the following:

- Annual mapping of investments to our four chosen United Nations Sustainable Development Goals (SDGs)
- Annual review of climate risk to assess and manage climate risk across the Fund's investments

During the year, the Fund's Investment Managers continued to progress their focus on sustainability. This year, our property and agriculture assets delivered the following improvements.

Property:

- Improvement in the efficiency of energy, water and material resources with specific projects in shopping centres delivering:
 - Continued LED lighting replacement
 - Data analytics and plant optimisation

- Improved waste management resulting in a reduction of landfill
- Improved water management including digital water meters to monitor usage and potential leaks
- A greater use of renewable energy minimising impact on climate change
- Community investment program focused on physical health and wellbeing

Agriculture:

Benchmarking of greenhouse gas emissions and identifying ways to reduce emissions and capture carbon including:

- Net Zero by 2040 commitment for the pastoral assets including an interim 2030 target of 30% reduction in carbon and methane
- Duxton Vineyards became the largest sustainably certified vineyard business in Australia under the Freshcare Australian Wine Industry Standard of Sustainable Practice in Viticulture and Winemaking

Looking forward the Fund will continue to focus on investing in a sustainable and responsible manner and we will be performing a base line measurement of the Fund's carbon intensity for our Australian and International equities and fixed interest portfolios.



Sustainable Development Goals

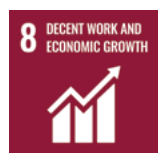
The United Nations Sustainable Development Goals (SDGs) are global goals to achieve a better and more sustainable future. They cover social and economic development issues such as poverty, health, education, climate change, gender equality, clean water and sanitation, affordable clean energy, urbanisation and social justice. As a worldwide focus of policy and programs, the SDGs help identify opportunities where we can positively contribute to the world our members retire in. They also indicate areas of likely future growth and opportunities.

BUSSQ has identified a subset of four United Nations SDGs that we consider to be directly relevant to the competitiveness and value of investments and that can be contributed to via capital allocation.

BUSSQ's priority SDGs:



The purpose of this goal is to provide access to affordable, reliable, sustainable, and modern energy for all. A well established energy system supports all sectors: from businesses, medicine and education to agriculture, infrastructure, communications and high technology. We have investments in assets which provided renewable energy such as Bald Hills Wind farm in Victoria.



The purpose of this goal is to promote inclusive and sustainable economic growth, employment and decent work for all. Sustained and inclusive economic growth can drive progress, create decent jobs for all and improve living standards.



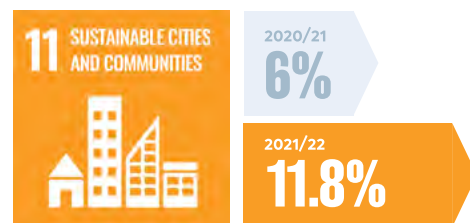
The purpose of this goal is to make cities inclusive, safe, resilient, and sustainable. This includes basic services such as transportation and water. We have investments in public transportation and water infrastructure that treats wastewater and provides clean water.



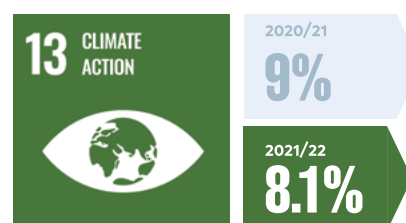
The purpose of this goal is to take action to tackle climate change and its impacts. The Fund continues to review climate risks with our underlying investment managers to assess how these impact their portfolios and identify areas where positive impacts are being made.

The Fund's year on year capital allocation to the four goals is shown below.

How our Fund assets positively impact our priority SDGs



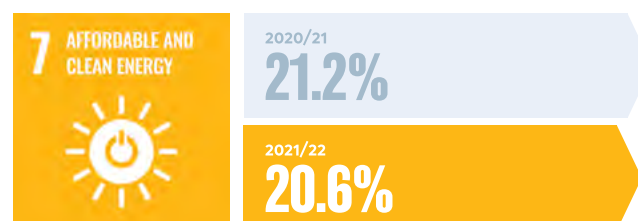
Percentage of Fund assets positively impacting SDG 11



Percentage of Fund assets positively impacting SDG 13



Percentage of Fund assets positively impacting SDG 8



Percentage of Fund assets positively impacting SDG 7

Note: Some investments are mapped to multiple goals

5. Managing BUSSQ

Board of Directors

The directors of BUSS (Queensland) Pty Ltd, Trustee of the Building Unions Superannuation Scheme (Queensland) (BUSSQ), as at 30 June 2022 were:

Chris Taylor

Employer Director, Chair from 1 July 2022

Chris Taylor was appointed as a director on 2 March 2022 and Chair on 1 July 2022. He is a current board member of Master Builders Queensland and has held a number of board positions with large and small organisations including QBSA. He owns and runs a medium sized construction business in North Queensland. Chris has a Bachelor of Commerce, Bachelor of Laws, Post Graduate Diploma in Construction, Graduate Diploma of Legal Practice and is a Member of the Australian Institute of Company Directors.

Ben Young

Employer Director

Ben Young was appointed as a director on 26 April 2022. He has been active in the construction industry since joining Hutchinson Builders in 2003 and he currently owns and operates Workplace Compliance Australia which specialises in workplace and industrial relations compliance matters. He is also the Workplace Relations Director for Hutchinson Builders. Ben holds Bachelor of Arts, Bachelor of Business Management and Master of Business Administration degrees from the University of Queensland and is a member of the Australian Institute of Company Directors.

Geoff Baguley

Employer Director

Geoff Baguley was appointed as a director on 2 March 2022. Geoff has worked in the building and construction industry for over 20 years. He is the director and owner of several companies including Baguley Developments Pty Ltd and Local Building Pty Ltd in North Queensland and is an active industry advocate with a history of supporting workers starting out in the industry. Geoff is a state Board Member for Master Builders Queensland and is a member of their Housing Sector Committee.

Jacqui Collie

Member Director

Jacqui Collie has been a director since 28 August 2019. Her other directorships are Construction Income Protection Limited and The Construction Training Centre. Jacqui is the Governance, Political and Executive Officer of the CFMEU. She currently has responsibility for developing policies, processes and procedures and implementing and maintaining governance to ensure compliance with relevant legislation and regulations. Jacqui has extensive experience in the union movement for over 25 years previously working for the peak body, Queensland Council of Unions. Jacqui is also a Member of the Australian Institute of Company Directors.

Linda Vickers

Member Director

Linda Vickers was appointed as director on 26 April 2022. She has over 40 years' experience in superannuation, insurance and wealth management. Linda began working for BUSSQ in 1998, retiring as CEO in 2020. Linda has a Diploma in Superannuation, Diploma in Financial Planning, a Masters in Organisational Leadership and is a member of the Australian Institute of Company Directors.

Michael Ravbar

Member Director

Michael Ravbar was appointed as a director on 3 November 2021. He is State Secretary of the CFMEU, the major construction union in Queensland. Michael holds a number of senior union leadership positions both at State and Federal level. Michael holds a Bachelor of Arts, a Graduate Diploma of Economics, Master of Business Administration and a Diploma of Superannuation. He is an experienced director holding numerous positions including director - Building Employees Redundancy Trust (BERT), director - BERT Welfare Fund, director - Building Employees Welfare Trust (BEWT), director - The Construction Training Centre (CTC) and director - Queensland Construction Training Fund (QCTF).

Paul Hick

Employer Director

Paul Hick was appointed as a director on 2 March 2022. Paul has a Bachelor of Laws, Graduate Diploma of Legal Practice and various Adjudication and Arbitration Certificates. Paul has been working in the area of construction law for the past 20 years and is a highly regarded adjudicator. This expertise is complemented by over 20 years' hands-on construction experience.

Paula Masters

Member Director, Chair until 30 June 2022

Paula Masters has been a director since 1 April 2015 and was the Chair until 30 June 2022. Her other directorships are Construction Income Protection Limited, CISC Pty Ltd and Coralgale Pty Ltd. Previously she was employed by the CFMEU Queensland Construction & General Division as the Systems and Governance Officer. Paula has a Bachelor of Commerce from the University of Queensland and a Graduate Diploma of Commercial Computing from QUT. She is a CPA and a member of the Institute of Chartered Secretaries, the Governance Institute of Australia and the Australian Institute of Company Directors.

Governance

BUSSQ is an employer sponsored public offer Fund which is operated to comply with the Superannuation Industry (Supervision) Act 1993 (SIS).

The Trustee is responsible for managing the Fund on behalf of its members. The Trustee Board has eight directors comprising an equal number of directors appointed by employers and members.

How are directors appointed to the Board?

The Construction, Forestry, Mining and Energy Industrial Union of Employees (CFMEU) Queensland appoints four directors to represent the members and the Queensland Master Builders Association, Industrial Organisation of Employers appoints four directors to represent employers.

How are directors removed from the Board?

Directors can be removed if they become disqualified (under the SIS Act), are suspended, there is a court order to remove them, or their sponsor removes them. Alternatively, directors may retire or resign. Replacement directors are appointed from the same sponsor to ensure there is always equal representation of members and employers.

How often does the Board meet?

The Board meets every second month, or as needed, and is responsible for ensuring that the Fund is run in the best interests of all members. The Board is also responsible for ensuring that the Fund is operated and managed in accordance with the Trust Deed and superannuation legislation.

Trustee Committees

Certain Trustee responsibilities and decisions are delegated to Board appointed committees consisting of Trustee directors (who have voting rights on decisions) and may include other nominees and external expert attendees (who do not have voting rights on decisions).

The committees and the director members and attendees as at 30 June 2022 were:

Audit and Risk Committee

Linda Vickers (Chair)
Paula Masters
Chris Taylor
Paul Hick

Investment Committee

Michael Ravbar (Chair)
Jacqui Collie
Geoff Baguley
Chris Taylor

People, Culture, Remuneration and Nominations Committee

Jacqui Collie (Chair)
Paul Hick
Michael Ravbar
Ben Young

Insurance Committee

Geoff Baguley (Chair)
Paula Masters
Ben Young
Linda Vickers
Anthony Stott (attendee)

Professional advisers and service providers

As at 30 June 2022 the following companies provided professional services to the Trustee to assist in the efficient and proper management of the Fund.

Custodian

BNP Paribas Securities Services

Administrator

Australian Administration Services Pty Ltd

External auditor

Ernst and Young

Internal auditor

Deloitte

Tax agent

Ernst and Young

Insurer – group life

OnePath*

Insurer – professional indemnity

Allied World Global Markets (Lloyds)

Axis Insurance

Sompo International

Investment advice

Frontier Advisors

Investment managers as listed in section 6.

Indemnity insurance

The Trustee holds indemnity insurance to protect the Fund, the directors and officers from losses arising out of legal action taken against the Trustee.

*One Path Life Limited. With effect from 1 August 2022, OnePath Life Limited's life insurance business transferred to Zurich Australia Limited (Zurich).

6. Detailed investment information

Investment returns history

Investment option		Investment returns for year ended 30 June					Compound average return over 10 years [†]	Compound average return over 7 years [†]	Compound average return over 3 years [†]
Pre-mixed		2022 %	2021 %	2020 %	2019 %	2018 %	% p.a	% p.a	% p.a
Balanced Growth	Super	-4.79%	17.28%	2.46%	4.89%	8.79%	8.22%	6.30%	4.59%
	Income account	-3.82%	16.61%	1.83%	4.97%	10.47%	8.89%	6.53%	4.53%
Defensive	Super	-2.11%	7.97%	1.07%	3.53%	6.65%	5.18%	4.03%	2.22%
	Income account	-1.31%	7.92%	0.86%	3.93%	8.17%	5.85%	4.50%	2.41%
High Growth	Super	-5.36%	20.40%	2.72%	5.62%	9.96%	9.40%	7.16%	5.39%
	Income account	-4.51%	22.13%	1.19%	5.88%	12.39%	10.35%	7.76%	5.68%
Single asset class									
Cash	Super	0.37%	0.30%	1.13%	1.83%	1.63%	1.67%	1.27%	0.60%
	Income account	0.26%	0.45%	1.37%	2.18%	2.44%	2.03%	1.58%	0.69%
Diversified Fixed Interest	Super	-9.25%	1.19%	2.04%	3.74%	1.56%	1.43%	0.50%	-2.14%
	Income account	-11.19%	1.53%	2.40%	4.43%	2.37%	1.71%	0.62%	-2.62%
Australian Shares	Super	-9.57%	29.57%	-0.18%	5.22%	13.42%	9.84%	7.77%	5.36%
	Income account	-10.28%	33.30%	-0.18%	6.20%	15.65%	11.25%	8.91%	6.08%
Australian Small Company Shares	Super	-10.29%	31.27%	3.67%	4.29%	14.29%	10.05%	8.79%	6.88%
	Income account	-12.76%	34.83%	6.76%	5.35%	16.53%	11.36%	10.08%	7.89%
All Shares	Super	-11.53%	25.48%	1.78%	6.16%	12.26%	10.33%	7.23%	4.15%
	Income account	-13.77%	28.40%	1.96%	6.93%	14.32%	11.50%	7.88%	4.12%
International Shares	Super	-16.25%	21.51%	2.24%	6.35%	11.58%	10.28%	5.86%	1.33%
	Income account	-18.90%	23.64%	2.50%	7.01%	13.48%	11.34%	6.25%	0.92%
Emerging Markets Shares	Super	-18.00%	24.26%	-1.32%	3.15%	8.40%	6.15%	2.78%	0.18%
	Income account	-21.76%	27.41%	-1.48%	3.53%	10.21%	6.86%	2.77%	-0.60%

Please note BUSSQ Transition to Retirement Income account members are invested in the Super investment options.

[†] 3, 7 and 10 year figures are average compound annual returns for the period preceding 30 June 2022.

The Single asset class options are only available to members of the BUSSQ Premium Choice and Income account products. Past performance is not a reliable indicator of future performance.

Investment options

The following pages detail the Fund's investment options as at 30 June 2022[^].

Pre-mixed option Balanced Growth

Designed for medium to long term investors. This is BUSSQ's default option for members who don't actively choose an investment option. Balanced Growth is the most diversified pre-mixed option and provides a mix of growth and defensive assets such as shares, property and fixed interest securities. The frequency of negative annual returns is expected to be 4.3 years over any 20 years*.

Investment objective

For the annual rate credited to members to exceed the change in the Consumer Price Index by +3.25% per annum over rolling 10 years.

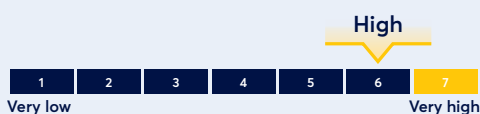
Target asset allocation

	Strategic asset allocation	Range
Australian Shares	24.5%	15 – 35%
International Shares	28%	15 – 35%
Opportunistic Growth	3.0%	0 – 10%
Property	11.5%	5 – 20%
Infrastructure	12.0%	5 – 20%
Agriculture	4.0%	0 – 10%
Opportunistic Debt	7.0%	0 – 10%
Fixed Interest	8.0%	5 – 20%
Cash	2.0%	0 – 10%

Suggested minimum investment timeframe

At least five years

Risk level



Pre-mixed option Defensive

Designed for short to medium term investors looking for stable returns with minimal capital growth. The Defensive option provides investment mainly in fixed interest securities, with moderate exposure to growth assets, such as shares and property. The frequency of negative annual returns is expected to be 2.3 years over any 20 years*.

Investment objective

For the annual rate credited to members to have a reasonable probability of exceeding the change in the Consumer Price Index by +1.75% per annum over rolling 10 years.

Target asset allocation

	Strategic asset allocation	Range
Australian Shares	9.5%	5 – 15%
International Shares	11%	5 – 15%
Opportunistic Growth	1.5%	0 – 10%
Property	11.5%	5 – 20%
Infrastructure	12.0%	5 – 20%
Agriculture	4.0%	0 – 10%
Opportunistic Debt	8.0%	0 – 10%
Fixed Interest	20.5%	15 – 40%
Cash	22.0%	10 – 30%

Suggested minimum investment timeframe

At least three years

Risk level



[^] Target asset allocations are periodically reviewed in consultation with our investment consultant and were updated on 30 September 2022. To see the current allocations for your BUSSQ investment option/s refer to the relevant PDS at bussq.com.au.

* The frequency of a negative return is based on BUSSQ's investment consultant's capital market assumptions and is not guaranteed.

Pre-mixed option

High Growth

This option may suit long term investors looking for an attractive return and capital growth who can tolerate a higher level of risk and volatility. High Growth provides a high allocation of investments to growth assets, such as shares. The frequency of negative annual returns is expected to be 4.8 years over any 20 years*.

Investment objective

For the annual rate credited to members to exceed the change in the Consumer Price Index by +4.00% per annum over rolling 10 years.

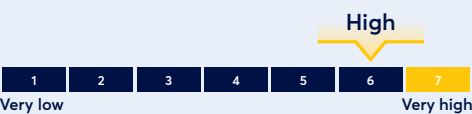
Target asset allocation

	Strategic asset allocation	Range
Australian Shares	31.0%	20 – 45%
International Shares	34.5%	20 – 45%
Opportunistic Growth	3.0%	0 – 10%
Property	11.5%	5 – 20%
Infrastructure	12.0%	5 – 20%
Agriculture	4.0%	0 – 10%
Opportunistic Debt	4.0%	0 – 10%
Cash	0.0%	0 – 5%

Suggested minimum investment timeframe

At least 10 years

Risk level



Pre-mixed option

Balanced Growth Income Account

Designed for medium to long term investors. Balanced Growth Income Account is the most diversified pre-mixed option and provides a mix of growth and defensive assets such as shares, property and fixed interest securities. The frequency of negative annual returns is expected to be 4.1 years over any 20 years*.

Investment objective

For the annual rate credited to members to exceed the change in the Consumer Price Index by +3.25% per annum over rolling 10 years.

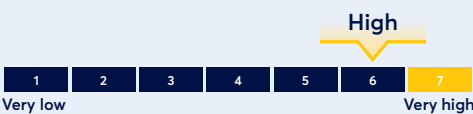
Target asset allocation

	Strategic asset allocation	Range
Australian Shares	27.0%	10 – 35%
International Shares	19.5%	10 – 35%
Opportunistic Growth	3.0%	0 – 10%
Property	11.5%	5 – 20%
Infrastructure	12.0%	5 – 20%
Agriculture	3.0%	0 – 10%
Opportunistic Debt	9.0%	0 – 20%
Fixed Interest	11.0%	5 – 30%
Cash	4.0%	0 – 10%

Suggested minimum investment timeframe

At least five years

Risk level



* The frequency of a negative return is based on BUSSQ's investment consultant's capital market assumptions and is not guaranteed.

Pre-mixed option Defensive Income Account

Designed for short to medium term investors looking for stable returns with minimal capital growth. The Defensive option provides investments mainly in fixed interest securities, with moderate exposure to growth assets, such as shares and property. The frequency of negative annual returns is expected to be 2.1 years over any 20 years*.

Investment objective

For the annual rate credited to members to have a reasonable probability of exceeding the change in the Consumer Price Index by +1.75% per annum over rolling 10 years.

Target asset allocation

	Strategic asset allocation	Range
Australian Shares	10.0%	5 – 15%
International Shares	8.0%	5 – 15%
Opportunistic Growth	1.5%	0 – 10%
Property	11.5%	5 – 20%
Infrastructure	12.0%	5 – 20%
Agriculture	3.0%	0 – 10%
Opportunistic Debt	10.0%	0 – 25%
Fixed Interest	20.5%	15 – 50%
Cash	23.5%	10 – 30%

Suggested minimum investment timeframe

At least three years

Risk level



Pre-mixed option High Growth Income Account

This option may suit long term investors looking for an attractive return and capital growth and who can tolerate a higher level of risk and volatility. High Growth provides a high allocation of investments to growth assets, such as shares. The frequency of negative annual returns is expected to be 4.9 years over any 20 years*.

Investment objective

For the annual rate credited to members to have a reasonable probability of exceeding the change in the Consumer Price Index by +4.00% per annum over rolling 10 years.

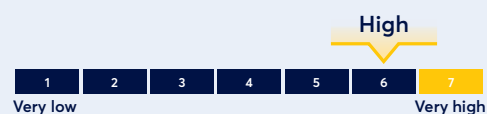
Target asset allocation

	Strategic asset allocation	Range
Australian Shares	36.5%	25 – 45%
International Shares	30.0%	25 – 45%
Opportunistic Growth	3.0%	0 – 10%
Property	11.5%	5 – 20%
Infrastructure	12.0%	5 – 20%
Agriculture	3.0%	0 – 10%
Opportunistic Debt	4.0%	0 – 20%
Cash	0.0%	0 – 10%

Suggested minimum investment timeframe

At least 10 years

Risk level



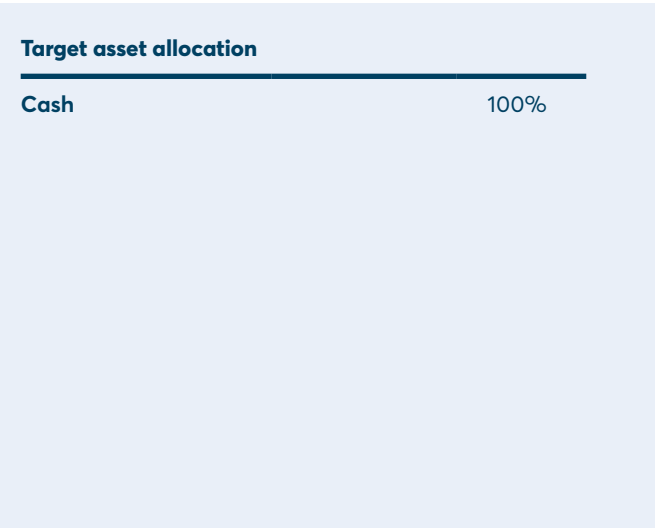
* The frequency of a negative return is based on BUSSQ's investment consultant's capital market assumptions and is not guaranteed.

Single asset class option
Cash

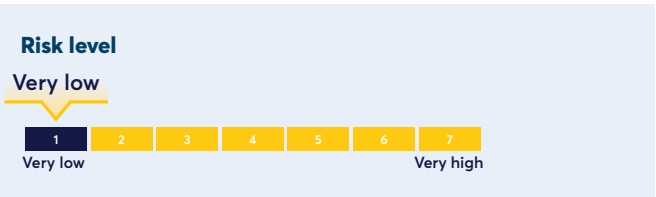
This investment option is for investors who are risk averse and looking for a secure 100% cash investment. This option may suit members who are willing to sacrifice overall return in favour of less risk and a steady rate of return. The Cash pool aims to avoid negative annual returns in any year*.

Investment objective

For the annual rate credited to members to have a reasonable probability of exceeding the Bloomberg AusBond Bank Bill return over rolling 10 years.



Suggested minimum investment timeframe
Not applicable

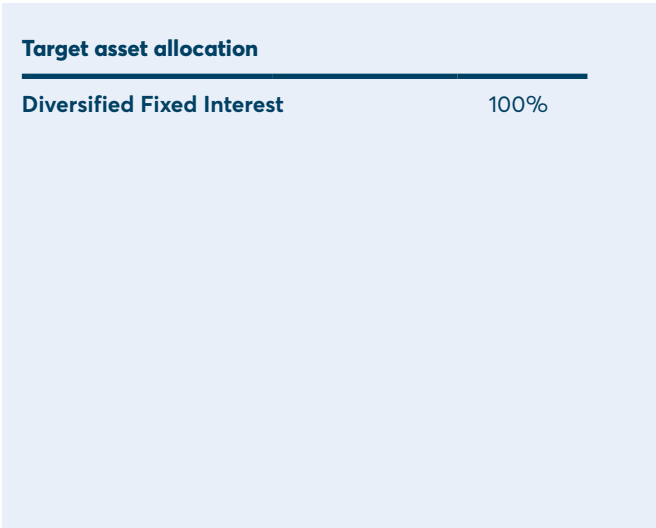


Single asset class option
Diversified Fixed Interest

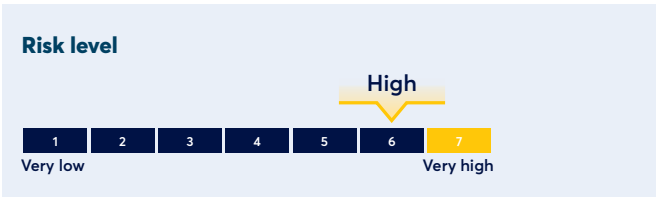
This investment option is for investors looking for a stand alone Fixed Interest investment. This option invests in BUSSQ's Diversified fixed interest sector. The frequency of negative annual returns is expected to be 4.1 years over any 20 years*.

Investment objective

For the annual rate credited to members to have a reasonable probability of exceeding 50% of the Bloomberg Composite Index plus 50% of the Barclays Global Aggregate (Hedged) Index returns over rolling 10 years.



Suggested minimum investment timeframe
At least three years



* The frequency of a negative return is based on BUSSQ's investment consultant's capital market assumptions and is not guaranteed.

Single asset class option Australian Shares

This investment option is for investors looking for a stand alone Australian Shares investment. This option is a sector specific option and invests 100% in BUSSQ's Australian Shares sector. The frequency of negative annual returns is expected to be 7.1 years over any 20 years*.

Investment objective

For the annual rate credited to members to have a reasonable probability of exceeding the S&P/ASX 300 Index return over rolling 10 years.

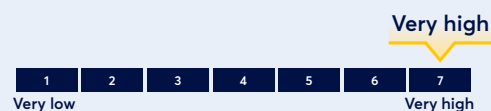
Target asset allocation

Australian Shares	100%
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Suggested minimum investment timeframe

At least 10 years

Risk level



Single asset class option Australian Small Company Shares

This investment option is for investors looking for a stand alone investment, focused on shares in smaller Australian companies. This option is a sector specific option and invests 100% in Australian shares and, in particular, smaller listed companies. The frequency of negative annual returns is expected to be 7.1 years over any 20 years*.

Investment objective

The investment objective is for the annual rate of earnings credited to members to have a reasonable probability of exceeding the S&P/ASX Small Ordinaries Index return over rolling 10 years.

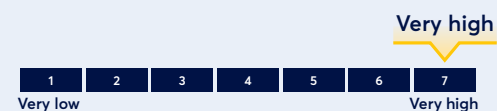
Target asset allocation

Australian Small Company Shares	100%
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Suggested minimum investment timeframe

At least 10 years

Risk level



* The frequency of a negative return is based on BUSSQ's investment consultant's capital market assumptions and is not guaranteed.

Single asset class option
All Shares

This investment option is for investors looking for a diversified shares investment covering both Australian and International Shares. The option will invest 50% in Australian Shares and 50% in Overseas Shares. The frequency of negative annual returns is expected to be 6.3 years over any 20 years*.

Investment objective

The investment objective is for the annual rate of earnings credited to members to have a reasonable probability of exceeding the 50% of the S&P/ASX 300 Index plus 50% MSCI All Country World Index returns over rolling 10 years.

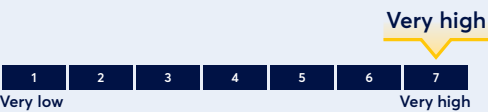
Target asset allocation

Australian Shares	49-51%
International Shares	49-51%

Suggested minimum investment timeframe

At least 10 years

Risk level



Single asset class option
International Shares

This investment option is for investors looking for a stand alone International Shares investment. This option has variable currency hedging depending on market conditions and the assessed relative value of the Australian dollar. The frequency of negative annual returns is expected to be 6.5 years over any 20 years*.

Investment objective

For the annual rate credited to members to have a reasonable probability of exceeding the MSCI All Country World Index return over rolling 10 years.

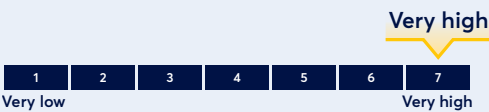
Target asset allocation

International Shares	100%
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Suggested minimum investment timeframe

At least 10 years

Risk level



* The frequency of a negative return is based on BUSSQ's investment consultant's capital market assumptions and is not guaranteed.

Single asset class option

Emerging Markets Shares

This investment option is for investors looking for a stand alone investment in International Shares in emerging market countries (e.g. Brazil, India, China). This option is unhedged, which means that it will be subject to fluctuations in performance because of currency movements. The frequency of negative annual returns is expected to be 6.6 years over any 20 years*.

Investment objective

For the annual rate of earnings credited to members to have a reasonable probability of exceeding the MSCI Emerging Markets Index return over rolling 10 years.

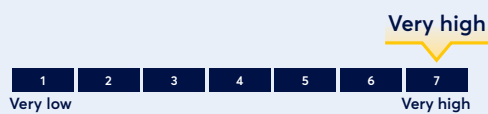
Target asset allocation

Emerging Markets Shares	100%
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Suggested minimum investment timeframe

At least 10 years

Risk level



* The frequency of a negative return is based on BUSSQ's investment consultant's capital market assumptions and is not guaranteed.

Who helps BUSSQ invest?

The Trustee has responsibility for the Fund's investments, within the requirements of the Superannuation Industry (Supervision) Act 1993. The Trustee employs a professional investment advisor, Frontier Advisors to assist it in meeting this responsibility.

The Trustee also appoints investment managers to manage the funds within each asset class. These managers, listed below, are required to report to the Trustee regularly and are continuously monitored.

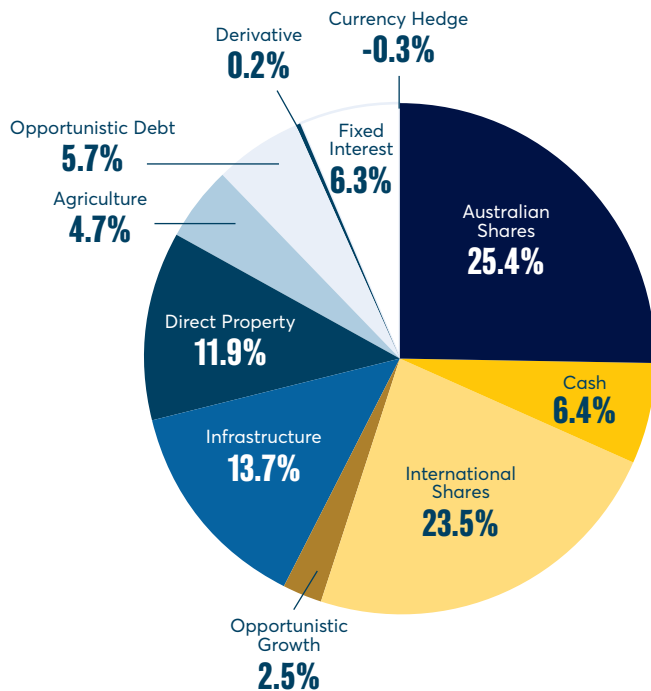
Investment option	Investment manager	June 2022 %
Agriculture	Duxton Capital	1.0%
	Macquarie Pastoral Fund	3.5%
	Stafford International Timberland	0.3%
Australian Shares	Alphinity	6.1%
	Ellerston	5.4%
	First Sentier	2.7%
	Hyperion	4.7%
	Parametric	6.6%
International Shares	Acadian	0.4%
	Lazard	1.5%
	Morgan Stanley	7.0%
	Neuberger Berman	1.3%
	Orbis	4.9%
	Parametric	3.4%
	Sands	4.3%
	Wasatch	0.6%
Cash	Colonial First State	0.0%
	Residual Cash	1.8%
	Term Deposits	4.6%
Direct Property	BUSS(Q) Property Trust	0.2%
	Dexus	4.9%
	Investa	2.0%
	QIC	4.7%
Fixed Interest	Pimco	6.3%

Investment option	Investment manager	June 2022 %
Opportunistic Growth	Gardior	0.0%
	Industry Super Holdings Pty Ltd	0.1%
	Newbury Equity Partners	0.1%
	Oaktree	0.0%
	P A Private	0.0%
	Siguler Guff	0.2%
	Stafford Private Equity	0.1%
Opportunistic Debt	Wilshire	0.0%
	Wasatch	1.9%
	Finisterre	0.7%
	Hayfin	0.7%
	Intermediate Capital Group	3.0%
Infrastructure	Securis	0.8%
	Westbourne	0.5%
	Energy Infrastructure Trust	2.5%
	IFM	2.7%
Other - Derivative	Lazard	0.9%
	Macquarie	7.6%
	Challenger	0.2%
Other - Currency Hedge	Mesirow	-0.3%

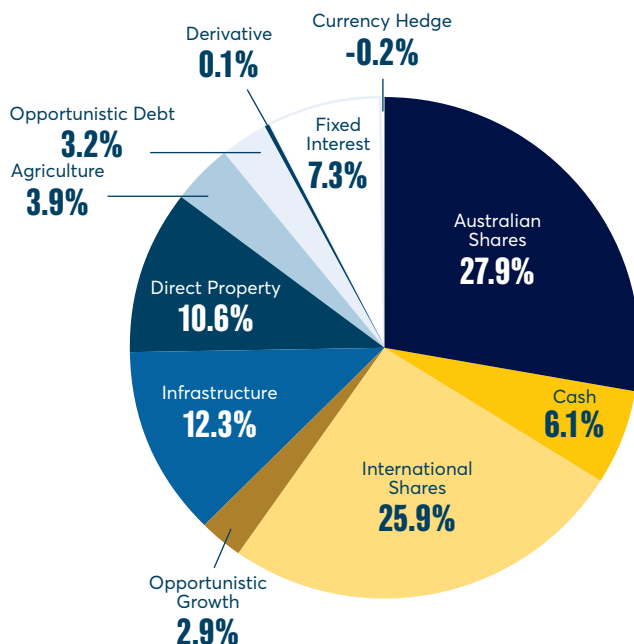
Asset breakdown

As at 30 June 2022 and 30 June 2021 the total assets of BUSSQ were invested as follows:

30 June 2022



30 June 2021



Other investment information

The BUSS (Queensland) Pooled Superannuation Trust (PST)

Most investments of BUSSQ are made via the PST. The Trustee of BUSSQ is also the Trustee of the PST. No other entities invest money in the PST.

Derivatives

The Trustee and BUSSQ's investment managers have the discretion to invest in derivative financial instruments from time to time. This is generally done to either hedge a particular risk or to immediately rebalance the investment portfolio in a quick and efficient manner.

The derivatives charge ratio represents the market value of the assets of the Fund (other than cash) that are subject to a charge in relation to a derivatives contract, as a percentage of the market value of all the assets of the Fund.

BUSSQ monitors the derivatives charge ratio. If at any time during the financial year the derivatives charge ratio exceeded 5%, BUSSQ is required to disclose this in the annual report.

The derivatives charge ratio did not exceed 5% for all of the financial year ended 30 June 2022. On 30th June 2022 the derivatives charge ratio was zero.

The use of derivatives is at the discretion of BUSSQ's Investment Committee in consultation with BUSSQ's investment advisor Frontier Advisors. The primary reason derivatives are used is to help protect the Fund from downside risk and market volatility. They are also utilised to rebalance portfolios back to an agreed asset allocation rather than physically transacting on the Fund's investments which may trigger Capital Gains Tax (CGT) events.

7. Financial statements

Abridged financial information

Ernst and Young has independently audited BUSSQ's financial accounts. The Trustee is satisfied that the audited abridged financial accounts summarised below represent a true and accurate record of BUSSQ's financial position.

Statement of financial position

Assets	30 June 2022 \$	30 June 2021 \$
Cash and cash equivalents	16,464,969	17,874,839
Receivables	9,502,380	8,367,921
Cash and short term deposits	52,893,774	46,480,638
Pooled Superannuation Trusts	5,484,113,740	5,733,841,948
Domestic property	13,300,063	13,600,003
Property, plant and equipment	718,506	1,063,851
Intangible asset	-	49,325
Deferred tax assets	801,529	1,250,956
Total assets	5,577,794,961	5,822,529,481
Liabilities		
Payables	(3,532,478)	(3,746,203)
Income tax payable	(41,995,024)	(35,944,564)
Deferred tax liabilities	(44,989)	-
Total liabilities excluding member benefits	(45,572,491)	(39,690,767)
Net assets available for member benefits	5,532,222,470	5,782,838,714
Member benefits		
Allocated to members	(5,518,553,626)	(5,735,215,515)
Unallocated to members	(41,951)	(212,097)
Total member liabilities	(5,518,595,577)	(5,735,427,612)
Net assets	13,626,893	47,411,102
Equity		
Other reserves	413,514	34,485,349
Operational risk reserve	13,213,379	12,925,753
Total equity	13,626,893	47,411,102

Income statement

Superannuation activities	30 June 2022 \$	30 June 2021 \$
Interest	87,892	161,544
Distributions from unit trusts	48	19
Changes in assets measured at fair value	(294,704,160)	840,296,888
Other investment income	-	14
Other income	1,195	127,662
Total superannuation activities income	(294,615,025)	840,586,127
Investment expenses	(55,514)	(56,845)
Administration expenses	(5,127,444)	(5,808,367)
Operating expenses	(12,897,136)	(13,187,699)
Other expense	(4,121,191)	(4,115,390)
Total expenses	(22,201,285)	(23,168,301)
Net result from superannuation activities	(316,816,310)	817,417,826
Profit from operating activities	(316,816,310)	817,417,826
Less: Net benefits allocated to members' accounts	276,872,466	(811,777,163)
Profit/(loss) before income tax	(39,943,844)	5,640,663
Income tax expense/(benefit)	(6,159,635)	(6,746,503)
Profit after income tax	(33,784,209)	12,387,166

Statement of changes in member benefits

	30 June 2022 \$	30 June 2021 \$
Opening balance of member benefits	5,735,427,612	4,978,037,246
Contributions:		
Employer	312,513,102	277,109,325
Member	61,273,340	52,915,320
Transfer from other superannuation plans	102,554,073	107,159,809
Government co-contributions	280,714	279,431
Income tax on contributions	(48,952,097)	(42,932,408)
Net after tax contributions	427,669,132	394,531,477
Benefits to members/beneficiaries	(364,427,979)	(445,548,034)
Insurance premiums charged to members' accounts	(23,623,846)	(23,136,197)
Death and disability insurance benefits credited to members' accounts	20,423,124	19,765,957
Benefits allocated to members' accounts, comprising:		
Net investment income	(270,740,920)	818,161,227
Administration fees	(6,131,546)	(6,384,064)
Closing balance of member benefits	5,518,595,577	5,735,427,612

Reserves

Fund Reserves

The Trustee maintains the following Fund reserves:

- Operational Risk Financial Requirement (ORFR) Reserve for the Fund
- ORFR for BUSS (Queensland) Pooled Superannuation Trust (PST)
- General Reserve

The purpose of the Fund's ORFR Reserve is to address losses arising from operational risks within the Fund, if they occur. In 2021/22, the Trustee's target ORFR Reserve for the Fund was 0.25%.

The Fund invests in the PST. The purpose of the PST's ORFR Reserve is to address losses arising from operational risks within the PST, if they occur. In 2021/22 the Trustee's target ORFR Reserve for the PST was 0.10%.

The purpose of the General Reserve is to fund contingency expenses such as taxation adjustments and other calculation variances. In 2021/22 the Trustee's target General Reserve was 0.15%.

The reserves are maintained from:

- any excess of investment earnings over returns credited to members' accounts, and
- any surplus of fees above the Fund's operating costs.

The ORFRs and General Reserve are held in reserve accounts that are separately identifiable from member accounts and other reserves. The investment strategy ensures that the funds will be unrestricted so that operational losses can be rectified in a timely manner. The investments are held in cash or cash equivalents and can only be used to rectify a loss caused by an operational risk. The investment strategy forms part of the Fund's Investment Policy Statement which is reviewed annually.

The following tables summarise the movement in reserves over the past three years. Note that certain amounts in the Reserves' comparative information have been reclassified to conform to current period financial statement presentations.

Fund – Operational Risk Financial Requirement Reserve

Balance as at 30 June

2022	\$13,213,379
2021	\$12,925,753
2020	\$13,142,204

PST - Operational Risk Financial Requirement Reserve

Balance as at 30 June

2022	\$5,240,580
2021	\$5,219,608
2020	\$5,182,335

General Reserve

Balance as at 30 June

2022	\$413,514
2021	\$34,485,349
2020	\$21,881,733

Trustee Capital Reserve

The purpose of the Trustee Capital Reserve is to provide the Trustee with capital to ensure the Trustee's ongoing capital adequacy. The Trustee Capital Reserve is held by the Trustee and maintained by way of a Trustee Service Fee transferred from the Fund's General Reserve.

The Trustee Capital Reserve is separately identifiable from member accounts and Fund reserves. The investments are held in cash or cash equivalents to ensure that the funds will be unrestricted.

The Trustee Capital Reserve commenced in the 2021/22 financial year with a balance of \$300,000 funded from the Fund's General Reserve. The balance at 30 June 2022 remained \$300,000 as no payments were made from the reserve during the financial year.

8. Other information

BUSSQ subsidiary companies

Skylight Financial Solutions Pty Ltd (Skylight) ABN 46 076 835 848 AFSL 450 139, was a fully owned entity of BUSS (Queensland) Pty Ltd ABN 15 065 081 281 that provided advice to BUSSQ members in relation to their superannuation needs. Skylight ceased operations on 29 October 2021.

BUSS(Q) Properties Pty Ltd is the Trustee of BUSS(Q) Property Trust. BUSS (Queensland) Pty Ltd is the sole unitholder in BUSS(Q) Property Trust and sole shareholder of BUSS(Q) Properties Pty Ltd. The BUSS(Q) Property Trust was setup as an investment vehicle to purchase the office building at 299 Coronation Drive, Milton.

Financial advice

Until 29 October 2021 financial advice was provided by Skylight Financial Solutions Pty Ltd.

Since 1 November 2021, members have had access to financial advice services provided by Link Advice Pty Ltd (ABN 36 105 811 836 AFSL 258145).

Link Advice provides BUSSQ members with personal advice in relation to:

- insurance
- investment choice
- contributions, and
- retirement.

This advice is limited to BUSSQ products and there are no extra fees or costs for this service.

Link Advice also provides BUSSQ members with personal advice in relation to:

- retirement income streams (Simple Retirement Advice), and
- transition to retirement (Transition to Retirement Advice).

If the advice extends beyond a member's BUSSQ super account, an additional fee is payable for that part of the Simple Retirement Advice and/or Transition to Retirement Advice that extends beyond the member's account. For more information, refer to the Joint Financial Services Guide in section 9.

Fees and other costs

BUSSQ's Product Disclosure Statements (PDS) give full explanations of all fees and other costs that you may be charged. Please be sure to read the PDS applicable to your membership. Current PDSs are available on our website at bussq.com.au or we can mail one to you at your request. Fees and costs may be directly deducted from your account, from the returns on your investment or from the Fund assets as a whole. Taxes and insurance costs are also set out in the PDS. BUSSQ is run as a profit for members fund which means that all profits are returned to members. Any future fee increase will only be required to cover the costs of running the Fund.

To comply with new regulatory requirements, BUSSQ changed the way it discloses fees and costs in members' Annual Statements for the 2021/22 financial year, and from 30 September 2022 changed the way it discloses fees and costs in its PDSs.

Indirect Cost Ratio

The indirect cost ratio applicable to each of BUSSQ's investment options for the year ending 30 June 2022 are as follows (these costs include GST attributable to investment costs).

The indirect cost ratio was deducted before unit prices were declared. Investment earnings applied to members' accounts are net of indirect costs.

For the current fees and costs for your BUSSQ product/s see the relevant PDS at bussq.com.au.

Asset class	Super	Income account
Pre-mixed		
Balanced Growth	1.00%	0.93%
Defensive	0.83%	0.79%
High Growth	1.02%	0.97%
Single asset class		
Cash	0.32%	0.32%
Diversified Fixed Interest	0.63%	0.63%
Australian Shares	0.69%	0.69%
Australian Small Company Shares	0.69%	0.69%
All Shares	0.87%	0.87%
International Shares	1.01%	1.01%
Emerging Markets Shares	1.25%	1.25%

The indirect cost ratio is an estimate based on the investment related costs (including performance related fees payable to external investment managers where applicable) incurred for the 12 months ended 30 June 2022 and the trustee related costs as at 30 June 2022.

Risk management framework

To act in the best interests of our members, BUSSQ has in place a Board approved risk management framework. The Board is ultimately responsible for the management of risk, but has delegated oversight to the Audit and Risk Committee. BUSSQ complies with the key legislative requirements regarding risk management.

A Board approved Risk Appetite Statement is in place to monitor the acceptable risk taken to achieve BUSSQ's objectives.

Additionally, BUSSQ has internal and external audit procedures. Board approved auditors declare their independence to ensure the integrity of auditing during the financial reporting process.

Cyber security

Cyber threats are constant for companies worldwide and the methods being used to disrupt systems and compromise data are continually evolving. BUSSQ, in conjunction with service providers, works to keep up with these evolving threats and mitigate risks wherever possible.

The Fund complies with prudential requirements, and has implemented information security controls that aim to protect members' data. We work to continuously strengthen our cyber security and improve our ability to identify threats, strengthen our perimeter security and where possible, reduce our digital fingerprint.

Members are encouraged to be alert to potential scams and fraudulent activity, and to take steps to protect themselves from scams. Tips on protecting yourself from scams can be found on our website bussq.com.au/blog.

Conflict management

In line with APRA Superannuation Prudential Standard 521, BUSSQ has in place a framework to identify, avoid and manage conflicts of interest and duty.

AML/CTF

BUSS (Queensland) Pty Ltd is a reporting entity under the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 as it provides designated services under the Act.

BUSS (Queensland) Pty Ltd is enrolled with the Australian Transaction Reports and Analysis Centre ("AUSTRAC"), the governing body relating to AML/CTF and has an AML/CTF Program in place.

Arrears policy

The Fund takes its responsibility to ensure that members receive their legislated or Enterprise Bargaining Agreement (EBA) entitlements very seriously. The Fund uses a process of reminder communications and telephone calls to follow up employers who have missed contributions. If contributions remain unpaid, the Fund refers the matter to either the relevant union where an EBA is in place, or to you, so that you can make a complaint to the Australian Taxation Office. The Fund will also take legal action against employers where applicable. However, the Fund takes great care to protect members' personal data in these processes. The Fund also has a service to assist members to follow up unpaid superannuation. Please call **1800 692 877** if you require assistance.

Privacy policy

BUSSQ's privacy policy is available at bussq.com.au or call us and we'll send you a copy.

Trust deed

The Trust Deed is a legal document that sets out how the Fund is to be operated. The Trust Deed must also operate within the superannuation legislation.

More information

As well as this Annual Report, a range of information about BUSSQ is available to you on our website bussq.com.au, including your Annual Statement (available via *MemberAccess*), the BUSSQ Product Disclosure Statements (PDS), Target Market Determinations, Member Outcomes Assessment, Retirement Income Strategy Summary, and the Trust Deed, BUSSQ's group life insurance policy and the latest audited BUSSQ Accounts and Auditor's Report are available on request.

If you or your beneficiaries would like a copy of these documents, or if you need more information about your benefits, BUSSQ will be pleased to help. Call us on **1800 692 877** or email super@bussq.com.au.

9. Financial Services Guide

Joint Financial Services Guide – BUSSQ Building Super and Link Advice

Issued 30 September 2022

What you should know about this guide

This Joint Financial Services Guide (FSG) has been prepared, authorised and issued by BUSS (Queensland) Pty Ltd (ABN 15 065 081 281, AFSL 237860) as Trustee for the Building Unions Superannuation Scheme (Queensland) (BUSSQ) (ABN 85 571 332 201) and by Link Advice Pty Ltd (ABN 36 105 811 836, AFSL 258145) (Link Advice). The distribution of this FSG by the Trustee and Link Advice has been authorised by all parties.

The Trustee has contracted with Australian Administration Services Pty Limited (ABN 62 003 429 114) (AAS) to provide administration and financial product advice services to members and employers of BUSSQ. Link Advice is a wholly owned subsidiary of AAS and authorises certain AAS employees to provide general and personal advice to BUSSQ members.

Not Independent

Link Advice is authorised under the Link Advice AFSL for the provision of financial product advice services to BUSSQ members. Link Advice is not independent, impartial or unbiased as AAS is paid a fee by the Trustee for these financial advice services.

The purpose of this FSG is to help you decide whether to use the services offered by the Trustee and/or Link Advice. This FSG will provide you with information about the services provided by the Trustee and Link Advice, how they and their respective representatives are remunerated in relation to the financial services offered, and how complaints against BUSSQ and Link Advice are dealt with.

What financial services are available to you?

The Trustee is authorised to:

1. Provide financial product advice for the following classes of financial products:
 - i Superannuation, and
2. Deal in a financial product by:
 - i Issuing, applying for, acquiring, varying or disposing of a financial product in respect of the following classes of financial products:
 - a) deposit and payment products limited to non-cash payments products, and
 - b) superannuation (BUSSQ products).

3. Provide a superannuation trustee service to retail and wholesale clients.

Link Advice and its representatives are authorised (among other things) to deal in and to provide general and personal advice in relation to superannuation products.

General advice

General advice is advice that does not take into account your individual objectives, financial situation or needs and as such the advice may not be appropriate for your circumstances. You should assess your own financial needs and/or obtain advice from a qualified professional before acting on general advice. General advice is provided by the Trustee and Link Advice.

Personal advice

Personal advice is advice that does take into account your individual objectives, financial situation or needs. Link Advice provides personal advice to BUSSQ members on behalf of the Trustee. The advice services are commonly provided through the following channels:

- over the phone
- digital (online) advice.

Other documents

You are entitled to receive a Statement of Advice (SOA) whenever you are provided with personal financial product advice. The SOA will contain the advice, the basis on which it is given and information about fees and any associations which may influence the provision of the advice.

You are also entitled to receive a Product Disclosure Statement (PDS) whenever you are provided with advice relating to the acquisition, or possible acquisition, of a financial product. The PDS will contain the main features, costs and benefits of the financial product, which you should consider before making a decision whether to acquire that product.

What personal advice services are available to you?

Link Advice provides BUSSQ members with personal advice in relation to:

- insurance
- investment choice
- contributions, and
- retirement.

This advice is limited to BUSSQ products. There are no additional fees for this service.

Link Advice also provides BUSSQ members with personal advice in relation to:

- Retirement income streams (Simple Retirement Advice), and
- Transition to retirement (Transition to Retirement Advice).

Simple Retirement Advice and Transition to Retirement Advice may extend to financial matters beyond a member's BUSSQ superannuation account, such as other assets and income, and eligibility for Centrelink benefits. If the advice is limited to BUSSQ products, there is no additional fee. If the advice extends beyond a member's BUSSQ super account, an additional fee is payable for that part of the Simple Retirement Advice and/or Transition to Retirement Advice that extends beyond the member's account.

How will you pay for the services provided?

The fees charged for BUSSQ products are set out in the PDS for the relevant BUSSQ product. There are no additional fees for general advice regarding your BUSSQ account, or for personal advice in relation to insurance, investment choice, contributions and retirement, where the personal advice is limited to BUSSQ products.

Link Advice charges the member a fee, on a fee-for-service basis, for that part of Simple Retirement Advice and/or Transition to Retirement Advice that extends beyond a member's BUSSQ super account. Fees start at \$220 per hour including GST. Link Advice will agree the exact fee with you prior to proceeding with advice so you feel comfortable and confident that the service is right for you. The fee for this personal advice will be invoiced to you by Link Advice for payment. The fee cannot be debited directly from your BUSSQ superannuation account.

What remuneration do the Trustee and Link Advice receive?

Other than that personal advice for which Link Advice charges BUSSQ members a fee, Link Advice does not receive specific remuneration relating to the general and personal advice services offered on behalf of the Trustee that have been outlined in this guide.

AAS is remunerated by the Trustee for the contracted administration, general and personal advice services (other than personal advice for which Link Advice charges BUSSQ members a fee) that it provides to the BUSSQ fund, as a whole.

Representatives of Link Advice are salaried employees. As salaried representatives of Link Advice, they may be entitled to receive an annual bonus based on the performance measures of the Link Group and its subsidiaries. This bonus is discretionary and not related to product sales. Representatives of Link Advice do not accept or receive any other form of remuneration or commissions in regard to the provision of personal advice.

Neither the Trustee nor its representatives receive hard or soft dollar bonuses as a direct result of providing advice to you. Directors and representatives of the Trustee do not receive commissions or bonuses as a result of the services offered to you by our representatives. Any surplus generated from fees or charges is retained to be used for the benefit of BUSSQ members. The Trustee does not pay any commissions to any third party who may refer you to BUSSQ.

The Trustee may charge a Trustee service fee to the Fund's General Reserve. The fee is held in a Trustee Capital Reserve of BUSS (Queensland) Pty Ltd. The purpose of the Trustee Capital Reserve is to ensure the Trustee's ongoing capital adequacy in the event that it needs to pay expenses including any penalties imposed on the Trustee.

What compensation arrangements are in place?

The Trustee and Link Advice each have in place adequate arrangements, including Professional Indemnity insurance, to compensate clients, fund members or their beneficiaries for loss or damage suffered as a result of breaches of any relevant legislative obligations by the Trustee, Link Advice, or their respective representatives/employees including claims in relation to the conduct of representatives/employees who no longer work for the licensees (but who did at the time of the relevant conduct). These arrangements satisfy the requirements of section 912B of the Corporations Act 2001 (Cth).

How is my information protected?

The Trustee only collects information that is necessary to manage your account, provide financial advice, meet any legislative requirements and provide you with opportunities available to you as a member or client, or as otherwise permitted by law. We may share this information between the Trustee, AAS and Link Advice. The BUSSQ Privacy Policy is available at bussq.com.au.

Link Advice and AAS are subject to the Link Group Privacy Policy, a copy of which is available at linkgroup.com/docs/Link_Group_Privacy_Policy.pdf

What relationships or associations may influence the advice given to me?

Link Advice representatives may be members of BUSSQ. BUSSQ Directors and representatives may be members of BUSSQ. BUSSQ Directors may hold directorships in funds in which BUSSQ invests.

BUSSQ makes available a Clearing House to its employers and utilises SCH Online. SCH Online is a non-cash payment product issued by Pacific Custodians Pty Limited (ABN 66 009 682 866, AFSL 295142)(Pacific Custodians) and operated by The Superannuation Clearing House Pty Limited (ABN 15 086 576 721)(TSCH).

Pacific Custodians, TSCH, Link Advice and AAS are all related bodies corporate and members of the Link Group of companies. For more information about the Link Group, please visit: linkgroup.com. BUSSQ has no association or relationship with any other product issuer and does not receive any benefit from any relationship that could influence the providing of advice.

How complaints are dealt with?

Complaints about BUSSQ

If you are not happy with any aspect of your contact with BUSSQ and wish to make a complaint, you should contact the Complaints Officer:

The Complaints Officer contact details are:

PHONE 1800 692 877

MAIL Complaints Officer, BUSSQ, GPO Box 2775, Brisbane QLD 4001

EMAIL super@bussq.com.au

Alternatively, you can make a complaint in person to a BUSSQ representative, or online at bussq.com.au or via BUSSQ-owned or controlled social media.

The Complaints Officer will investigate your complaint on your behalf and write to inform you of the results of that investigation no later than 30 calendar days after receiving a financial advice complaint or 45 calendar days after receiving a superannuation trustee complaint (unless the complaint relates to a death benefit distribution, in which case the Complaints Officer will respond no later than 90 calendar days after the expiry of the 28 calendar day period for objecting to a proposed death benefit distribution).*

If your complaint relates to insurance, the Complaints Officer will provide you with updates at least every 20 business days (unless we agree a different timetable with you).

Our formal response will include:

- The reasons for our decision;
- Your ability to request documents relied on to decide your complaint; and
- Your right to take your complaint to the Australian Financial Complaints Authority (AFCA).

*Sometimes we will need more time to investigate and respond to your complaint. In such a situation, before the relevant response timeframe expires, we will provide you with an Internal Dispute Resolution (IDR) delay notification which provides reasons for the delay and your right to take your complaint to AFCA.

If you are not satisfied with our response or you have not received a response within the required timeframe, you may take your complaint to AFCA.

Complaints about Link Advice

If you have a complaint about financial product advice provided by representatives of Link Advice, you can direct your complaint to "The Complaints Officer" at our address listed in 'Our contact details' at the end of this guide. We will try to acknowledge and respond to your complaint fairly and within the required timeframes.

If you do not receive a response to your complaint within 30 calendar days, or are not satisfied with the response after going through the internal complaints process, you can take your complaint to AFCA.

About AFCA

AFCA provides a fair and independent financial services complaint resolution service that is free to consumers. AFCA may be able to help resolve your complaint, but only after you have made a complaint to BUSSQ.

AFCA contact details are:

WEB www.afca.org.au

EMAIL info@afca.org.au

PHONE 1800 931 678 (free call)

MAIL Australian Financial Complaints Authority
GPO Box 3 Melbourne VIC 3001

Who is responsible for the advice given to me?

Link Advice is responsible for advice given to you by Link Advice representatives. BUSS (Queensland) Pty Ltd is responsible for the advice given to you by BUSSQ representatives. You may be provided with written material or communications including emails, which may contain general advice. The entity that prepared that written material is responsible for that advice. All contact with the BUSSQ telephone contact centre will be with a Link Advice representative. If you are referred for personal advice on that call this will be provided by a Link Advice representative. The representative assisting you is a salaried employee who is authorised to give you general or personal advice. The representative will inform you under which category they operate in terms of their advice status.

How to give us instructions

You can give instructions to BUSSQ using its contact details provided below.

For personal advice, you can give instructions to Link Advice using its contact details provided below.

Our contact details

BUSSQ

WEB bussq.com.au

EMAIL super@bussq.com.au

PHONE 1800 692 877

MAIL BUSSQ PO Box 1526, Milton QLD 4064

VISIT BUSSQ 299 Coronation Drive, Milton QLD 4064

Link Advice

WEB linkadvice.com.au

EMAIL advice@linkadvice.com.au

PHONE 1300 734 007

MAIL PO Box 240 Parramatta NSW 2124

BUSSQ Building Super

BUSSQ House, Ground Floor,
299 Coronation Drive, Milton QLD 4064

Postal Address

GPO Box 2775, Brisbane, QLD 4001

Fund

Building Unions Superannuation Scheme
(Queensland) (BUSSQ)

ABN 85 571 332 201

RSE L0002158

Registration number R1055870

SFN 268 338 948

Trustee

BUSS (Queensland) Pty Ltd

ABN 15 065 081 281

AFSL 237860



For more information call 1800 692 877,
email super@bussq.com.au or visit bussq.com.au

