

20 Social Responsibility highlights at the Bank

1. **For the sixth year in a row** we have been named one of the **World's Most Ethical Companies** by the *Ethisphere Institute*. We are 1 of 128 companies and **1 of only 5 banks worldwide to receive this recognition**. The citation '*honours superior achievements in transparency, integrity, ethics and compliance, and underscores an honouree's commitment to leading with integrity and prioritising ethical business practices.*ⁱ
2. The Bank's **\$1 billion Debt Issuance Programme (DIP) for wholesale investors is a Certified Ethical Investment** by the Responsible Investment Association Australasia (RIAA). The bank **pioneered ethical investment** in 2015; we were the first bank to have our entire wholesale debt issuance programme certified by RIAA. We are **the only bank** to have a Certified Ethical wholesale cash product, we pioneered an Australian-first on fossil fuel exclusion.ⁱⁱ
3. All new retail mortgage and deposit products sold by the Bank are certified as **Responsible Investment** by the RIAAⁱⁱⁱ. Combined, the RIAA Certification for wholesale and retail could generate **more than \$3.5 billion of socially responsible investment** for the bank by 2021.
4. We established **strict social responsibility exclusion criteria** in our lending; These exclusions mean we won't provide funding where '*the primary purpose of the entity or business is alcohol, armaments, correctional facilities, cryptocurrency, deforestation or gross environmental degradation, gambling, military activities, political activities, pornography, slavery, tobacco or uranium.*'
5. **We don't lend members' money to the fossil fuel industry**. The Bank '*does not use members' deposits to directly lend to, buy equity or debt in, any large-scale greenhouse polluting activities from fossil fuel exploration, extraction, production and use.*'
6. **For the seventh year in a row we've been a global leader in community investment** with an investment of 6.7% of pre-tax profits, equal to 9.5% of profits after tax (NPAT). As measured by the LBG, **6.7** times the *Global Benchmark average* of 1%; **4.2** times the *Global Financial Services sector average* of 1.59% **9.3** times the *Australia and New Zealand average* of 0.72%.^{iv}
7. **For the fourth year in a row we're a Gender Equality Employer of Choice**, cited as an **Employer of Choice for Gender Equality** by the Workplace Gender Equality Agency. We are one of only 140 Australian organisations to be recognised. The citation recognises business leadership to promoting gender equality in Australian workplaces.^v
8. Our socially responsible business practices are **enshrined in our Corporate Social Responsibility Policy**, which covers responsibilities and commitments across 200+ actions.
9. We are a **Global Alliance for Banking on Values (GABV) partner**. The GABV is a global network of banking leaders committed to value-based banking. The network covers 50 institutions, \$230 billion of assets serving 50 million customers.

10. We support the **UN Sustainable Finance Roadmap for Australia** and were the only mutual bank to speak at the **2018 United Nations Environment Programme Finance Initiative (UNEP FI) Conference in Sydney**, backed by 300 Finance sector organisations with \$10 trillion in assets.
11. We're advocating for better housing affordability for key workers. Undertaken by the **University of Sydney's Urban Housing Lab**, two wide-ranging studies provided in-depth analysis of declining levels of housing affordability across greater and metropolitan Sydney for key workers -including teachers, firefighters, nurses, police, ambulance drivers and paramedics, and set out policy solutions.
12. We published *Social Responsibility Performance Benchmarks and Awards* which details **45 results from external, independent organisations** over the past six years. These benchmarks measure our best-practice corporate social responsibility.
13. We measured our environmental, social and governance performance, and **report against 85 targets and KPIs year on year through our Annual Report.**
14. We **mandate and embed sustainability in our supply chain** Vendor Management Framework (VMF). All material, strategic and major suppliers are required to complete a comprehensive CSR Survey that is included as part of their contract.
15. We've achieved **net zero emissions buildings via the mandatory installation of solar PV and LEDs and carbon offsets** on six owned buildings.
16. We are certified as a **Climate Neutral Company**, which means our business operations are carbon neutral.
17. We **exceed the ASX average** of the percentage of females at all leadership levels; **44%** of our Board members, **29%** of our Executive team and **39%** of Management were women.
18. We're creating **opportunities for Indigenous students**, by working with the NSW Department of Education to develop a work placement program for students from Sydney's Western suburbs.
19. **We're helping children with financial literacy in developing countries.** Through our partnership with the *Cufa Children's Financial Literacy (CFL)* program in Cambodia we've helped in getting **26,454** children educated in finance; helping **17,410** children actively save; get **220** teachers trained; running **1,029** financial literacy lessons. Each dollar invested in this project generates **\$2.60** of social value.
20. **Our employees give back.** We've established two volunteer days a year, to allow our employees to support their communities. In 2018, *54 staff volunteered 354 hours for charities.*

ⁱ WME The Ethisphere Institute is the global leader in defining and advancing the standards of ethical business practice. The World's Most Ethical Company assessment is based upon the Ethisphere Institute's Ethics Quotient (EQ) framework and honours superior achievements in transparency, integrity, ethics and compliance – more information at: <http://ethisphere.com>.

ⁱⁱ Our \$1 billion Debt Issuance Programme has been certified by RIAA according to the strict operational and disclosure practices required under the Responsible Investment Certification Program. See www.responsibleinvestment.org for details.

ⁱⁱⁱ Retail mortgages and deposits have been certified by RIAA according to the strict operational and disclosure practices required under the Responsible Investment Certification Program. See www.responsibleinvestment.org for details.

^{iv} The LBG is the global standard for measuring and benchmarking corporate community investment. The LBG model provides a comprehensive and consistent set of measures to determine an organisation's contribution to the community, including cash, time, in kind donations, and management costs. www.lbg-australia.com.

^v The WGEA Employer of Choice for Gender Equality (EOCGE) citation is designed to encourage, recognise and promote active commitment to achieving gender equality in Australian workplaces – www.wgea.gov.au. This replaced the EOGE citation.