

Corporate Report 2023.

for and with you



Beyond Bank
AUSTRALIA

Acknowledgement of Country.

Beyond Bank proudly acknowledges Australia's Aboriginal and Torres Strait Islander communities and their rich culture and pays respect to their Elders past and present. We acknowledge Aboriginal and Torres Strait Islander peoples as Australia's first peoples and as the Traditional Owners and custodians of the land and water on which we rely.

We recognise and value the ongoing contribution of Aboriginal and Torres Strait Islander peoples and communities to Australian life and how this enriches us. We embrace the spirit of reconciliation, working towards the equality of outcomes and ensuring an equal voice.

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for and with you

Welcome.

We are Beyond Bank Australia, one of the largest customer-owned banks in Australia.

As a customer-owned bank, we've been putting people before profit for more than 60 years.

This report outlines who we are as a mutual bank, our values and our purpose.



Message from our Chair and CEO.

Our purpose is to create and return value, and through this, we change lives.

It is what guides every decision that we make and everything that we do. As one of Australia's largest customer-owned banks, we aim to make a positive difference for you, your community and your bank. We do this through the relationships we build with our customers, understanding that every person is unique and has their own needs that we can help to fulfil.

What this means is that we have a business that is built on connection - the type of connection that is often hard to find, but when you do, you have found a place where you belong. Those who are a part of our inclusive community know each other. They trust each other. They understand each other and they support each other.

The last twelve months have been no different to the first 60+ years of our existence. It has again been filled with challenges and opportunities in equal measure. Throughout all of that, we are pleased to say that it has also been filled with an unparalleled commitment to our purpose and values. This commitment allows your bank to continue to deliver for you and your community. We are proud of some of the achievements that have come our way during this time, many of which are outlined within this report.

You.

As a customer-owned bank serving the needs of more than 295,000 customers, we aim to do our best for you every day. There have been many recent challenges for our customers, making it as important as ever that, as an organisation, we provide all the support we can.

During the financial year, there have been many customer highlights, including:

- A customer satisfaction rating of 93%
- Assisting more customers to own their own homes and achieve their personal and business goals via record lending growth (\$1.94b)
- The delivery of 45,523 banking reviews, ensuring we set our customers up for success
- The addition of 41,665 new customers to the Bank.

Ms Sandra (Sam) Andersen

Chair, Beyond Bank Australia.

Mr Robert Keogh

Chief Executive Officer, Beyond Bank Australia.

The driving force behind all we do for our customer-owners is an innate desire to always do what is best for you (our customers) and ensure that you feel positive about your financial wellbeing. We are pleased to announce that this commitment has resulted in independent external recognition, and during the 2022/23 financial year, we were delighted to receive several industry awards. These included Roy Morgan's Customer Satisfaction Award (2022), Canstar's Most Satisfied Customers - Customer Owned Banks (2023), Canstar's Digital Banking Award - Customer Owned Banks (2023) and being placed among the top three banks in Australia for Forbes annual listing of the World's Best Banks (2023).

These awards reinforce that we are on the right path and that our strategy is focused on the important things that matter to our customers. Our people are the key to this level of success, and they work hard to deliver for you every day.

Your Community.

Strong and inclusive communities are good for everyone, including us. As an organisation founded by people looking for a way to help others, we have always been mindful of the role that we could (and should) play in building stronger communities.

This year included several significant community achievements and milestones. Firstly, we achieved B Corp certification for the third time and lifted our score to 146.7 (up from 97.5 at our last accreditation in 2017). Notably, one of the critical drivers of this significant uplift was our commitment to keeping our branch network open and ensuring that we can continue to serve our customer base, wherever they may be.

The B Corp community is a global community of forward-thinking businesses that push for higher social and environmental impact standards, challenging business norms to benefit all people, communities and our planet. B Corp certified organisations measure what matters and work to ensure their business benefits all stakeholders — including customers, the community, their people, suppliers and the environment.

Our B Corp score is much more than a number on a page, as it helps us measure our business's positive impact on all our stakeholders. Our impact helps to make a difference and change the lives of more people in the community.

This year, we also marked 15 years since the Beyond Bank Australia Foundation was created. In the time since, the Foundation and our Community Development arm of the business have delivered much to be proud of.

Today, we partner with more than 5,000 community organisations across Australia, providing essential banking services to the sector and working hand in hand with our partners on some of society's most pressing issues, including housing affordability, helping older Australians, and driving stronger levels of financial wellbeing.

We also continue to support employees within the community sector via our salary packaging offering with this service now supporting more than 52,000 people.

Our financial and in-kind investments into the community have also remained an important part of our contribution, and in the 2022/23 financial year, our contributions include:

- Delivering \$679,174 in community contributions to 430 organisations via our unique Community Reward Program
- Operating our Double Donation campaign for the third consecutive year, raising \$331,916 for 17 charity partners across Australia
- Investing more than \$480,000 in critical community initiatives via the Beyond Bank Foundation and our Community Development Grant program
- Providing 1146 hours in paid volunteering leave for our staff to contribute to the causes they care about most
- Investing in a dedicated community development team that aims to serve the not-for-profit sector and develop mutually beneficial partnerships.



We are proud of our involvement in local communities and the opportunity it provides for our people to connect with others. Many positive stories arise from these interactions, some of which are included in this report.

Your bank.

The business has continued to perform exceptionally well in an environment with many challenges.

Following last year's record profit announcement, we matched this level of performance, recording a net profit after tax of \$35.5m. This result provides us with the platform to continue investing in essential products and services and systems whilst enhancing our strong capital position (16.91%), which is well above prudential standards.

Assets grew strongly at 7.76%, with deposits increasing by 5.85% and loans growing by 9.03%. Notably, credit quality, measured by accounts 30 days past due as a percentage of total loans outstanding, was again well below the forecast expectations and remained at just 0.46%. Achieving this outcome amid the many cost-of-living pressures facing our customers speaks to the importance we place on responsible lending practices. For those customers who need additional support, we continue to do all we can to help wherever we can.

The year saw us fund \$1.94b in new lending (home, car, personal and business), enabling us to support customers to achieve their goals. This was a record for our bank and demonstrates that our approach to forging strong relationships with our customers works, and is mutually beneficial for all involved. We know that when we can support our customers by providing a loan, the positive flow-on effects for them and the wider community are immense.

To assist in funding this lending activity, the bank accesses the wholesale market so that it can provide services at reasonable costs. Rating agencies independently assess us for this purpose, and we must meet a range of rigorous requirements. We are pleased to inform you that Standard and Poor's rating of Beyond Bank Australia was maintained over the year.

Lastly, during the 2022/23 financial year, we successfully integrated Warrnambool's South West Credit Union into Beyond Bank operations. The project team spent an enormous amount of time and effort ensuring this was as seamless as possible. Their hard work and dedication is a strong driver behind our organisation often being the merger partner of choice for customer-owned banks and credit unions who may be considering going down this path in the future.

At the time of writing this report, we have just announced potential mergers with First Choice Credit Union and AWA Alliance Bank, and we look forward to the opportunity to welcome them into the Beyond Bank family over the coming months should the mergers proceed.

The outlook.

Throughout the 2022/23 financial year, our customers continued to face uncertainty and mounting cost of living pressures. For most of the financial year, interest rates continued to rise, and significant global events added further pressure and increased uncertainty.

As a bank, we often examine the role that we can play in helping people deal with these pressures. We firmly believe that continuing to focus on the relationships we hold with customers and their communities, in good and challenging times, puts us in an excellent position to deliver the best possible outcomes.

We know that the year ahead will again present many challenges and opportunities. We also know that navigating them will be easier when we do it together, much like it was at the start of our journey.

Thank you again for your support over the past year, and it is with great pleasure that we present this Corporate Report for the 2022/23 year.

Ms Sandra (Sam) Andersen
Chair, Beyond Bank Australia

Mr Robert Keogh
Chief Executive Officer,
Beyond Bank Australia

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Beyond Bank has been fortunate to have, in Robert Keogh, a leader with extraordinary vision and tenacity.

He has led our team and your bank for 13 years, always steadfastly holding true to our values and creating and returning value to our customer-owners.

Over his tenure, your bank has grown 160% in Total Assets and 152% in Members Equity, and contributed many millions of dollars in support to our communities.

His legacy will be felt far into the future in our bank and in the broader customer-owned banking community.

As Robert retires from his tireless endeavours for Beyond Bank Australia, we celebrate his legacy – a vital mutual culture, a strong sustainable bank, indelible benefits for our communities and a bright future for your bank as a leader in the customer-owned banking sector.

We wish him every happiness and wellbeing in his retirement from mutual banking, and in his future endeavours as he continues to contribute to our communities and enjoys his time with family and friends.

Sandra (Sam) Andersen
Chair, Beyond Bank Australia

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Performance.

Building a sustainable business today, to change lives now and into the future.



93%
customer satisfaction



\$1.94b
lending growth



41,665
new customers



Donated more than
\$679,000
in community
reward payments

4.74%

of profits reinvested
into community programs
and investments

16.9%

**Capital
Adequacy ratio**



\$1.68m
in community grants
and investments



146.7
**impact
score**



5.85%
deposit portfolio growth



45,523
banking reviews for
customers



54,269
not for profit sector customers
with salary packaging



87%
employee engagement

\$8.9b
assets
under management

Our strategic priorities.

Our business is purpose-driven.

Our aim is to become the best relationship bank in the world. To be the best bank for you and your community. To be relevant to your needs and easy to deal with. We are connected, valued and trusted. We make a difference.

We continue to review our approach by listening to our customers and exceeding your expectations.

By using our business as a force for good and partnering with community organisations, we help local communities prosper.

The values we share.

Our values are the foundation of our organisation that help to shape our culture.



Sustainability.



Customer-first.



Community.



Integrity.



Mutuality.

Our commitment is one of balance.



People.

We value the contribution of our people and the support of our customers by helping to make our communities better places to live and work.



Profit.

We aim to be a sustainable business that balances profit and purpose.



Planet.

We strive to reduce our environmental footprint by using resources efficiently, reducing consumption, and helping our customers and people to do the same.



Robert Keogh

A reflection.

It is stated that business should always start with its why. Why it exists. Often many organisations start with the what or the how only to find they stumble because they did not clearly define why they exist and their purpose.

The Beyond Bank story is testimony to the importance of understanding the why in business and who they are serving. It proves that with continuous focus, successful outcomes can be achieved with great people.

The story commenced 65 years ago when a handful of people decided they had to do something about gaining control and achieving better access to financial services that suited their needs and those of their fellow workers.

This led to the formation of a credit union that became an alternate source of finance for its members. No longer were they beholden to big banks, they were a new innovative way where members helped members. The credit union joined with others and became part of a larger sector where today there are over four million members holding assets of \$167b.

Reflecting on this innovative thinking, the concept of people taking control of their finances and setting up a credit union was quite profound. They were before their time in many ways because they challenged the norm of the day and created something better and more supportive and collaborative with their fellow workers.

In 2006, the CPS story took another important turn when a merger between two well-regarded Commonwealth Public Service credit unions occurred. The merger enabled the combined business to grow even further under the name of Community CPS Australia. The merged entity was set up with two objectives, namely, to create a platform for growth for cooperative financial institutions and to build a diversified values-based customer-owned organisation across Australia. These two objectives remain key in the growth objectives of your Bank today.

The chart below highlights the incredible journey that your Bank has been on since 2006.

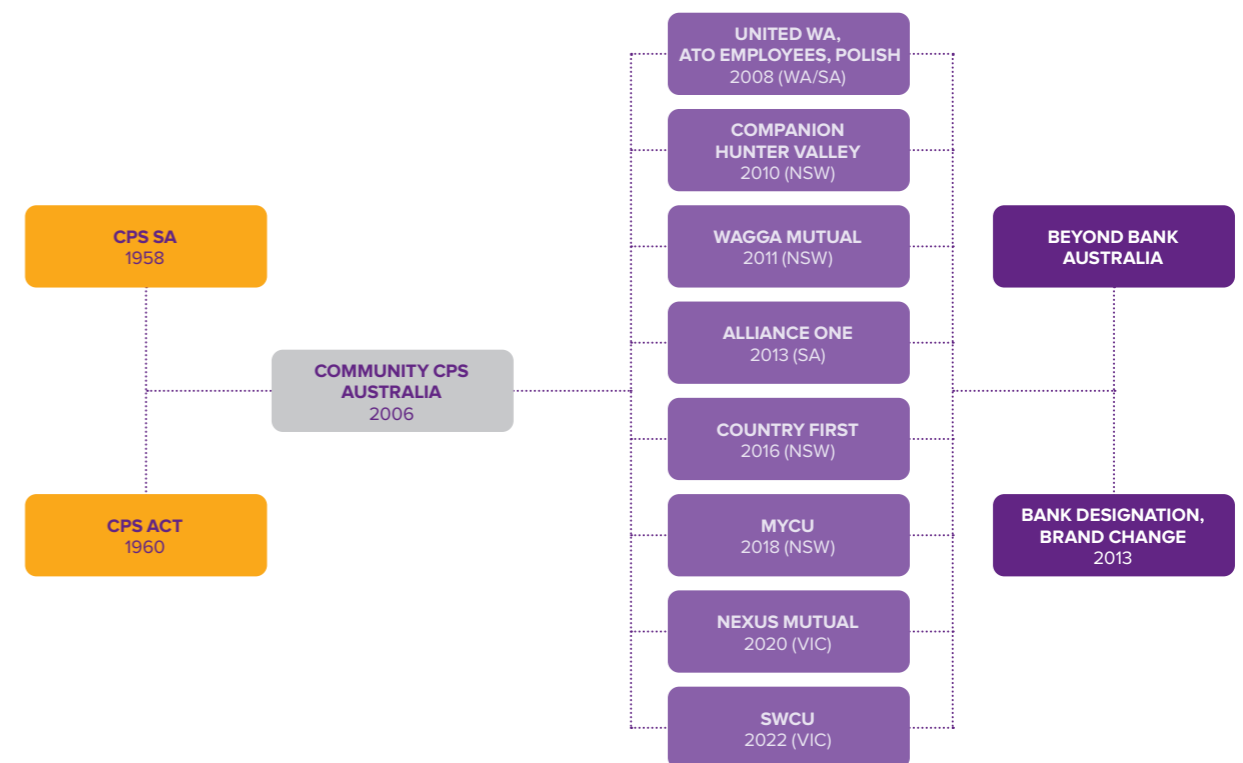
Regulation has played an important part in the financial sector in promoting confidence for consumers. Today it is very different from 65 years ago, which at the time was state-based. Today, we operate under a national system of regulation which applies to all financial service entities under a single regulator, the Australian Prudential Regulation Authority (APRA). The changes made in

the regulatory framework over the years has been an important factor in the strength of the financial system which we all benefit from today.

Beyond Bank has maintained an objective of supporting all members and their communities for many years, while at the same time building a strong capital base to support the need for continued investment in services and technology. Importantly, recognising the social licence that all businesses are expected to observe is paramount. Over many years, we have seen the consequences of organisations failing to give attention to the social licence that is expected of business.

Beyond Bank has always strived to be different and to look for a better way to do things that support individuals and their communities to grow. Our social licence is a central part of this.

Through the support and stewardship of our people for many years, your Bank is one of the most respected and recognised financial institutions in the country.



The evidence of our standing today is a direct reflection of the objectives that our founders put down when Beyond Bank was originally formed. We continue to strive to be the best we can be for our owners and their communities and use finance to change people's lives.

Beyond Bank has grown from humble beginnings into one of Australia's largest customer owned banks. There is no better recognition of success than when independent parties bestow awards for the efforts of our amazing people.

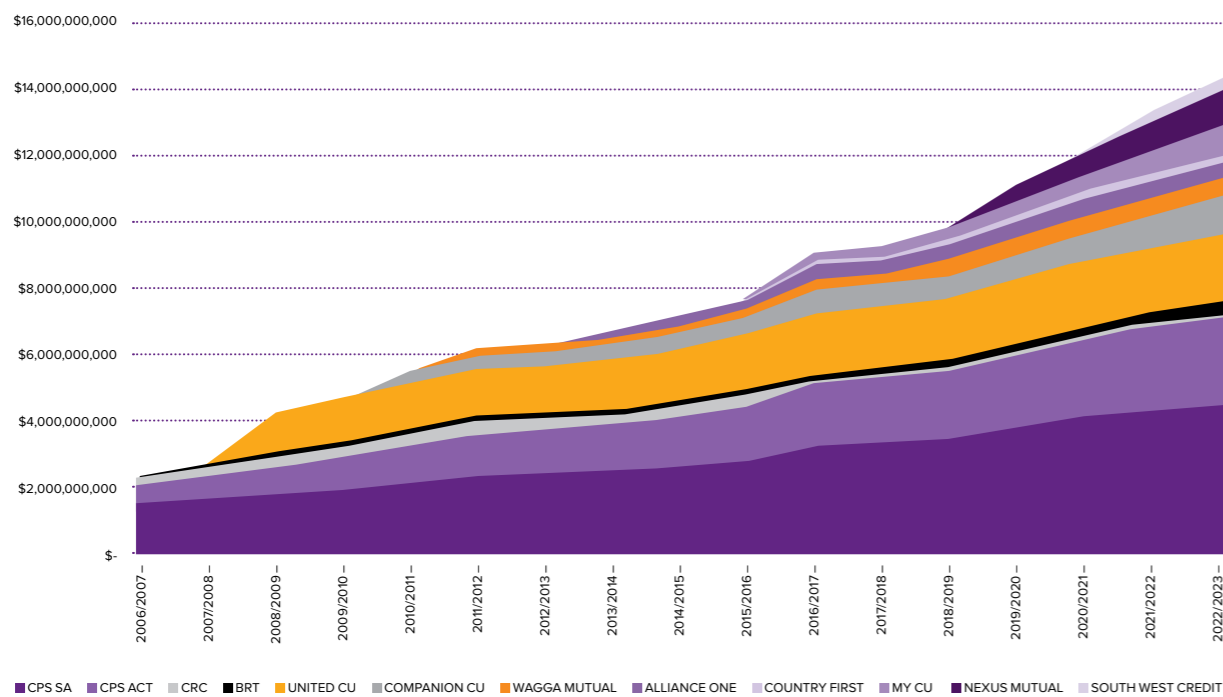
We have been presented with no less than 80 awards over the years, covering customer service and satisfaction (Canstar, Roy Morgan and Forbes), products and services (Canstar, Mozo, Money Magazine), corporate and social responsibility (AFR, B Corporation) and ranked among the top three Australian banks (Forbes, Roy Morgan).

Mergers

Banking is about connection and relationships with people and their community. In line with this is an objective to build a diversified organisation and keep banking strong in all of the communities we operate in around Australia. We have undertaken a series of mergers (17). These have all been successful in growing the bank to what it is today. We have partnered with many communities and provided support for the important work they do in strengthening the social fabric around Australia. To date, our contributions through our community programs and foundation activities has seen us invest many millions of dollars with the aim of helping to create stronger communities. The graph below highlights the success of our business through mergers.

Total Portfolio by Merger (as at 30/06/23)

Total \$14.32b



Growth of the Bank through mergers represents around 25% of the overall growth of the Bank. The balance comes from organic growth where today we support our 300,000 customer owners across the country.

B Corp

As a values-based customer-owned institution with close connections to all of the communities in which we operate, we saw a need to do more to represent the needs of communities in a way that considers all stakeholders not just shareholders. We wanted to show that there is another way, and that banking is more than money, it is about helping people grow and strengthening communities. We have always focused on being the best for the community and to be with them in their time of need.

We wanted to make the bank a force for good and support people and community sustainability to create a better place.

We proudly took a leadership position in transforming banking in Australia when we achieved B Corp status highlighting the high standards of social and environment performance, accountability, transparency and using Beyond Bank and its collective structure to create a force for good away from individualism and embracing the need for interdependence on one another.

Since 2013, we have grown and embedded the importance of difference from other traditional banks operating throughout the country. Building on this strong foundation, our aim is to be the best B Corp Bank we can be so that our customers and their communities continue to benefit.

To achieve this we have set some very clear objectives:

- Focus on building stronger balance between shareholders and stakeholders
- Highlight the important role finance and business play in promoting individual health, wellbeing, and strengthening our communities
- Create communities that foster a "better together" mentality with inclusion and diversity in all its forms

- An increased focus on building economic strength through regeneration, not degradation of natural ecosystems

Our journey began more than 65 years ago, and it continues to evolve today. There is no destination on this pathway. Rather, it is about continuously assessing our role to support individuals and strengthen communities and being the best for them.

The why of what we're here for namely, our customer owners and their communities, continues to be the light that drives everything we do.

Our founders would be very proud of what Beyond Bank stands for as it continues to strive to be a force for good.

As society evolves so will our bank but it will never lose its reason for being that is, for customers and their community founded on values of:

- Customer first
- Integrity
- Community
- Mutuality
- Sustainability

We will never forget our why.

You.

Beyond Bank is different from other banks.

As a purpose-driven mutual bank, our customers are our owners.

That's why, at Beyond Bank, you always come first and we'll always act in your best interests.

We start by getting to know you, understanding you and earning your trust. We do this by working for and with you.

Together, we explore what matters most to you, collaborating with you to deliver true value, realise your life goals and achieve lifelong financial wellbeing.

for^{and} with you

The benefits of customer ownership.

Beyond Bank is at its best when the customers and communities we support are thriving.

Beyond Bank is a 100% customer-owned bank. Our customers are our shareholders, so every decision we make is in your best interests.

Our customers have an equal say over how we are governed, including the election and appointment of our Board of Directors to represent your views and drive the direction of the bank. This ensures that as an organisation, we represent the core values that you and your communities hold at the ground level of our service delivery. It also ensures that we remain adaptable to customer needs in an ever-changing world.

What does customer-ownership mean? We describe this using our circle of mutuality.

Customer benefits include:



Being a customer-owned bank also means that we give back to the communities we belong to through grants and investment in the local community. If our customers and communities are doing well, then our business does well in return. It's how our bank, our customers and our community support each other to thrive.

We are your bank, in your community, for your community.

We are guided by the International Cooperative Alliance Principles and are members of both the Customer Owned Banking Association (COBA) and the Business Council of Co-operatives and Mutuals (BCCM). As a certified B Corp, we are building on the principles of cooperation.

We are for and with customers. This means that customer ownership is all about the needs and wishes of our customers being the key driver in what we do throughout our entire organisation.



We are here to support our customers through whatever method they choose to bank with us. Over this year, we have continued to improve our services to our customers and the community, including some of these projects:



Facial recognition feature added to online applications to make applications safer and easier



Digital Cards for our new customers or those with replacement cards to transact immediately



PayTo – a better, more convenient way to make payments



Installed defibrillators in all our branches

“I want to commend Mary, Tom and especially Connor, who arranged the electronic transfer of funds interstate in a complicated procedure on three occasions. I don’t have a computer and rely on the phone to transact with Beyond Bank. The process involved lengthy phone conversations, and each person displayed admirable patience and willingness to help me.”

Barry, Victoria



Thanks for banking on us.

As a customer-owned bank, we pride ourselves on creating and returning value to our customers through our superior customer service and financial products to help change lives.

With such a sharp focus on the customer experience, we have been fortunate to be recognised with a number of awards this year, including Canstar’s 2023 Most Satisfied Customers Award for customer-owned banks, as well as Canstar’s Digital Banking Award for customer-owned banks, which is part of a category where we’ve won every Canstar award for nine years in a row.

In May 2023, Australia’s largest independent Australian research company, Roy Morgan, also named Beyond Bank as Bank of the Year 2022 in its annual Customer Satisfaction Awards, while Forbes ranked Beyond Bank in the top three of its World’s Best Banks list for 2023.

The customer-owned banking sector continues to dominate the Forbes rankings as well, with the top three spots held by customer-owned banks. It reflects the attitudes of Australians who value banking with organisations that are focused on giving back to their customers and communities.

Beyond Bank CEO Robert Keogh said customers remained the major focus of the organisation, forming a strong foundation to be considered for such awards.

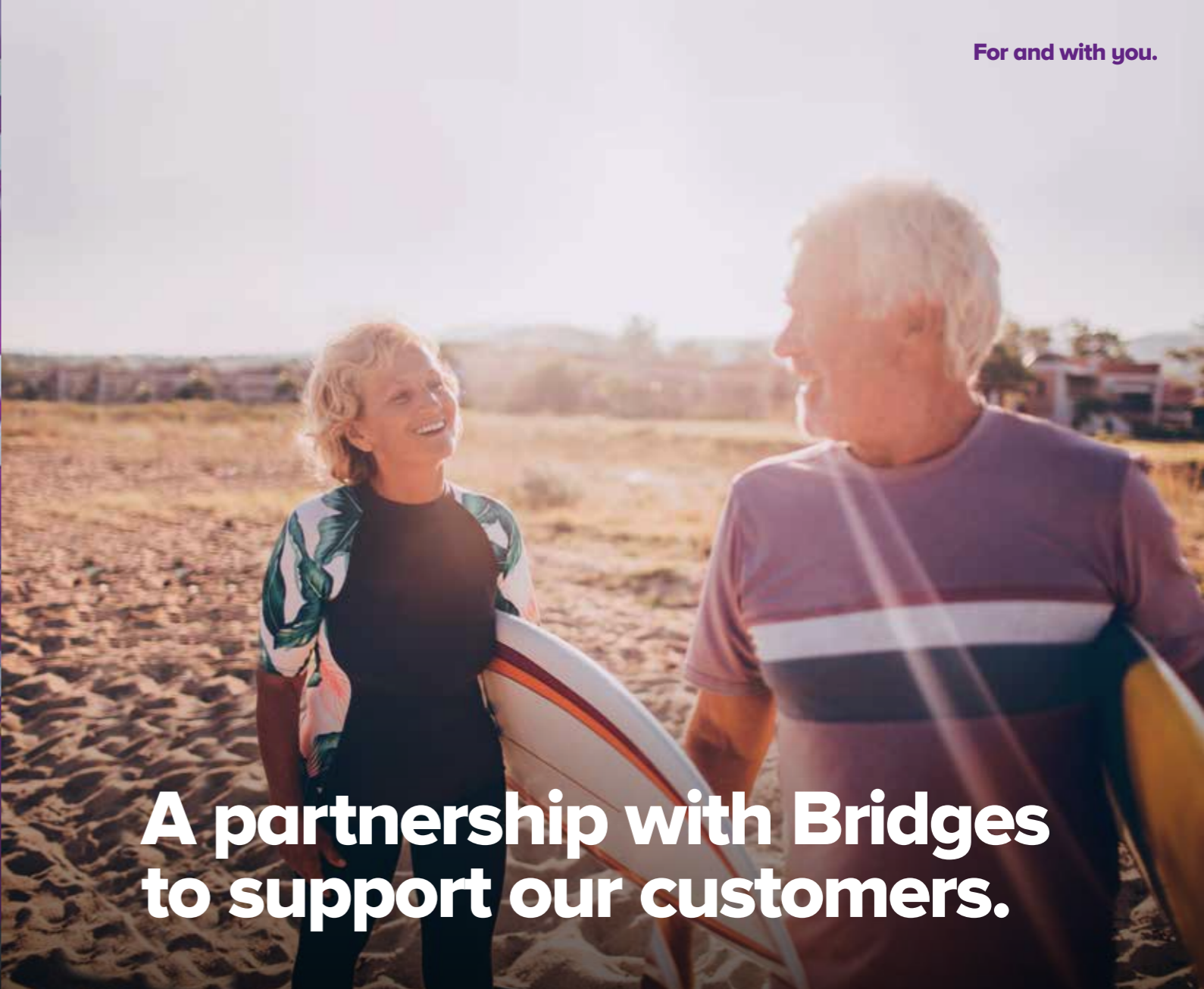
“Our people are the backbone of our organisation,” he said. “Winning awards like these is an endorsement of the commitment and compassion of our people to change the lives of our customers and their communities.”

Beyond Bank is proud to be acknowledged with these recognitions and awards and will continue to work for and with our customers.

“These awards are a wonderful testament to our incredible people, who are at the heart of our organisation and always go the distance to support and find the right solutions for our customers.”

Chief Customer Officer Nick May





Safety amps up in all our branches.

This year, Beyond Bank installed defibrillators in every one of its branches throughout the national network.

By partnering with St John Ambulance Australia, the bank purchased defibrillators and also ensured staff were properly trained to use them in the event of a medical emergency.

In late 2021, a critical medical incident in one of our branches took place, requiring urgent resuscitation.

It was a traumatic event for everyone involved that highlighted the need to have appropriate safety equipment on site that has the ability to save lives.

Every minute counts in a first aid situation, so investing in defibrillators became a very easy decision.

A total of 56 defibrillators are now operational in all branches and regional office hubs in New South Wales, Canberra, Victoria, South Australia and Western Australia.

Of course, it is hoped these devices never have to be used, however it does give staff and customers the peace of mind that if someone does suffer a cardiac arrest, lifesaving treatment is at hand.

A partnership with Bridges to support our customers.

We value every one of our customers and take great pride in assisting you to be in the best possible financial position.

Beyond Bank remains firmly committed to supporting its customers' financial wellbeing, including via the provision of a professional and values-aligned wealth advisory service.

During the year, Beyond Bank Australia reached an agreement with Bridges Financial Services to transfer the ownership of our wealth management business to the team at Bridges.

This outcome enables Beyond Bank to continue to offer exceptional personal financial advice and guidance to our customers through a partnership arrangement with Bridges.

In addition to being aligned with our values, Bridges has been helping Australians plan for their future and achieve their goals for over 30 years, and is in many of the locations we operate in.

Beyond Bank went to great lengths to find alternative employment opportunities for those staff who did not transfer to Bridges as part of the sale. We are pleased that 11 of our staff from our Wealth Management team were redeployed to other areas within the bank, including: Customer Experience, Community, Compliance, Project Management, Executive Support and People and Culture.



A focus on scam education and prevention.

Our customers, like many other Australians, are learning how to protect themselves from scammers, and our staff are committed to supporting them in this process.

When Connor McAuliffe, a customer relationship consultant in our call centre, was asked by a caller over the phone to transfer a large sum of money out of a long term savings account, he became suspicious even though the caller had passed an extensive identification process.

Connor asked his manager, Adele Samuel, to check the customer's details. She then immediately called the customer to check whether it was in fact the customer requesting the transfer.

When the customer paused another call and answered the phone, Adele quickly found out that the customer had just provided his login details to a scammer pretending to be an official organisation.

Through Connor and Adele's quick thinking, they were able to prevent the customer from losing a lot of money and dealing with significant financial headaches.

The customer said he was beyond grateful for the intuitive support from Beyond Bank.

"My word, I was very thankful for what Beyond Bank did to stop the scammer," he said. "They were very good and very quick. I am very thankful as



Adele Samuel in our Customer Relationship Centre

I was still on the phone with the scammer at the time of the call, unaware of what was happening."

His advice to other customers was to always take precautions.

“Never answer any number that you do not know. Let the call ring out if you are unsure. If they leave a message, always call back on a number that you know is a legitimate contact number for the company.”

Supporting our vulnerable customers.

At Beyond Bank, customers rely on us for more than just transactions.

One of our customers, Janine*, recently contacted a branch for assistance in refinancing a home after separating from an abusive partner. As is the case in many of these situations, her partner had controlled all their finances despite the fact the majority of the deposit money came from her.

Janine was on edge, and was extremely nervous to come inside the branch, calling ahead each time to ensure her partner wasn't inside.

The team at our branch immediately realised the situation and over many weeks provided Janine with a safe, confidential place to talk to the team. They were able to gradually educate her on how she could take on the loan and manage her finances independently.

These situations are not just a series of transactions. Our team sits alongside vulnerable customers and walks the journey with them, ensuring they have a listening ear when they need it, and that they have all the financial tools at their disposal to move ahead financially.

Long after the home loan was refinanced in Janine's name, she continued to seek out our team for support and guidance.

Although she may still take a long time to recover emotionally, Janine is now financially independent and working towards her financial goals.

Thank you to the branch team that supported Janine and to Janine for trusting in Beyond Bank to help her.

*name changed for privacy

Staying vigilant against scams with Jack Viney.

With Australians losing \$3.1b to scams in 2022, it's critical that we're spreading awareness of the common tactics that scammers use.

We teamed up with the Melbourne Football Club to help us deliver an important message about staying safe online.

And who better to hear it from than Dees' superstar Jack Viney? In a short video, Viney shares actionable tips to help our community keep their online banking safe and secure.

Our partnership with the Melbourne Football Club helps us to connect with footy fans to share important information to keep them safe from scams.

It's our hope that when Viney talks, our community listens.



Scan the QR code to watch the video on our website.

Your community.

We're all about our customer-owners and the communities they live in.

We know that strong communities help everyone in them to thrive.

We partner with community groups to help them make a difference through financial support, banking services, and importantly, through the close relationships our organisation and our people forge with community groups right across Australia.

We see it as our job to get involved personally in making communities better.

We encourage our people to volunteer in their local community.

for and **with**
community

Beyond Bank Foundation.

Creating more good, together.

We established the Beyond Bank Foundation in 2007 to help us give back to the community.

Since its inception, the Foundation has contributed to many important community programs and initiatives across Australia and we know that through the funds we are giving back to the community, we are helping to change lives.

Key focus areas.

Beyond Bank is committed to building communities through our continued support of local organisations and by participating in community events through volunteering and financial contributions.

The Beyond Bank Foundation has four key areas of focus (shown below).

These areas have been selected because of the alignment we have with them as a financial institution and the impact we can make.

The Foundation also provides support during times of natural disaster to affected communities and individuals.

The stories over the following pages are just some of the initiatives we are supporting in the community.

Key focus areas.



Aged Care.



Financial Education.



Disability.



Housing Affordability.

Working with the community to double the impact.



As part of Beyond Bank’s commitment to supporting its communities, a Double Donation fundraising campaign is held each financial year.

It’s a simple concept; when donations to one of our selected charities are made during the event period, Beyond Bank matches each donation up to a total amount of \$10,000 per charity.

The past year has been a tough one for Australians, with the rising cost of living taking its toll on people and families. In light of this, Beyond Bank selected 17 charities across Australia that support our most vulnerable.

In collaboration with our community partners, we raised a total of \$331,916 for 17 deserving charities during our 2023 Double Donation fundraising campaign.

All proceeds are going towards helping our chosen charities continue the important work they do within our communities.

What does that look like?

Here are just a couple of examples showing how charities will use this funding:

Supporting 300 families in crisis with emergency relief and financial counselling.

Delivering 20 workshops to support the emotional wellbeing of more than 1400 young people.

Together, we have made an incredible impact.

Our charities include:



More than a decade of dedication to Camp Quality's cause.

For more than 15 years, Camp Quality has been an integral part of the fabric of Beyond Bank's community program, with the two organisations working together with a shared goal of bringing joy and laughter to the lives of children and families facing cancer.

Beyond Bank's Chief Customer Officer Nick May was instrumental in shaping that relationship, getting involved with Camp Quality as a camp companion in 2006 and working hard over the years to grow the partnership.

"It had nothing to do with work. I was looking for something to make me feel good about myself, and often I find that to feel good about yourself, you should do something good for others," he said.

"I came away from those camps thinking 'this is a great organisation'. They are looking after kids that have got cancer, and not just the kids, but the families too."

A partnership developed with some volunteering opportunities for Beyond Bank staff in South Australia and a modest grant soon grew into a partnership with national impact as new regional relationships were formed across the country.

Over this time, Camp Quality has been able to access more than \$400,000 in financial support via national and regional initiatives as well as our Community Reward Program, which has helped to deliver camps and provide support to children and families faced with cancer.



"The support from corporate partners like Beyond Bank is invaluable. These thriving partnerships give Camp Quality the opportunity to reach even more kids and families facing a devastating cancer diagnosis with our services and programs," Camp Quality CEO Deborah Thomas said.

"Camp Quality Family and Kids Camps give families a much-needed break from cancer treatment. It is a rare opportunity for them to have fun, reconnect as a family and create precious memories outside the hospital."

"After introducing Beyond Bank to Camp Quality at a local level, hosting BBQs and volunteering at events, Nick helped to grow the partnership nationally to what we know it as today."

It was at those early camps where Nick met Keenan Ramsey, an aspiring young footballer who attended his first Camp Quality camp at about age 10.

"The impact Camp Quality had on me was extraordinary," Keenan said.

"To see kids a similar age experiencing similar challenges, it made you feel like you weren't different and helped with my self-belief and confidence.

"I look back on those times with extreme gratitude."

Now working and playing at the North Adelaide Football Club, Keenan said he benefited greatly from the Camp Quality program.

"The partnership between Beyond Bank and Camp Quality continues to this day, with significant financial investment, more Beyond Bank staff getting involved in volunteering, and most importantly more support for children and families battling cancer."

Beyond Bank's Chief Customer Officer Nick May with North Adelaide footballer and former Camp Quality attendee Keenan Ramsey.



(L-R) Beyond Bank's Community Development Manager Grant Howland with Warrnambool Roller Derby Club President Amie Hargreaves, Coaching Coordinator Rose Ceratos, and Beyond Bank Senior Relationship Manager, Sophia Ngo.

Paving the way for inclusive roller derby.



Value.

\$4,000



Grant duration.

One-off



Engagement.

20 pairs of high quality skates

Benefits.

For community:

This allowed people to come and try skating without having to invest in their own pair of skates, breaking down the financial barriers of getting started with the sport.

For the community partner:

The new skates enabled the club to run Roller Discos as fundraising events.

At Beyond Bank, we understand the positive impacts that can be made by supporting local community groups. As a customer-owned bank, we are dedicated to strengthening the neighbourhoods we serve. One community organisation we are proud to support is the Warrnambool Roller Derby, a sporting club gaining momentum and fostering a sense of belonging in its community.

Thanks to a grant from the Beyond Bank Australia Foundation, Warrnambool Roller Derby experienced significant growth in the last year. During the roller-skating resurgence of the 2020 lockdowns, a unique opportunity emerged to introduce roller derby to Warrnambool.

Today, the club offers a range of programs from recreational skating to the competitive world of roller derby, providing a sense of unity and excitement to its members.

While Warrnambool Roller Derby is committed to making skating accessible and inclusive, the initial cost of entry-level skates poses a significant hurdle for prospective members. At an average cost of \$200 for new skates, the club wanted to find a way to ease this burden on newcomers, especially families and children.

“One of the biggest barriers we find, especially for kids and families, is the financial barrier,” Club President Amie Hargreaves said.

Fortunately, Beyond Bank stepped in, awarding the club a \$4,000 grant to allow them to purchase 20 pairs of high-quality derby skates, breaking down a key financial barrier and allowing newcomers to join the sport. Additionally, the new skates empowered the club to organise Roller Discos as fundraising events, further expanding their reach and impact.

“It’s meant a lot for us. It’s rapidly built our club and expanded our memberships. It took us from being a select group to being really open to the community,” Amie said.

Warrnambool Roller Derby is on a mission to create an inclusive and safe space for the LGBTQI+ community. Their commitment to active inclusivity extends beyond acceptance, actively striving to make everyone feel comfortable and involved.

Beyond Bank’s Community Development Manager at the Warrnambool branch, Grant Howland, has been instrumental in guiding the club’s financial needs. His involvement extends beyond banking, as he even brought his daughter to a session.

“He’s really keen to see where we’re developing and what we’re doing,” Amie said.

Beyond Bank takes pride in being the bank for community groups. We are dedicated to keeping branches open in regional areas like Warrnambool, further demonstrating that commitment to local communities.

Staff aren’t just bankers, but are also volunteers, friends and parents – individuals who are passionate about making a tangible difference in the community.

“I’d want the community to know how valuable the contributions that Beyond Bank are making are, in developing amenities and bringing them back to small towns when we’ve lost so much,” Amie said.

As for the future of Warrnambool Roller Derby, there remains a strong focus on inclusivity for individuals with physical disabilities. By designing their own skate frames, they are taking significant steps toward becoming a place where everyone feels welcome and accepted.

Beyond Bank is proud to support community organisations like Warrnambool Roller Derby that are breaking down barriers and fostering inclusivity, one skate at a time. Together, we are building a stronger and more vibrant community.



Dress for Success
Perth, recipient of a
100 Women grant.

100% on board for women.

100 Women has a simple vision – reaching gender equality and supporting women in need.

This incredible organisation is a grassroots charity that has been working closely with Beyond Bank to expand its operations since 2018.

Executive Officer Karen Brittain said the importance of Beyond Bank’s support was “invaluable”, and the relationship was all about having a bank that “understands the not-for-profit sector and the kind of financial decisions we have to make”.

Beyond Bank has provided 100 Women with support in several ways, including low-cost banking services that support not-for-profits, access to grants from the Beyond Bank Australia Foundation, as well as opportunities to promote the charity through Beyond Bank’s marketing channels.

“We have a simple vision, and that is supporting the UN sustainability goal around gender equality, because it’s a known fact that if you don’t reach gender equality, you’re not going to reach any of the other UN sustainability goals,” Karen said.

She said working with Beyond Bank has enabled 100 Women to scale their programs and reach more people, given the unique situation the organisation was in as a grant maker itself.

“We’re in a unique situation because we’re a grant maker ourselves. We give grants to other small grassroots charities so there’s that misconception and perception that we are actually very well-funded, which is not the truth at all,” she said.

“We can’t really apply for a lot of other grants, but we are a charity so having something like the Double Donation campaign was incredible.

“Usually, the only way we can sustain our operations is through raffles, event ticket sales and fundraising, because all of our membership donations go directly into our grants pool, so to have Beyond Bank support us with our grants pool and our operations was just a huge relief.”

Since 2018, Beyond Bank has provided support to 100 Women through sponsoring flagship events, providing grants, the Double Donation campaign, as well as many Beyond Bank staff having become members of the organisation.



Midland Women’s Health Care Place,
recipient of a 100 Women grant.

“Their support is quite holistic. Not only do they provide us with support for our own banking requirements, but they have provided us with opportunities throughout the community,” Karen said.

“We’ve been able to expand our programs and reach more women in need, and we’ve also been able to provide more support to the women that we do work with.”



Value.

\$23,160
since 2018



Grant duration.

Double Donation
and sponsorships
since 2018



Engagement.

Flagship event partnership, Community Reward Account recipients, banking partnership with Beyond Bank, Double Donation campaign, other bespoke sponsorships, as well as Beyond Bank staff involvement as members or at networking events.

Benefits.

For community:

This support has allowed more women and girls to gain access to support from 100 Women, as well as opportunities for more funding going into the right areas of the community.

For the community partner:

The funding provided over the years has enabled 100 Women to better fund its administration, as well as heightening the profile of the organisation so it can reach more people.

Transforming lives for new arrivals.

Adelaide City Care, a not-for-profit organisation dedicated to helping migrants settle into life in South Australia, as well as other disadvantaged members of the community, has been making significant strides thanks to its partnership with Beyond Bank.

Adelaide City Care's Gregg Manego said the organisation was grateful for Beyond Bank's support, which has played a transformative role in helping to bolster the programs and services offered.

"Adelaide City Care's mission revolves around combating social isolation, fostering social inclusion, and increasing employability for new arrivals to South Australia," Gregg said.

"These initiatives have positively impacted more than 5000 newly arrived migrants, overseas students, skilled workers and refugees since our inception."

As part of the partnership, Beyond Bank has offered financial and practical support, helping to cover the costs of valuable events like the New Arrivals Dinner, which creates a welcoming and inclusive environment for newcomers.

Gregg said it was not just Beyond Bank's financial support that made events like the New Arrivals Dinner successful. We also offer assistance with keynote speakers to help them provide banking, finance and employment advice to migrants, as well as follow-up sessions outside of the dinner.

"These financial wellbeing and employment sessions have empowered individuals with knowledge and skills to navigate the complexities of the Australian financial system and job market," he said.

"The sessions have also made a profound impact on the lives of many new arrivals, giving them the confidence to build a stable and prosperous future."

Beyond Bank's Community Reward Account program has also helped Adelaide City Care raise further funds and continue to strengthen the relationship between the two organisations.



Beyond Bank staff with members of Adelaide City Care and a family newly arrived in Australia.

"Through this program, Adelaide City Care can raise funds without relying on other people's donations so much," Gregg said.

“By choosing Beyond Bank as our financial institution, we have not only gained access to excellent banking services but also the opportunity to earn rewards and direct them towards our community programs.”

To offer further support to them, family, clients and friends simply have to open an account with Beyond Bank and nominate Adelaide City Care as their supported organisation.

"This innovative approach to banking aligns perfectly with our values of community support and engagement," Gregg said.



Mobile Banking Manager Anna Barney (left) chatting with some new migrants.

We're proud to be the Official Banking Partner of the Melbourne Football Club.

Since 2021, we've been proudly backing the Dees as the Official Banking Partner of the Melbourne Football Club (MFC) and Casey Demons in the VFLW. Our partnership is one that's built on a shared commitment to being a force for good in our communities.

As part of recognising National Reconciliation Week 2023, our Diversity and Inclusion Committee invited Matthew Whelan, former player and now Indigenous Project Officer at the Melbourne Football Club, to chat with our people. Read the full story on page 53.

Our partnership with the MFC reflects our commitment to supporting local communities through sports, and we couldn't be prouder of how this partnership embodies our value of Community.



For and with community.

Creating everlasting memories through sport.



Patty's big moment on the oval and Patty with his dad Glenn.

A driving force behind our alliance with the Melbourne Football Club was our shared commitment of working for and with communities.

Our partnership has allowed us to extend our impact to be a force for good.

One of the charities Beyond Bank has had a long-standing national partnership with is Canteen, a not-for-profit that provides support services to young people impacted by cancer.

Patrick (Patty) Leyden is 12 years old and has been accessing Canteen's services. He and his father Glenn are footy fans and Glenn has terminal cancer.

Through Beyond Bank's partnerships with the Melbourne Football Club and Canteen, we arranged for Patty and his family to attend the club's first home match of the season in April 2023. Patty also had the opportunity to be their mascot and made a much-anticipated entrance onto the field with the team members.

"There was a massive build-up and the atmosphere was electric," Patty's mother Veronica said.

"The players patted him on the back, ran with him the whole way and presented him with a full Melbourne outfit to wear and take home. No surprises that Patty slept in full gear that night."

Patty and his family are doing as many activities as possible to make memories to hold on to.

"For Glenn, seeing Patty connect with heroes on the field in a sport that they both love and bond over was thrilling and truly special. Without the efforts of Beyond Bank, Canteen and the Melbourne Football Club, we would never have gained such a privileged experience," Veronica said.

"This is an everlasting memory that money can't buy, especially at a time when our family is going through something so difficult."



A fast break to positive change with the Sydney Kings and Flames.

In 2022, we became the Official Banking Partner of the Sydney Kings in the National Basketball League (NBL) and the Sydney Flames in the Women's National Basketball League (WNBL).

Our sporting partnerships are about more than just a branding opportunity. We collaborate with sporting clubs that share our commitment to building stronger and more vibrant communities.

The Sydney Kings and Flames are committed to driving change in inequality, health and social outcomes for marginalised communities, using the inclusive nature of basketball to make a real difference in people's lives.

At the Sydney Flames' inaugural Pink Game night in support of The McGrath Foundation, we joined forces with other generous club sponsors to donate for every three-pointer scored.

Along with the Flames' ownership group, fellow WNBL clubs and fan contributions, the Pink Game night raised more than \$20,000 to help fund more breast care nurses.

Since partnering with the Sydney Kings, we've been treated to an electrifying Championship series

Through determination and teamwork, the Sydney Kings took out back-to-back Championships in the 2022 and 2023 NBL Series. We're looking forward to supporting the Kings in their quest to achieve a Championship 'Threepeat' in the NBL 2024 season.

We're proud to watch the Kings and Flames lead on the court and in our community.

We'll continue to partner with like-minded clubs that extend our positive social impact in communities.



Top right: The Sydney Kings celebrate their back-to-back Championship in the NBL 2023 season.

Right: The Flames celebrate Pink Game night.

Supporting communities through sport.

We recognise the role that sporting organisations play in local communities all across Australia. From an early age, sporting clubs bring people together to connect and participate, leading to strong social and community bonds.

The Australian way of life is synonymous with sport of all types, whether individuals play, watch or support clubs in a volunteer capacity.

That's why we support sporting clubs from grassroots to professional level, through community grants and sponsorships. We also help clubs to raise much-needed funds through our Community Reward program. Simply by saving money, supporters can help their clubs.

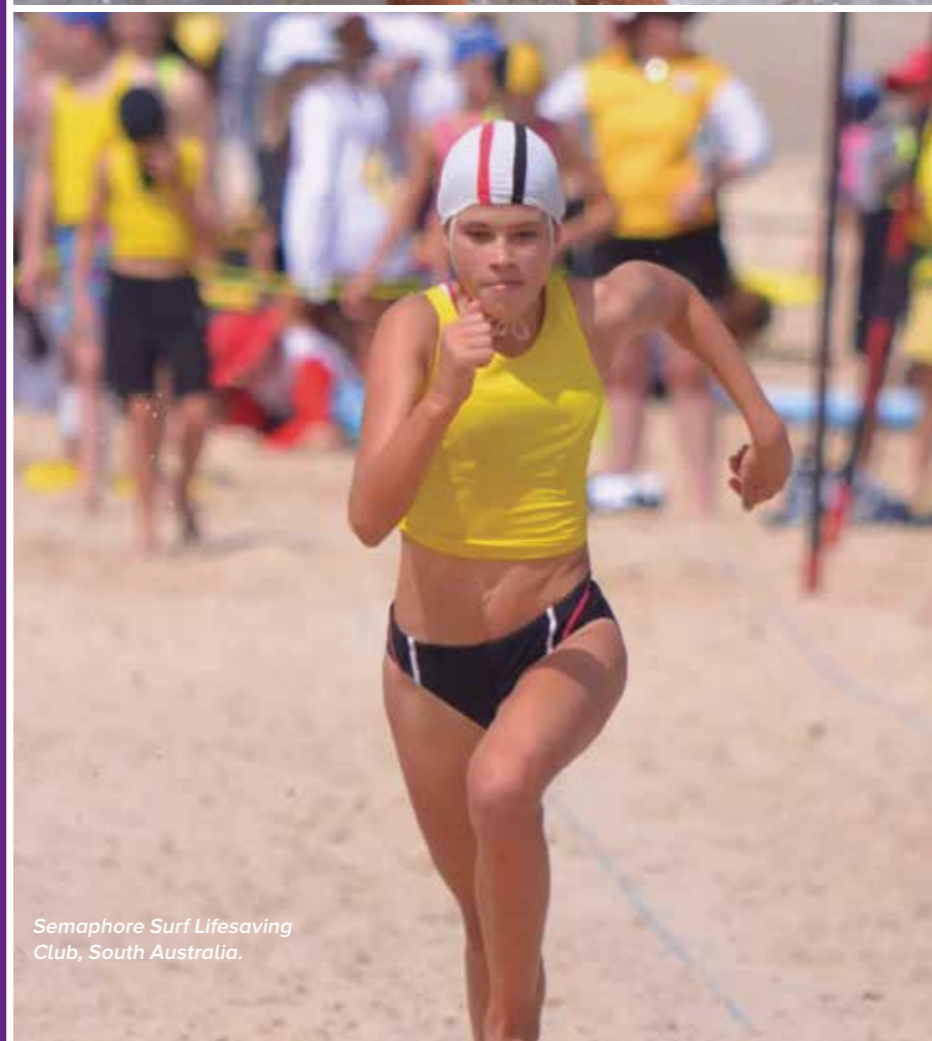
For many sporting clubs, this financial support helped them to keep their doors open and provide a place for people to belong.

“For our February 2023 charity bike ride, Beyond Bank supported it with a major sponsorship and some participating cyclists from their organisation. Without such generous support, A Big Life cannot do its important work in our local schools supporting the mental health of students.”

Shane Wilson from the Warrnambool Student Wellbeing Association (WSWA)



Semaphore Surf Lifesaving Club, South Australia.



Semaphore Surf Lifesaving Club, South Australia.



For and with community.

West Adelaide Bearcats, South Australia.



Netball Carnival Eurobodalla, ACT.



Netball Carnival Eurobodalla, ACT.



Warrnambool and District Football Umpires Association, Victoria.

A more inclusive future through Reconciliation.

Over the last two years, we have been carefully considering the role our organisation plays in supporting Reconciliation.

What is a Reconciliation Action Plan (RAP)?

A RAP outlines concrete ways companies can contribute to the national reconciliation movement both internally and within their community.

The RAP framework involves companies committing to actions across four pillars: Relationships, Respect, Opportunities and Governance. It has been developed by First Nations peoples as the best way to engage with them on this journey to reconciliation and a shared future.

Beyond Bank has been developing a 'Reflect' RAP, designed for organisations that are at the stage of scoping their capacity for reconciliation and to help set the groundwork for future initiatives.

We look forward to the formal launch of our first Reflect RAP in the coming months.



Learning from The Last Daughter.

In the lead up to the launch of our first Reflect Reconciliation Action Plan at the end of 2023, we organised various activities to give our people a greater understanding of the importance of reconciliation.

We were honoured to host a private screening of 'The Last Daughter' in Adelaide and invite our people to watch the film during its national run in cinemas around Australia.

The powerful film sheds light on Brenda's healing journey as a courageous survivor of the Stolen Generation.

The film left a lasting impact on those who attended.



“It showed how truth and acceptance can heal tragedy and unite everyone involved. Lots to take away from this documentary. I would recommend it to everyone.”

Gabriella, ACT.

Inclusion for people living with a disability.

We were proud to launch our first Disability Access and Inclusion Plan (DAIP) 2023–2025. We believe every person in our community deserves to be treated with dignity and valued for their unique perspective and talents.

Our DAIP sets out three key goals we will be working on to deliver on our commitment to achieve a positive impact for people living with a disability:

- 1 A supportive and inclusive culture and accessible work environment
- 2 Increased employment of people living with a disability at Beyond Bank
- 3 Increased representation and improved accessibility for customers living with a disability

Our action plan for the three-year period 2023-2025 comprises six focus areas:

- Organisational readiness
- Workplace culture
- Recruitment
- Product and service design
- Digital access
- Physical access





Staff at the Waymouth Street office hub.

for and **with**
each other

Supporting our people.

As we emerged from the shadows of the COVID-19 pandemic, we concentrated our efforts on getting our people's health, wellbeing and professional development opportunities back on course to pre-pandemic levels.

After operating under a hybrid working arrangement due to the pandemic, we knew that this working model was here to stay. It had significant benefits for our people and organisation, and was a good way to offer flexibility without impacting productivity.

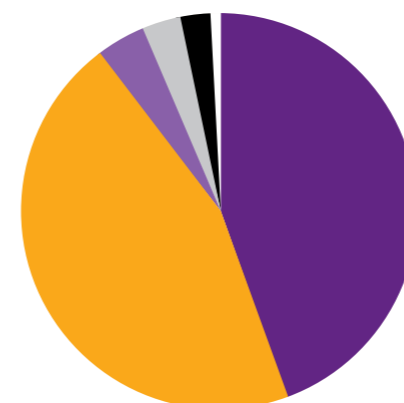
This was particularly important against a landscape where a national talent shortage was presenting challenges in the recruitment and retention of employees.

We support our people with a range of benefits that includes an Employee Assistance Program (EAP) through our external partner Benestar, which offers free professional counselling and support for our people and their eligible family members.

On top of annual leave, we provide paid leave in the form of parental leave, pandemic leave (now ceased), study leave, work life balance leave and community volunteer leave.

This year, we gave our people an additional day of leave in recognition of their contribution to an independent award by renowned market researcher Forbes for Best Bank in Australia in their 2022 World's Best Banks survey.

Paid leave days taken by our people (excluding Annual Leave)



Parental Leave	1,532
Work Life Balance Leave	1,452
Best Bank Leave	284
Pandemic Leave	262
Community Volunteer Leave	153
Study Leave	13

Total employees

734



70%
Full time

6%
Casual

24%
Part time



64%
Female

36%
Male



Growing our capability.

As our organisation continues to grow, we have been exploring all feasible avenues to recruit talent within a tight labour market to give us the competitive edge to reach our strategic and business goals.

Where there was not a real need for positions to be attached to a specific location (e.g. in a customer-facing branch role), we sourced talent nationally and across metro and regional locations to maximise our catchment of suitable candidates.

We had an increase of 54 full-time equivalent employees and successfully recruited for 276 positions, of which 58 were hired internally.

We are pleased that 21% of our people are based in regional areas. This proportion reflects our commitment to creating jobs and opportunities in regional Australia.

Employee engagement

Teamgage is the engagement platform we use to capture and discuss feedback and to help leaders and teams improve how they work together.

This year, our overall Teamgage score increased by 3% to 87%.

Our participation rate over the year was 67%, a 2% improvement on last year, with our Customer Experience team recording the highest increase (+17%).

Celebrating our people

Our Beyond Awards are one of the ways we celebrate our people's excellence and commitment to our purpose of changing lives.

Beyond Award recipients are nominated by their colleagues and are awarded in three categories:

- For and With Customers
- For and With Each Other
- For and With Community

We had a total of 190 Nominations and 48 award winners over the year.

Ashleigh Dibben, Beyond Award winner.



Professional growth and learning.

We run learning and development programs throughout the year to upskill our people and help them identify their strengths and interests to progress in their career.

Some information workshops for leaders included topics on employment law, how to find the right talent, work health and safety responsibilities, bullying and harassment and how to prevent injuries in the workplace.

We also ran the following leadership programs:

Inspiring Leadership program

The Inspiring Leadership program equips our leaders with the essential tools to build strong relationships with their teams, increase engagement and shape a culture of high performance. The skills learned in this program support our leaders and their teams in delivering great outcomes for our people, customers and communities.



Michael Whiting and Kylie Paine, Inspiring Leadership program participants.

“Often, as individuals excelling in our respective roles, we transition into leadership positions without the essential tools to excel as great leaders. This six-month program significantly bridged that gap for me.”

Kylie Paine, People and Culture.

“The program helped me gain deep insights into my key strengths and improvement areas. It has enhanced my overall self-awareness to support my ongoing growth and development as a leader.”

Michael Whiting, Credit Control.

Aspiring Leadership program

The Aspiring Leadership program was a pilot program that aimed to instil leadership skills early in an individual's career. This program supports Beyond Bank's vision to be the best relationship bank by nurturing and growing our potential emerging leaders.

“I gained valuable insights of my own emotional intelligence and work values which has positively impacted my approach to my job and the environment around me.”

Afsana Islam, Customer Experience.

Nurturing fresh talent through internships.

As part of our Early Careers Program, we've had a focus on our internship program which saw us host more than 14 interns in FY23.

Our current internship providers engage in work integrated learning programs and interns benefit from course accreditation after they complete their work experience with us.

“It was my first time being in an office environment, so it was great to have a little taste of what was ahead of me. At first it was a bit challenging, but with some guidance from Nick Hurley, I soon got the hang of what I needed to do to complete my project tasks.”

Joseph Mojares who completed a three-month internship in the Customer Experience team.



Above: Fumiki Kinoshita, Joseph Mojares and Shreya Agrawal, interns from the University of South Australia.



Right: Zoe Watson undertook an internship with us and is now employed as a Human Resources Co-ordinator.

Cultivating opportunities for our people to grow.



Ryan Kernahan and Alex Petherick.

Our Customer Relationship Centre (CRC) is where most of our customers land when they call our customer hotline, and it's a fertile training ground for many of our people.

Ryan Kernahan, Digital Specialist in the DCX (Digital Customer Experience) team, discovered us through a site visit organised in partnership with the University of Adelaide.

“Vanessa McDaid from the Communications team told me about the CRC being a gateway into Beyond Bank. I heeded her wise words, applied to the CRC and started there the day after I finished my last uni exam!” said Ryan.

From there, Ryan moved swiftly through the organisation. After approximately five months at the CRC, DCX was looking for someone to undertake testing of our website and mobile app releases. Ryan put his hand up to do this.

Another five to six months later, he was successful for a secondment position in DCX, and a few months later, he joined their team permanently. A few days shy of his two-year anniversary at Beyond Bank, Ryan started his role as a Digital Specialist for DCX.

“The CRC helped me get the customer-driven focus in my role and provided me with the broad knowledge base of how different parts of our business work together,” said Ryan.

“I went from answering phone calls in the CRC to running changes on our digital banking platforms. I've certainly grown and learnt a lot in two years.”

Alex Petherick celebrated 10 years at Beyond Bank in March 2023.

She started in the casual pool at branches around Adelaide and secured her first permanent role as a Member Relationship Consultant at the West Lakes branch.

Alex later moved into Insurance, then Credit Control. But her true interest was in Human Resources (HR), and when she saw a recruitment role advertised internally, she applied for it. Unfortunately, she was not successful.

Undeterred, she took the opportunity to ask if there was any potential to work in the HR team one day a week in addition to her three and a half days a week in Credit Control.

“I had recently started a Certificate IV in HR Management and wanted to get practical experience to complement my studies,” said Alex.

Alex successfully got her foot in the door for one day a week in the Recruitment team, where she picked up the experience that led her to securing a permanent role as Talent Acquisition Co-ordinator soon after.

“My biggest achievement here is having the self-belief to drive my own career in the area I was passionate about when I had no experience,” said Alex.

“Importantly, everyone at Beyond Bank has been very supportive of my desire to move across different roles. This has allowed me to enhance my skill set and knowledge of our business – and finally land a role in an area I've always been interested in.”





Brad Markwart and Ray O'Brien.

Passing the torch.

Staff at Beyond Bank are known to continually support and mentor each other in many ways – and quite often this helps create future leaders.

Ray O'Brien came to Beyond Bank through a merger with Companion Credit Union in 2010, where he was the Chief Executive Officer, and worked in several areas of the business to eventually be appointed to the critical role of Chief Risk Officer in 2016.

This year Ray celebrates his well-earned retirement and has handed the reins of his important role over to Brad Markwart – something Brad has been well-prepared for thanks to years of valuable mentoring and close personal friendship.

"Ray and I have a very special relationship in a way that allows us to be fully ourselves, never feel judged, and only feel supported," Brad said.

"It's never just been a transactional or business relationship. It is so much bigger than that."

Ray said that he, along with other executives at Beyond Bank, had identified Brad as someone who could take on leadership roles in the future, mentoring him to enable growth within the business.

"Brad has been a loyal lieutenant since I came into the role, having been in risk and compliance long before that," he said.

"The whole banking executive saw him as an exceptionally skilful individual. He helped build out our risk management framework for quite a number of years."

Following the announcement that CEO Robert Keogh would retire this year, Ray considered his own retirement, wanting to ensure the succession of the Chief Risk Officer role happened smoothly and prior to the CEO transition.

"Sometimes people think when there are internal appointments that someone is being parachuted in, but there was one hundred per cent support and recognition for Brad being suitable for the role," Ray said.

"If that's my legacy, to mentor and support someone to replace me, then I'm very pleased to have landed where we have."

But the relationship between Ray and Brad that has developed over the years goes beyond banking, with the two developing a firm friendship that's also helped them through their personal lives.

"Ray has provided insights and his own life learnings, especially on raising kids as we've both got three boys," Brad said.

"He's relayed his experience of his family upbringing too, which helped me with my family.

"My wife works at Beyond Bank too. Ray knows her well and it really just shows the family-type environment that we have here."

Brad said that while he had not started crying "yet", Ray's retirement would leave a gap.

"I would talk to Ray pretty much daily, and for extended periods – it could be 10 o'clock at night," he said.

"I have that full trust in Ray, you just know that you can drop your guard around him. We have a very special relationship of trust in that way.

"I'll definitely give him a call every now and then to check in with him and continue to seek his counsel."



Elizabeth Liu, Peter Rutter and Stan Mihailidis from our Diversity and Inclusion Committee.

Diversity and Inclusion.

At Beyond Bank we know a diverse workforce is a more creative, effective workforce. To achieve a culture of diversity, it's important that all our people feel included, connected and respected.

Our three key strategic focus areas this year were gender equity, age-friendliness and disability access and inclusion.

Improving workplace gender equality.

On 30 March 2023, Parliament passed the *Workplace Gender Equality Amendment (Closing the Gender Pay Gap) Bill 2023*.

Together with the remade Legislative Instruments which took effect on 6 February 2023, these legislative reforms were designed to accelerate workplace gender equality in Australia.

From November 2023, a series of reforms will begin. This includes the collection of more detailed information by employers to help the Workplace

Gender Equality Agency (WGEA) understand the factors influencing equality in Australian workplaces.

In the coming year, we will publish our gender pay gap as part of our commitment and contribution towards closing the gap.

There will also be an increase in reporting requirements, and organisations with 500 or more employees will need to have gender reporting policies or strategies in place to address six gender equality indicators.

Every year, Beyond Bank submits information to WGEA in accordance with the requirements of the Workplace Gender Equality Act.

We will continue to take a data-driven approach to understanding our gender equity landscape. We will focus on changes to our policies, processes and framework to address systemic drivers of the gender pay gap based on the new legislative reforms.

In Conversation with Diversity and Inclusion.

Each year, we run 'In Conversation with Diversity and Inclusion' sessions to help educate, empower and inspire our people to cultivate a happy and safe workplace for all.

This year we held four In Conversation sessions with some remarkable guest speakers to help us facilitate important conversations.

One of these sessions was held during National Reconciliation Week 2023, where guest speaker Matthew Whelan, former player and now Indigenous Project Officer at Melbourne Football Club (MFC), spoke about how we can work collectively towards reconciliation.

Matthew shared a powerful story of how MFC's re-grassing of the football oval in Santa Teresa (Ltyentye Apurte), a community located 85km southeast of Alice Springs, has helped their community thrive.



Watch the Grand Opening of the fully grassed Santa Teresa oval.



Brodie Lee.

Another In Conversation session we held was based on the style of the popular ABC show 'You Can't Ask That'. Guest speakers Brodie Lee and Ben Clare answered questions people wanted to know about disability, but perhaps had been too afraid to ask.

Brodie is a Senior Applications Specialist at Beyond Bank who was diagnosed with autism and ADHD at 30 years old. Ben Clare is a Disability Adviser at Maven, an organisation that helps companies identify and remove the barriers to accessibility and inclusion.

Together, they helped us navigate the tricky questions to learn more about disability and what we can do to create a more inclusive and accessible work environment.



Starting again in a new country.

Anil Kaura.

A home at last.

Sophia Ngo.

Anil Kaura was born and educated in India, and being an army kid, he completed his schooling in half a dozen different schools and cities.

Anil's early career was in fast moving consumer goods and financial services. He held several senior management and executive level positions in international companies including Prudential, AIG and MetLife, and he established and managed businesses across Africa and Asia.

In 2018, Anil and his family moved to Adelaide and to his surprise, he encountered difficulties in securing job interviews despite his extensive international experience.

He soon learnt that in order to get into the workforce, he needed to apply for jobs at a considerably lower level than the roles he'd been doing. Simultaneously, he discovered customer-owned banking and saw it as an opportunity to kickstart his Australian career for an organisation with values that aligned to his own.

Anil adjusted his resume to suit an entry-level position and was hired in the Customer Relationship Centre at Beyond Bank. Transitioning from a C-suite role to a frontline position was challenging, but Anil embraced the change and found fulfilment in his work from day one. Despite being in his forties and starting at an entry level, his team leaders treated him with respect, and he enjoyed engaging with our customers.

Anil's experience and abilities quickly came to the fore, and he progressed quickly in his career at Beyond Bank. After taking on several increasingly senior roles, he recently won the position of Senior Manager Data Governance, reporting to the Deputy Chief Executive Officer.

Anil credits his Australian career success to his positivity and some deliberate choices he made along the way. The experience of living in India and Africa has taught him that there is a solution to every problem, as long as you look in the right places.

“I knew that I could do a senior role here at Beyond Bank and I wasn't afraid to start at the beginning, prove myself and learn about the organisation along the way. Each of the roles I've held has been an important stepping stone in getting to know our customers' needs and how our systems and processes can be improved to help change their lives.”

Anil is also a strong proponent of cultural diversity in the workplace. He has showcased the magic of India through his fantastic culinary skills, sharing feasts from his hometown with colleagues at Waymouth Street during Diwali.

“I have worked hard at my friendships with my work colleagues, who are now some of my closest Aussie friends.”

Urban banker makes the move to Warrnambool.

After being in lending finance for many years, Sophia Ngo found a new calling as the Beyond Bank branch manager in the tight-knit community of Warrnambool, following our merger with South West Credit Union.

Sophia's journey to Beyond Bank began several years ago when we merged with Nexus Mutual. She was recognised for her potential in our community development team and agreed to take up our offer for a role there.

“I thought, what's the worst that could go wrong? If I like it, I might stay. It could be a nice career change,” she said.

Under the guidance of Beyond Bank's Senior Manager Community Development, Kylie Daniels, Sophia spent nearly three and a half years working in the community development team in Melbourne.

However, the COVID-19 pandemic brought about changes in her life. She moved her family to Portland in regional Victoria, seeking a quieter life away from a locked down Melbourne.

While living in southwest Victoria, Sophia spent some time in the seaside town of Warrnambool, falling in love with the “not too big, not too small destination that cared for its community”.

“As I was travelling back to Melbourne one day, I got a ping on my work phone saying we were merging with South West Credit Union in Warrnambool,” she said.

Sophia was familiar with working with the Warrnambool community, providing grants and support in her community administration role. After conversations with her family and Beyond Bank's Regional Manager for Victoria, Stan Mihailidis, she applied for the branch manager role there, and was successful.

Excited about starting a new chapter in Warrnambool, Sophia said the genuine connections with her neighbours and the welcoming atmosphere of the community helped them settle in quickly.

“This opportunity came to me for the better – maybe I was born to move to Warrnambool. I should have been living in country towns ages ago,” she said.

In her new role, Sophia said she wanted to continue to help bridge the gap between customer experience and community engagement for Beyond Bank, creating more collaboration across sectors, which she said she had been able to do with support from her colleagues.

She said Warrnambool “just felt like home” from the moment she arrived and now that the family had settled in, she could not imagine herself living anywhere else.



Grant Howland at Gillin Boys Walk 4 A Cure.



Marco Vallelonga, Maia Zhang, Carley Piggott, Janette Nancarrow volunteering for Childhood Cancer.



Kylie Woodford volunteering at the Royal Adelaide Show.



Bronwyn Anderson at Relay for Life.



Our race team at the 'Conquer the Summit' charity race.



Shane Farley (centre) and Michelle Coelho (right) participated in a 300km bike ride from Melbourne to Warrnambool to raise money for A Big Life.



Kirsti Sapránidis and Kylie Woodford volunteering with the Royal Flying Doctor Service.



Alex Cassimatis volunteering at Warrah Disability Services.



Our West Leederville team volunteering at Good Sammy WA.



Rachael Hawke, Vicki McLoughlin, Kerri Bagley doing their bit on Loud Shirt Day.



Lily Utteridge-Jones and Amanda Baird volunteering with Legacy.



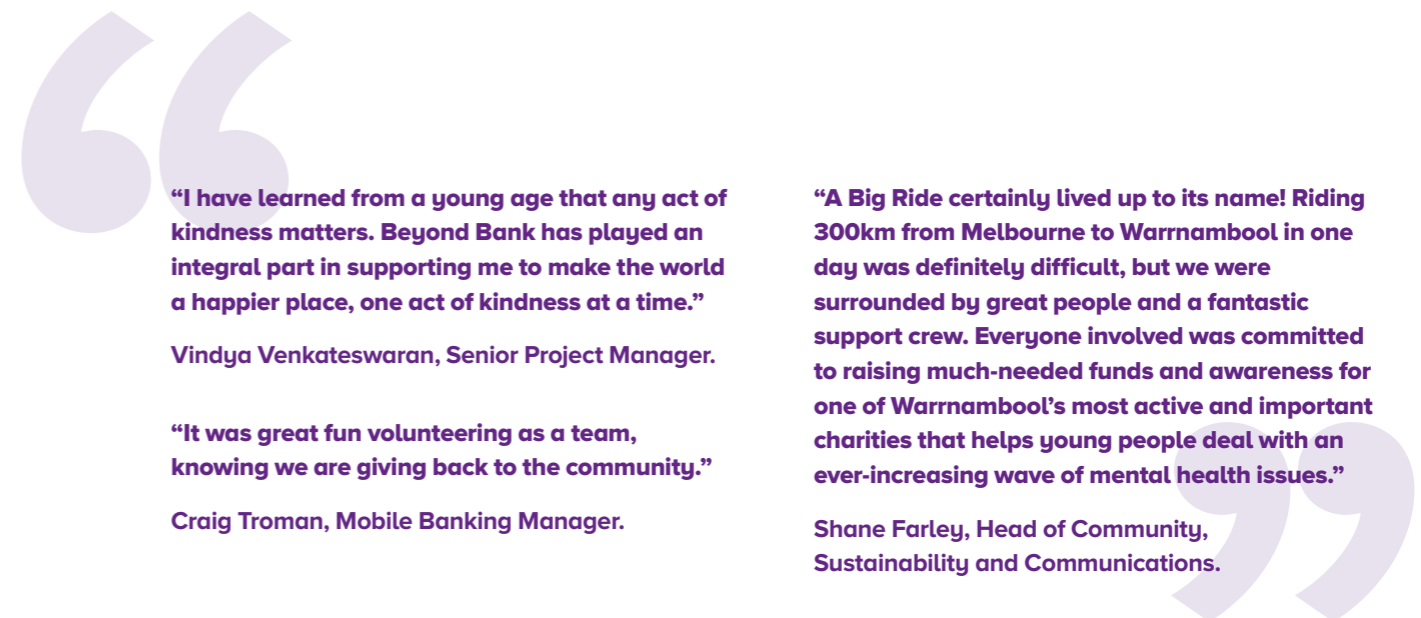
Gavin Cook volunteering at Warrah Disability Services.

Staff volunteering.

We offer two days of paid volunteering leave every year to support our people to volunteer for a cause they feel passionate about. Over the past year, 153 days of paid community volunteer leave were taken by our people to give back to their communities.

We encourage our people to give back to our communities because we know it changes lives for those receiving these services. It also embeds a sense of fulfilment in our people and helps us stay true to our values of using our business as a force for good.

Our people volunteered in a variety of ways, either through the more than 5,000 community partnerships we hold or through another cause of their choice. This included participation in fundraising walks and races, long-distance bicycle rides, planting crops, sorting toys and apparel, wrapping Christmas presents, supporting veterans' families and wearing loud shirts to support kids with hearing loss.



"I have learned from a young age that any act of kindness matters. Beyond Bank has played an integral part in supporting me to make the world a happier place, one act of kindness at a time."

Vindya Venkateswaran, Senior Project Manager.

"It was great fun volunteering as a team, knowing we are giving back to the community."

Craig Troman, Mobile Banking Manager.

"A Big Ride certainly lived up to its name! Riding 300km from Melbourne to Warrnambool in one day was definitely difficult, but we were surrounded by great people and a fantastic support crew. Everyone involved was committed to raising much-needed funds and awareness for one of Warrnambool's most active and important charities that helps young people deal with an ever-increasing wave of mental health issues."

Shane Farley, Head of Community, Sustainability and Communications.

Your bank.

Beyond Bank really is different. We're not a big bank.

Instead, we are customer-owned and purpose-driven.

We exist to create and return value for you, our customers, and your community.

We use our profits to strengthen communities, and we are for and with you on your journey to financial wellbeing.

That is how we are different, and that is how we change lives.

for and **with you**



Our footprint.



Sydney.



Hunter Valley.



Warrnambool.



Gippsland.



Canberra.



Melbourne.



Adelaide.



Perth.



Riverina.

For and with you.

Our vision is not to be the biggest bank, but to be the best bank for relationships with our customers and our communities.

We do this by supporting and serving our customers through their preferred channels.

We recognise the importance of creating spaces where our customers can connect with us in person and through exceptional digital experiences.

Our branch network is made up of 46 local branches across metropolitan and regional Australia, representing approximately one branch for every 6,500 customers.

Our branch network is supported by office hubs in Perth, Adelaide, Melbourne, Canberra, Sydney and the Hunter Valley, from which staff work in a hybrid office and home-based model, allowing flexibility for our people.

We respond to calls and queries from our customers from our Customer Relationship Centres in Perth, Adelaide and Canberra.

Our customers transact with us digitally through our award-winning Internet Banking and Mobile App.

Our customers can stay on top of their finances using our personal financial management app BeyondBank+ which helps our customers to categorise their spending, track budgets, set savings goals and see all their accounts in one place.

We are planning to merge with First Choice Credit Union, Orange, New South Wales and AWA Alliance Bank, Geelong, Victoria.

Both of these planned mergers will proceed to legal merger in 2024 if approved via a member ballot. We look forward to extending our banking services and community support into these regions.

All of our 295,000 customers are our owners, and we'll continue to operate in their best interest.

We'll do this by keeping our doors open in regional areas, investing in best-of-class digital channels, and delivering amazing service however our customers choose to interact with us.



Scan to manage your money with Beyond Bank+

Our branch locations.





Our B Corp journey.

Eight years ago, Beyond Bank began its journey to become a B Corp – because it just made sense.

As a customer-owned business, we were already operating in a way that put customers and communities first – and the wellbeing of our people was always of the utmost importance in the way we operated.

But it wasn't enough to rely on this attitude alone for the wider community to be fully aware of our focus on community and customers.

Beyond Bank therefore decided to embark on a path towards B Corp certification, which would provide us with a framework to understand how we were performing across our commitment not only to our customers but also to the environment, our people, and communities across Australia, while also promoting high standards of governance and accountability.

By certifying, B Corps step into a framework for continuous improvement. To maintain certification, companies must undertake the assessment and verification process, now every three years,

demonstrating they are still meeting B Lab's (the not-for-profit which oversees the B Corp movement) standards – which are themselves always improving, with continual input from expert stakeholders.

B Corp Certification does not mean that a company is perfect, nor that it has achieved its highest impact. It does show that it is part of a global community of businesses working collectively for economic systems change and that to stay committed to this work, it must meet rising standards for social and environmental performance.

All of this meant that Beyond Bank did not just talk about putting people before profits – we kept ourselves accountable on those values, and in 2015 we became a certified B Corp for the first time, with a score of 105.4 out of a minimum of 80.

We recertified in 2017 and for a third time in December 2022. We were successful in achieving an uplift in our B Corp score from 97.5 to 146.7, which we attribute significantly to the improvements made in the B Corp impact pillar of 'Customers', which rose from 16.6 to 48.7.

What is a B Corp?

Benefit Corporations, or B Corps, are companies that are committed to using business as a 'force for good'.

Aspiring B Corps measure their performance against five impact area pillars: Workers, Environment, Customers, Governance and Community, to achieve points. Companies are required to achieve a minimum score of 80 out of 200 to be able to call themselves a B Corp.

B Corp Certification means that a company has been verified as meeting B Lab's high standards for social and environmental impact, that it has made a legal commitment to stakeholder governance, and that it is demonstrating accountability and transparency by disclosing this record of performance in a public B Corp profile.



We care about our customers: focus on regional communities.

A key focus of Beyond Bank's B Corp journey has been supporting customers in regional and remote areas.

At the time of our last recertification, 49.9 per cent of Beyond Bank's loan book was made up of customers who lived in rural or underserved* communities, which reinforces our sharp focus on supporting those living away from the big cities.

Graham Burgess, Senior Relationship Manager at Beyond Bank's Gunnedah branch in regional New South Wales, said it was clear Beyond Bank was there for regional communities, most publicly through the way it offers support to clubs and organisations through the Beyond Bank Foundation, but also just by offering compassionate, trustworthy, and reliable everyday banking services for locals.

"Helping our community is what we're all about. That sort of stuff is like second nature," he said.

"We just want to help out because quite often the people around here, especially the older members, don't have that financial finesse that people in the city pick up really quickly.

"We help them out a lot with their day-to-day banking, which may not always be part of our official duties, but it's our way of saying 'we're here for you'."

At the time of recertification:

49.9%

of our loan book was with customers in rural or underserved communities.

60.8%

of our customers are also from these populations.

KEY POINTS

Our commitment to rural and regional communities.

- Our latest B Corp score is reflective of our improvement in our performance (more than 30% uplift) which means we're running a better business for our people, customers and communities.
- Our localised branch focus has helped us increase our score.

REFERENCE

*Rural and remote is defined as all areas outside Australia's major cities per the Australian Institute of Health and Welfare." Rural & remote Australians Links & other information - Australian Institute of Health and Welfare (aihw.gov.au)



Our focus areas for the year ahead.

Commitments for next year.

B Corp Pillar	Goals (2023-2025)
Governance	<ul style="list-style-type: none"> We will conduct a materiality assessment to understand our material sustainability risks and opportunities.
People	<ul style="list-style-type: none"> We will understand how we remunerate our employees in terms of a Living Wage and start verifying this. We will deliver on our commitments outlined in our first Reconciliation Action Plan and Disability, Access, and Inclusion Plans. We will report on our Gender Pay Gap and gender equality indicators as required under the Workplace Gender Equality Amendment (WGEA) bill (compulsory)
Community	<ul style="list-style-type: none"> We will assess the diversity of our supply chain and identify opportunities to support businesses that are owned by indigenous peoples, women, people with disabilities and those who identify as from the LGBTQI+ community. This will enable us to set specific targets to support these businesses. 40% of our procurement spend will be with local suppliers by 2025 (up from the current ratio of 27%).
Environment	<p>We will develop a climate transition plan as required by the International Sustainability Standards Board (ISSB) standards. This will include initiatives such as:</p> <ul style="list-style-type: none"> 100% renewable energy use across our operations by 2025. Develop Science-based Targets to guide our approach to climate change mitigation. Transition 80% of our fleet to hybrid vehicles by 2025. Implement an environmental management system (EMS) covering waste generation, energy usage, water usage, and carbon emissions with quantifiable targets.
Customers	<ul style="list-style-type: none"> We will launch our green loan product range to help our customers benefit from the cost savings that come with investing in renewable energy. This will also contribute to reducing our customers' own carbon emissions. We will continue to invest in financial wellbeing initiatives to assist our customers to manage their money smarter and achieve their financial goals.



Shantelle McNeil and Indiana McKelson in our Wagga branch.

Going Beyond to reduce plastic waste.

This year's theme for B Corp month was 'Going Beyond', a theme close to our hearts on a daily basis.

We celebrated B Corp month and our improved B Corp impact score by helping our people to make even more of an impact on the planet.

Partnering with RePlated, who is our customer and a fellow B Corp, we gave all our staff a RePlated meal box. These award-winning reusable meal boxes have been designed to replace single-use plastic and compostable takeaway food packaging.

"Beyond Bank is such an important supporter of our work – we love working with other B Corps because we know our values are aligned. Our mission is to make the 4.5 million takeaway meals Australians eat every day more sustainable," said Naomi Tarszisz, CEO and founder of RePlated.



Gabriella Gibb enjoying her first use of her RePlated container.

We hope that by reducing their dependency on takeaway containers, our people will play a part in reducing unnecessary waste.

RePlated's story can be found here.



Corporate governance.

Community expectations of organisations have been rising through periods of exceptional challenge, and the responsibility for good governance of your Bank has never been more critical.

Our core purpose is to create and return value and through this, change lives. This purpose has driven our strategy, which is founded on being a sustainable, diversified and differentiated business, delivering value-based outcomes to you, our customer-owners, and strengthening the communities in which we operate.

Proper direction and control underpin our path to success. It requires the Board and management to be mindful of the risks in the business and the needs of all stakeholders (customer-owners, staff, communities, partners and regulators).

Good governance is critical to creating an environment where our business can thrive and be managed for the long-term interests of our customer-owners and communities around Australia.

It is the Board's responsibility to provide careful oversight of the strategic direction and operational performance of Beyond Bank. It must ensure that checks and balances are in place and risks are effectively managed to protect our customer-owners' money. In addition, the Board ensures that decisions are financially and ethically sound to support our growth and development. We approach governance through a lens of the best outcomes for you (our customer-owners), your bank and your community.

At the root of good governance is Board and management leadership in developing and sustaining a sound culture focused on doing the right things the right way and exceeding stakeholder expectations.

Whilst this report reflects governance practices in place at the date of publishing, it also references the year that was and any material changes that have occurred throughout the year.

Corporate governance framework.



Our responsibilities.

We are governed by a number of directors, some of whom are member-elected and others that are Board-appointed.

We are focused on:

- upholding our purpose: to create and return value for our customer-owners and our communities and, through this, change lives
- living our values and aligning our culture to our purpose
- creating value and sustainability
- establishing our objectives and strategy
- ensuring financial strength and sound risk management
- governing according to our environment, social and governance (ESG) objectives and responsibilities, including our commitment to B Corp certification
- overseeing compliance and regulatory relationships
- reporting to our customer-owners.

Making sure our Board is fit for purpose.

Beyond Bank's regulator, the Australian Prudential Regulation Authority (APRA) has supervisory oversight of all Authorised Deposit-taking Institutions (ADIs) in Australia. Part of this oversight is to ensure that the composition of the Board of an ADI collectively demonstrates competencies in core skills at a level commensurate with the size and complexity of the ADI.

Accordingly, your Board undertakes an assessment of the skills and aptitudes of its directors, and those seeking nomination for election or appointment as a director, to ensure that a high level of competency exists in the core areas of corporate and financial governance in a financial services organisation, business and commercial acumen, risk management, mutual businesses and the regulatory environment in which we operate. In addition, the Board seeks specialist skills in the areas of banking, technology, and audit to ensure collectively it is fit to govern Beyond Bank, for the protection of our customer-owners and the sustainability of our Bank.

With an eye to the future growth of your Bank, we are committed to ensuring that the Board collectively brings the necessary high levels of experience and skills to enable it to operate efficiently and effectively. Our current skills coverage includes high or very high levels of competency in the following areas:

- corporate and financial governance in a financial services organisation
- leadership
- strategic planning
- financial accounting and audit, internal audit and external audit oversight
- risk management (financial and non-financial)
- executive level senior management
- technology
- people management
- brand and marketing
- banking and financial services
- product development and innovation
- community and stakeholder engagement.

Selection criteria for directors also considers personal qualities, including:

- sound understanding of the general role and functions of a board
- board craft, contribution and critical thinking
- good business instincts and acumen
- ability to commit enough time and expertise to the role
- strong interpersonal skills.

Directors are elected by members to serve for a three-year term. The Board is structured so that some elected directors must retire each year by rotation and may be eligible for re-election. Our directors cannot stand for re-election if they have served for nine years or more. This ensures our Board incorporates fresh perspectives, skills, and experience to direct and oversee our organisation.

The performance of the Board and Committees is assessed annually and independently assessed on a regular basis.

The Constitution also allows for the appointment of directors, and your Board appoints directors where it is appropriate to bring specialised skills to the Board of Beyond Bank.

The Board of Directors considers succession planning and board composition annually. At the 2022 Annual General Meeting (AGM), our long term Chair of the Board Audit Committee (BAC) retired. Given the critical nature of the BAC Chair position, in September 2022, the Board appointed a suitably qualified and experienced successor to that role, for a term that expires at the end of the 2023 AGM. At the same time, the Board appointed a non-executive director with deep skills and experience in technology and technology-enabled transformation. This appointment concludes at the end of the 2025 AGM.

Our remuneration policy is structured to ensure that the directors of Beyond Bank are remunerated at the median level for directors of customer-owned banks of comparable size and complexity. We have adopted this benchmark level to ensure that the bank can attract and retain appropriately skilled and experienced directors to ensure the best possible outcomes for members.

Remuneration for directors is assessed annually by the Beyond Bank Nomination Committee, and each three years is benchmarked to the comparable market remuneration for directors of ADIs of a similar size and complexity. Remuneration was last benchmarked to market in 2023.

As a result of the 2023 review, the Nomination Committee recommended, and the Board approved, an increase in the base director fee of 4.0% in line with wages growth generally, and to ensure comparability to market. With effect from 1 July 2023, the base fee has been set at \$93,396 per annum (inclusive of the Superannuation Guarantee).

Directors are charged with the responsibility for governance, sustainability and the performance of the Bank. To ensure Directors are focused on our customer-owners and sound governance, no performance component (bonus or incentive payments) forms part of the fee.

In addition to the base fee, payments are made for the following roles: Chair, Committee Chairs and members of Board committees, and for Directors of subsidiary companies. These additional payments recognise the extra workload and responsibility attached to the performance of each of the positions.

As at 30 June 2023, the cap on the aggregate remuneration of directors, as approved by members at the 2020 AGM, is \$1,000,000 p.a. To ensure capacity within the remuneration cap to accommodate additional directors in the event of mergers, the Board will seek customer-owner approval for a revision to the aggregate remuneration cap at the 2023 Annual General Meeting.

We maintain a Conflicts of Interest Policy to ensure that directors comply with their legal obligations to disclose any material personal interests they have in a matter that relates to the affairs of Beyond Bank and its controlled entities.

How our Board operates.

CHAIR

The Chair is responsible for leading the Board, managing the agenda and meetings, undertaking spokesperson and public relations activities, and facilitating:

- effective oversight of management
- the flow of information between directors and the Chief Executive Officer (CEO)
- annual assessments of the effectiveness of the Board and Board committees and the performance of the CEO

CEO

The CEO, within the authority delegated by the Board, has senior executive responsibilities for the leadership and culture, strategic intent and direction, governance, management and performance of operations of all activities within the Beyond Bank Australia Group ('the Group'), including risk and compliance.

BOARD COMMITTEES

In addition to providing general governance through Board meetings, directors are involved in specific guidance and assistance through the operation of three standing Board committees (Audit, Governance and Remuneration, Risk) and the Nomination Committee.

Committees are structured to ensure they have the qualifications and experience to execute their responsibilities. Membership of each committee comprises appropriately skilled directors (with the exception of the Nomination Committee, which must comprise of at least two members who are independent of the Board) and, from time to time, the CEO by invitation.

Other executive officers may also attend Board and Board committee meetings by invitation. Executive management attendance promotes effective communication and governance, plus it provides contemporary banking and finance industry experience to complement directors' broader perspectives.

The composition of each Committee is detailed below and reflects membership as at the date of publishing (October 2023).

RISK COMMITTEE

<p>Chair: Joanne (Jodie) Baker</p> <p>Members: Daryl Johnson and Steve Coles</p>	<p>Role</p> <p>The committee's role is to:</p> <ul style="list-style-type: none"> • consider any matters where there is exposure of the Group to possible economic or financial loss, damage, injury or delay as a consequence of pursuing its business • monitor the alignment of the Group's risk profile and controls with the risk appetite (as defined in the risk appetite statement approved by the Board) • monitor and provide oversight assurance of the Group's compliance with APRA Prudential Standards • oversee the identification, management and reporting of risks inherent in the Group's operations.
	<p>Expertise</p> <p>In addition to graduate qualifications in a range of disciplines, among committee members, there is considerable executive experience in risk management across diverse industries, especially in banking, finance and technology services businesses.</p>

AUDIT COMMITTEE

<p>Chair: John Evans</p> <p>Members: Steve Coles and Sandra (Sam) Andersen</p>	<p>Role</p> <p>The committee's role is to:</p> <ul style="list-style-type: none"> • assist the Board in discharging its corporate governance oversight responsibilities by providing an objective non-executive review of the effectiveness of the Group's financial reporting process, external audit, internal audit function and the appointment of the external and internal auditors • maintain and improve the quality, credibility and objectivity of the financial accountability process (including financial reporting on a consolidated basis) • provide oversight and an assessment of the adequacy of internal control systems and processes • help maintain effective internal and external audit functions and communication between the Board, its committees and the external and internal auditors.
	<p>Expertise</p> <p>All committee members have experience as company directors, and two of them are qualified accountants – one previously being a partner of a Tier 1 international accounting and audit firm.</p> <p>The committee members' experience includes:</p> <ul style="list-style-type: none"> • financial management and audit • senior executive management in banking and technology services • membership of professional bodies and their respective professional development requirements

GOVERNANCE AND REMUNERATION COMMITTEE

<p><i>Chair:</i> Trent Bartlett</p> <p><i>Members:</i> Sandra (Sam) Andersen and Daryl Johnson</p>	<p>Role</p> <p>The committee's role has two functions:</p> <p>a) General governance</p> <p>Assisting the Board in discharging its responsibility to ensure good corporate governance within the Group.</p> <p>This includes:</p> <ul style="list-style-type: none"> making recommendations to the Board about changes to its size and composition ensuring an appropriate Board and committee structure is in place considering the skills, knowledge and experience currently represented on the Board to assess whether those meet the needs of the business overseeing the Beyond Bank constitution and making recommendations for changes. <p>b) Board remuneration matters</p> <p>Undertaking the duties of a Board remuneration committee as required by Prudential Standard CPS 510, the Banking Executive Accountability Regime and the remuneration framework.</p> <p>This includes:</p> <ul style="list-style-type: none"> conducting regular reviews and making recommendations to the Board on the Beyond Bank remuneration policy making annual recommendations to the Board on the remuneration of the CEO, direct reports of the CEO (i.e. executive officers) and other persons whose activities may, in the committee's opinion, affect the financial soundness of Beyond Bank making recommendations to the Board in relation to the remuneration framework and practices for all staff in the Group.
	<p>Expertise</p> <p>Members of this committee bring experience in fields as diverse as banking, management consultancy, financial management, audit, law, human resource management, leadership, governance and risk management. All committee members have experience in company directorship, hold undergraduate or postgraduate business qualifications and membership of professional bodies.</p>

NOMINATION COMMITTEE

<p><i>Chair:</i> Sandra (Sam) Andersen</p> <p><i>Independents:</i> Kerryn Newton and Andrea Durrant</p>	<p>Role</p> <p>The committee's role is to:</p> <ul style="list-style-type: none"> assess each person who is nominated as a candidate for a directors' election or who is a retiring elected director standing for re-election, and provide a report to the Board of its assessment of each person ensure the combined skills of the Board is fit for purpose on an annual basis, seek and consider appropriate information and advice to make a recommendation to the Board on the levels of director remuneration and the board total remuneration cap.
	<p>Expertise</p> <p>This committee is well qualified to fulfil its purpose. Members of this committee bring experience in business development, corporate governance, board performance and assessment, director recruitment, risk management and management consulting. Between committee members, there is substantial experience at senior executive and board level.</p>

EXTERNAL AUDITOR

KPMG is Beyond Bank's external auditor, and it is responsible for forming an opinion about whether the financial report complies with the accounting standards and gives a true and fair view, and conducts its audit in accordance with the auditing standards. KPMG must meet independence requirements (including professional standards) and provide the directors with an auditor's independence declaration.

INTERNAL AUDITOR

PwC is our internal auditor, responsible for conducting internal audit assignments set out in the rolling four-year Internal Audit Plan and reporting their results to the Board Audit Committee and management. In its internal audit reports, PwC summarises the results of the reviews of systems and related internal controls and identifies areas for improvement. PwC also undertakes targeted reviews where requested by the Board or management.

How we are regulated.

As an ADI, Beyond Bank is regulated by various regulators, including the Australian Prudential Regulation Authority (APRA), the Australian Securities and Investments Commission (ASIC), the Australian Transaction Reports and Analysis Centre (AUSTRAC) and the Office of the Australian Information Commissioner (OAIC).

In addition, we subscribe to the Customer Owned Banking Code of Practice. We are also a member of the Australian Financial Complaints Authority (AFCA), which provides a free and independent dispute resolution for customers of ADIs operating in Australia.

Our key relationships and shareholdings.

We are a shareholder in technology and payments organisations that help us deliver our full suite of banking services and products to our customers including:

- Data Action Pty Ltd is our key partner in providing digital and core banking services. Data Action is a leading provider of banking software and services primarily to the customer-owned banking sector.
- Cuscal Ltd is a leading provider that assists us in providing a full suite of payment services.

Our approach to risk management.

We adopt sound risk management principles to create an operating environment that realises potential opportunities whilst managing the adverse effects of the associated risks.

The Board sets the appropriate risk appetite and strategy to ensure Beyond Bank remains strong, its assets are protected and opportunities are optimised.

Our risk culture requires staff to be responsible for managing risks in line with our risk management strategies to protect existing value and create additional value.

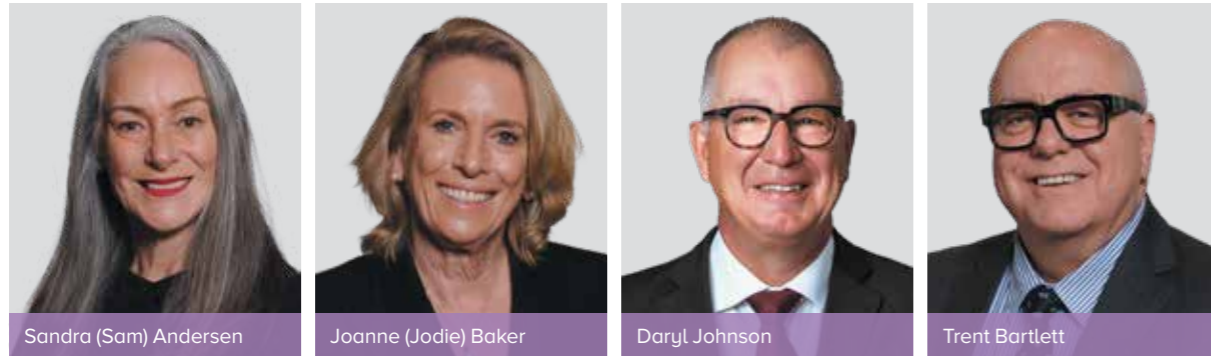
To deliver this objective, Beyond Bank has adopted the Three Lines of Defence risk management and assurance model and regularly monitors the organisation's risk culture using a risk barometer.

Remaining compliant is at the forefront.

We manage compliance by:

- ensuring a sound compliance framework and systems to monitor and measure compliance
- investing in appropriate staff, training and systems
- ensuring appropriate processes to identify and manage actual and likely instances of non-compliance. Our culture is focused on doing the right things, doing things right and exceeding expectations
- regular reporting on compliance matters to the Board and relevant committees.

Our Board of Directors.






Sandra (Sam) Andersen Chair

Sam was appointed to the Beyond Bank Australia Board in November 2013 and appointed Chair in 2018. She has more than 19 years' experience in the finance sector and 10 years' experience as an executive in the technology and health services industries. Sam views financial services as a fundamental driver for prosperity, equity and inclusiveness in society.

-  | Chair Nomination Committee, Member Board Governance and Remuneration Committee, Member Board Audit Committee.
-  | LLB, CPA, F FIN, FAICD
-  | Melbourne, Victoria




Joanne (Jodie) Baker Director

Jodie was appointed to the Beyond Bank Australia Board in November 2017. She has over 30 years' experience in banking and funds management, specialising in risk. Jodie's prior executive roles include Managing Partner at governance and risk advisory firm, Blackhall & Pearl, CEO of Morgij Analytics, and senior executive risk roles at ANZ, Société Générale and BT Funds Management.

-  | Chair Board Risk Committee
-  | BCom(Acc), GradDipAppFin, TFASFA, GAICD
-  | Sydney, New South Wales




Daryl Johnson Director

Daryl was appointed to the Beyond Bank Australia Board in February 2019. He has over 40 years' banking and finance experience in Australia, Asia and New Zealand. Daryl's executive roles included CEO New Zealand for Rabobank and CEO Asia, Executive General Manager NAB Business and General Manager Corporate Banking for National Australia Bank.

-  | Member Governance and Remuneration Committee, Member Board Risk Committee
-  | BBus(FinEc), MBA, GAICD
-  | Melbourne, Victoria

Trent Bartlett Director




Trent was appointed to the Beyond Bank Australia Board in September 2016. He has over 20 years' of leadership and experience in listed public companies, large private companies, not-for-profits and 'for benefit' focused enterprises operating with diverse business models and scale across many industry sectors. Trent has a speciality in member-owned/member-governed businesses and is a Fellow and Faculty Member of the Australian Institute of Company Directors.

-  | Chair Board Governance and Remuneration Committee
-  | GradDipBus, GradDipCom, FAICD, IDP-C
-  | Perth, Western Australia






John Evans Director

John was appointed to the Beyond Bank Australia Board in 2022. He was a former audit and assurance partner with global accounting firm KPMG and has over 40 years of Australian and international experience in business, finance, assurance and risk management. John specialised in financial services and has worked extensively with boards and mutual organisations in the financial services sector.

-  | Chair Board Audit Committee
-  | BCompt, ACA, MAICD
-  | Adelaide, South Australia




Steven (Steve) Coles Director

Steven (Steve) was appointed to the Beyond Bank Australia Board in 2022. He has nearly 30 years' experience of operating at C-level across global financial services businesses. Steve's prior executive roles include the Global CTO for Allianz. He has a passion for improving and protecting member services through technology and effectively managing cyber risk.

-  | Member Board Audit Committee, Member Board Risk Committee
-  | GAICD
-  | Sydney, New South Wales

Elizabeth (Liz) Westcott Director

Elizabeth (Liz) was appointed to the Beyond Bank Australia Board in March 2020. Liz was a long-standing director with Nexus Mutual having first joined their Board in 2001. Liz is an experienced Executive and Non-Executive Director in the listed and not-for-profit sector, and she is currently the Chief Operating Officer at Energy Australia. Liz's term ended on 1 October 2023. We thank her for a wonderful contribution to Beyond Bank and our customers and communities.

-  | Member Board Risk Committee (term ended 1 October, 2023)
-  | BEng(Civil) Hons, BCom, GAICD
-  | Melbourne, Victoria

Our Executives.





Robert Keogh, Chief Executive Officer

Robert joined Beyond Bank in 1979. He held the position of Chief Executive Officer of CPS Credit Union in ACT until the merger with CPS Credit Union SA in 2006. In 2010, Robert was appointed as Chief Executive Officer of Beyond Bank Australia. He has extensive experience in the mutual sector, business, financial services, auditing and accounting. Robert will be retiring on 30 November, 2023.

-  | Chair Beyond Bank Australia Foundation Ltd, Director Community CPS Services Pty Ltd, Director Eastwoods Group Ltd
-  | BBus (Banking & Finance), FIPA, MAICD
-  | Canberra, Australian Capital Territory

Jake Bromwich, Chief Executive Officer (Designate)

Jake joined Beyond Bank in 2023 as the Chief Executive Officer (CEO) Designate and will assume responsibilities as CEO on the retirement of Robert Keogh. He has extensive banking and executive experience that has spanned across several major banks and their smaller entities. His career in financial services extends across a range of operational, front line, strategic and CEO roles in personal and business banking. He embraces the value of relationships and community and has lived and worked in several Australian states.

-  | Director Beyond Bank Australia Foundation, Director Community CPS Services Pty Ltd, Director Eastwoods Groups Ltd, Director Eastwoods Wealth Management Pty Ltd
-  | B.Com, BAgSci (Hons)
-  | Sydney, New South Wales

Wayne Matters, Deputy Chief Executive Officer

Wayne joined Beyond Bank in 2001 as the Chief Finance Officer and was appointed Deputy Chief Executive Officer in 2013. Wayne manages a number of our corporate support functions, including data, finance and treasury. He has 30 years' experience in finance, treasury, risk management and administration.

-  | Director Community CPS Services Pty Ltd, Director Beyond Employee Benevolent Fund Pty Ltd, Director Eastwoods Group Limited, Director Eastwoods Wealth Management Pty Ltd
-  | BA (Accounting), GAICD, FCA
-  | Adelaide, South Australia

Michelle Coelho, Chief People and Culture Officer




Michelle has been with Beyond Bank for more than 25 years, starting her banking career with United Credit Union. Her most recent appointment before joining the Executive team was to lead our team in WA as State Manager, a position she held for 10 years. Michelle is responsible for driving performance, leadership, development and growth of our people at Beyond Bank Australia and alignment to culture.

-  | Director Beyond Bank Australia Foundation
-  | MBA, GAICD
-  | Perth, Western Australia






Nick May, Chief Customer Officer

Nick is a values-focused and highly driven executive with over 30 years of experience in the banking industry. Nick joined the Beyond Bank Group Executive Team as General Manager Corporate Services in 2013. Nick then moved into his current role of Chief Customer Officer in 2016 where he has responsibility for the broad distribution and retail network covering branches, business banking, the Customer Relationship Centre, digital team, Insurance division and the organisation's third party division. With oversight of the bank's overall customer experience, Nick's focus is on the relationships, service and interactions customers have through the banks various channels. Nick has extensive media experience across television, radio and print media as well as having responsibility for many of Beyond Bank's corporate partnerships.

-  | Director Beyond Bank Australia Foundation
-  | MBA, GDBM, GAICD
-  | Adelaide, South Australia




Peter Rutter, Chief Community and Strategy Officer

Peter has 30 years' experience in the banking and finance industry. He joined Beyond Bank in 1993. Prior to this, he was employed at Bank SA for 10 years. Peter is responsible for our strategic direction, brand, marketing and communications, and our community development program.

-  | Director Beyond Bank Employee Benevolent Fund Pty Ltd
-  | MBA (Advanced), GAICD
-  | Adelaide, South Australia

Brad Markwart, Chief Risk Officer

Brad has been in the finance industry over 20 years, joining Beyond Bank in 2001. With extensive experience in risk management and compliance, Brad is passionate about using people and technology to drive efficiencies and improved risk management outcomes for the Bank and its customers. Brad is responsible for the Bank's risk management, compliance, and financial crimes functions.

-  | Director Beyond Employee Benevolent Fund Pty Ltd, Director Community CPS Services Pty Ltd.
-  | BSc, BEc, GradCert Accounting, GAICD
-  | Canberra, Australian Capital Territory

Tony Maughan, Chief Operating Officer

Tony joined Beyond Bank in 2023 as the Chief Operating Officer. Tony brings extensive leadership experience across the entire banking value chain, including group strategy, mergers and acquisitions, front-line banking, and large-scale transformation projects. At Beyond Bank, Tony is responsible for overseeing our Business Enablement, Products and Payments, Credit Assessment, Loan Fulfilment, and Property teams. With his commitment to operational effectiveness, Tony plays a vital role in driving our purpose to create and return value for our customers.

-  | Director Beyond Bank Foundation, Director Eastwoods Group Ltd, Director Eastwoods Wealth Management Pty Ltd
-  | B.Com, MBA, CA, MAICD
-  | Melbourne, Victoria



Robert Keogh at Riding for the Disabled, Warrnambool.

Glossary of terms and acronyms.

AFSL

Australian Financial Services Licence authorises licensees to conduct a financial services business, as regulated by ASIC.

APRA

Australian Prudential Regulation Authority.

ASIC

Australian Securities and Investments Commission.

BCCM

Business Council of the Cooperatives and Mutuals.

B Corp or Certified B Corporations

Certified B Corporations are businesses that meet the highest standards of verified social and environmental performance, public transparency, and legal accountability to balance profit and purpose.

B Corp impact score or B Corp impact assessment

A global measurement tool used by business to measure its impact on its workers, community, environment, and customers.

B Lab

B Lab is a non-profit that serves a global movement of people using business as a force for good. B Lab's initiatives include B Corp Certification, administration of the B Impact Management programs and software, and advocacy for governance structures like the benefit corporation.

Capital adequacy ratio

A ratio used to measure the prudential strength of a financial institution. Prudential strength is calculated as total retained earnings and other equity divided by total assets, weighted to reflect the relative risks associated with our operations.

Community reward program

This program provides specialised banking products to community organisations and not-for-profits as well as their staff, volunteers and supporters. The Beyond Bank program also provides the organisation with another way to fundraise.

Customer-owned bank

Customer-owned bank means we provide consumer banking services such as credit cards, home loans or personal loans, savings accounts, and term deposits, but is owned by its customers. Customers have voting rights on constitutional matters affecting the customer-owned bank. Profits are reinvested back into the products and services rather than being distributed in shareholder dividends.

COBA

Customer Owned Banking Association.

Cooperative

Cooperatives are people-centred enterprises owned, controlled and run by and for their customers (or members) to realise their common economic, social, and cultural needs and aspirations.

GHG

Greenhouse Gas.

Housing affordability

The term 'housing affordability' usually refers to the relationship between expenditure on housing (prices, mortgage payments or rents) and household incomes. The concept of housing affordability is different to the concept of 'affordable housing', which refers to low-income or social housing.

Members

Our members are our customers.

Mission lock

Companies that protect their mission and ability to formally consider stakeholders in decision making through their corporate structure or corporate governing documents. Being a cooperative helps and having customers and community recognised in our constitution.

Mutuality

We will seek to do business with liked-minded customers. Collective endeavour will result in everyone sharing the rewards of collaboration.

NGER

National Greenhouse and Energy Reporting scheme.

Purpose

Our intention as a business is defined by our purpose. Our purpose is to create and return value to our customers and communities, through this we change lives.

SDG

The United Nation Sustainable Development Goals.

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Melbourne Level 10, 664 Collins Street, Docklands VIC 3008

Perth 3 Loftus Street, West Leederville WA 6007

Sydney Shop 7.4, 2 Dawn Fraser Avenue, Sydney Olympic Park NSW 2127

Branches

Branches are located across the Australian Capital Territory, New South Wales, South Australia, Victoria and Western Australia.

Beyond Bank Australia Limited
ABN 15 087 651 143 AFSL/Australian Credit Licence 237856.

Environmental

Beyond Bank Australia cares about the community and is committed to environmental sustainability. This leaflet has been printed on Monza Recycled, manufactured by an ISO 14001 certified mill, and contains 99% recycled fibre and elemental chlorine free pulp. All virgin pulp is derived from well-managed forests and controlled sources.



RECYCLED CONTENT



FOREST MANAGEMENT



ELEMENTAL
CHLORINE FREE



ENVIRONMENTAL
MANAGEMENT SYSTEMS

Beyond Bank
AUSTRALIA