

# Changing lives.

Keeping connected.

2020 Corporate Report.



Anna



Alex



Vanessa



Brooke



Colin



Aswini



Ariana



Marg



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Madeleine



Jodie



Kate



Brad



Jess



Shannon



Wendy

# Our purpose.

To create and return value and through this we change lives.

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# About this report.

## 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 over 60 years. Our vision is to be the leading customer-owned financial services group, renowned for enriching the lives of our customers and their community. Quite simply, the best local bank.

Our purpose is to create and return value and through this we change lives. We are also proud to be Australia's first B Corp certified bank. B Corps use their business as a force for good, by balancing profit and purpose. We are dedicated to creating value through mutually beneficial partnerships. By working with like-minded individuals and organisations, we aim to create more "good" together. It's why we are the other way to bank.

This year is the second year we've published our Corporate Report in conjunction with our Annual Financial Report. It outlines who we are as a mutual bank, our values and purpose.

The report covers our performance from 1 July 2019 to 30 June 2020 and highlights our impact based on the B Corp Impact assessment framework. It includes governance, our people, customers, community and environment and links to the 17 United Nations Sustainable Development Goals.



# Financial performance.

Building a sustainable business today,  
to change lives tomorrow.



**92%**  
customer satisfaction



**10.8%**  
lending growth

**\$7.1b**

**Assets**  
under management



**Donated over  
\$650,000**  
in community  
reward payments

Certified  
**B**  
Corporation  
**140\***  
impact  
score

\*internal assessment

**17.09%**  
**Capital  
adequacy ratio**

**Over  
\$1.42M**

in community grants  
and sponsorships

**9%**

in profits reinvested  
into community programs  
and investments



**109**  
customers securing  
a financial plan



Support for 763 customers  
going through hardship as  
a result of COVID-19



**35,000**  
salary packaging  
customers

# Message from our Chair and CEO.



**Ms Sandra (Sam) Andersen**  
Chair, Beyond Bank Australia



**Mr Robert Keogh**  
Chief Executive Officer, Beyond Bank Australia

## Challenges we face.

2020 has proved to be a year of tremendous challenge, a year in which life has often felt overwhelming. On behalf of everyone at Beyond Bank, we wish to acknowledge the difficulties that our customers, their families and their communities are facing. We also publicly thank our staff for maintaining their focus and commitment to provide the best possible banking experience in what has been and continues to be a rapidly changing and complex environment.

Importantly, at no time in the past year, has our business swayed from its purpose to create value for our customers through the provision of relevant, innovative products and services nor has it deviated from its pledge to return value through uncompromising engagement and support. The strength of the relationships with our customers has in fact bolstered since the pandemic, with customer satisfaction up to a record 92%.

Our strategy remains clear and our business goals remain clear and this is allowing us to continue to deliver a sustainable and unsurpassed customer-centric approach that is backed by operational excellence across every strand of our growing and diverse business.

And, as we look ahead, our ability to be dynamic and agile, to think quickly and recalibrate where needed will ensure that we are able to respond to a range of different economic and fiscal scenarios that will inevitably arise as we navigate the uncharted waters ahead.

## Our focus on getting us all through tough times.

There is no doubt that, in the past few months, a sense of community has been evident and indeed, almost tangible across Australia from our largest cities to the smallest country towns.

These communities, perhaps more than ever before, are relying on financial institutions to steer them through the unpredictable and uncharted waters ahead.

Customers, quite rightly, are seeking banks that they can trust, banks that are responsive and agile. As a customer-owned bank, we are well-placed to meet this need with a clearly stated mission to cater for the full financial wellbeing of customers across all stages of life.

## Driving results for our customers, communities and people.

Of all the many lessons that will be learned from this pandemic, the need to be prepared will be one of the most enduring. Beyond Bank entered the pandemic in a position of financial strength with a robust balance sheet, strong liquidity and a very resilient capital position.

This has given us the security we need to manage what can best be described as a period of great uncertainty. Entering a new decade, we had already predicted a time of shift. COVID-19 has accelerated this shift and we can expect, and plan for, significant changes and yes, challenges too.

However, we can also be confident in our bank's commitment to diversified growth, to our expansion of the community portfolio and to our overall sustainability which is anchored in our global B Corp membership that drives us each and every day, to be a force for good.

Casting a prudent eye to the future, we can confidently expect to be trading in all major markets and to consolidate our position as one of Australia's pre-eminent purpose-led businesses.

## Life-changing banking in the new normal.

Our business has always been in the privileged position of being able to change the lives of our customers and the communities in which they live, work and play. It motivates us to be the best local bank for these communities and to create real value-based outcomes for our customers wherever they may be.

In recent times, we have also understood at a more profound level, the need to be connected and inclusive for both our customers and our staff. This is a good thing and we are steadfast in our resolve to keep these connections solid and strong. Being local, being trusted and, just being there when times are challenging, is a commitment we are willing to make. The future is in our hands.

**Ms Sandra (Sam) Andersen**  
Chair,  
Beyond Bank Australia

**Mr Robert Keogh**  
Chief Executive Officer,  
Beyond Bank Australia



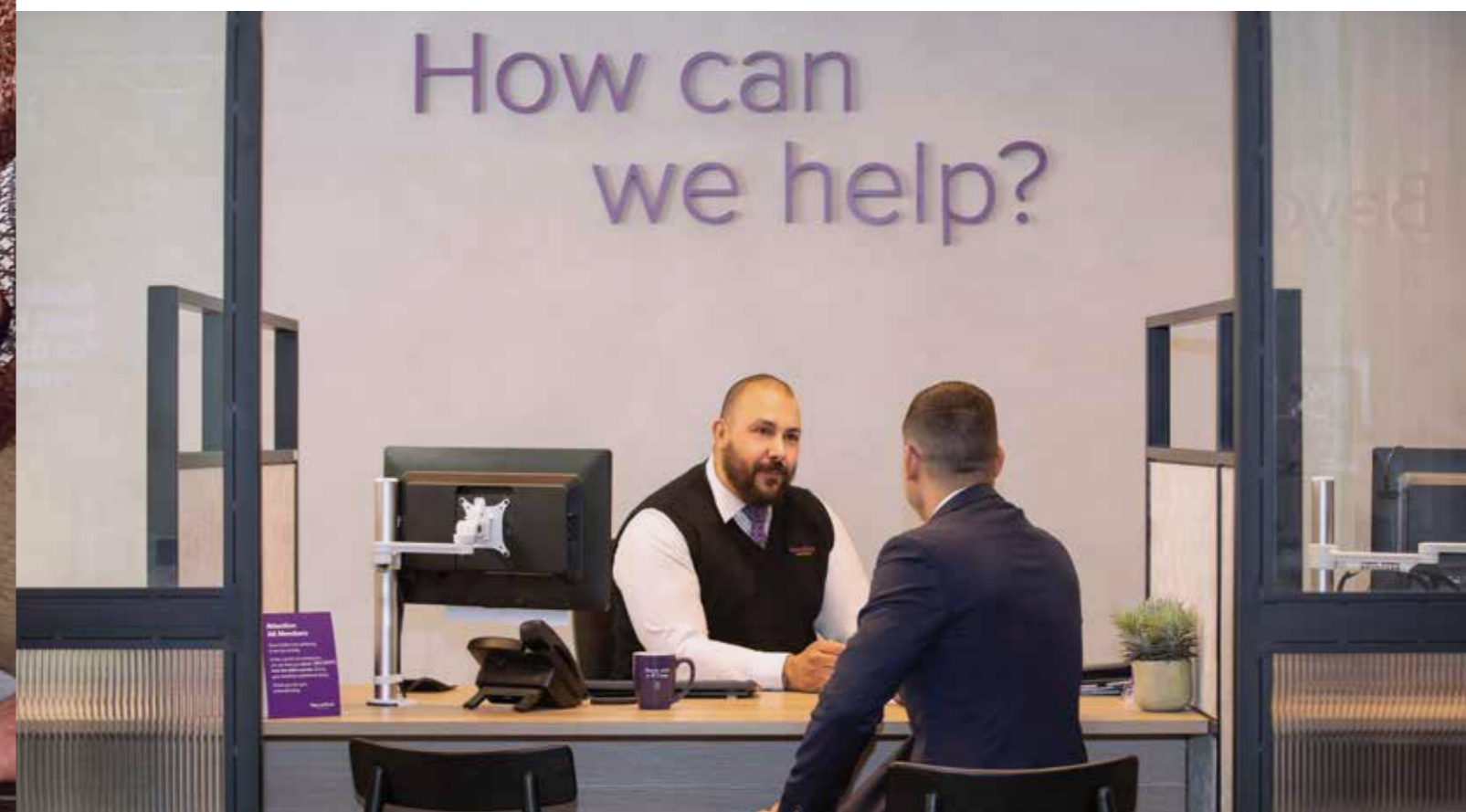
# Our story.

## A look back.

Beyond Bank Australia has a long and proud history that started over 60 years ago with a meeting around a kitchen table. From these humble beginnings we were formed by people who were being left behind by a banking system that did not meet their needs. They saw a future where a new way of banking would change the lives of everyday Australians by creating prosperity for all. As a cooperative they used their savings to fund loans for other members to help improve their financial wellbeing.

Over the years our organisation has continued to grow and expand, with mergers which consolidated more than 40 credit unions across Australia. In 2013, Beyond Bank Australia was born when we acquired a licence to become a customer-owned bank.

Today, Beyond Bank has a national footprint and is one of the largest customer-owned banks in Australia with more than \$7 billion in assets under management and over 260,000 customers. Importantly, we still operate with the same values and purpose on which we were built.



## Merger Milestones

2006	2008	2010	2011	2013	2013	2016	2017	2020
Community CPS Australia formed after merger of CPS Credit Union SA and ACT	United Credit Union, ATO Employees Credit Union, Polish Credit Union	Companion Credit Union	Wagga Mutual Credit Union	Alliance One Credit Union	Beyond Bank Australia – Mutual bank & name change	Country First Credit Union	MY Credit Union	Nexus Mutual

# Our footprint.

## Where our people change lives.

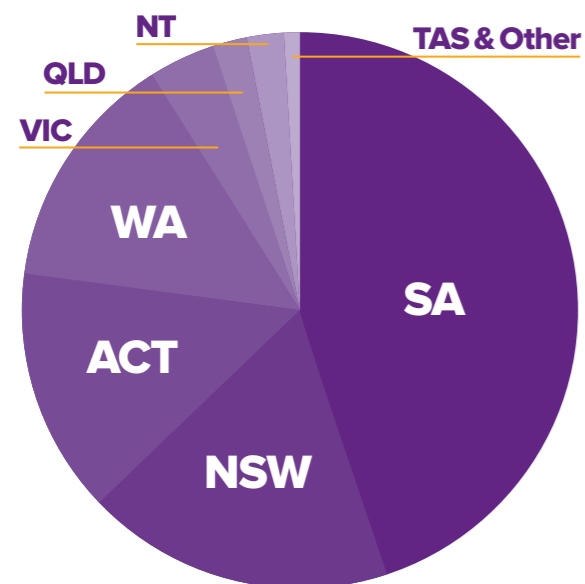
Beyond Bank has a national footprint with a local perspective. Being the best local bank for our customers is important to us.

We operate corporate offices and branches in five metropolitan centres and four regional areas in Australia. We offer personal and business banking including banking services for the community sector, salary packaging, wealth and financial planning services and insurance.

Our customers can choose how they interact with us, in a way that best suits their needs — whether that's via their local branch network, call centre or through our award-winning internet banking and app.

In 2020, we expanded our footprint to Victoria — in Gippsland and Melbourne, with plans to open a new branch in inner Melbourne in 2021 to support the needs of our growing customer base.

## Customers by region.



# Corporate governance.

We live in uncertain times and there are many challenges ahead for consumers and business. In this environment good governance has never been more important.

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

Sound direction and solid control underpins this pathway. It requires the Board and management to be attuned to the risks in the business and the needs of all stakeholders (customers, staff, communities, partners and regulators.)

Good governance is critical to fostering a thriving business managed for the long-term interests of our customers and communities around Australia. It is the Board's responsibility to provide the right level of oversight on the strategic direction and operational performance of Beyond Bank. It must ensure checks and balances are in place, risks are effectively managed to protect our customers' money and decisions are financially sound to support our growth and development.

At the root of good governance is Board and management leadership to develop and sustain a sound culture focused on doing the right things, the right way and exceeding stakeholder expectations.

## Corporate governance framework.



## Our responsibilities.

We are governed by a Board of seven elected directors and one appointed director, all of whom are non-executive directors. We are focused on:

- upholding our purpose: to create and return value for our members and their communities, and through this, change lives
- living our values and aligning our culture to purpose
- creating value and sustainability
- establishing our objectives and strategy
- ensuring financial strength and risk management
- overseeing compliance and regulatory relationships
- reporting to our member owners.

## Making sure our Board is fit for purpose.

We're committed to ensuring that the Board collectively brings required experience and skills to enable it to operate efficiently and effectively. Our current skills coverage includes expertise and skills in:

- corporate and financial governance
- 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:

- a good 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.

A director elected by members will 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've served for nine years or more, ensuring our Board incorporates fresh perspectives, skills and experience needed to direct and oversee our organisation. The independent Nomination Committee assesses the skills and fitness of candidates for directors' elections.

Our directors are remunerated appropriately for their role and their responsibilities, so as to attract and retain experienced and skilled directors. Remuneration for directors is assessed annually by the Nomination Committee, with the base director fee reflective of the median remuneration level for directors of customer-owned banks of comparable size and nature.

Directors currently receive a base fee of \$63,250 p.a. In addition to the base fee, payments are made for the following roles: Chair, the Chair of Beyond Bank Australia Foundation Limited, Committee Chair, and members of Board committees.

These additional payments recognise the extra workload and responsibility attached to the performance of each of the positions.

As at 30 June 2020 the cap on the aggregate remuneration of directors is \$792,439 p.a.

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 Australia (BBA) 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 Board committees, and between the Board 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 BBA 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 five standing Board committees (Audit, Governance and Remuneration, Risk, Customer and Technology) 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 communications and governance, plus it provides contemporary banking and finance industry experience to complement directors' broader perspectives.

### CUSTOMER COMMITTEE

**Chair:**  
Trent Bartlett

**Members:**  
Rebecca Richardson  
Elizabeth Westcott

#### Role

The committee's role is to be responsible for the voice of the customer by:

- reviewing and evaluating customer complaints, feedback, insight and any emerging themes
- ensuring delivery of customer outcomes that meet BBA's purpose and business philosophy
- overseeing products and services to ensure fair outcomes are achieved for all customer segments, with specific focus on vulnerable customers and customers in hardship
- considering and evaluating reports on significant business decisions that may impact on customer experience
- remaining abreast of industry and regulatory developments that impact customer outcomes.

#### Expertise

Members of this committee have broad business backgrounds covering retail, banking and community activities, bringing a range of insights to the requirements of customers

### RISK COMMITTEE

**Chair:**  
Joanne (Jodi) Baker

**Members:**  
Daryl Johnson  
David Nichol

#### Role

The committee's role is to:

- consider any matters where there is exposure of the BBA Group to possible economic or financial loss, damage, injury or delay as a consequence of pursuing its business
- monitor the alignment of the BBA 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 BBA Group's compliance with APRA Prudential Standards
- oversee the identification, management and reporting of risks inherent in the BBA Group's operations

#### Expertise

In addition to graduate qualifications in a range of disciplines, between committee members there is considerable executive experience in risk management across diverse industries, and especially in banking, finance and insurance.

### AUDIT COMMITTEE

**Chair:**  
Geoff Knuckey

**Members:**  
Joanne (Jodi) Baker  
Trent Bartlett

#### Role

The committee's role is to:

- assist the Board in discharging its corporate governance oversight responsibilities by providing an objective non-executive review of the effectiveness of the BBA Group's financial reporting process, external audit, internal audit function and the appointment of the BBA Group's 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.

#### Expertise

All committee members have substantial experience as company directors and one is a qualified accountant --previously a partner of Tier 1 international accounting and auditing firm.

The committee members' experience includes:

- human resources, financial management and audit
- membership of professional bodies and their respective professional development requirements.



### TECHNOLOGY COMMITTEE

<p><i>Chair:</i> Daryl Johnson</p> <p><i>Members:</i> Sandra (Sam) Andersen</p>	<p><b>Role</b></p> <p>The committee's role is to assist the Board to discharge its responsibilities by ensuring that our technology and data strategies are effective and implemented to safeguard the privacy and security of data and reliability of processing, backed by robust information technology and data systems,</p>
	<p><b>Expertise</b></p> <p>Members of this committee have broad business backgrounds covering banking, governance, risk management and information technology.</p>

### GOVERNANCE AND REMUNERATION COMMITTEE

<p><i>Chair:</i> Rebecca Richardson</p> <p><i>Members:</i> Geoff Knuckey Sandra (Sam) Andersen</p>	<p><b>Role</b></p> <p>The committee's role has two functions:</p> <p>a) <b>General governance</b></p> <p>Assisting the Board to discharge its responsibility to ensure good corporate governance within the BBA Group. This includes:</p> <ul style="list-style-type: none"> <li>making recommendations to the Board about changes to its size and composition</li> <li>ensuring an appropriate Board and Board committee structure is in place</li> <li>considering the skills, knowledge and experience currently represented on the Board to assess whether those meet the needs of the business</li> <li>overseeing the BBA constitution and making recommendations for changes.</li> </ul> <p>b) <b>Board remuneration matters</b></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. This includes:</p> <ul style="list-style-type: none"> <li>conducting regular reviews and making recommendations to the Board on the BBA remuneration policy</li> <li>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 BBA</li> <li>making recommendations to the Board in relation to the remuneration framework and practices for all staff in the BBA group.</li> </ul>
	<p><b>Expertise</b></p> <p>Members of this committee bring experience in fields as diverse as management consultancy, financial management, audit, law, human resource management, governance and risk management. In addition to graduate qualifications in a range of disciplines, two committee members also hold post-graduate business qualifications. All committee members have considerable experience in company directorship.</p>

### NOMINATION COMMITTEE

<p><i>Chair:</i> Sandra (Sam) Andersen</p> <p><i>Independents:</i> Kerryn Newton Andrea Durrant</p> <p><small>Ms Andersen stood down as Chair of the Nomination Committee from 1 July – 31 August 2020 as she was standing for re-election in the BBA directors' election, with Director Daryl Johnson being the interim chair.</small></p>	<p><b>Role</b></p> <p>The committee's role is to:</p> <ul style="list-style-type: none"> <li>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</li> <li>ensure the combined skills of the Board is fit for purpose</li> <li>on an annual basis, seek and consider appropriate information and advice to make a recommendation to the Board on the levels of its remuneration.</li> </ul>
	<p><b>Expertise</b></p> <p>This committee is well qualified to fulfil its purpose. Members of this committee bring experience in fields such as business development, corporate governance, board performance and assessment, director recruitment, risk management and management consulting. Between committee members there is substantial experience at senior management and board level.</p>

### EXTERNAL AUDITOR

KPMG is BBA'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 conducting their audit in accordance with the auditing standards. KPMG must meet independence requirements (including professional standards) and give the directors an auditor's independence declaration.

### INTERNAL AUDITOR

PWC is BBA's internal auditor, and it is responsible for conducting internal audit projects 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 identify areas for improvement.

### How we are regulated.

As an authorised deposit-taking institution, Beyond Bank Australia is regulated by a number of regulators including the Australian Prudential Regulation Authority (APRA), the Australian Securities and Investments Commission (ASIC) and the Australian Transaction Reports and Analysis Centre (AUSTRAC).

In addition, we subscribe to the Customer Owned Banking Code of Practice and are a member of the Australian Financial Complaints Authority (AFCA), which provides a free and independent dispute resolution for BBA customers with financial complaints.

### 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 (DA), our key partner in providing digital and core banking services. DA is a leading provider of banking software and services primarily to the customer owned banking sector.
- Cuscal Ltd which is a leading provider of end-to-end payments solutions. Over the course of our relationship with Cuscal, we have been able to provide our customers with payment methods and services such as payWave, Digital Wallets, NPP/Osko, as well as planned initiatives for 2020/21 in Digital Cards and Open Banking.

### Our approach to risk management.

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

The Board sets the appropriate risk appetite and strategy to ensure Beyond Bank remains unquestionably strong. Our risk culture requires staff to be responsible for managing risks in line with our risk management strategies, with a view to not only protect existing value but also creating additional value.

In order to deliver this objective, Beyond Bank uses the Three Lines of Defence risk management and assurance model, and regularly monitors the risk culture of the organisation using a risk barometer.

Our key priorities include effectively managing cybersecurity and fraud risks, as well as other incidents that may materially impact our customers.

### Remaining compliant is at the forefront.

We manage compliance by:

- ensuring a sound compliance framework
- 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 and doing things right, and exceeding expectations.



# Our strategic priorities.

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Our business is purpose-driven.

We aim to be the best local bank by creating and returning value through high quality relationships, assisting customers with their financial wellbeing and our focus on customer value.

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

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

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## The values we share.

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



**Sustainability.**



**Customer-first.**



**Community.**



**Integrity.**



**Mutuality.**

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## 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.

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# The Beyond Bank Foundation.

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## Creating more good, together.

The Beyond Bank Australia Foundation was established in 2007. It was formed to help us to give back to the community and focus on some of the greatest challenges facing society.

Funded by an annual contribution from the bank's profits, the Foundation has contributed towards investments totalling more than \$25 million to programs and community groups across a range of causes.

The Beyond Bank Australia Foundation Board is chaired by Mr. David Nichol with Ms Elizabeth Westcott and the Bank's CEO, Mr Robert Keogh as Directors.

The current focus areas of the Foundation include affordable housing, aged support, financial wellbeing and disability support. These were selected because of the unique position we are in as a financial organisation to make a profound and genuine impact. The Foundation also provides support during times of natural disaster.

## 2020 Beyond Bank Foundation initiatives.

Over the past financial year, the Foundation has contributed over \$675,000 to 19 initiatives across Australia. In addition, the Foundation launched a Bushfire Appeal with Vinnies with over \$50,000 raised to support the victims of the 2019/20 bushfires in NSW and SA.

To help families affected by the devastation, the Foundation also provided \$50,000 in localised grants for emergency financial assistance, essential items, emergency hotel accommodation, emotional support and professional counselling. The recipients of this support included the CFS SA Foundation, SES Bateman's Bay Unit, Gotcha4life Fund and Eurobodalla Shire Council's Disaster Relief Fund.





# The purpose of our business.

To create and return value, and through this we change lives.

## Why we do what we do.

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We are part of the community and the community is part of us. It is as simple as that.

Community is in our DNA and we believe we are stronger when we are together, toasting our successes, grabbing opportunities and confronting our challenges.

All of us benefit from shared values. It's about mutual respect, equality and treating each other well.

At Beyond Bank, we are committed to achieving our purpose through building stronger, more connected communities.

In 2020, the pandemic changed almost everything, the way we live, the way we work and the way we interact with each other.

But those changes have also shown what we are doing right to ensure that our families and our communities, cities and regional towns are as resilient and inclusive as they can be while we navigate our way through the current uncertainty.

While we can't know what lies ahead, we can still look forward with optimism and positivity to a brighter, better future.

# The benefits of customer ownership.

## We thrive when our customers and communities thrive.

From the very beginning our organisation was built on the principles of cooperation, fairness, equity, democracy, social responsibility and caring for others. Our customers are our owners and everything we do is to benefit them and their communities.

Over time, we have become embedded in the lifeblood of local communities and it is this profound link that informs our day-to-day decision making, short-term goals and our longer-term strategies.

It also keeps us on our toes, pushing us to be responsive and sometimes, reshaping our core business to meet ever-changing customer needs and demands.

Being customer-owned also keeps us transparent and accountable. It guides our purpose, shapes our values and defines our goals.

It is a model and style of banking that has stood the test of time, built in those early years on trust, honesty and integrity, core values which are more relevant today than ever.

The Board of Directors represents our customers and oversee our commitment to them and the community.

Beyond Bank is managed by our executive team and is supported by over 600 staff across Australia. Our business is designed for purpose. We operate to create and return value for our customers through strong capital growth and by reinvesting profits back into the bank to benefit them.



## Circle of mutual prosperity.

### Customer benefits include:

Focus on your financial wellbeing.

Outstanding customer service.

Easy access to your money.

Full suite of products and services.



Competitive interest rates.

Low fees.

Have your say in our future by voting for our Board of Directors.

Support for your community.

This circle of mutual prosperity flows through our communities and is supported by our work in the not-for-profit sector and how we give back to help those in need. If our customers and communities are doing well, then our business does well too. It's how our bank, customers and community support each other to thrive.

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.

By using our business as a force for good we are working to benefit all stakeholders including our people, customers, suppliers, the environment and the community.



# Our approach to inclusion.

Our Inclusion Plan has been built upon key elements of our strategy – recognising that a strong and sustainable business provides a foundation to create real impact and lasting change. The approach will be driven by our customers and the communities in which we operate.

Listening to the voice of the customer is important for a customer-owned organisation and will drive efforts when identifying priorities for inclusion action plans.

Our local business model recognises the uniqueness of the regions that we operate in and provides an opportunity to work on areas of inclusion most relevant in those communities.

The existing focus areas of the Beyond Bank Foundation and our community development team also align to our efforts in this space, including our focus on financial literacy and wellbeing, aged support and disability support. Our approach also includes consideration of our sustainability framework and B Corp certification.

## Inclusion Statement:

### Strengthening communities through inclusion.

Beyond Bank Australia is committed to achieving our purpose through building stronger communities.

We believe communities are stronger when they come together and move forward together.

We respect everyone's views and defend the right of all to have a view.

We seek to give those who are reasonable and fair minded but without a loud voice the ability to be heard, reinforcing that their views matter.

We will defend the rights of everyone and will not take activist positions that marginalise anyone.

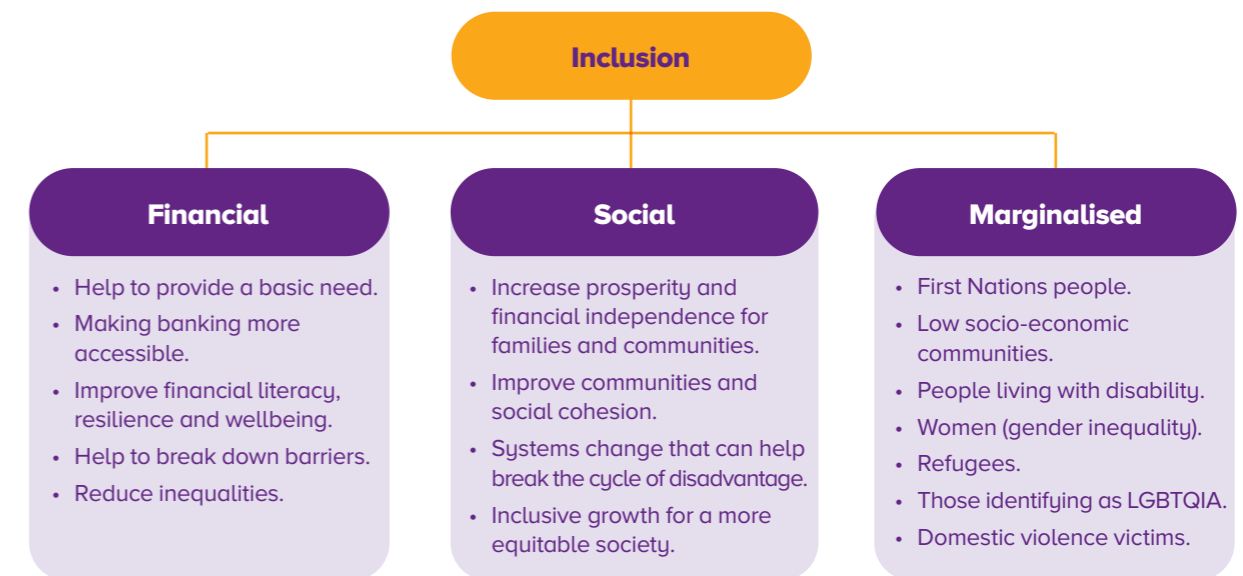


## We are stronger, together.

Beyond Bank believes that we are stronger together and our success should be a shared success.

We all benefit from a stronger community and we believe in supporting the communities that support Beyond Bank.

# Our inclusion framework.



### Inclusion priorities for financial year 20/21

Inclusion Priority	Description	Inclusion Impact
Develop and deliver a broad-based financial literacy program.	Free financial literacy information and tools for employees, customers, our community partners and the broader community.	Financial inclusion marginalised groups: <ul style="list-style-type: none"> <li>• First Nations people</li> <li>• Low socio-economic communities</li> <li>• People living with disability</li> <li>• Women</li> <li>• Refugees</li> <li>• Those identifying as LGBTQIA.</li> </ul>
Develop and deliver a financial wellbeing program.	Financial wellbeing program developed incorporating emphasis on saving, debt reduction and budgeting.	Financial Inclusion.
Undertake research, design and deliver disability support program.	Working with the disability sector to understand challenges and opportunities around improving financial and social inclusion, including BBA employment focus.	Financial inclusion. Social inclusion.
Undertake research, design and deliver Aged Support Program.	Working with the aged sector to understand challenges and opportunities around improving financial and social inclusion, including BBA employment focus.	Financial inclusion. Social inclusion.
Research local community inclusion priorities.	Voice of the Customer (VOC) program established to identify local region inclusion priorities.	Financial inclusion. Social inclusion. Marginalised groups.

# Opening doors for accessibility.

If ever there was a time to reflect upon and truly understand the value of inclusive, connected communities, that moment is now.

With great challenges upon us, the strength and resilience of local communities is holding firm and, with our longstanding commitment to mutuality, equality and diversity, we have been actively pursuing a range of unique initiatives to ensure that no one is left behind.

Many of these are focused on our core business of banking and our ability to help Australians obtain financial freedom, independence and wellbeing.

These initiatives have driven real and tangible outcomes.

We will soon open our second disability-friendly branch in New South Wales, designed in partnership with leading national disability service providers.

We listened carefully and responded with changes to lighting, acoustics, surfaces and signage to make the day-to-day bank experience less intimidating and more inviting for everyone.

In recent times, we have also been pleased to fund national research conducted by Aspect Research Centre for Autism Practice to further explore the ways in which modern-day banking is meeting the needs of people living with autism.

Our partnership with Bedford in regional South Australia has given us the opportunity to support its life skills and workshop space with a new kitchen for cooking classes and a living area to encourage social interaction and friendships.

With partnerships like these all across the nation, we are showing that small changes can make a big difference in creating more connected, inclusive communities.







### Case study: Nulsen's Youth Patron Program (WA).

Founded in 1954, Nulsen is one of WA's leading not-for-profit disability services organisations. Nulsen focuses on supporting people with complex disabilities by providing supported accommodation, creative and life skills, in-home support and therapy services.

The Nulsen Youth Patron Program aims to improve the quality of life for people with disabilities by engaging local school students – raising awareness of the issues faced by those living with complex disabilities and fostering advocacy amongst the students.

Michael, 52, lives at Nulsen and while he normally works most days, he's unable to do so since the pandemic hit. Michael looks forward to his regular video calls connecting him with students, giving him the opportunity to converse – and have a laugh – with people outside his home.



**Value.**  
\$50,000



**Grant duration.**  
2 years



**Engagement.**  
36 students | 3 schools

#### Benefits.

**For community:** Increased profile of disability issues which assists in creating an inclusive and accessible community. Genuine engagement and connection created between people with disabilities and young people. Enhance the wellbeing of people with disability including developing genuine friendships outside their close family and friends.

**For Nulsen:** Enable Nulsen to continue the program, no longer funded due to the disruption caused by the NDIS. Create increased, long-term support for Nulsen and people with disabilities through student and school networks. Increased profile and awareness of Nulsen assists other fundraising and philanthropic activities. Student fundraising efforts provide much needed support to resident specific activities and interests.

# Supporting older Australians.

Older Australians add richness, wisdom and joy to our local communities. As a customer-owned bank, we are committed to celebrating the important role they play in the community.

Much of our commitment has focused on rural Australia. Through partnerships, we have worked on breaking down the often invisible barriers of isolation and dislocation that can come from living alone in our senior years.

In Western Australia, we have linked in with ConnectGroups to help fund elements of its Hand to Heart program which offers a user-friendly toolkit to older Australians including regular welfare checks and ways to stay engaged and included in the community.

In South Australia, we have collaborated with COTA, an organisation which advocates on the needs of older Australians. And in Whyalla, 400 kilometres north of Adelaide, we are working with the community's aged services hub, a popular central facility where people can drop by to socialise, learn new skills, hear from guest speakers and try their hand at arts and crafts.

It's about forming new and valued connections each day, and helping people make the transition to retirement, independent living and aged care.

There is a strong and growing demand for hubs and outreach services. No one wants to be alone. At Beyond Bank we are working hard to ensure that we stay together across life's journey.



## Case study: Meals on Wheels NSW.

Meals on Wheels enables people to stay independent at home for as long as possible.

People like Rhonda make sure Anne has a nutritious meal, some social interaction and check on her general wellbeing, whilst helping her stay independent in her own home and healthy.

The Beyond Bank and Meals on Wheels NSW partnership helped to provide meals for financially disadvantaged clients through the Cuppa for a Cause fundraiser.

In April 2020, Meals on Wheels NSW created an artwork project to help tackle isolation experienced by vulnerable clients due to Covid-19. People were asked to create a piece of art and share it on social media to help reinforce the important connection that we have with our families. Beyond Bank made a donation for every piece that was shared.



**Value.**  
\$15,000



**Grant duration.**  
1 year



**Engagement.**  
Vulnerable residents living independently in NSW

### Benefits.

**For community:** Support for financially disadvantaged Meals on Wheels clients.

**For Meals on Wheels:** Help them provide more meals and support to people who are living independently.

## Relief for communities when they need it most.

### Disaster response.

Disasters tend to strike when we least expect them and in the past year, many Australians have had their fortitude put to the test as they coped with the horror of summer bushfires in South Australia, New South Wales and the ACT after long periods of drought, and the longer-lasting impacts of losing homes and businesses.

Thousands of Beyond Bank customers were directly affected, several lost their houses and many reached out for crisis help. Our staff living in bushfire-ravaged areas also needed our support.

Connecting and collaborating with key partners in local communities, we moved swiftly to help out where we could.

In South Australia, we provided urgent funding to the Country Fire Service Foundation to help it deliver aid where it was needed most.

We partnered with Vinnies in a significant financial boost to its bushfire appeal that saw food parcels, essential items and emergency cash given to shocked and traumatised families.

And we reached out to help frontline service providers like Gotcha4Life to establish mental health services at Batemans Bay, NSW and to that town's local SES Unit to buy much-needed equipment.

Many months on, the challenges are still very real.

Individuals, families and local communities continue to need dedicated assistance and we are pleased to be in a position to help.

Our staff too, have been an inspiration, tirelessly volunteering and going above and beyond each and every day to rebuild lives and a more positive future.

- More than \$140,000 in donations, grants and partnerships, including \$50,000 raised via the Foundation's Bushfire Appeal and financial support provided directly to customers who reached out to let us know they needed help.
- Deferred home loan arrangements for impacted customers.
- Open lines of communication to affected customers, with a priority call queue access for those that needed it.
- Eurobedalla region (NSW) sub fund established under the BBA Foundation.
- Redirecting organisational spend to help local businesses and economies to begin to rebuild.
- Staff fundraising and volunteering opportunities dedicated to bushfire relief fundraising and awareness.
- Counselling service provided to all staff who were personally affected by the fires, and training on how to support staff who are often dealing with customers affected by the fires.

# Putting housing affordability at the forefront.

## Giving people a place to call home.

Australia's housing challenge is everyone's challenge and addressing housing affordability requires agile and innovative thinking. In 2020, it has required a renewed focus.

The number of people who are homeless, the number of families who can't afford to buy a home and the number of households who are struggling to pay the regular bills are all at worrying levels.

Identifying housing affordability as a key pillar of our community commitment has allowed us to shape our thinking about the many and varied ways we could deliver solid, grassroots support, delivered directly to the people who need it.

The First Home Loan Deposit Scheme is an Australian Government initiative, supporting eligible first home buyers to purchase their first home sooner. It allows them to purchase a modest home with a deposit as little as 5 per cent, with the National Housing Finance and Investment Corporation guaranteeing up to 15 per cent to make up the rest – and as a result, avoiding costly Lenders Mortgage Insurance. Beyond Bank is one of 27 participating lenders across Australia.

We have sought out and secured partnerships with frontline housing affordability providers in local communities around Australia. In South Australia we are working with Anglicare on their Turning Point program which assists young families at risk of homelessness to find a safe and secure house. In less than three years, 84 families who had previously been in crisis now have a place to call home. That's changing lives at the most profound level.

There's also the success of our 2-year partnership with YWCA. Its Rentwell initiative supports women and their families by sourcing appropriate and affordable rental properties. So far, we have helped YWCA secure 27 properties and successfully house 51 people.

In recent times, we have linked in with Compass Housing in the Hunter Valley region of New South Wales to support its Grow a Star scheme, assisting young people who live in public housing to pursue their academic careers. Through a scholarship program, 19 recipients have received funds to purchase items like laptops and other learning-based equipment or lessons to assist with their education. The benefits are enormous. Young people are empowered, feel better about themselves and have a real sense of pride that they are chasing their dreams and becoming valuable members of their local communities.

Challenges are everywhere. We can turn away or we can turn towards.

At Beyond Bank we thank our community partners for working with us to help address the housing affordability challenge and do whatever we can to change lives.

“In less than three years, 84 families who had previously been in crisis now have a place to call home.”

Peter Rutter, General Manager  
Strategy and Community Development,  
Beyond Bank Australia





**Value.**  
\$50,000



**Grant duration.**  
2 years



**Engagement.**  
27 properties  
housing 51 people

**Benefits.**

**For community:** Contribute to the pool of affordable housing options in the ACT. Bring tenants safe and secure housing and contribute to their wellbeing, health, and social participation. Address the growing issue of older women experiencing homelessness and support other people on low incomes. Build a stronger community and make Canberra a more inclusive and liveable city for everyone.

**For Rentwell:** Contribute towards Rentwell's operational costs as it gets established and builds momentum. Established Rentwell as a professional service to attract philanthropically minded property owners to match to at-risk tenants.

**Case study:**  
**YWCA Canberra's Rentwell Program (ACT).**

YWCA Canberra has been providing community services and representing women's issues since 1929. They work with around 4,500 Canberrans through 28 community programs, focusing on children's services, community development, housing, youth services, personal and professional training and women's leadership.

One of those programs is Rentwell, YWCA's new social enterprise property management service that provides affordable rental properties to women on low incomes. Our partnership funds Rentwell's operations including web development, marketing strategy for property owners and potential tenants, prospectus for private investors and the recruitment of a property manager.

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**Case study:**  
**Lauren Shrive, first home owner.**

“Owning my own home means the world to me,” says Lauren, reflecting on her recent experience as a first home buyer. As a casual support worker in home care, Lauren is grounded in her approach to financial decisions.

“I have had to work hard for everything I have in life and being a casual worker makes it harder.” The 25-year-old started thinking about building a home in mid-2019 with her partner at the time. “I waited and decided to work on my savings which was lucky as my relationship ended.”

Keen to build a new house, Lauren explored options through Beyond Bank, leading her to apply for the First Home Loan Deposit Scheme (FHLDS). The government initiative allows eligible first home buyers on modest incomes to purchase a home with a deposit as little as 5 per cent.

“I had all my house design and land picked out ready to make my application easy to submit.”

The team at Beyond Bank stepped Lauren carefully through the process, ensuring the young home buyer was comfortable and in control.

“Working with the bank to get my loan was challenging as I had never built – nor had any idea how things worked, and didn’t understand the big numbers being so young. I was grateful to have such a wonderful team to help me through the process.”

“The most challenging aspect was obtaining quotes from my builder to ensure I stayed within budget.”

Lauren’s advice to aspiring first home buyers: “Look for affordable options, approach friends and family for advice, and ask as many questions as possible.”

“I wanted to live close to work and the beautiful beaches. And my big must was a nice ensuite with a beautiful shower!”



# Our impact on people and planet.

**B Corp. Sustainable  
development goals.**





“This year has been particularly challenging for so many. For our business, it has reinforced the importance of our purpose to change lives and the role we play in creating a positive impact.”

Robert Keogh, CEO Beyond Bank Australia

# Impact.

As a purpose-driven organisation, not only do we want to ensure we create and return value for our customers and our communities, but we want to do it in a way that helps change lives. We want our bank and its products and services to have a positive impact on our customers, our people, our communities and the environment.

To demonstrate our commitment to using business as a force for good, we're proud to be a certified B Corp.

## B Corp – the good business certification.

As a B Corp, we meet the highest standards of social and environmental performance, accountability and transparency.

We are part of a growing global movement that aims to redefine what success in business looks like. From small social enterprises to large multinationals, all B Corps are using their business products, practices and profits to have a positive impact that benefits all stakeholders, not just shareholders. Beyond Bank was first certified as a B Corp in 2015.

To certify we must measure our impact across five stakeholder groups; our people, customers, community, environment and governance, and achieve a minimum impact score that reflects the high standards required. The impact assessment is reviewed periodically to ensure best practice and changing community expectations are captured. This rigorous assessment is then externally verified by B Lab, the not-for-profit organisation behind the B Corp movement.

Our next recertification is due in 2021, delayed as a result of COVID-19.



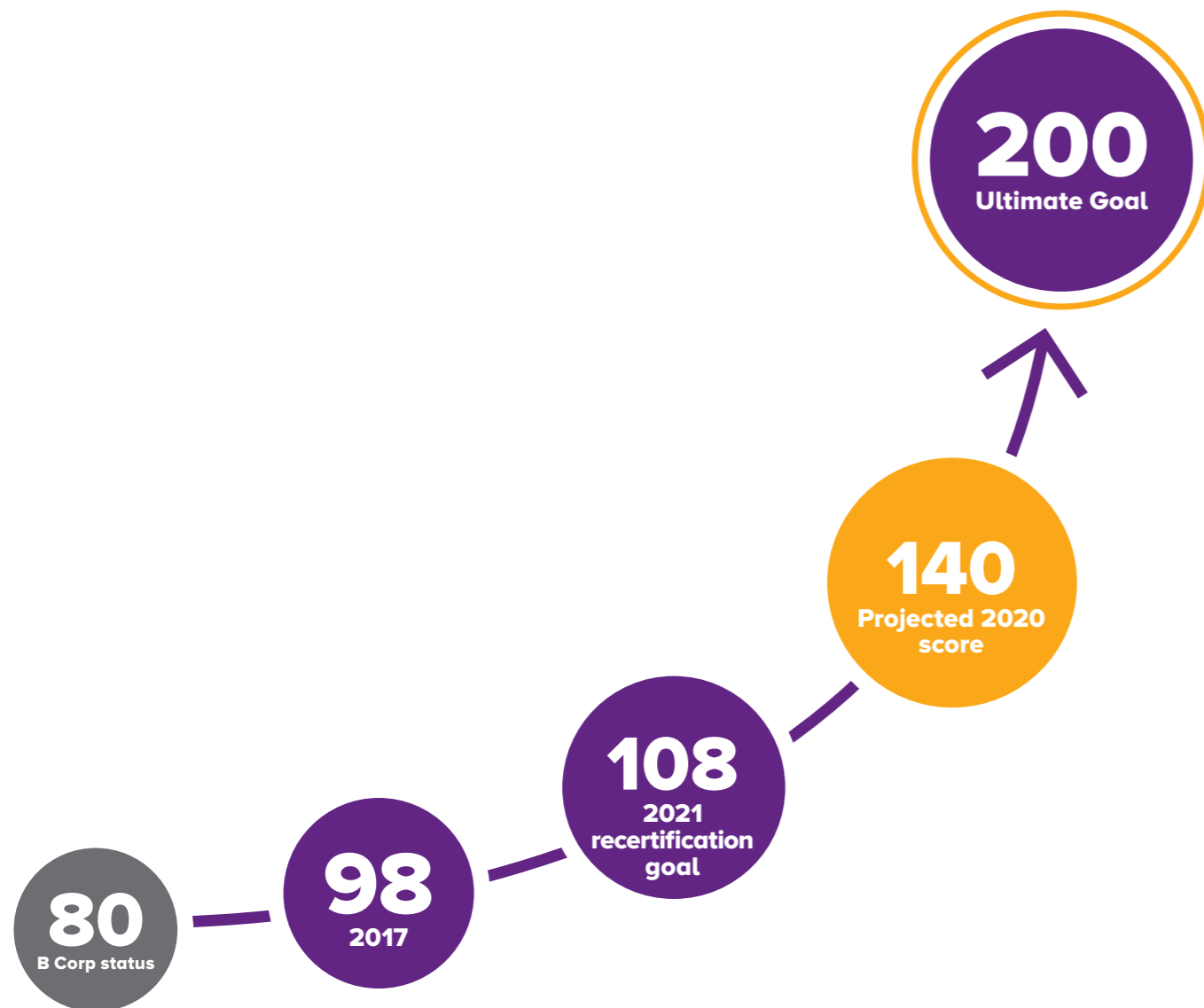


# B Corp impact score.

## Overall B Corp impact score.

Our 2021 recertification goal is to improve our B Corp impact score by 10% from the previous assessment. Based on a recent internal assessment we have improved our score by 40% already.

This increase to our impact score was a result of improvements made within the customer and community impact areas. In particular, how our purpose is being used to drive a business model that creates impact — the way we use our business as a force for good.



\*Score based on internal assessment to track progress prior to recertification in 2021.

## The sustainable development goals (SDGs).

In 2019 the SDG Action Manager was launched by the United Nations Global Compact which combines the B Corp impact assessment, and the 10 principles of the UN Global Compact to facilitate meaningful business action through self-assessment, benchmarking and improvement.

These goals are a global call to action to transform our world. The 2030 agenda for sustainable development aims to address the world's greatest challenges — to balance people, planet and prosperity to shift our world onto a more sustainable and resilient path.

The impact we are measuring through our B Corp certification supports the achievement of the 17 SDGs. Through the SDG Action Manager we now have an improved methodology for measuring and tracking our performance and a roadmap for achieving improvement.

Our initial baseline score was 70.2% which represents an assessment of our commitment to human rights, labour practices, environmental management and good governance.

### The goals we are focusing on as a business are:

<b>GOAL 1</b> No poverty	<b>GOAL 7</b> Affordable and clean energy	<b>GOAL 8</b> Decent work and economic growth	<b>GOAL 10</b> Reduced inequalities	<b>GOAL 12</b> Responsible consumption and production	<b>GOAL 16</b> Peace, justice and strong institutions
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# Governance.

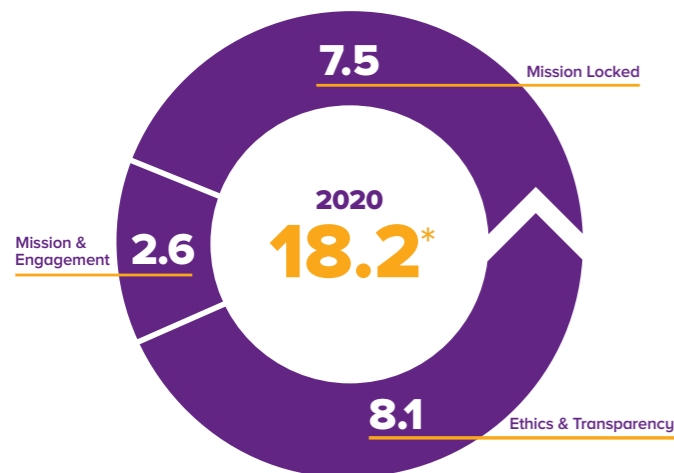
At Beyond Bank, good corporate governance and cooperative endeavour is the foundation upon which our business has grown.

Our B Corp impact score is assessed on our commitment to preserving our mission (or purpose), our ethics and the overall accountability and transparency of our practices and policies.

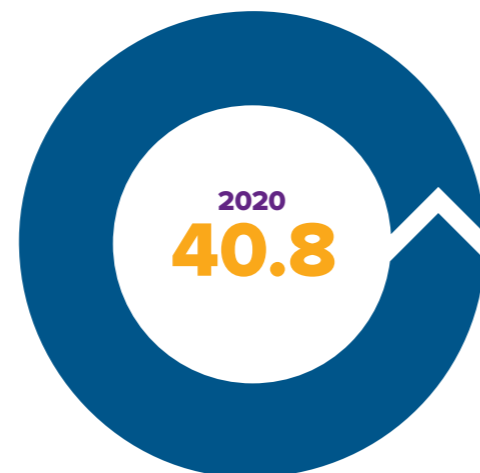
Our SDG assessment on Goal 16 - Peace, Justice and Strong Institutions is assessed on our commitment to good corporate governance, anti-corruption, stakeholder engagement and ethical decision making.

We improve our impact when we engage our stakeholders, embed our purpose and continue to ensure our business is governed in an ethical and transparent way.

## B Corp impact score.



## SDG action manager – Goal 16.



\*Total is inclusive of points allocated to N/A questions.



## Our performance.

Our key improvements related to governance include:

- **Mission locked:** by aligning our strategic direction to our purpose, to change lives.
- **Transparency:** improved through the use of the SDG Action Manager to understand and measure how our impact can contribute to the global goals.

### FY20 initiatives

### FY20 performance

### FY21 plan

Continue to focus on our customers and broaden our stakeholder engagement efforts across key groups and initiatives.	<ul style="list-style-type: none"> <li>🟡 Work commenced on our Voice of the Customer pillar which includes a comprehensive customer research project.</li> </ul>	Finalise customer research project to better understand needs and expectations.
Align our corporate and sustainability reporting with the Global Reporting Initiative (GRI) standards.	<ul style="list-style-type: none"> <li>🟡 With the launch of the SDG Action Manager in FY19 we have focused on which SDG goals to prioritise and report on using this methodology.</li> </ul>	Continue to improve the way we report on the impact our business is having, particularly with regard to our purpose.

🟢 Achieved
🟡 In progress
🟠 Not achieved

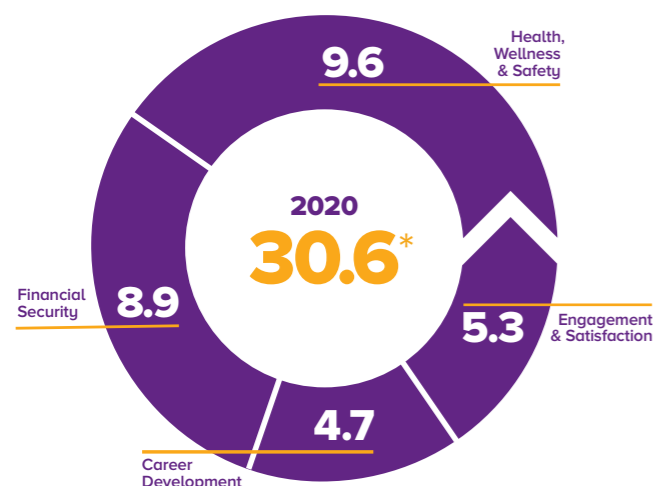
# Our people.

Our people are at the heart of everything we do. Every day they drive forward our commitment to help change the lives of customers. We are committed to supporting the wellness of our people and setting them up for success both professionally and personally.

Our B Corp Impact Score is assessed on our relationship with our people, their financial security and wellbeing and how we promote a workplace culture that brings out the best in people through engagement and development.

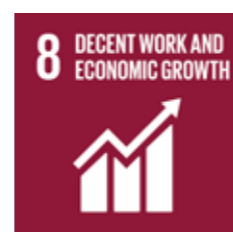
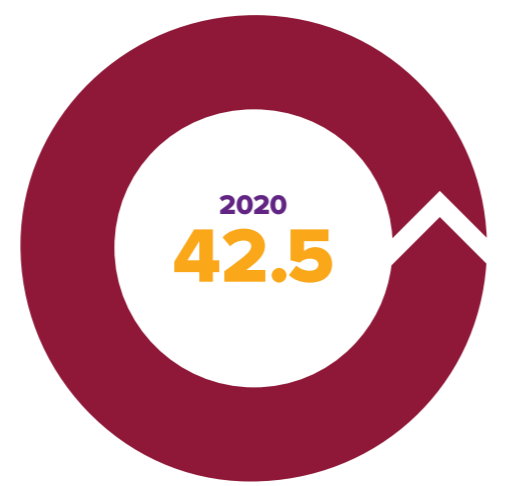
Our SDG assessment on Goal 8 - Decent Work and Economic Growth is assessed on our commitment to full and productive employment and inclusive and sustainable economic growth.

## B Corp impact score.



\*Total is inclusive of points allocated to N/A questions.

## SDG Action Manager – Goal 8.



## Our performance.

Our key improvements related to our people include:

- **Financial security** — During COVID-19 all jobs remained secure and a staff care fund received additional funding to support staff facing difficult circumstances. We also finalised our enterprise bargaining agreement.
- **Wellness** — We were successfully accredited as a Healthy Minds organisation whilst continuing to run wellness initiatives during COVID-19 including access to a home fitness app and staff counselling services.
- **Flexibility** — As a result of COVID-19 and new ways of working, increased flexibility around remote working was introduced on an ongoing basis for staff.

## FY20 initiatives

## FY20 performance

## FY21 plan

<p>Become accredited as a 'Healthy Minds' organisation to demonstrate our commitment to addressing the positive wellbeing of our employees (physically and mentally).</p>	<p>● 'Healthy Minds' organisation accreditation.</p>	<p>Complete the 6 week, 15 minute exercise challenge to promote health movement for our people.</p> <p>A mental health first aid program will be rolled out.</p>
<p>Conduct a wellness survey across our organisation to understand what is important to our people.</p>	<p>● Complete the wellness survey.</p>	<p>Implement a new normal work schedule across the business following COVID-19 to promote further flexibility.</p>
<p>Continue working with our community partners to build the diversity of our workforce.</p>	<p>○ Source opportunities through community partners.</p>	<p>Increased representation across gender, disability and age to support our diversity and inclusion goals and improved support provided by our business.</p> <p>Introduce a one-on-one meeting tool for our people and leaders to support our flexible and inclusive work practices.</p> <p>Pilot an initiative with our people to support their own financial wellbeing.</p>
<p>Introduce a new staff engagement tool to facilitate quick and regular feedback among managers and their teams.</p>	<p>● A Teamgage staff engagement tool was successfully launched across the business.</p>	<p>Monitor staff engagement, implement new ways of working for employees and provide leadership skills to support employees.</p>
<p>Help our frontline employees with coaching to enhance quality conversations with our customers.</p>	<p>● The Exceed program continues to be rolled out to our frontline staff.</p>	<p>Commence Exceed Program Level 2, focusing on the wellbeing of our employees and customers.</p>

● Achieved    ○ In progress    ○ Not achieved

# Our customers.

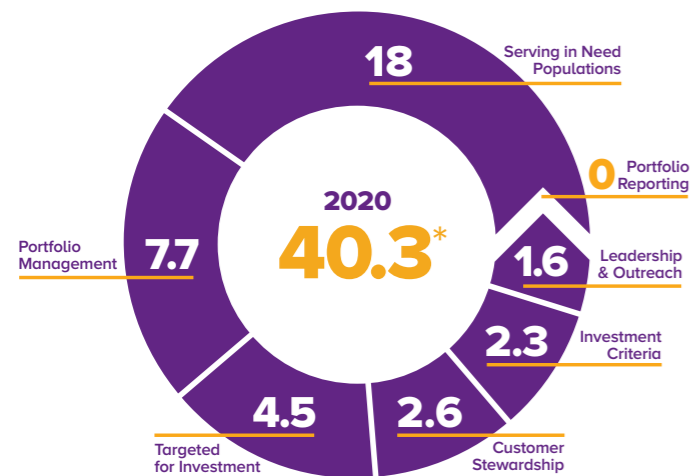
As a customer-owned bank, we always put our customers first. We reinvest our profits back into our business to benefit our customers by delivering better products and services.

Our B Corp impact score is assessed on how our products and services reach and benefit customers and communities in need or are designed to help solve a social or environmental issue.

Our SDG assessment on Goal 12 - Responsible Consumption and Production, is assessed on our commitment to sustainable consumption, the circular economy, the impact of our suppliers and public reporting of our sustainability performance.

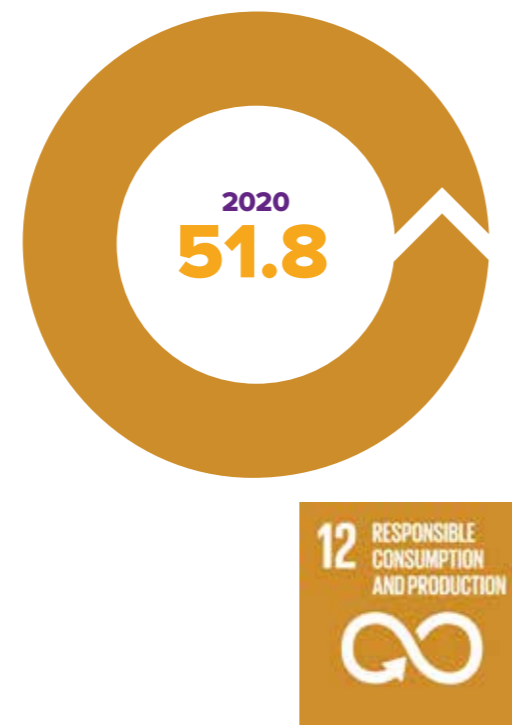
We improve our impact when we support our customers by putting their needs first and by providing banking services that benefit society.

## B Corp impact score.



\*Total is inclusive of points allocated to N/A questions.

## SDG Action Manager – Goal 12.



## Our performance.

Our key improvements for customers include:

- **Serving in-need populations** — This relates to our support for customers living in rural communities, those on low incomes, senior Australians and those living with a disability as well as supporting purpose-driven enterprises such as not-for-profit organisations and other B Corp businesses.
- **Customer experience** — During COVID-19 we implemented a number of measures to support our customers during this difficult time. Our customer satisfaction rating continued to exceed our target of 90% and we developed financial wellbeing resources to assist our customers.

FY20 initiatives	FY20 performance	FY21 plan
Continue this review including our approach to inclusive communities.	<ul style="list-style-type: none"> <li>Developed an inclusive action plan focused on financial inclusion.</li> </ul>	Continue to incorporate accessibility into the design of our branches.
Initiate a new Board Customer Committee that is focused on customer outcomes.	<ul style="list-style-type: none"> <li>We have initiated a new Board Customer committee that has been in operation throughout FY20.</li> </ul>	
Investigate green lending or other sustainable finance opportunities.	<ul style="list-style-type: none"> <li>Explore our sustainable finance opportunities.</li> </ul>	<ul style="list-style-type: none"> <li>Implement a sustainable finance solution.</li> <li>Investigate financial products for vulnerable or financially excluded people.</li> </ul>
Join the Responsible Investment Association of Australasia (RIAA) related to our wealth management services.	<ul style="list-style-type: none"> <li>We are now a member of RIAA.</li> </ul>	Explore and implement financial wellbeing initiatives for our key stakeholders.

● Achieved   
 ⓘ In progress   
 ○ Not achieved

# Our community.

Community is part of who we are as an organisation. We exist to support our customers and their community because we are all stronger together.

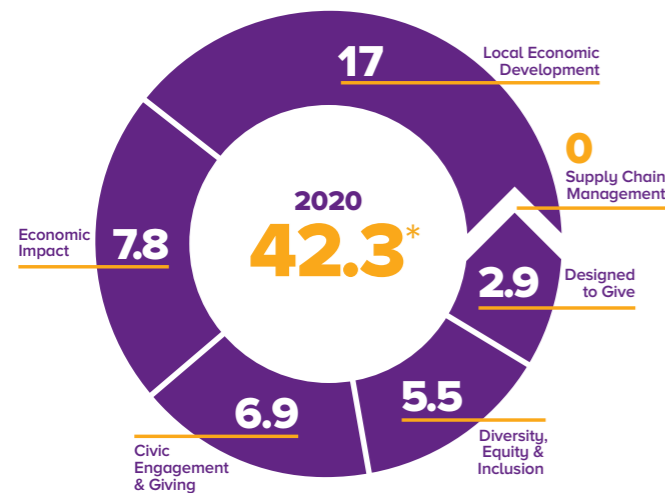
We invest into the communities where our customers live, work and raise their families, supporting local projects and services that help build better, more connected and inclusive communities.

Our B Corp impact score is assessed on our involvement in the local community. This includes our charitable giving, how we support local business and how we are fostering a diverse and inclusive workforce.

Our SDG assessment on Goal 10 - Reduced Inequalities is assessed on our commitment to diversity and inclusion, fairness and helping to provide opportunities for disadvantaged individuals.

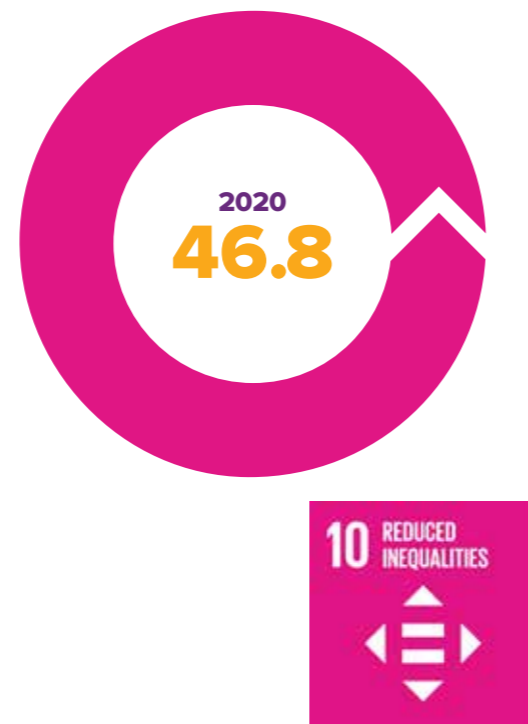
We improve our impact when we help our communities to thrive by supporting the local economy and giving back.

## B Corp impact score.



\*Total is inclusive of points allocated to N/A questions.

## SDG Action Manager - Goal 10.



## Our performance.

Our key improvements for community include:

- Local economic development** — We helped strengthen local economies by having a banking footprint in parts of regional Australia, serving customers in these locations, and providing grassroots support to local community groups. We also financed loans for over 250 small to medium sized businesses in our local communities.
  - Design to give** — As a result of the devastating bushfires that affected many of the regions where we operate we donated \$110,000 and ran a fundraising campaign which raised a further \$50,000 for our not-for-profit partners.
- We also shared our free Beyond Money financial education program during COVID-19, to assist parents to engage their children in other learning activities during lockdown.
- Sustainable procurement** — We initiated a project focusing on tackling modern slavery in the supply chain. By increasing transparency and raising awareness with our suppliers we aim to bring the issue into the spotlight and address it where it occurs.

FY20 initiatives	FY20 performance	FY21 plan
Continue to embed volunteering as a key part of our organisational culture.	Although volunteering activities were impacted due to COVID-19, more virtual opportunities were sourced and improvements were made to reporting and tracking performance for increased transparency.	Encourage departments to sign onto a volunteering pledge and incorporate volunteering as part of the local leadership model.
Review the way we engage our employees and customers in fundraising for the community partners we support.	Develop an engagement framework and fundraising policy to outline improvements.	Review how we can further assist our not-for-profit community partners whose fundraising efforts have been impacted by COVID.
Progress the development of an adult financial education program.	Progressed in relation to our broader financial wellbeing objectives.	Partnership opportunities.
Continue to progress sustainable supply and procurement practices.	A sustainable procurement project was initiated with external support to deliver on our requirements under the Modern Slavery Act including other sustainability principles.	Submit Modern Slavery Statement and embed sustainability practices into our internal procurement framework.

Achieved In progress Not achieved

# Our environment.

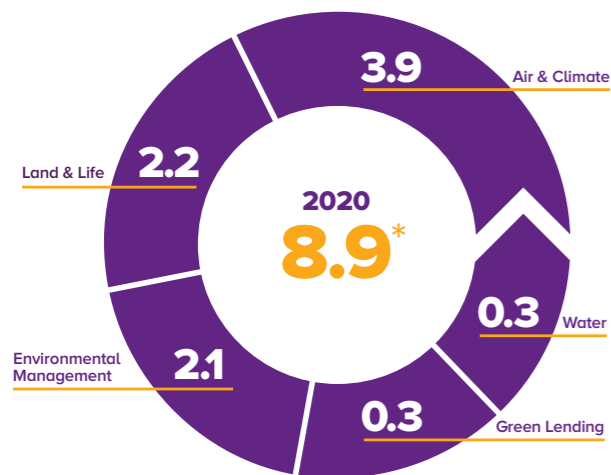
Our people and our communities are only as healthy as the environment that sustains them. Taking effective action against climate change, using our resources efficiently and minimising our environmental footprint is how we create a better future.

Our B Corp impact score is assessed on the environmental management and performance of our operations as well as the environmental impact of our supply chain and how we create impact through green lending products.

Our SDG assessment on Goal 7 - Affordable and Clean Energy is assessed on our commitment to helping provide access to affordable, sustainable and reliable energy for all. This includes improved energy efficiency and renewable energy.

We improve our impact when we use resources wisely and reduce our carbon footprint so that we contribute to a healthier environment.

## B Corp impact score.



\*Total is inclusive of points allocated to N/A questions.

## SDG Action Manager - Goal 7.



## Our performance.

Our key improvements for the environment include:

- **Waste management** — We were successful in receiving grant funding from Green Industries SA to support improved recycling across our business including new bins to reduce waste to landfill.
- **Carbon footprint** — As a result of COVID-19 our travel footprint reduced significantly helping to reduce our Green House Gas (GHG) emissions.

FY20 initiatives	FY20 performance	FY21 plan
Reduce FY20 total GHG emissions by 5% from FY19 baseline year.	● GHG emissions were reduced by 28% from baseline.	Reduce FY21 total GHG emissions by 5% from FY19 baseline year.
Develop and implement a climate change action plan focused on energy and GHG emission improvements across our operations.	⓪ We have developed a Climate Risk Policy and will continue to progress the action plan as well as incorporate into our Sustainability Policy.	Develop our Sustainability Policy framework.
Conduct a review of waste management practices across our SA sites initially, in conjunction with Green Industries SA.	● In partnership with Green Industries SA we were able to deliver these waste improvements for SA. In addition we were also able to roll them out across the entire business.	Work with our landlords to identify opportunities to improve waste facilities back of house.  Reduce waste to landfill by 5% across the business.
Finalise a sustainability standard incorporating other social measures such as inclusion.	⓪ Incorporate into a Sustainability Policy framework for the business.	Develop a sustainability policy incorporating standards for our facilities.

● Achieved    ⓪ In progress    ○ Not achieved

## Environmental highlights.

The National Greenhouse and Energy Reporting scheme (NGER) is used to measure our greenhouse gas emissions based on the following categories:

### Total emissions comparison.\*



Scope 1 emissions	2019 performance	2020 performance
Direct emissions associated with an activity such as fuel used in vehicles.	191 tCO2e	230 tCO2e
Scope 2 emissions	2019 performance	2020 performance
Indirect emissions associated with electricity consumption.	973 tCO2e	890 tCO2e
Scope 3 emissions	2019 performance	2020 performance
Other forms of indirect emissions such as paper usage and flights.	713 tCO2e	234 tCO2e

Emissions are measured in tonnes per carbon dioxide equivalent.

\*Due to rounding, numbers presented in this report may not add up precisely to the totals provided.



# Glossary of terms and acronyms.

## Assets under management

The total resources controlled by the bank, both on and off-balance sheet.

## 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.

## Customer owned reserves

The accumulated profit owned by customers.

## 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.

## Liability

A debt or obligation to another party, eg. a savings account held on behalf of a Beyond Bank Australia customer.

## Loan delinquency

Is the measurement of our customers with a loan in 30 days or more in arrears.

## 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 & 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.

## OAIC

Office of the Australian Information Commissioner.

## 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.

## Registered Office

### Beyond Bank Australia

Adelaide	100 Waymouth Street, Adelaide SA 5000 GPO Box 1430, Adelaide SA 5001
Phone	13 25 85
Email	contactus@beyondbank.com.au
Canberra	105 Mawson Drive, Mawson ACT 2607
Hunter	4B/24 Garnett Road, Green Hills NSW 2323
Melbourne	664 Collins Street, Docklands VIC 3008
Perth	3 Loftus Street, West Leederville WA 6007
Sydney	2 – 4 Dawn Fraser Avenue, Olympic Park, NSW 2127

## Branches

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

## Beyond Bank Foundation Limited

ACN 119 727 507 ATF Community CPS Foundation Master DGR Fund ABN (17 989 653 744)

## Beyond Bank Australia Wealth Management

Adelaide	100 Waymouth Street, Adelaide SA 5000
Canberra	105 Mawson Drive, Mawson ACT 2607
Hunter	4B/24 Garnett Road, Green Hills NSW 2323
Perth	3 Loftus Street, West Leederville WA 6007

Beyond Bank Australia Limited ABN 15 087 651 143 AFSL/Australian Credit Licence 237856. Eastwoods Wealth Management Pty Ltd ABN 17 008 167 002/AFSL 237853 trading as Beyond Bank Australia Wealth Management is a wholly owned but not guaranteed subsidiary of Beyond Bank Australia Limited.

## 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.





