

Building tomorrow together.

Corporate Report 2021.



Beyond Bank
AUSTRALIA

About this report.

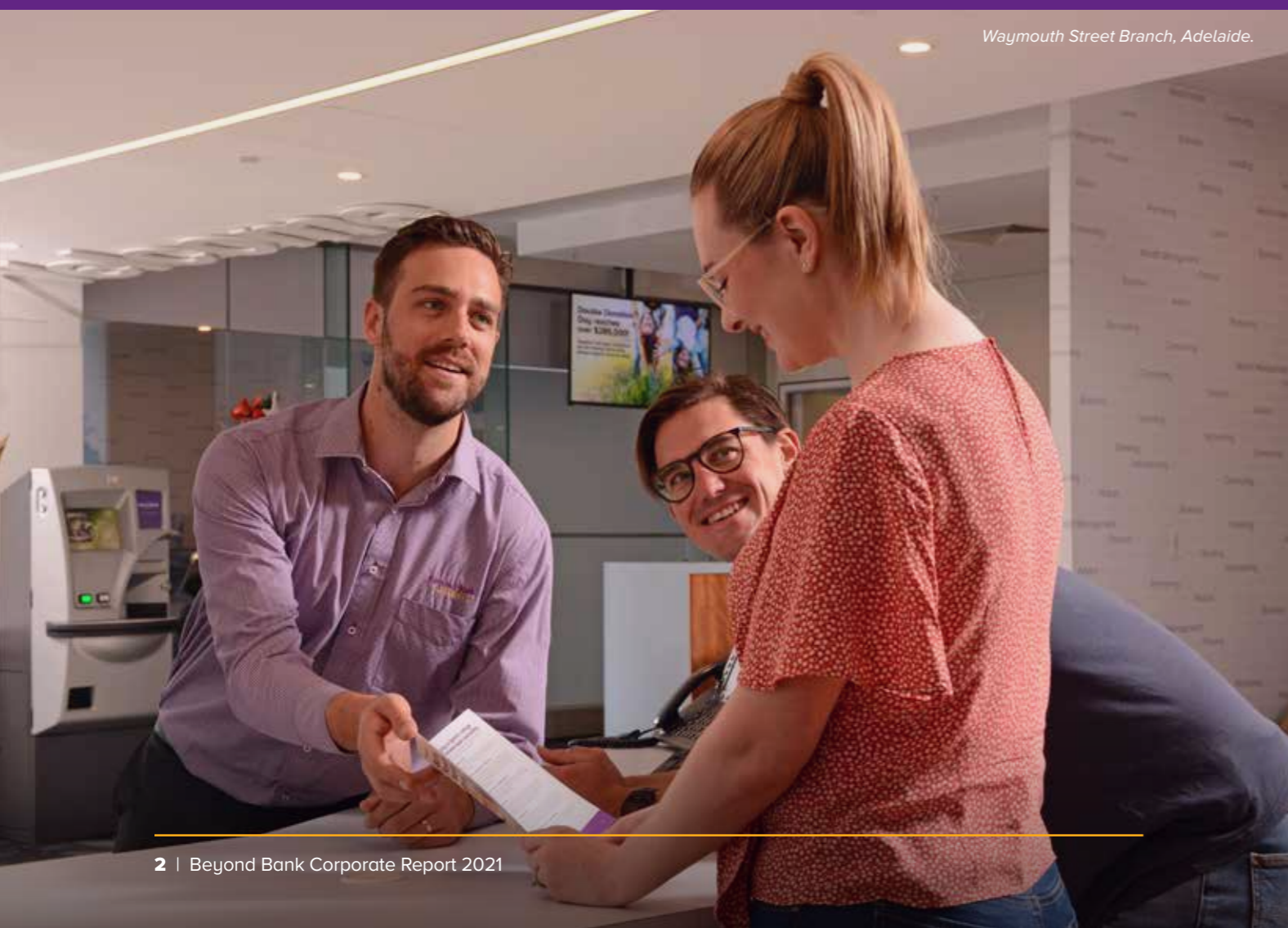
Welcome.

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

This Corporate Report covers performance from 1 July 2020 to 30 June 2021. We are proud to share our achievements, strategic priorities for the future, stories that show why we do what we do, and report on our impact on people and the planet.

The report includes governance, our people, customers, community and environment, and links to the 17 United Nations Sustainable Development Goals (SDGs).

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Waymouth Street Branch, Adelaide.

Our purpose.

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



Financial performance.

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



94%
customer satisfaction



4.7%
lending growth

\$7.8b

Assets
under management



Donated over \$519,000
in community reward payments

Certified **B** **139** ^{*}
Corporation **impact score**

*Waiting for 2021 assessment results

16.42%
Capital adequacy ratio

\$1.4M

in community grants and sponsorships

7.25%

of profits reinvested into community programs and investments



1018
customers with a financial plan



Support for 816 customers going through hardship since the beginning of COVID-19



41,100
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

It gives us great pleasure in presenting this 2020/21 report to you.

In presenting our previous 2020 report, we were three months into the pandemic. In that report, we presented a picture of the challenges we faced. We focused on supporting our members and communities through the tough times ahead of us, and maintained a sustainable bank and adjusted to a new way of doing business.

We identified that organisations needed to be connected and inclusive for customers and staff to maintain their local attachments and ensure the trust our members have bestowed on us was repaid to them.

We are pleased to present this special report to you. We say 'special' because we have come through a very trying and challenging environment and out-performed on all measures, thanks to the support our customer owners have given and the untiring efforts of staff.

Our people.

We identified very early that our people needed support through what would be a difficult time for them. In a changed working environment, keeping our doors open as an essential service provider, they've provided a high level of support to our members despite their own difficulties in this environment.

Our people have demonstrated their commitment to our customers and conducted themselves with professionalism that is outstanding. We concluded the year with high levels of employee engagement, exceeding our target of 75% with a score of 85%.

Our Culture Barometer, a combination of external and internal customer satisfaction, staff engagement and risk culture, also exceeded our expectations with a score of 84% against an expectation of 75%.

We are blessed to have such committed people working for us, and their approach in this environment has been extraordinary. This year we have had new team members join us without the benefit of face-to-face induction and training. Like many employers, we've adapted our leadership styles to help keep our unique culture and support our new people to settle into the Beyond Bank Australia family. We will strive to maintain our ethos and values to continue to deliver outstanding service to our customers.

Our customers.

Beyond Bank Australia is owned by its 270,000+ customers - each having unique needs. We strive to meet these needs at every opportunity. We survey customers every day on the level of service they receive and give them the chance to rank us on their satisfaction. In 2020/21, we surveyed our customers over 23,000 times. Over the course of the year, they have consistently ranked their level of satisfaction at 94%.

Reinforcing this, we were independently rated as the best bank in Australia in 2020 for customer satisfaction by Roy Morgan. We extended our Customer Relationship Centre operations by establishing a contact centre in Perth - enabling us to assist members with extended hours of operation on a 'follow the sun' approach.

We continue to invest in technology that supports members 24/7. The bank was awarded best mobile banking app by Canstar, an award that we have received for six years running. All of this was achieved despite the ongoing challenges of COVID-19.

Our communities.

The 2020/21 year presented many challenges to communities across the areas where the bank operates. While we have not been able to travel to many of the regions as part of our personal connection program, our community team have worked hard to ensure that communities have been supported by Beyond Bank. Our donation program continued over the year, extending our support to more than 5000 not-for-profit partners. We launched our double donation program, which saw \$519,000 in community contributions.

We were the first bank in Australia to become a registered B Corp. B Corporations aim to demonstrate to the community that there is a better way to do business by being the best for a community and their needs. We focus on the broader stakeholder community and support them in their objectives and help to build a robust social balance sheet in the areas in which we operate.

Our business.

With the onset of the pandemic, we set about making adjustments to our plans, curtailing non critical projects and setting a steady course to get through the tough times ahead. We completed the financial year in a solid position and delivered excellent results in several areas.

As part of our national expansion program, we built off the recent merger with Nexus Mutual, a Victorian-based credit union - and the members are now part of the Beyond Bank Australia family.



Salisbury Branch, South Australia



Customer service in Canberra City (Civic) Branch

Our growth in this significant market has been solid over the year. Together with the existing Beyond Bank business, we now have a sizable and increasing portfolio in Victoria.

Profitability was strong, with your bank achieving the highest level of profit after tax in its history, at \$32.8M.

All of this has been reinvested back into the organisation, supporting investment in products, services and technology. Notably, the capital level of the Bank has been maintained at 16.4%, well above prudential requirements.

During the year, we provided \$1.5B in loans to members. When considering the multiplier effect of a loan, the contribution to the broader community through employment, retail and construction highlights the bank's extensive impact.

The bank accesses the wholesale market to support its funding to provide services to members at reasonable costs. Rating agencies play a critical role in assessing Beyond Bank Australia for this purpose. The bank must ensure its operations are sound and meet the stringent requirements of the rating agencies. The Standard and Poors rating of Beyond Bank Australia was maintained over the year, which will support our ongoing wholesale funding programs.

Business growth was solid given the environment. Assets grew by 9.7%, deposits by 12.4% and loans by 4.7%.

The bank's credit quality as measured by accounts that are 30 days past due as a percentage of total loans outstanding has been maintained throughout the year, finishing below forecast budget expectations at 0.52%. This outcome was achieved despite the challenges that some members faced during the pandemic. During the period, we were able to support these customers and help them through the difficult period.

The outlook.

As the country adjusts to a new post COVID environment, we see the period ahead as positive.

However, it may take some time for people and businesses to readjust. We see the rebound showing through in 2022. On the back of the solid performance outlined above and the strong balance sheet built up over many years, we believe we are in good shape to continue to support members and their needs in the future.

Beyond Bank Australia is owned by its customers, and the relationship we have with you will continue to be our prime focus. Our strategic objectives: business sustainability, building on our values-based and purpose-led approach, growing and diversifying the business, continuing to focus on delivering customer value and doing what we can to strengthen the communities in which we operate will continue to guide us in our activities.

Staying true to this direction will ensure that Beyond Bank Australia will be there for you in the future.

Ms Sandra (Sam) Andersen
Chair,
Beyond Bank Australia

Mr Robert Keogh
Chief Executive Officer,
Beyond Bank Australia

Corporate governance.

We live in challenging times and good governance has never been more important.

The core purpose of Beyond Bank Australia (Beyond Bank) 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 eight elected directors, 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 our 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 the 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:

- 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.

The Board of Directors considers succession planning and board composition annually. At the 2022 Annual General Meeting (AGM), our current Chair of the Board Audit Committee will retire. The Board determined that it should commence recruitment for a successor to that role in the second half of financial year 2022. To ensure there is capacity to accommodate that succession and allow for transition, the Board will retain one vacant position from the end of the 2021 AGM until the successor Board Audit Chair is recruited.

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 needed to direct and oversee our organisation.

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 a comparable size and complexity. We have adopted this benchmark level to ensure that the bank has the capacity to attract and retain appropriately skilled and experienced directors to ensure the best possible outcomes for members.

Remuneration for directors is assessed annually by the Nomination Committee. During the annual review in 2020, it was noted that the fees (at \$63,250 per annum in 2019/20) had been considerably below market for some time, and that the fees remain unchanged throughout financial year 2020 and 2021 despite that assessment.

The Nomination Committee recommended that the market reassessment of fees be deferred until the receipt of the independent market review of the benchmark base fee due in 2021. A review was conducted with McGuirk Management Consultants Pty Ltd, and the commensurate base fee was assessed at \$86,500 in April 2021, with payment of the increased fee deferred until 1 December 2021.

Directors are charged with the responsibility for governance, sustainability and performance of the bank. To ensure Directors are focused on members and 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.

To limit the impact of the increased base directors fee, the Board has reduced the number of Board committees from 5 to 3 and broadened the agenda of the main Board to accommodate these changes.

As at 30 June 2021 the cap on the aggregate remuneration of directors, as approved by members at the 2020 AGM is \$1,000,000 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 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 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 of 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.

From 1 December 2021, the business of the Customer and Technology Committees will be incorporated into the full Board's agenda and the committees disbanded.

CUSTOMER COMMITTEE

*Due to the critical nature and importance of the Customer Committee, from 1 December 2021 this work has been elevated to the full Board.

<p>Chair: Trent Bartlett</p> <p>Members: Rebecca Richardson Elizabeth Westcott</p>	<p>Role</p> <p>The committee's role is to be responsible for the voice of the customer by:</p> <ul style="list-style-type: none"> • reviewing and evaluating customer complaints, feedback, insight and any emerging themes • ensuring delivery of customer outcomes that meet Beyond Bank Australia'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.
	<p>Expertise</p> <p>Members of this committee have broad business backgrounds covering retail, banking and community activities, bringing a range of insights to the requirements of customers.</p>

RISK COMMITTEE

<p><i>Chair:</i> Joanne (Jodie) Baker</p> <p><i>Members:</i> Daryl Johnson Elizabeth Westcott</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, between committee members there is considerable executive experience in risk management across diverse industries, and especially in banking, finance and insurance.</p>

AUDIT COMMITTEE

<p><i>Chair:</i> Geoff Knuckey</p> <p><i>Members:</i> Joanne (Jodie) Baker Trent Bartlett</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 substantial experience as company directors and one is a qualified accountant - previously a partner of a Tier 1 international accounting and auditing firm.</p> <p>The committee members' experience includes:</p> <ul style="list-style-type: none"> human resources, financial management and audit membership of professional bodies and their respective professional development requirements.

TECHNOLOGY COMMITTEE

*Due to the critical nature and importance of the Technology Committee, from 1 December 2021 this work has been elevated to the full Board.

<p><i>Chair:</i> Daryl Johnson</p> <p><i>Members:</i> Sandra (Sam) Andersen</p>	<p>Role</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>Expertise</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>Role</p> <p>The committee's role has two functions:</p> <p>a) General governance</p> <p>Assisting the Board to discharge its responsibility to ensure good corporate governance within the Group. 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. 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 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>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 its remuneration.
	<p>Expertise</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 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 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 our 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. PwC also undertake targeted reviews where requested by the Board or management.



Customer Relationship Centre, Beyond Bank Australia.

How we are regulated.

As an authorised deposit-taking institution, Beyond Bank 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 Beyond Bank 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 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 of end-to-end payments solutions. Cuscal has helped us 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 strong. 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.

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 cyber security 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, doing things right and exceeding expectations.
- reporting on compliance matters to the Board and relevant committees.

Our Board of Directors.



Sandra (Sam) Andersen



Joanne (Jodie) Baker



Trent Bartlett



Daryl Johnson

Sandra (Sam) Andersen, Chair.

Sandra (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.

✿ | Director Eastwoods Group Ltd, Director Eastwood's Wealth Management Pty Ltd, Chair Board Nomination Committee, Member Board Governance and Remuneration Committee and Board Technology Committee

🎓 | LLB, CPA, FFSI, 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, Member Board Audit Committee

🎓 | BCom(Acc), GradDipAppFin, FAFSA, GAICD

🏠 | Sydney, New South Wales

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.

✿ | Chair Board Customer Committee, Member Board Audit Committee

🎓 | PGradDipBus, PGradDipCom, FAICD, IDP-C

🏠 | Perth, Western Australia

Daryl Johnson, Director.

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

✿ | Chair Board Technology Committee, Member Board Risk Committee

🎓 | BBus(FinEc), MBA, GAICD

🏠 | Melbourne, Victoria



Geoff Knuckey



David Nichol



Rebecca Richardson



Elizabeth (Liz) Westcott

Geoff Knuckey, Director.

Geoff was appointed to the Beyond Bank Australia Board in July 2012. He had a 32-year career with accounting firm Ernst & Young and retired as a partner in December 2009. He was partner in charge of EY's Audit and Assurance group from 2003 until 2008 and was Canberra Office Managing Partner from 2003 to 2006.

✿ | Chair Eastwoods Group Limited and Eastwoods Wealth Management Pty Ltd, Chair Board Audit Committee, Member Board Governance and Remuneration Committee

🎓 | BEc, FCA, GAICD

🏠 | Canberra, Australian Capital Territory

David Nichol, Director.

David was elected to the Beyond Bank Australia Board in 2015. He has over 30 years' experience within the finance and insurance industry, holding a number of senior national and state roles with companies such as GE, Toyota and QBE. David's specific expertise is in sales process auditing, compliance and remedial training. David has an extensive understanding of the mutual sector, having previously worked for CPS Credit Union (SA).

✿ | Director Beyond Bank Australia Foundation Ltd Board, Member Board Risk Committee

🎓 | DipFin(MrtBroMgt), GAICD

🏠 | Adelaide, South Australia

Rebecca Richardson, Director.

Rebecca was appointed to the Beyond Bank Australia Board in February 2018. She is an experienced company director, with a background in mutual banking. Rebecca's roles have included Director and Chair of APRA regulated company, My Credit Union. Rebecca is Managing Director of Urbanista Australia Pty Ltd. She has a special interest in fostering sustainable communities.

✿ | Chair Board Governance and Remuneration Committee, Member Board Customer Committee

🎓 | BTP, Dip Law, GradDip Mgmt, GAICD

🏠 | Sydney/Southern Highlands, 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 Energy Executive at EnergyAustralia.

✿ | Member Board Customer Committee, Chair Beyond Bank Australia Foundation Ltd Board

🎓 | BEng(Civil) Hons, BCom, GAICD

🏠 | Melbourne, Victoria

Our Executives.



Robert Keogh

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 and, following the merger with CPS Credit Union SA in 2006, became Deputy Chief Executive of Beyond Bank Australia. 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.

🎓 | Director of Beyond Bank Australia Foundation Ltd, Community CPS Services Pty Ltd, Eastwoods Group Ltd.

🎓 | BBus (Banking & Finance), FIPA, MAICD, FAIM

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, wealth and treasury. He has 30 years' experience in finance, treasury, risk management and administration.

🎓 | Director of Community CPS Services Pty Ltd, Director Beyond Employee Benevolent Fund Pty Ltd

🎓 | BA (Accounting), GAICD, FCA



Wayne Matters



Ray O'Brien

Ray O'Brien, Chief Risk Officer.

Ray joined Beyond Bank in 2010 following the merger with Companion Credit Union. He was Companion's General Manager/Chief Executive from 1996 to 2010 and became part of the Beyond Bank Group Executive Team on conclusion of the merger. Ray has more than 20 years' experience in the banking and finance industry and has previously held senior positions in both mining and the manufacturing industry.

🎓 | MAICD, FIPA

Michelle Coelho, General Manager People and Culture.

Michelle has been with Beyond Bank for more than 20 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 Employee Benevolent Fund Pty Ltd

🎓 | MBA, GAICD



Michelle Coelho



Fiona Floyd

Fiona Floyd, Chief Information Officer.

Fiona has been working in the global technology industry for over 30 years in Australia and Europe. She previously worked for Accenture advising a wide range of financial services organisations. Most recently, she worked at Chartered Accountants Australia and New Zealand. Fiona has spent more than 10 years in Chief Information Officer roles at Australian financial services organisations. She is responsible for our information technology strategy and its effective implementation.

🎓 | BBS(Finance), GAICD

Nick May, General Manager Customer Experience.

Nick is a values-focused executive with over 25 years of experience in the banking industry. He joined the Executive Team in 2013.

Nick is General Manager Customer Experience. With oversight of the bank's overall customer experience, Nick's focus is on the relationships, service and interactions customers have through the bank's various channels. This includes the broad distribution and retail network covering branches, Business Banking, Customer Relationship Centre, Digital Team, Insurance and Third Party Division.

🎓 | MBA, GDBM, GAICD



Nick May



Peter Rutter

Peter Rutter, General Manager Strategy, Brand and Community Development.

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.

🎓 | MBA (Advanced), GAICD



We support grassroots organisations

Helping our customers.

Customer satisfaction.

Awards are a wonderful way of acknowledging our incredibly hard-working team, who have stopped at nothing to continue to change lives for their customers and their local communities this past year.

Beyond Bank is proud to have been named Roy Morgan's Bank of the Year for 2020 in their prestigious Customer Satisfaction Awards. The award was determined by extensive tracking of customer behaviour and measured key criteria based upon engagement, loyalty and advocacy.

As a customer-owned bank, one of the largest in Australia, it shows that our customers think we are getting it right and delivering the sort of banking products and services that they require to manage their household finances.

The award caps off a stellar year, where we received commendations from Mozo (People's Choice Awards for Outstanding Customer Satisfaction and Most Recommended), Forbes (Top 5 World's Best Banks for 2021) and Canstar (Customer Owned Bank of the Year – Mobile Banking Award - fifth consecutive year, and Online Banking Award - sixth consecutive year).

The commitment of our people to building strong relationships with our customers, is evident in our all-time high customer satisfaction score of 94%, up 2% on the previous year.

We recorded 4,792 customer complaints last year (up from 4,361 in the previous year) – which has presented an opportunity to help better understand our customers' needs and to capture opportunities to not only meet but exceed their expectations. This customer lens remains vital to being a transparent and accountable customer owned organisation.

During times when it has been harder to connect in person for many, our focus has been on ensuring we are there for our customers and our communities – working together with the aim of ensuring people know that we care and they are valued. That's the difference of belonging to a customer owned bank.



Our footprint.

Where our people change lives.

Beyond Bank is a national bank with a local focus.

Our customers' financial wellbeing is a priority. We offer personal and business banking services including banking services for the community sector, salary packaging, wealth and financial planning services and insurance.

Our office footprint reaches across five metropolitan areas and four regional areas and our customers can find us in more than forty branches in metropolitan and regional areas or interact with us via our call centre, award-winning app and internet banking services.

2020 saw much of our workforce move to work from home during the early stages of the COVID pandemic. Since then, we have retained our flexible work practices and more than a third of our total workforce now work a day or more from home each week.

The change to flexible work practices has seen a greater variety of career options open up for staff in remote and regional areas. We look forward to seeing a rise in the number of staff members pursuing a rewarding career in regional areas as a result.

Our branch locations.



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 them, and their communities. To be relevant to their 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 their 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.

The purpose of our business.

Why we do what we do.

We are part of the community, and the community is part of us.

We believe we are stronger when we are together, sharing our successes, opportunities, and challenges. We are committed to achieving our purpose through building stronger relationships and more connected communities.

COVID-19 has continued to throw us challenges. Communities have locked down, businesses have closed, people have been unable to work, and financial stress for many has increased. Socially, our lives have changed, and isolation has increased, especially for those in long periods of lockdown and other restrictions. Community organisations helping people who are facing homelessness have reported a significant increase in demands for their services. Charities have struggled to meet their fundraising targets, affecting their ability to provide help to those who need it the most.

But we've also seen the positives. We're navigating the pandemic by caring for our neighbours and building resilient families, communities, cities and regional towns, and searching for new solutions to help us live our lives. And we've helped hundreds of customers into their first homes through the First Home Loan Deposit Scheme.

At Beyond Bank, we've assisted customers in financial difficulty, dollar-matched fundraising appeals, educated our customers about fraud and kicked off a major corporate volunteering campaign so that our staff can help organisations that are close to their hearts. Sometimes, brightening a customer's day has been as simple as asking if they are okay. Our staff have looked after each other as well, coming up with novel ideas like a team jigsaw puzzle, online quiz nights and virtual Friday night catch-ups to improve their wellbeing.

As states and territories move towards opening up, we are optimistic about moving forward and getting on with business.



Project Management Office team restoring farmland.

The benefits of customer ownership.

We thrive when our customers and communities thrive.

Our customers are our owners and everything we do is to benefit them and their communities. If they are doing well, then our business does well. It's how we help each other to thrive.

Our local branches are part of their communities. Many of our staff are locals too. Not only do they know their customers, they often play key roles through volunteering and participation in grassroots clubs and causes. They understand the challenges and successes of the communities they serve.

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

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.

The Beyond Bank Foundation.

Creating more good, together.

In 2007, we established the Beyond Bank Australia Foundation. The Foundation helps us give back to the community and focus on some of society's most significant challenges.

Since that time, the Foundation together with Community Development grants have contributed more than \$27 million to programs and community groups across various causes.

Ms Elizabeth Westcott chairs the Beyond Bank Australia Foundation Board Ltd with Mr David Nichol and our CEO, Mr Robert Keogh as Directors.

The current focus areas include affordable housing, aged support, financial well-being, and disability support. The Foundation selected these areas because, as a financial organisation, we can make a genuine impact.

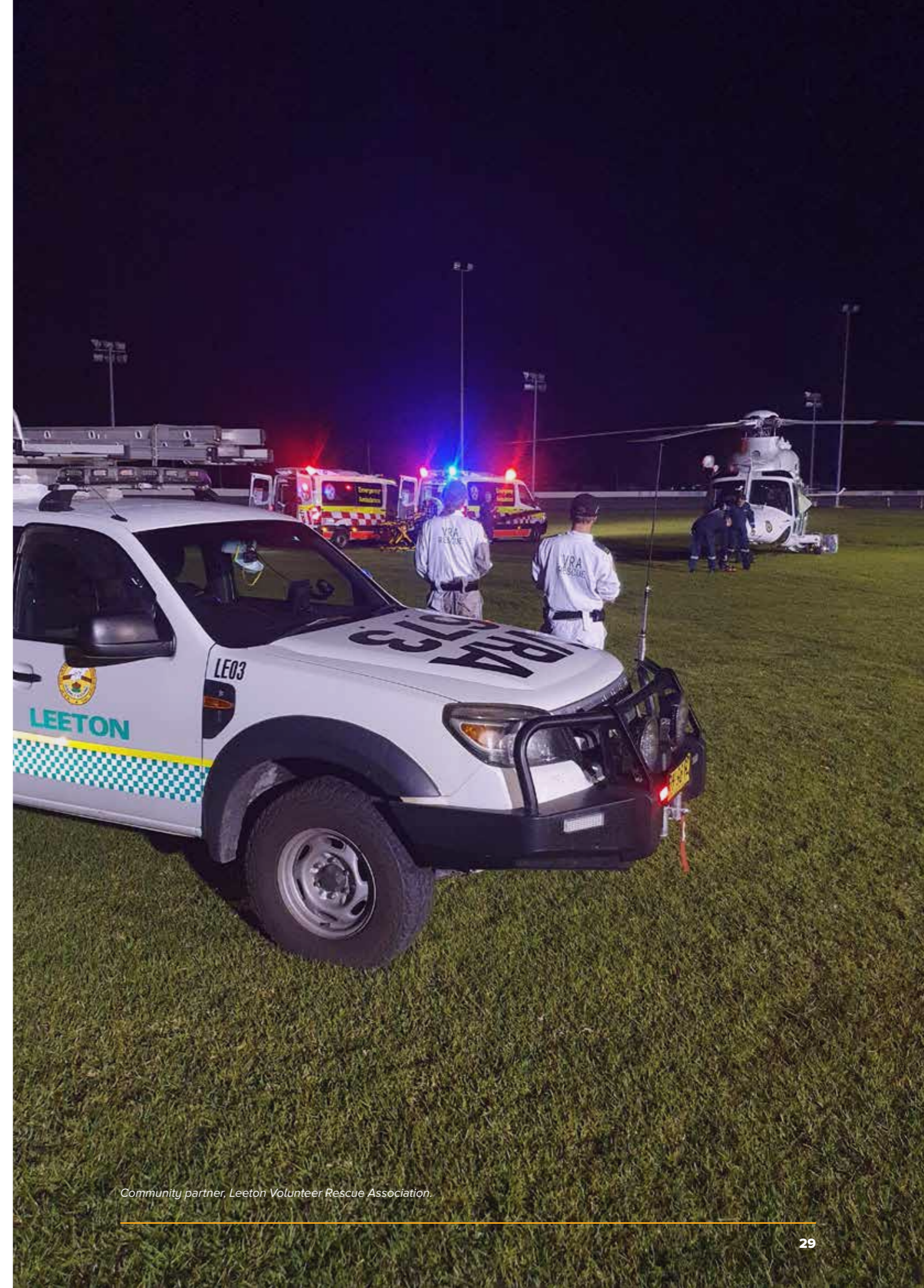
This year we introduced Double Donation Day, a campaign where we dollar-matched donations to 30 charities and causes across Australia.

The Foundation also provides support during times of natural disaster.

2021 Foundation initiatives.

Over the past financial year, the Foundation has contributed over \$404,000 to 54 community organisations across Australia.

Sadly, in 2021 we saw the effects of huge bushfires once again, with over 70 homes lost to fires in Western Australia. The Foundation launched an appeal to raise funds for those directly impacted, kickstarting the fundraising with \$30,000.



Community partner, Leeton Volunteer Rescue Association.



Double Donation partner, Riding for the Disabled, Wagga Wagga.

Double Donation partners.

Double Donation Day.

As the global pandemic hit our shores, many Australian charities were only just regrouping following the 2020 bushfires. Programs stopped, fundraising events were cancelled, and volunteers almost dried up overnight. Yet conversely, Australians were seeking their help more than ever. The demand continued to grow.

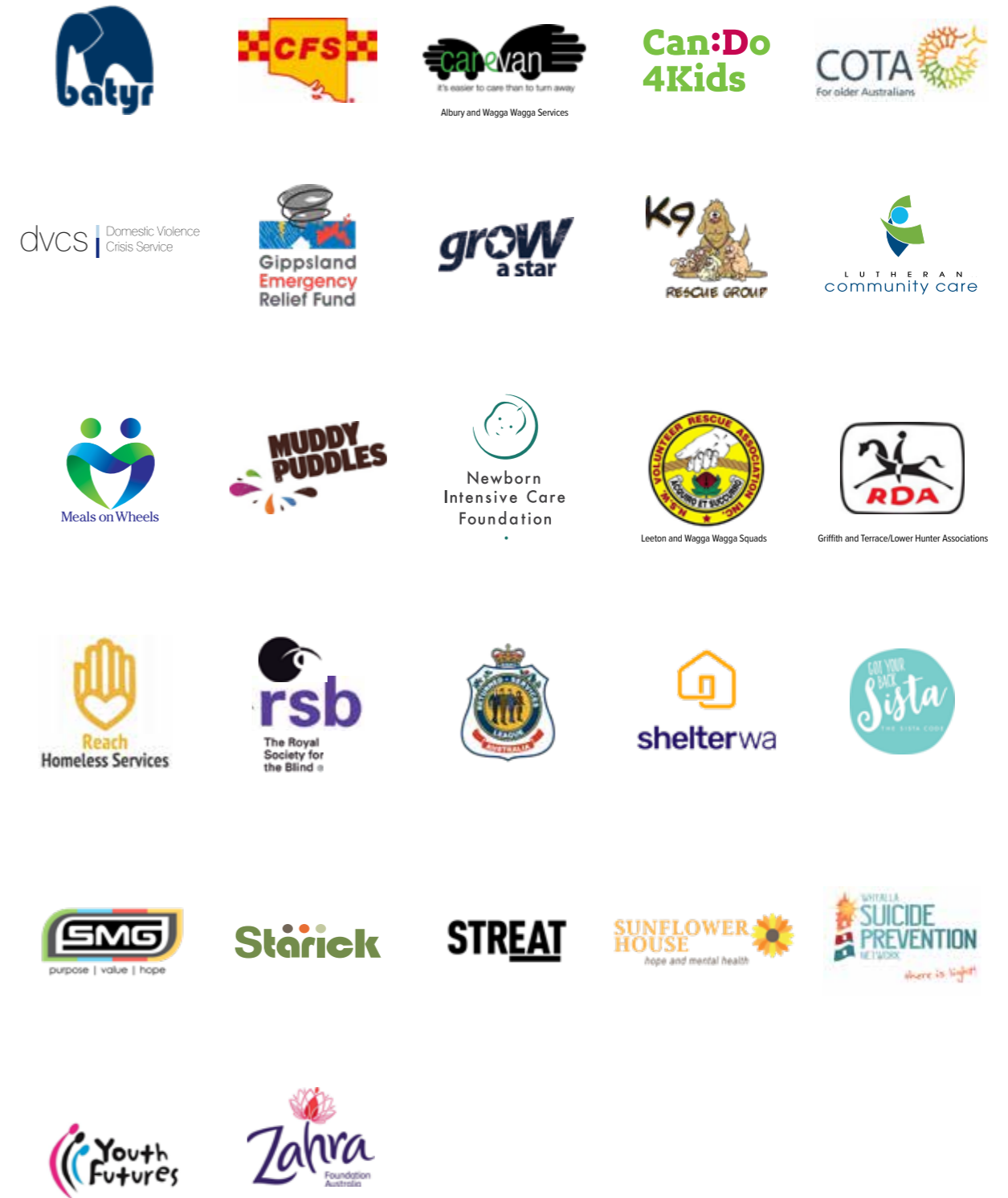
As a 100% customer-owned bank, we were aware of the financial impact our not-for-profit partners and community organisations were experiencing.

The Beyond Bank Foundation launched our Double Donation Day fundraising event, designed to meet the greatest needs across our regions of operation. Over 30 days, we supported 30 charities that provided genuine frontline assistance to those who needed it the most.

Each charity had 24 hours to encourage its supporters to donate a tax-deductible amount which we then matched dollar for dollar up to a total value of \$5000 per charity.

In total, over \$278,000 was injected into the not-for-profit sector during their time of greatest need.

over
\$278,000
 from Double Donation Day was
 injected into the not-for-profit sector



Strengthening communities through inclusion.

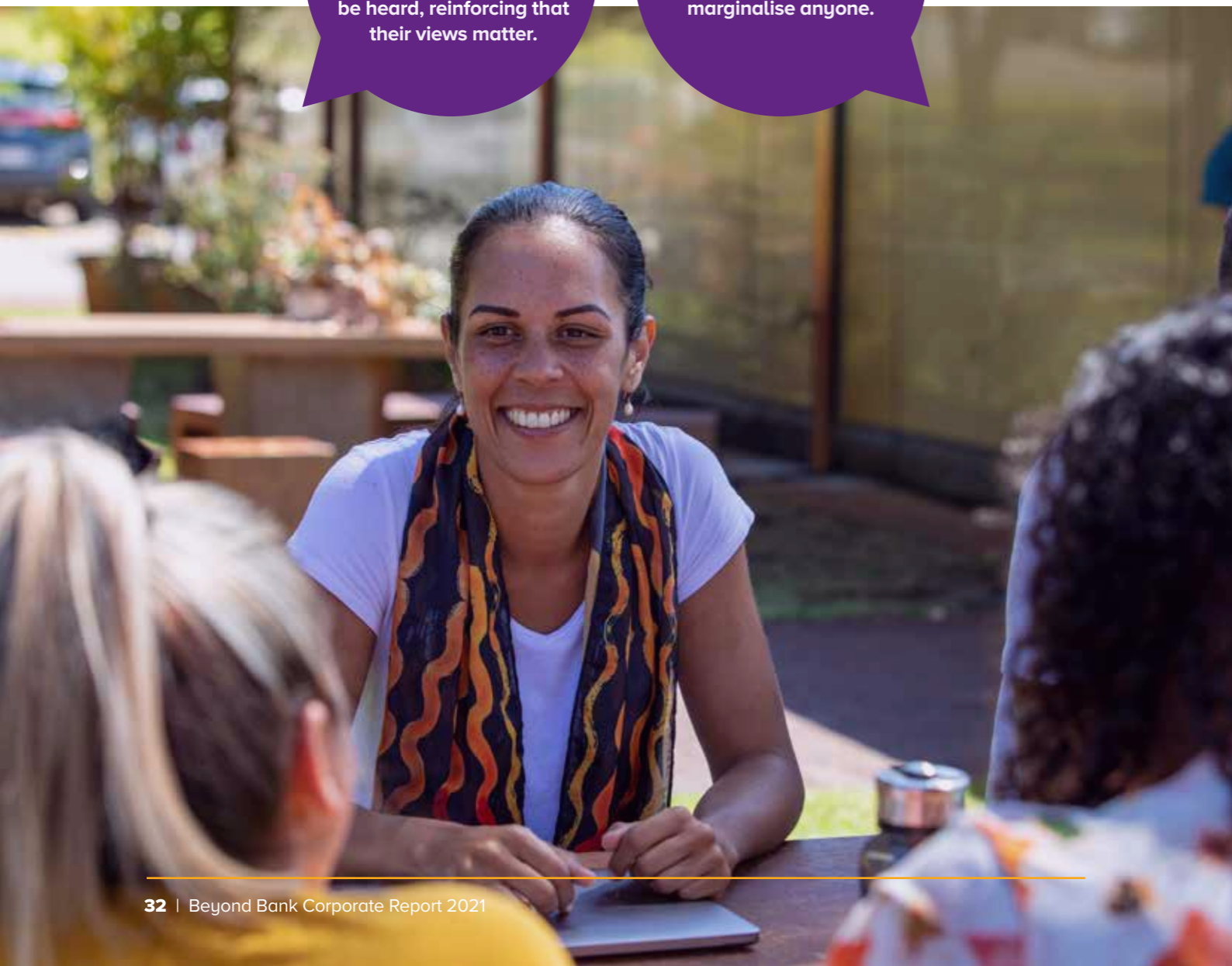
Beyond Bank is committed to achieving our purpose through building stronger communities.

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.



Inclusion priorities for 2021-22.

Reconciliation Action Plan

To embed the principles and purpose of reconciliation within our business.

Benefits

The plan will provide direction on our contribution to the five dimensions of reconciliation: race relations, equality and equity, unity, institutional integrity and historical acceptance.

Disability Action Plan

To develop an essential banking service blueprint that engages people with disability.

Benefits

Removes barriers and supports people living with a disability to access essential banking services.

Cross-generational Mentoring Program

To create cross-generational relationships, bringing experienced mentors together with mentees who want to develop their skills or careers.

Benefits

A culture of mentorship is established within Beyond Bank and used to engage and retain our people. A two-way relationship of sharing knowledge, advice and reflection supports the participants and helps them grow towards their potential.

Beyond Women Leadership Program

We created a program to grow women's confidence and resilience. It helps them to understand and use their strengths in their personal and professional lives.

Benefits

The program increases women's visibility and profile within our organisation. Participants have reported greater confidence in their decision-making, better negotiation skills and feeling less intimidated in certain situations.

Key focus areas.

Beyond Bank is committed to building a better business for our employees, customers and the local community by promoting an inclusive and diverse workforce, representative of our vibrant Australian community.

We think that diversity at work brings out the strength and potential of all employees and ultimately helps create a successful and thriving workplace.

As a business, we are continuing to learn new ways to challenge our current diversity and inclusion commitments.



Aged Care



Financial Education



Disability



Housing Affordability

Opening doors for disability.

We strongly believe everyone deserves the financial freedom which comes from managing their own money and completing day-to-day transactions. It is a key part of being independent.

Our focus on assisting people living with a disability has led to us working with the disability sector to create a branch design and banking experience that is safe, comfortable and easy to navigate.

Some of the changes we've made are obvious, some more subtle.

We are committed to expanding the number of accessible and inclusive branches across the country through close collaboration and co-creation with our community partners and local communities.

Last year, we partnered with Autism Spectrum Australia to research how to help people with autism maintain financial independence.

Through partnerships with disability services across Australia, we're helping to create a more inclusive and accessible community.

In Western Australia, we've provided a grant to Nulsen for a Youth Patrol Program to create connections between people with disabilities and school students. In South Australia we supported Bedford Group to establish a day options activity centre for people living in regional Whyalla. And in Wagga Wagga we helped The Leisure Company Disability Services purchase a new wheelchair accessible vehicle so they could provide people with a disability access to community, social, and recreational group-based activities and work skills.



Our disability-friendly Glendale Branch.



Diversity and inclusion will continue to be an integral part of who we are. We don't have everything right, but we're doing our best to create an inclusive environment for our customers, staff, and the wider community.



Break time during GOGO Foundation's Inclusive Work Program.

Case study: Inclusive Work Program (SA).

GOGO Events is a leading South Australian events company committed to providing exceptional event experiences with a positive legacy for the community. It provides paid employment for people facing homelessness.

The Inclusive Work Program facilitated by the GOGO Foundation creates targeted pathways to employment for women and non-binary people facing multiple and complex barriers to employment. It is especially supportive of people facing homelessness and survivors of domestic and family violence. Over ten weeks, the program participants explore trauma-informed wellbeing training, foundational work skills, mentoring and work immersions, before being assisted into jobs with supportive employers.

We partnered with GOGO Foundation in 2021 and our human resources team hosted a morning with their program participants. We talked about the job application process, what employers might be looking for, and standard interview questions. Our staff volunteered to be involved and assisted afterwards with mock interviews.

Photographer: Catherine Leo



Value.

25 staff volunteering hours



Engagement.

10 people in the first program

Benefits.

For community:

Our staff used their skills to help people facing significant barriers to employment. The women who participated benefitted from the advice and practical experience we provided. They said it boosted their confidence to go through the employment hunting process more effectively.

For GOGO:

The partnership enabled GOGO Foundation to continue its Inclusive Work Program. Providing longer-term support to GOGO will assist it with planning and executing meaningful immersion experiences. The session felt very real for the participants involved and has had a positive impact. Some adjustments will now be built into the course, providing an even better experience for future participants.



Students from Aspect Hunter School during the Glendale branch re-opening.

Case study: Inclusive banking for autistic adults.

We partnered with Aspect Research Centre for Autism Practice in 2020 to identify how to make banking more autism-friendly.

Preliminary research indicated that autistic people felt overwhelmed by the amount of banking information they received, avoided branches due to sensory issues and had carers who experienced barriers when trying to support them with their banking needs.

The study interviewed 45 autistic adults and their carers on various aspects of:

- financial wellbeing
- financial independence and decision-making
- financial products and services
- satisfaction, problems and challenges with banking services.

The study found that the most significant way for financial institutions to become more autism-friendly is to increase staff awareness and introduce more inclusive products and services.



Value.
\$65,000



Grant duration.
1 year



Engagement.
45 autistic adults /
2020 research
project

Benefits.

For community: We've worked with national disability service providers to create more inclusive branches. This has included layout, lighting, acoustics, surfaces and signage. The new design has made the day-to-day bank experience less intimidating and more inviting for anyone who struggles with banking complexities. We now have three accessible and inclusive branches, located in Canberra, Glendale in Hunter Valley and Sale in Gippsland, Victoria.

For people with autism: Individuals with autism can find the world of banking overwhelming and intimidating. They may experience a wide range of banking problems, including going to a branch, filling in forms and comprehending written material. The report recommendations for improved staff training, autism champions, disclosure of autism, branch modifications, and processes to enable parental support will help make banking easier and less intimidating.

Supporting older Australians.

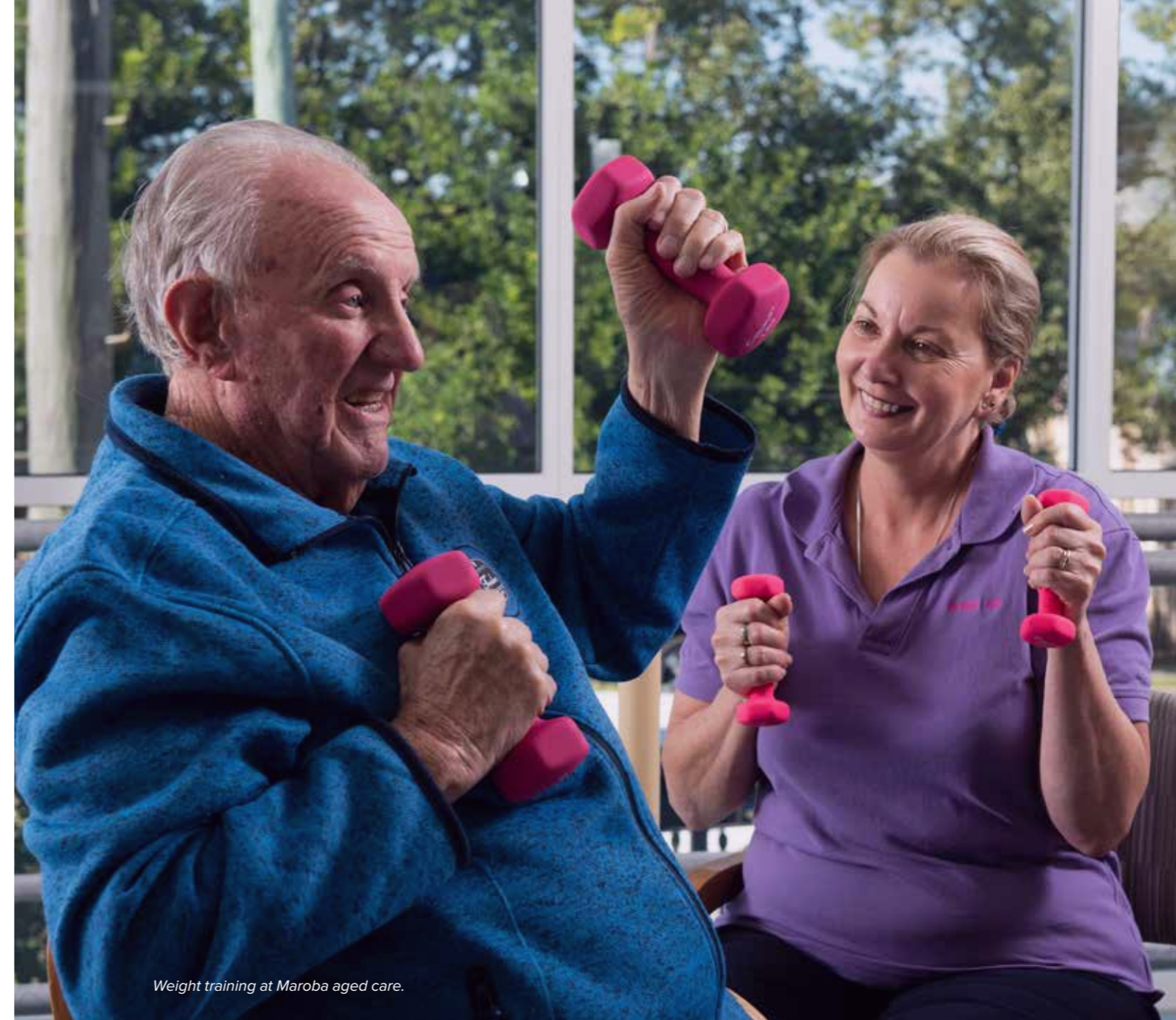
Older Australians make up over 15% of our population, which is projected to grow steadily over the coming decades. They bring knowledge, joy and diversity to our communities. We are committed to celebrating their roles in our communities and ensuring their financial wellbeing and safety.

We are working with organisations that represent older Australians such as COTA (SA) and Connect Groups WA.

Through partnerships, we are addressing issues that affect older people who live alone. We have continued our relationship with Meals on Wheels NSW who provide nutritious meals and social interaction for elderly and financially disadvantaged people living in their own homes. And we are proud to support Maroba Caring Communities as they strive to provide their residents with engaging and interactive programs and experiences.

This year we have developed a new policy and series of actions to ensure scammers do not target our customers. We have trained our branch and Customer Relationship Centre staff in scam awareness. They actively check that members are not the target of fraudulent activities or financial abuse during transactions.

To create conversations with older Australians who may prefer face to face banking, we keep scam awareness fliers and fridge magnets on branch counters. Some older Australians do not use the internet and may be unaware of current scams like Flubot, so our staff proactively talk to them about protecting themselves. We also add warning messages to bank statements and our internet banking, website and social channels.



Weight training at Maroba aged care.

Case study: Maroba Caring Communities.

Maroba aged care offers residential and retirement living options for people in Waratah, New South Wales.

In September 2018 the Foundation approved a two-year grant for their Wellbeing and Empowerment program. The program connects residents to their community through activities like art classes, gardening, visits to the gym and a schools program. They also enjoy the in-house spa bath. Residents like Trish and Keith look forward to their regular spa. It gives them a topic of conversation with their family, an opportunity to chat with staff and even a glass of wine at the end.

The partnership has made positive differences to residents, keeping them in touch with friends, tech-savvy, enjoying positive social interaction and breaking down isolation barriers.

We have proudly partnered with Maroba to support its excellent range of world-class programs that positively impact problems faced by older Australians.



Value.
\$50,000



Grant duration.
2 years



Engagement.
150

Benefits.

For community:

Maroba promotes strong living and believes that the program has health benefits, fosters friendships, builds self-esteem and confidence, and improves fine and gross motor skills.

For Maroba:

The partnership helps them provide a broad range of world-class programs to residents in care and retirement living options.

Putting housing affordability at the forefront.

Everyone deserves to have a place to call home.

With many Australians either locked out of the housing market, staring down the barrel of a huge mortgage or even struggling to pay their regular bills, housing affordability has remained a focus this year.

Access to good quality, affordable housing is fundamental to well-being. It can help reduce poverty and enhance equality of opportunity, social inclusion and mobility (OECD 2018). Affordability is essential for Australians wanting to buy a home and for those renting.

We welcomed the federal government's decision to increase the First Home Loan Deposit Scheme (FHLDS) by another 10,000 allocations. The scheme covers new homes or newly built homes for eligible first home buyers on low and middle incomes.

Beyond Bank is one of 20 customer-owned banking institutions that make up the 27 lenders on the scheme's panel of lenders. This supports our determination to help potential first homeowners enter the property market.

As a financial organisation, we are in a unique position to make a profound and genuine impact. We're working with the Community Housing Industry Association NSW to gain a clear understanding of issues and challenges in the housing affordability space. And they are supporting our vision to create a purchase pathway for community housing tenants.

We have continued to work in partnership with frontline housing affordability providers around Australia. We're looking for real impact and lasting change.

Our partnership with Anglicare in South Australia assists young families at risk of homelessness to find a home. In three years, more than 99 families and 340 people found a home to call their own. Over the last four years we've presented at its Home Ownership Seminars for people who are currently living in community housing but wishing to progress to home ownership. We've provided information about home-loans, pre-approvals and purchasing a home.



Presenting at Anglicare's Home Ownership Seminar



First home-owner Lauren, takes the keys.

Our support of Hutt St Centre in Adelaide helps it provide essential health and wellbeing services to more than 850 people each month on their journey out of homelessness. Plus we have been working together to consider alternative ways to provide housing for people in crisis. We provided a grant to help develop a prototype for a Tiny Homes Village. Not only does this solution provide the privacy of individual tiny homes, but it also provides a number of shared facilities and services which aid in reducing the effects of isolation.

Banks have a clear role in financial abuse cases and can help victims get control of their finances, but we believe we can do more. That's why we're partnering with organisations like Toora Women Inc. in Canberra, which is stepping up to support women and children in crisis. Recently we provided them with a grant to furnish two houses to support women experiencing homelessness, escaping domestic violence or refugees relocating to Canberra. One house was specifically set up for women with disabilities.

In Western Australia we support Starick Services which helps women and children to escape domestic violence. Starick Services were harshly impacted by COVID-19 and were participants in our Double Donation Campaign and recipients of our Community Reward Program. The funds raised contributed to costs of their non-core programs such as children's counselling, baby massage, yoga for trauma and therapeutic writing programs.

We assisted Argyle Housing in NSW and ACT with funding for residents in social housing that needed support to pursue education, certification or resources for schooling.

We have continued our partnership with Compass Housing in the Hunter Valley through our support of the Grow a Star scholarship program, which aims to provide a little relief to people living in social and public housing who are socially or economically disadvantaged.

We believe that we are stronger together. We thank our community partners for their tireless efforts to help change the lives of people in need in what has been a very challenging 12-months.



Value.

\$75,000



Grant duration.

3 years



Engagement.

28 so far

Benefits.

For community:

Invest in young people to be the best they can be by providing them with opportunities to do what they love. Support families on low incomes. Make sure that extracurricular activities are accessible to everyone and that kids can reach their full potential.

For Compass Housing Services:

Grow a Star has been running since 2012 and has helped young people cover the cost of everything from academic tutoring to drum lessons. Our foundation grant allows the program to continue uninterrupted and help set people on a path to success.



Grow a Star scholarship recipient, Lucy.

Case study:

Compass Housing Service's Grow a Star Scholarship (NSW).

Compass Housing Services is one of Australia's largest non-government social housing providers. It has provided secure and affordable housing and housing products for disadvantaged people who have difficulties sourcing adequate housing for over 35 years. Their Grow a Star scholarship program gives young people living in social housing opportunities for extracurricular activities that they might not normally have. It helps families who are doing it tough to provide their kids with the opportunities that they deserve. We've provided a 3-year grant to fund scholarships for talented teens to pursue their academic, sporting or artistic dreams.



Scholarship recipients, Aya and Dalal.



Housing

Case study:

Aya and Dalal, Grow a Star scholarship recipients.

Born in Syria, Aya and Dalal arrived in Australia with their family in 2018 after spending seven years in a refugee camp in Kurdistan, Iraq. They began their life in Australia in Newcastle.

Aya dreams of becoming a human rights lawyer. While living in the refugee camp in Iraq, she joined the Pathfinder Club and spent much of her time teaching young children to live with hope. She also taught English and provided translation services for the refugee community. Dalal's dream is to become a pharmacist. When she was younger, she used to spend time with her uncle at his pharmacy in Syria. She would watch him helping people, and began thinking about a career in pharmacy for herself.

In 2019, the girls attended Callaghan College in Waratah, NSW, but struggled to keep up with school assignments. Their younger sister, who has significant health issues, was transferred to a Sydney hospital for treatment for nine months and was accompanied by their mother. While their mother and sister were away, Aya was responsible for cooking, cleaning and caring for their father and other siblings. She became the go-to person and advocated for her family, being the person most fluent in English.

Aya and Dalal were referred to the Grow a Star program in mid-2019. Aya used a \$2,000 Beyond Bank Grow a Star Scholarship to purchase a laptop, uniforms, protective clothing for electives, books and stationery. Dalal used her scholarship to purchase school uniforms, books and stationery. Both girls love attending school in Australia despite the challenges associated with learning English.

Aya is focusing on entering university. She's carefully selecting subjects to ensure she obtains an ATAR score that enables her to study law. And despite the challenges, both girls are working hard towards their independence in Australia and have already obtained their driver's licences.

Addressing modern slavery.

With the introduction of Modern Slavery legislation, we have been focusing on understanding this risk and how we can make a meaningful contribution.

Modern slavery in business supply chains is a blight on humanity that requires us all to work towards its elimination.

Through sustainable procurement and increasing the transparency of supply chains by deepening the relationships we have with our suppliers, we believe our impact can have a ripple effect.

Our actions for 2021-22.



Pinnacle commercial interiors working on our new South Melbourne Branch.



Case study: Growing our impact through our suppliers.

We value the relationships we build with our customers. This also applies to our partners and suppliers. We work with like-minded organisations that are values and purpose driven. We believe in amplifying our impact by inspiring and encouraging those we work with to consider the impact they have on their stakeholders.

Pinnacle are a commercial interiors company that look after our fit-outs. They have been instrumental in the design and execution of our inclusive branches, helping to ensure that our banking services are available to customers with a range of needs. Pinnacle became B Corp certified after being introduced to the movement by our business. They were inspired to pursue their own B Corp journey to use business as a force for good.

As a family owned and run local business, becoming a B Corp was about developing a sustainable road map for the future – not only for the business but for future generations.

Benefits.

For community: Local businesses like Pinnacle help to create jobs and build economic prosperity whilst meeting the highest standards of social and environmental performance.

For Pinnacle: Creating positive impact for its workers, customers, communities and the environment through sustainable business and governance.



Laura, Unico Zelo.

Education and wellbeing.

We are committed to achieving our purpose through building stronger communities. We see financial empowerment as a way to addressing larger societal issues such as equality and justice, poverty, domestic issues, income security and retirement.

We've been working on financial literacy programs in worksites and communities, through seminars, and by creating new tools.

Worksite programs.

The pandemic period has caused uncertainty amongst the workforce and has heightened many Australians' financial stress. The plight is well documented in the media.

We've begun working with our members and community partners to develop a range of financial education tools and assistance. We have presented financial wellbeing seminars and workshops, offered complimentary banking reviews and deployed an interactive financial bootcamp. This has had a profound impact on the employees, owners, and volunteers of the participating organisations.

We worked with fellow B Corp Unico Zelo to pilot a broad financial program including budgeting, investing and leveraging equity. The seminars catered for a broad range of financial situations and employees were eager to attend them on an ongoing basis.



Budget Bootcamp.

We created an interactive online tool specifically to appeal to millennials, to help them get their finances under control. Fun activities and a range of hacks and tips are presented to help participants understand financial wellbeing including budgeting, saving, contingency planning and debt reduction.

Budget Bootcamp runs over a 4-week period, is free and accessible from our website. It aims to make budgeting fun and put participants on a path to financial independence.

Vulnerable Australians.

The threat of financial stress on vulnerable Australians has undoubtedly become greater since the beginning of the pandemic. And in these times, the group of people we'd typically imagine to be "vulnerable" has expanded too.

We've invested in training for our team on the frontline to understand triggers and red flags of a vulnerable customer - particularly how to shed bias-established norms to provide tailored support for those doing it tough.

Financial literacy for Aboriginal peoples.

Research released in 2019 by First Nations Foundation (FNF) and the Centre for Social Impact, identified that only 1 in 10 Aboriginal peoples are financially secure, compared with 1 in 2 non-Aboriginal people.

So we've developed a partnership with the FNF which supports its aim of working towards financial prosperity for all Aboriginal peoples. Its *My Money Dream* training package is designed by Aboriginal people for Aboriginal people.

The package includes the history of economics from an Aboriginal peoples' point of view as well as dealing with common cultural challenges with money. The remaining information covers more traditional banking information such as buying a home or car, superannuation and insurance.

We will be providing the *My Money Dream* licences to organisations that actively support Aboriginal peoples within local communities that we operate in. We anticipate that we will be able to provide additional support for this program by undertaking skilled corporate volunteering projects for FNF across Australia.

Count us in.

Supporting staff volunteering.

Not only do we strive to go beyond for our customers, but also we are committed to using our business as a force for good. That's why we support our staff to volunteer for a cause they feel passionate about.

Our staff are at the heart of everything we do, so it is important that they have the opportunity to connect with organisations that are meaningful to them. Volunteering is a crucial part of our organisational culture and we encourage staff to access paid volunteering leave.

This year we launched the #Countmein volunteering campaign. We asked staff to pledge a day to support the not-for-profit and community sector.

Our staff took part in disaster relief and found ways to give back to their communities and people who needed their help, even during the pandemic. They mended fences, built animal enclosures, wrapped gifts, supported fundraising events, cooked meals and barbeques, packed hampers and sorted clothing. Some walked or ran; others gave blood, built websites or joined boards.

“It is satisfying to know that my regular donations of plasma saves lives. It is assisting people who are in a more unfortunate position than myself.”

Tim Brain, Wagga Wagga branch.

A special shout-out to staff members Anna and Stephen who took part in the Canteen Road Raise event. Over the last four years, riders have raised over \$650,000 to help families hit hard by cancer. Not only were the pair in the saddle for 7-days during the event, but also they spent hours of training in the months leading up to the fundraiser.

We support staff volunteering because we know it changes lives, and not just for those receiving the services. Volunteering helps people to feel good about themselves. It gives a sense of fulfilment and can provide a great perspective.

“Helping families at Ronald McDonald House has been very satisfying. You come away with your ‘love tank’ topped up, in addition to filling up others’.”

Gabriella Gibb, Community Coordinator, ACT.



Staff participating in Canteen's Road Raise.

Working from home has become the new normal this year for many people and volunteering helps to provide them with a sense of connection. It gives opportunities for learning some different skills and activities too.

Volunteering is just another way that we can help change lives. It's a great thing to do, and our staff agree. Thank you to everyone who volunteered over the last 12 months, both within our organisation and beyond. You have undoubtedly made a difference to someone who needed it.

“I felt inspired to see so many people rallying to support an organisation that makes lives better.”

Karina Stain, Marketing Manager.

A frosty morning for our staff in Walk A Mile in My Boots fundraiser.



Case study: Hutt St Centre.

Hutt St Centre in Adelaide aims to end homelessness for every person that walks through their doors. It serves up to 40,000 meals each year and offers social work and support services to nearly 2,000 people.

It provides showers, laundry facilities, visiting health professionals, an aged city living program for older clients, recreational activities, training and employment programs, legal aid, and assistance finding housing.

Beyond Bank began its partnership with Hutt Street Centre and its *Walk a Mile in My Boots* campaign seven years ago. Some of our staff have taken part in its fundraising campaign every year since. Our involvement with Hutt St Centre has grown steadily over time, with staff participating in *Walk a Mile in My Boots* or volunteering at their event. Last year, a number of our team volunteered to become “Angels” for a day, providing nutritious breakfasts and lunches from the Hutt St kitchen.

Walk a Mile in My Boots has become virtual during the pandemic, but this has not dampened staff enthusiasm. Teams from our branches have walked together in Mt Barker, Clare, Prospect and other locations. This year our city-based staff also collected warm coats, beanies, gloves and blankets for a homeless shelter in the Adelaide CBD.

Around 6,000 homeless people live on the streets across Adelaide. We are proud of our staff’s commitment to making their lives a little better.



Value.
\$12,000



Grant duration.
1 year



Engagement.
Around 2000 people – 200 per day who access meals

Benefits.

For community:

Support for people who are experiencing homelessness. Increased awareness about homelessness and its causes.

For Hutt St Centre:

Fundraising support to help them meet increasing needs. Connecting corporates to real people who are doing it tough, promoting compassion and understanding.

Helping communities when they need it most.

We continued to support both our personal and business customers that were financially impacted by the COVID-19 Pandemic.

Our dedicated financial wellbeing tools at beyondbank.com.au directed customers to the support they needed, whether it was our COVID-19 support packages, money management and budgeting tools and advice, or links to other community partners for further assistance.

Financial wellbeing and financial education remains an ongoing priority in the long term for our customers, communities and partners.

Covid case study: Employee support.

Sometimes, an employee can face an unexpected situation that profoundly affects their welfare. COVID-19 has affected every one of us in different ways.

When employee Mandeep Sharma went on a mercy-dash back to India to try and help his gravely ill father, he didn't know that tough new travel bans were just days away.

We supported Mandeep in making the emergency trip to India to help his parents and participate in important Hindu rituals. Sadly, Mandeep's father couldn't get the medical intervention he needed and passed away. On top of the grief, things quickly got even worse.

Three days before returning home, the Australian government cancelled Mandeep's flight. He booked a second flight, which was also stopped. Concern about his family back at home in Australia was emotionally draining and Mandeep lost a lot of money on plane tickets. Under significant stress, he started to worry that he might not even see his wife and children again.

We offered support to Mandeep through our Employee Care Fund. The fund provides financial support for our people who face unexpected situations or changes in circumstances.

Mandeep's supervisor was in regular telephone contact, and his work team sent him frequent phone texts to show their support. Beyond Bank Australia colleagues he'd never even met offered to help with grocery shopping and transport for his family. These gestures meant the world to Mandeep.

"When you go through such a tough situation, you don't expect colleagues and people you've never met in person to step up and support you, but that is exactly what happened."

During a very bleak period, our Beyond Bank Australia family were able to provide Mandeep with some vital respite.

After buying a third ticket, Mandeep managed to get back to Australia and spent two weeks quarantined in a hotel just 100 metres down the road from our Adelaide head office.

Welcome home Mandeep.



Shuchi and Mandeep Sharma.

“When you go through such a tough situation, you don't expect colleagues and people you've never met in person to step up and support you, but that is exactly what happened.”

Mandeep Sharma, Business Reporting Analyst

Supporting communities through sport.

We recognise the importance of sport and recreation in communities. Participation promotes stronger, healthier and safer communities.

Communities with good opportunities for sport and recreation develop strong social bonds, and are safer places. Residents are generally healthier and happier than in places where physical activities aren't a priority.

Sport is also inextricably linked to the Australian culture and enjoyed by many people either at sporting grounds or on their home screens every week. During the pandemic, the sense of isolation worsened due to reduced or cancelled sporting opportunities and absence of major sporting events.

That's why we've established sponsorships and grants for professional and grass roots clubs. We also help clubs raise funds through our Community Reward Program. The program includes a special savings account for supporters to save money while helping their chosen club to fundraise. The more they save, the more we reward their club. In 2020/21, grass-roots sporting clubs received a share of over \$519,000.

Sponsorships and recipients of the Community Reward Program benefit clubs in our areas of operation around Australia. Here are just a few:

Melbourne Football Club.

This year we became the official bank partner of the Melbourne Football Club and Casey Demons in the VFLW, with our brand prominently displayed on the back of the club guernseys, coaching apparel and on-ground signage. The partnership is expected to grow the brand within a football-focused Victorian market and help us to get to know our Melbourne community better.

The Melbourne Football Club, along with many AFL clubs, come together to tackle social issues that affect us all. Through their leadership, the clubs provide significant fundraising to support the programs and research that are initiated by the charities.

We are thrilled to team up with a club that strongly aligns with our community values. Our aim during our sponsorship term is to work alongside the club to support Breast Cancer Network, Fight MND (Motor Neurone Disease) and Reach Foundation. We believe that together we can build stronger communities.

Fremantle Football Club.

In 2021 we continued our partnership with Fremantle Football Club. This partnership has been successful in building our brand awareness levels in Western Australia over the past six year and has been pivotal to our growth and success in the region. Like us, the club has a strong community engagement program, their focus on social inclusion initiatives and local partnerships make positive change for the community.

Ganmain Grong Grong Matong Football Club.

In the Riverina, we've been a proud sponsor of the Ganmain Grong Grong Matong Football Club for more than 15 years. The club is one of our most successful Community Reward recipients, receiving more than \$250,000 in Community Reward Bonus Payments.



Celebrations at the Melbourne Football Club.

Oakdale Netball Club.

We proudly supported Oakdale Netball Club in South Australia to field teams from ages 5 through to the elite-level Premier League Competition. Our backing helped them to purchase sporting equipment, court-hire, invest in player development, coaching and well-being programmes. Not only do they provide a nurturing, positive and healthy environment for young women to grow and thrive, their matching purple colour schemes were a bonus!

Cricket ACT.

We established a partnership with Cricket ACT with our brand appearing on competition shirts of clubs across the ACT, billboards, mailouts, social media and other advertising. Cricket ACT has been the peak body for all forms of cricket in the ACT and region since 1922. It provides services to community cricketing organisations and cricketers of all skill sets and levels of experience in the Canberra region. As an Associate Member of Cricket Australia, we share in the custodianship of Australian cricket and its vision to remain Australia's favourite sport. Cricket ACT is also a recipient of our Community Reward Program.

Seaspray Surf Life Saving Club.

The Seaspray Surf Life Saving Club in Gippsland, Victoria, patrols every weekend and public holiday from the last week in November through until Easter Monday in April. These are voluntary patrols that ensure the safety of the bathing public of Seaspray. The club has grown from strength to strength and has a strong contingent of Nippers. Our sponsorship provided equipment for the nippers and club events, and 150 swimming bags.

Canterbury Ice Hockey.

Canterbury Ice Hockey Club (CIHC) is the largest ice hockey club in Australia with 13 teams competing in the New South Wales Ice Hockey Association competition. The club has junior and senior teams for male and female players. It also provides training and competition opportunities for young budding hockey players under 8-years, through its Mites program. Our sponsorship helps the club to provide subsidised train/play schemes to the community, keep costs for players and families as low as possible to encourage participation and provides opportunities for our staff to volunteer with the sport.

A wide range of sporting clubs participate in our Community Reward Program. This includes clubs for football, rugby, athletics, soccer, equestrian, tennis, cricket, netball, bowling, croquet, fishing, calisthenics, swimming and more. The list is long and represents diverse and active communities. Some clubs have been recipients of our Community Rewards for many years and have also benefited from longer term partnerships with us.



On court with Oakdale Netball Club.



We're supporting Cricket ACT to grow the sport.



Our impact on people and planet.

“We’re proud to be a B Corp. It demonstrates to all of our stakeholders that we are committed to using our business as a force for good so that we can help change lives.”

Robert Keogh, CEO Beyond Bank Australia

Volunteers planting with Trees For Life.

Our B Corp Impact.

Better business – B Corp 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. This includes products, services and operations. B Corps use their products, practices and profits to have a positive impact that benefits all stakeholders, not just shareholders.

Being a B Corp means that we balance purpose with profit. By ensuring we consider people and planet in our business practices and products, we demonstrate our commitment to sustainability.

To certify we measure our impact across the following five stakeholder groups, and achieve a minimum impact score of 80 points 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 B Corp impact assessment has been submitted and we are awaiting the verification process for re-certification. Our 2021 recertification goal is to improve our B Corp impact score by 10% from the previous assessment. We are on track to outperform this target. Beyond Bank was first certified as a B Corp in 2015.



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:



Governance.

Good governance means being an ethical and responsible business, staying true to our values such as integrity and mutuality, and being purpose-driven.

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.

The positive impact of good governance includes being:



Our business

An ethical and responsible business that acts with integrity.



Our customers

Trusted to act in our customers' best interest and being aligned with their values. We are customer-owned.



Our community

Recognised as a good corporate citizen that is valued by the communities we operate in.

B Corp impact score.

2020
18.2

2021
18.5



This included scores against:

- Mission locked
- Mission and engagement
- Ethics and transparency

See our current B Corp assessment here - 2021 recertification pending.

SDG assessment.



2020
40.8

2021
43.8

FY21 initiatives	FY21 performance	FY22 plan
Finalise customer research project to better understand needs and expectations.	● We conducted a comprehensive research project as part of our strategic focus.	Commence the process to embed purpose and stakeholder considerations into our business constitution to demonstrate accountability and responsible governance for the long term.
Improve our reporting of our business impact. Focus on accountability and responsible governance.	ⓘ Develop frameworks, data and storytelling to report on impact.	Select and implement an impact framework for our Foundation and community grants to better understand social outcomes.

● Achieved ⓘ In progress ○ Not achieved

Our people.

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 them 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.

The positive impact of setting our people up for success both professionally and personally includes:



Our business

Attracting and retaining talented and engaged people by caring for our staff and creating a culture of 'doing things right and doing the right things'.



Our customers

Our customers receive exceptional service and support delivered by dedicated and committed people.



Our community

Jobs and economic opportunity in our local communities are created. Our inclusive and diverse workplace represents the communities we serve.

B Corp impact score.

2020
30.6

2021
29.5



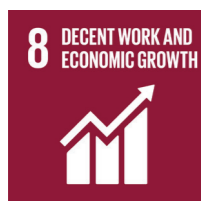
This included scores against:

- Health, wellness and safety
- Career development
- Financial security
- Engagement and satisfaction

See our current B Corp assessment here - 2021 recertification pending.

Decrease in score relates to measurement where countries have a living wage index, which Australia does not have. We have reported not applicable for this year, decreasing our score as a result.

SDG assessment.



2020
42.5

2021
47.2

FY21 initiatives	FY21 performance	FY22 plan
Complete the 6-week, 15-minute exercise challenge to promote health movement for our people.	<ul style="list-style-type: none"> ● The 15-minute exercise challenge and mental health first aid were both successfully completed to support our people's wellbeing. 	Further embed volunteering into our organisational culture through our People and Culture team.
Implement a new normal work schedule across the business following COVID-19 to promote further flexibility.	<ul style="list-style-type: none"> ● A new normal work schedule has been implemented for our people that considers office and working from home preferences and increases flexibility. 	Update our wellbeing strategy to respond to our people's need within a changing business context, as well as a focus on their financial wellbeing.
Increased representation across gender, disability and age to support our diversity and inclusion goals and improved support provided by our business.	<ul style="list-style-type: none"> ● D&I committee continues to support increased representation through the 3 strategic focus areas. <p>Completed the roll-out of a meeting tool for leaders.</p> <p>Budget Bootcamp pilot was successfully trialled by our people.</p>	Progress delivery of our first Reconciliation Action Plan.
Introduce a one-on-one meeting tool for our people and leaders to support our flexible and inclusive work practices.		
Pilot an initiative with our people to support their own financial wellbeing.		
Monitor staff engagement, implement new ways of working for employees and provide leadership skills to support employees	<ul style="list-style-type: none"> ● Teamgage tools and pulse survey continued to be used to monitor staff engagement on a regular basis. 	Review our remuneration, rewards and recognition programs to remain competitive and to recognise our people. Identify the moments that matter in the employee experience.
Commence Exceed Program Level 2, focusing on the financial wellbeing of our employees and customers.	<ul style="list-style-type: none"> ● Delivery of Exceed Program Level 2 was completed 	Update our competency framework to support the growth and development of our people, including clear career pathways and job mobility.

● Achieved
 ● In progress
 ○ Not achieved

Our customers.

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.

The positive impact created by our products and services includes:



Our business

Value is created through sustainable growth and reinvesting our profits to benefit customers.



Our customers

Improved financial wellbeing and inclusion outcomes.



Our community

Social and environmental problems are solved or improved by giving back to our communities through our products and services.

B Corp impact score.

2020

40.3

2021

38



This included scores against:

- Serving in-need populations
- Portfolio management
- Targeted for investment
- Customer stewardship
- Investment criteria
- Leadership and outreach
- Portfolio reporting

See our current B Corp assessment here - 2021 recertification pending.

Changes to our reporting on investment criteria and social and environmental performance standards for loans have impacted our scores for 2021.

SDG assessment.



2020

51.8

2021

50.9

FY21 initiatives	FY21 performance	FY22 plan
Continue this review including our approach to inclusive communities. Initiate a new Board Customer Committee that is focussed on customer outcomes.	<ul style="list-style-type: none"> Developed an inclusive action plan focused on financial inclusion. We have initiated a new Board Customer Committee that has been in operation throughout FY20. 	Continue to incorporate accessibility into the design of our branches.
Investigate green lending or other sustainable finance opportunities.	<ul style="list-style-type: none"> Explore our sustainable finance opportunities. 	Implement a sustainable financial solution. Investigate financial products for vulnerable or financially excluded people.
Join the Responsible Investment Association of Australasia (RIAA) related to our wealth management services	<ul style="list-style-type: none"> We are now a member of RIAA. 	Explore and implement financial wellbeing initiatives for our key stakeholders.

● Achieved
 ● In progress
 ● Not achieved

Our community.

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.

The positive impact created when we give back and support our local communities includes:



Our business

Thriving and prosperous communities are mutually beneficial and are central to our purpose to create and return value.



Our customers

Know their money is doing good for others and their communities. Community organisations and not-for-profit customers are supported. Salary packaging services deliver social impact.



Our community

Small business and local suppliers are supported to help build communities.

B Corp impact score.

2020
42.3

2021
42.9



This included scores against:

- Local economic development
- Economic impact
- Civic engagement and giving
- Diversity, Equity and inclusion
- Designed to give
- Supply chain management

See our current B Corp assessment here - 2021 recertification pending.

SDG assessment.



2020
46.8

2021
48.7

FY21 initiatives	FY21 performance	FY22 plan
Encourage departments to sign onto a volunteering pledge and incorporate volunteering as part of the local leadership model.	● Count me in volunteering pledge campaign supported by local leadership teams was successfully delivered.	Develop an impact framework to measure impact outcomes associated with our Foundation and grant programs.
Review how we can further assist our not-for-profit community partners whose fundraising efforts have been impacted by COVID.	● A Double Donation Day campaign was delivered over 30 days to provide extra fundraising support to community partners.	Support our community partners through fundraising efforts.
Partnership opportunities.	● We continued to secure partnership opportunities including with the Melbourne Football Club.	Explore partnership opportunities across our local regions.
Submit Modern Slavery Statement and embed sustainability practices into our internal procurement framework.	● Our first Modern Slavery Statement was submitted and our procurement policy framework updated.	Engage with our key suppliers to further raise awareness of modern slavery.

● Achieved ● In progress ● Not achieved

Our environment.

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.

The positive impact created by minimising our environmental footprint includes:



Our business

Reduced consumption of resources and increased efficiency that creates value.



Our customers

Customers who are supported to make sustainable choices through their finances that improve the environment.



Our community

Contributing to the transition to a low carbon economy and giving back to environmental organisations and not-for-profits.

B Corp impact score.

2020

8.9

2021

9.0



This included scores against:

- Air and climate
- Land and life
- Environmental management
- Green lending
- Water

See our current B Corp assessment here - 2021 recertification pending.

SDG assessment.

2020

16.4

2021

15.5



Scope 1 and 2 emissions are directly related to our operations. The majority of our emissions are a result of electricity use across our sites. While well below pre-COVID levels, scope 2 emissions have increased slightly as people return to the office and electricity consumption increases.

FY21 initiatives

FY21 performance

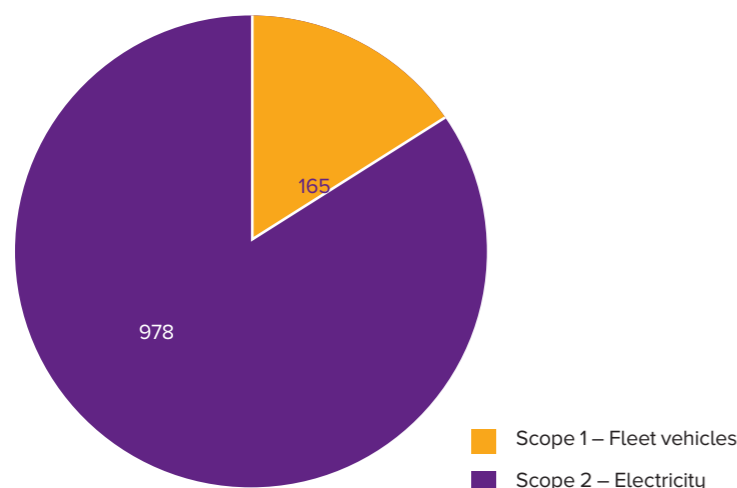
FY22 plan

<p>Reduce FY21 total GHG emissions by 5% from FY19 baseline year.</p>	<p>Achieved GHG emissions were reduced by 30% from baseline. This reduction was again due to reduced travel and vehicle use as a result of COVID.</p>	<p>Reduce Scope 1 and 2 emissions aligned towards net zero by 2050.</p>
<p>Develop our Sustainability Policy framework.</p> <p>Develop a sustainability policy incorporating standards for our facilities.</p>	<p>In progress This was placed on hold while we prioritised our sustainability agenda and strategy for endorsement.</p> <p>A Responsible Procurement Guide was developed however, and our Climate Risk Policy endorsed by our Board.</p>	<p>Identify opportunities to provide community grants to environmental not-for-profit organisations in our local regions.</p>
<p>Work with our landlords to identify opportunities to improve waste facilities back of house.</p> <p>Reduce waste to landfill by 5% across the business.</p>	<p>In progress We continue to explore opportunities to improve back of house waste facilities and achieve waste reductions to landfill across our operations.</p>	<p>Implement initiative to reduce the manufacture and use of plastic bank cards.</p>

Achieved **In progress** **Not achieved**

Environmental highlights.

The National Greenhouse and Energy Reporting scheme (NGER) is used to measure our greenhouse gas emissions.



Total emissions	2020 performance	2021 performance
	1,356 tCO2e	1,311 tCO2e
Scope 1 emissions	2020 performance	2021 performance
Direct emissions associated with an activity such as fuel used in vehicles.	230 tCO2e	165 tCO2e
Scope 2 emissions	2020 performance	2021 performance
Indirect emissions associated with electricity consumption.	890 tCO2e	978 tCO2e
Scope 3 emissions	2020 performance	2021 performance
Other forms of indirect emissions such as paper usage and flights.	234 tCO2e	168 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.

- 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.

Registered Office

Beyond Bank Australia

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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, 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

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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.



RECYCLED CONTENT



FOREST MANAGEMENT



ELEMENTAL
CHLORINE FREE



ENVIRONMENTAL
MANAGEMENT SYSTEMS