

for
and
with
you

Corporate Report 2024.



Beyond Bank
AUSTRALIA

Acknowledgement of Country.

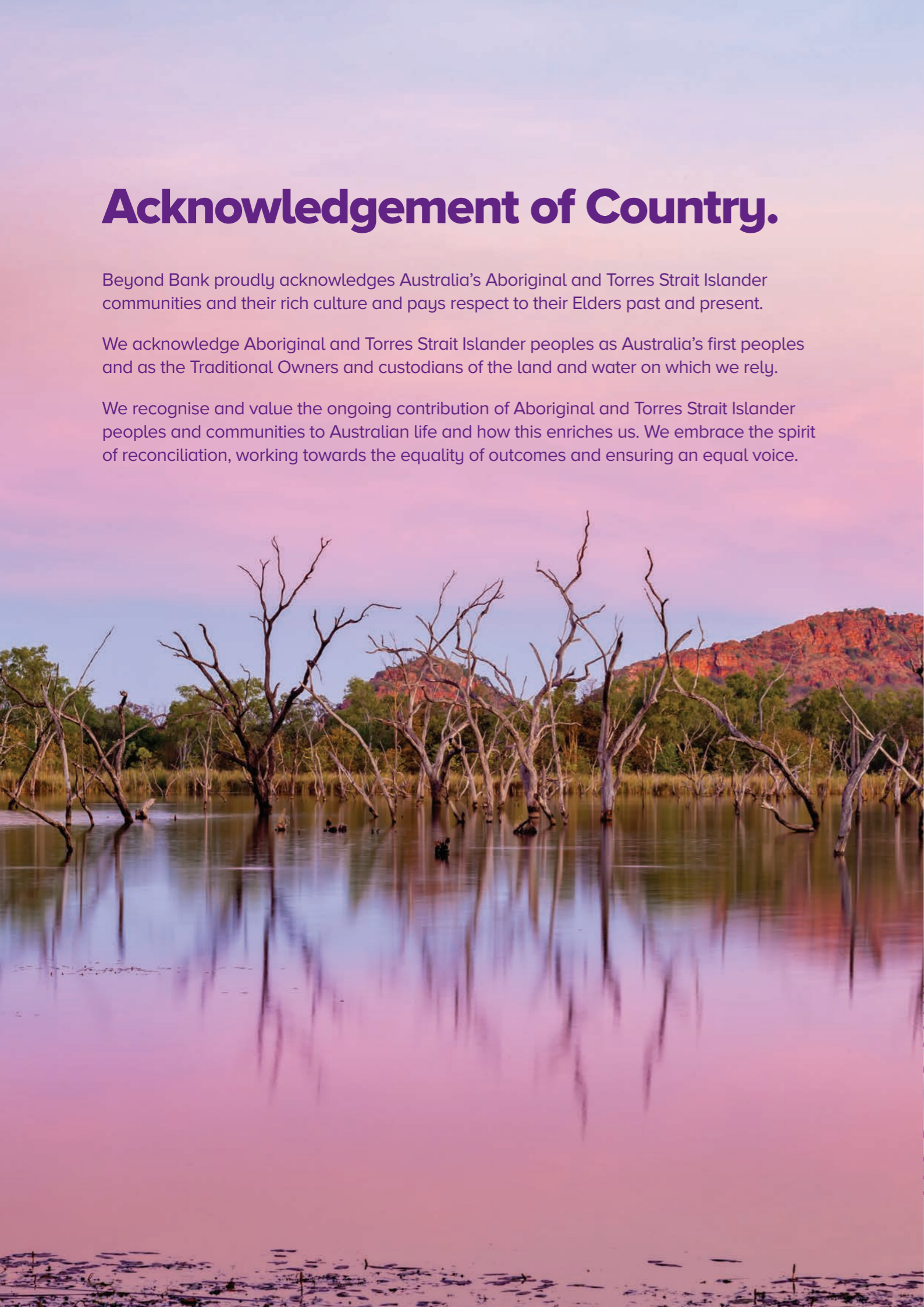
Beyond Bank proudly acknowledges Australia's Aboriginal and Torres Strait Islander communities and their rich culture and pays respect to their Elders past and present.

We acknowledge Aboriginal and Torres Strait Islander peoples as Australia's first peoples and as the Traditional Owners and custodians of the land and water on which we rely.

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

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for and with you

Welcome.

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

From humble beginnings more than 60 years ago, we have served our customers and communities throughout metropolitan and regional areas, with our members' interests at the heart of everything we do.

By reading the following pages, we hope you'll get a clear understanding of our performance and activities on behalf of our customers and communities from 1 July 2023 to 30 June 2024.

The report demonstrates our commitment to our customer-owners through our dedication to our purpose - to change the lives of our customers and communities through financial wellbeing.

What matters to our customers and communities matters to us.

The information you'll read includes:

- How we've supported our customers and employees
- How we have impacted the community
- Our commitment to people, profit and the planet
- How we are governed and operate on behalf of our customer-owners.



Message from our Chair and Interim CEO.

Beyond Bank exists for you, our customer-owners.

For over 65 years, we have existed to make a difference, serving each customer and our community with a deep commitment to the best outcomes for them.

During the year, we refreshed our purpose to keep this bond with our customers and communities at the heart of everything we do.

Our purpose is to change the lives of our customers and communities through financial wellbeing.

This purpose serves as our reason for being.

2023/24 performance.

We are pleased to announce that our Bank has sustained strong performance in challenging operating conditions, achieving a Net Profit After Tax of \$26 million.

As a customer-owned business, this surplus is reinvested into the Bank, bolstering our capital position, enabling investment in new technologies and innovative products, and supporting our customer relationship and community growth strategies to meet future competitive challenges.

During this year, we successfully merged with First Choice Credit Union Ltd (FCCU) and AWA Mutual Limited (AWA), integrating FCCU's systems in April 2024 and AWA's in September 2024. Through these mergers we welcomed over 8,600 new members to Beyond Bank.

Although merger discussions with Police & Nurses Limited concluded without an agreement, Beyond Bank Australia remains well-positioned for future opportunities in the evolving financial sector. Our strategic approach ensures continued success and readiness for new prospects.

In this competitive landscape, we remain dedicated to providing exceptional customer service and relationship banking. This year, we ranked among the top 10 banks in Australia in Forbes' World's Best Banks (2024) and received Canstar's Digital Banking Award – Customer Owned Banks (2024) for the 10th consecutive year, underscoring our commitment to secure, modern, and flexible banking access.

We continue to support our communities through over 5,000 partnerships this year. We contributed more than \$671,000 through our Community Reward Program, supported 15 charity partners with our Double Donation campaign (raising over \$323,000), and invested \$1.1 million in local communities via the Beyond Bank Foundation and our Community Development Partnership Program.

In the pages to follow, you will also see how we have improved the ways in which we serve our customers across a range of channels. We have a new website and a new lending platform to accelerate that important "time to yes" that is critical in your home purchase journey. You'll also read about the scams education program we have rolled out at many of our sites, with many more sessions planned over the following year. We continue to support customers who may be the victims of financial abuse or domestic violence through providing simple and easy ways to get help in times of need.

With financial wellbeing at our heart, we have developed Beyond Bank Employee Care™, a program aimed at improving financial wellbeing for our customers and communities. Having successfully run a pilot program for a small number of organisations, we are pleased to be able to broaden this program to more organisations over the coming years.

Read more about this on page 23.

Climate reporting.

The Australian Treasury Department has proposed mandatory Australian Sustainability Reporting Standards (ASRS) for companies meeting certain thresholds.

We've chosen to begin voluntary reporting on our climate-related risks and opportunities at the end of the 2025 financial year and have a dedicated team working on this through the year to help prepare us for this.

Read more about this on page 46.

Looking to the future.

As a provider of essential banking services, we recognise the pressures our customers are facing in the current economic environment, and we know that we have a role to play in helping everyone to a place of financial wellbeing.

We continually assess how we can assist our customers in managing various financial pressures. We firmly believe that maintaining strong relationships with our customers and their communities, both in prosperous and challenging times, positions us to deliver optimal outcomes.

At Beyond Bank we are confident that navigating the numerous challenges and opportunities in the coming year will be more manageable when we work together, just as we did at the beginning of our journey to help our members achieve their financial goals.

Technological advancements, such as generative AI and digitisation, are also influencing how banks operate and serve customer needs. As we leverage these opportunities, we remain committed to providing exceptional service and supporting our customers to ensure you benefit from a banking experience that truly prioritises your needs as a valued member of our customer-owned bank.

Unlike the major banks, mutual banks, owned by our customers, reinvest our earnings back into the bank. This means you enjoy competitive rates on loans and savings accounts, lower fees and exceptional customer service.

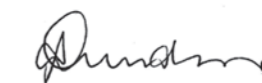
Our commitment to ethical banking practices and responsible lending ensures that your financial wellbeing is always at the forefront of our operations.

Being part of a customer-owned bank also means you're part of a community. We actively support local projects and engage in community development initiatives, fostering a sense of trust and loyalty.

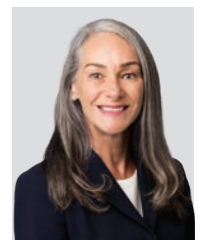
This community-centric approach not only benefits you, but also contributes to the overall wellbeing of our local economy. With us, you can be confident that your bank is working for you and your community, every step of the way.

After the end of the financial year, Jake Bromwich, who served as CEO of Beyond Bank, left our business. We thank Jake for his contributions which further progressed our commitment to our customers and their local communities.

Long standing Deputy CEO Wayne Matters will serve as our Interim CEO to drive our business as usual and progress our strategic plan.



Ms Sandra (Sam) Andersen
Chair, Beyond Bank Australia

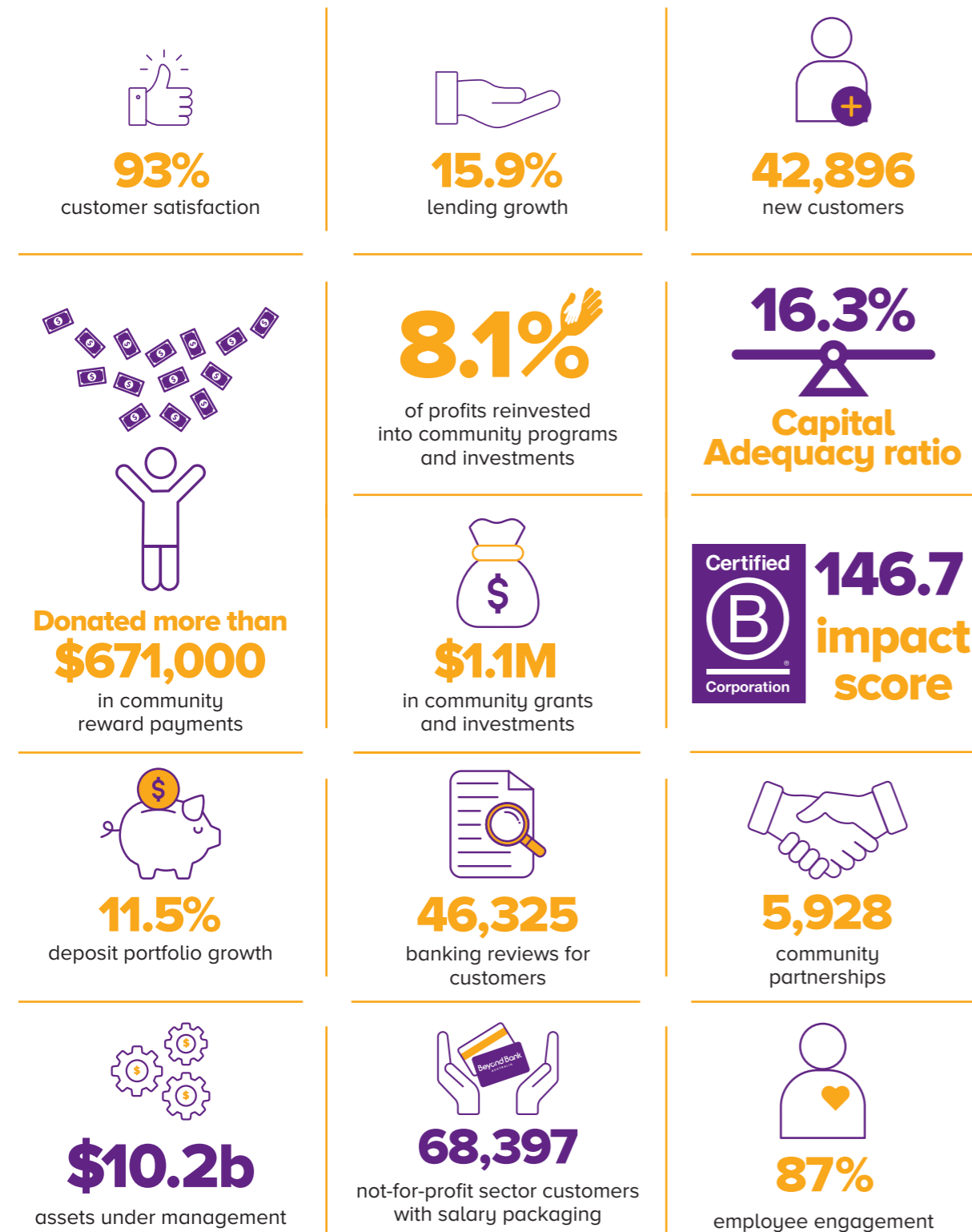


Mr Wayne Matters
Interim Chief Executive Officer,
Beyond Bank Australia



Performance.

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



Our strategic priorities.

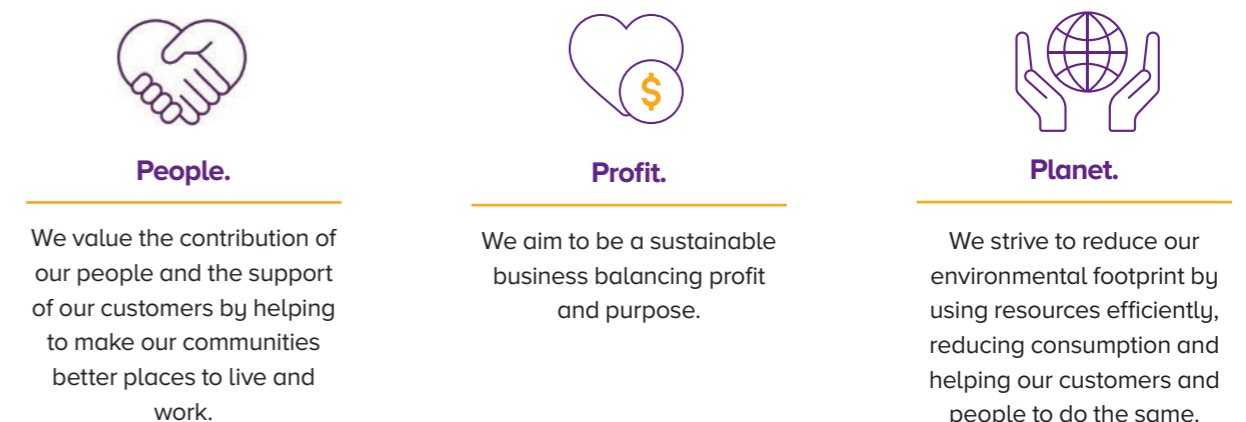
Our business is purpose-driven.

Our ambition is to change the lives of our customers and communities through financial wellbeing. To this end, we strive to be Australia's best relationship bank.

We are excited to share our refreshed values, which are the foundation of our organisation and help to shape our future.



Our commitment is one of balance.



The good business certification, B Corp™.

Our business is purpose-driven.

As a Certified B Corporation (B Corp), we're part of a global community of forward-thinking businesses that push for higher standards of social and environmental impact, challenging business norms to benefit all people, communities and our planet.

B Corps are dedicated to using business as a force for good.

Prospective B Corps assess their performance across five impact areas: Workers, Environment, Customers, Governance, and Community, aiming to accumulate points. To be officially recognised as a B Corp, a company needs to score at least 80 out of 200.



Why is it important?

As a 100 per cent customer-owned and purpose-driven organisation, creating positive impact isn't something new to us. In fact, it was a key reason we were founded and why we continue to provide an alternative to shareholder-owned banks.

Becoming a B Corp also reinforces our commitment to delivering an overall positive impact on society and the environment.

Our B Corp certification provides independent verification of the impact we create across the five stakeholder areas. It not only verifies and validates the work we have done, but it also helps to shape our ongoing journey to continuously improve and make meaningful impact.



Our latest B Corp score.

In our 2022 B Impact assessment, Beyond Bank Australia achieved a notable overall score of 146.7. To put that in perspective, the average score for regular businesses undertaking this assessment is 50.9.



We're proud to be owned by our customers.

Beyond Bank is a 100 per cent customer-owned bank. Our customers are our shareholders, so there are no competing interests.

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

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

Our values are aligned with the B Corp principles of being a purpose-led organisation that drives positive outcomes for our people, communities and planet.

The below circle of mutuality is a visual representation of our customer-ownership model.

Customer benefits include:



We are guided by the International Cooperative Alliance Principles and are members of the Customer Owned Banking Association (COBA) and the Business Council of Co-operatives and Mutuals (BCCM).

“Beyond Bank helped us tremendously when a family member had a sudden life-changing medical event. Melinda from the Wagga branch helped us find a practical way forward. She respectfully listened to our situation and was upfront, understanding and caring. She gave us hope and was a shining light in what was a very dark time in our lives.”

— Patricia, NSW

What we delivered for customers in FY23/24.



New website.

Our website got a refreshed design, with improvements to navigation and customer engagement through to new tools such as AI content recommendations and personalisation. See page 16 for details.



Better calculators.

The upgrade of all 12 online calculators have helped customers to better plan their loan repayments, budgets, and refinance options.



Chatbot.

We launched our AI chatbot Kay to assist our customers 24/7. When Kay cannot answer a query, it connects to a live agent during business hours.



Scam support and awareness.

More scam support and awareness initiatives for our customers, such as education sessions at the grassroots level, increased checks for unusual banking activity, and partnerships with IDCARE and the eSafety Commissioner. See page 18 for details.



Improved loan application process.

More intuitive and mobile-friendly application forms make it easier for customers to apply for a car loan, credit card or personal loan online. In addition, implementing a new back-of-office platform has enabled us to speed up the loan approval process utilising key integrations with service providers and automation. This has reduced the ‘time-to-yes’ for our customers – and our processing time – by 14 days.



A better mobile app.

Improvements include the ability to personalise the homepage with most commonly-used features, improved scheduling of payment transfers, a better search function, a self-service option to download a custom transaction listing, and the introduction of a payday countdown tool.



Beyond Bank Employee Care.

A new program to support employees of community organisations with access to financial education, financial wellbeing consultants and a benefits and rewards app. Read more about this on page 23.

Our locations.

As a customer-owned bank, our priority is to provide opportunities for our customers to connect with us in whatever way they prefer.

Our branch network extends across five states and territories, with more than 45 branches throughout the Australian Capital Territory, New South Wales, South Australia, Victoria and Western Australia.

Our branch network is complemented by office hubs in all our regional areas, which provide support staff across Australia. Through our merger with First Choice Credit Union, we welcomed the Orange community to our network and continue to provide banking services throughout the regions through a number of agencies.

Our Customer Relationship Centres provide phone and online support for customer enquiries and transaction requests from three locations in Adelaide, Canberra and Perth.

Many of our customers choose to interact with us through our exceptional digital experiences, which have just won the Canstar digital banking experience award for the Customer Owned Banking sector for the 10th year in a row.

Through the Beyond Bank+ app, our customers can set goals, budget, track spending, see their accounts and manage their finances in one place.

We remain committed to operating in the best interests of our customers, and we are proud to offer our 319,000 customers an extensive branch network, Australia-based call centres and award-winning online services.



Our branch locations.



Scan to manage your money with the Beyond Bank+ app.

more than
253k
phone calls

more than
1.2k
conversations via
social media direct
messages

more than
44k
live chat
conversations

How our customers interact with us.

more than
415k
in-branch
transactions

more than
74k
email and secure
mail messages

approximately
13m
digital transactions

New website delivers a richer customer experience.

In July 2024, we were pleased to launch our revitalised Beyond Bank website, which now equips us to offer a much-improved customer experience.

With the help of our digital experience partner Orchard, our website got a refreshed design with updated core brand elements including colour, typography and iconography.

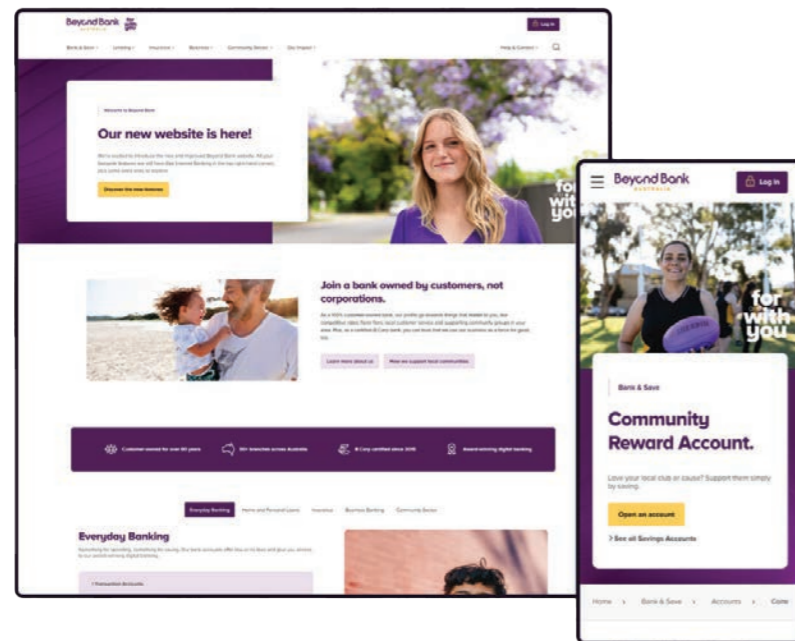
Orchard integrated Optimizely's fit-for-purpose Content Management System, which was the foundation of our website rebuild. This helped improve accessibility (to an AA standard), navigation and customer engagement through new tools such as AI content recommendations and personalisation.

“The move from a fragmented, vendor-managed infrastructure to Optimizely's scalable Digital Experience Platform facilitates zero downtime deployments and automated updates, saving time,

enhancing availability and improving security,” said Digital Product Manager Chris Filosi, who led the project.

“We've also improved our online car and personal loan application process and upgraded all our online calculators to help customers to better plan their budgets and loan repayments.”

The migration to the new website was also the perfect opportunity to conduct a comprehensive site-wide content audit with the collaboration of subject matter experts across the organisation, resulting in sharper, up-to-date content with the Compliance team's seal of approval.



Digital and service excellence awards.



As a customer-owned bank, delivering the best possible experience to our customers and community is one of the core foundations of Beyond Bank, and we have the awards to prove it.

- Roy Morgan's Customer Satisfaction Awards for Bank of the Year 2020 and 2022
- Canstar's Most Satisfied Customers Award 2023 for Customer Owned Banks
- Canstar's Customer Owned Bank of the Year for Digital Banking Award 2015-2024
- Being in Australia's top ten banks on Forbes' 2021-2024 World's Best Banks list
- Mortgage and Finance Association of Australia 2023 Mutual/Credit Union Lender Award – SA/NT
- Mortgage and Finance Association of Australia 2023 Broker Development Manager – Lender/Support Service Provider: Sarah Chisholm
- Business Council of Co-operatives and Mutuals Honour Roll 2023: retired former CEO, Robert Keogh
- Australian Broker 5-Star Sustainable Programs 2024
- South Australian Volunteer Awards 2024 - The Premier's Award for Corporate Social Responsibility.



Peter Rutter, Brooke Avorg, Kerri Bagley, Shane Farley.



Former CEO Robert Keogh with Board Chair Sam Andersen.



Dean Hoffman (QBE), Fernando Manzanares, Sarah Chisholm, Darren McLeod, Marco Valtoronga.

Protecting our customers and communities from scams.

In the 2023/2024 financial year, Australians reported losing more than \$326 million to scams.*

Globally, scam activity and their levels of sophistication have escalated in recent years. At Beyond Bank, there was a 56 per cent increase in scam enquiries from the 2021/2022 to 2023/2024 financial years.

Beyond Bank is part of the Scam-Safe Accord, a united commitment from all commercial banks, building societies, credit unions and community-owned banks in Australia to help protect Australian consumers and small businesses.

Recognising the significant financial losses and emotional distress of scams on our customers, Beyond Bank has been proactively educating and spreading awareness of online safety to our customers and communities.

Some of our scam awareness initiatives and activities include the following:

- 25 scam awareness sessions in the community, including six one-on-one Safe Digital Banking sessions in our Tuggeranong, Belconnen, Chatswood and Parramatta branches
- Scam safety presentation at the NSW Seniors' Expo over two days
- Partnerships with IDCARE and the eSafety Commissioner to share online safety resources and provide support to scam victims



Scan to watch: Scam safety presentation at the NSW Seniors' Expo over two days.



Scan to watch: scam education presentation during a North Adelaide Football Club training session

- Regular alerts and messages through social media, emails and other customer channels about recent scams and how to stay vigilant
- Leveraging our partnerships to spread awareness to their supporters and communities (e.g. a scam education presentation during a North Adelaide Football Club training session).

We've also been building on our cybersecurity and scam detection capabilities among our people to better serve our customers, such as:

- Increased security awareness training to all staff from IT security vendor Mimecast
- Scam updates, including recent incidents, in our weekly information sessions to frontline staff
- New end-to-end scam reports for deeper insights and improved case management of scam incidents
- Continuous review of our controls by our Fraud team to disrupt scam activity and create helpful customer friction.

Stopping a scam in its tracks.

Thanks to the quick thinking of one of our customers, Beyond Bank was able to stop a scam as it was unfolding, preventing any loss of money.

Our customer was on the computer when it suddenly locked up. A warning sign appeared on the screen, instructing her to ring Apple Support on the phone number displayed.

Confused, she rang the number on the screen. The person on the phone claimed to be a technician. He said that her computer had been hacked through her Wi-Fi network and that he would talk her through some steps to help her clean it up.

When her husband overheard her say, "they can get into my bank account?", his alarm bells went off and he immediately rang us.

Our team froze the accounts to stop any transactions, thwarting the scammer's plan to steal our customer's money.

"They were so convincing, that's what got me," said our customer.

"The Beyond Bank team member locked our accounts straight away. We were elated that we didn't lose any money. We're grateful for the immediate action."

Giving extra care to those most vulnerable to scams.

After an elderly customer had a close call with a scammer, Sophie Scott-Young, Beyond Bank's National Operations Manager of Customer Experience, went the extra mile to show her how she could protect herself in the future.

Jane* was on her computer when a message popped up on her screen instructing her to call the phone number displayed. When she made the call, the person she spoke to said she needed to make a payment over the phone.

When Jane said she didn't want to do that, the person on the phone asked her to leave a blank cheque in her mailbox, which she did.

Shortly after, someone in a white van came by to pick up the cheque from the mailbox. Jane realised that something wasn't right and called our Customer Relationship Centre. Fortunately, we were able to cancel the cheque in time and no funds were lost.

When Sophie heard what had happened, she called Jane immediately and asked if she could work with her to keep her safe.

Sophie drove to Jane's house straight away. Embarrassed, Jane needed a bit of coaxing before she opened up to Sophie over a cup of tea.

First, Sophie helped her contact the police to make the report. After explaining that Jane's data could have been leaked through data breaches, Sophie worked through some of Jane's paperwork to identify the breach and helped her order a new Medicare card.

Sophie also took a look at Jane's computer and saw that Teamviewer, a remote access tool, was installed. Sophie uninstalled it.

When Sophie learnt that Jane regularly withdrew large amounts of cash to pay tradies, she explained how electronic transfers would reduce her risk of accidentally losing the money or worse, getting robbed.

Sophie showed Jane how to download the Beyond Bank Mobile App on her phone, showed her the main functions and went through safety features such as turning on notifications and disabling international payments.

Sophie saved the Beyond Bank contact numbers in Jane's phone and explained how she should ring the numbers saved in her phone if she was ever unsure about her banking, or if someone called claiming to be from Beyond Bank.

Sophie is an amazing example of how our people go above and beyond to protect and empower our vulnerable customers.



Sophie Scott-Young promoting scam awareness at the 2023 COBA Convention.



Our grateful customers gave the Hendon branch some chocolates to say thanks to the Beyond Bank team for stopping a scam in its tracks.

*Source: Scamwatch

*Customer's name has been changed for privacy reasons.

Protecting customers' financial futures.

Three of Beyond Bank's Gungahlin branch staff were recognised with a Beyond Award this year, after their awareness and swift action helped uncover a case of financial abuse, ultimately saving a customer from harm.

Branch Manager Jake Adam, and customer service staff Summer Stevens and Pragya Joshi felt something was not quite right when a customer requested to withdraw money from her account.

After some private discussions with the customer, they found out she was being coerced into withdrawing money for someone else and knew they needed to act swiftly to ensure not only the customer's financial security but, more importantly, her safety.

"We pride ourselves on being a customer-centred bank and that we actually care," Summer said.

"We're not just there to process transactions for you, but we really care about customers' wellbeing, and making sure that they have everything they need."

As more information came to hand about the extent of the financial abuse, Beyond Bank staff placed the necessary restrictions on the account, worked with local law enforcement to protect the customer, and maintained a calm environment at the branch due to the fact the perpetrator was there as well.

"The human response can sometimes make you feel a certain way, even if it's not happening to you, but your human emotions can get in and make you feel that loss for the person," Jake said.

"We knew we needed to do something, so the human response was to do everything we could for the safety and wellbeing of the customer."

After the situation was resolved and the customer was no longer at risk, local law enforcement contacted Jake to thank him and his team for their help.

"The police reached out to thank the team for what had happened, and they said these things happen every day, but it's not always reported," he said.

"They were very thankful and very appreciative of the steps we took to protect the customer."



Pragya Joshi, Jake Adam, Summer Stevens, Ross Lloyd.

Beyond Bank's financial wellbeing outreach service.

It's standard practice for many financial institutions to send a customer feedback survey to customers who've made contact.

Beyond Bank's customer feedback survey has an additional question asking how comfortable customers are with their financial wellbeing.

When a customer rates their financial wellbeing with a score of 1 or 2 (i.e. not comfortable), we reach out to offer support services such as banking reviews or setting up a budget, to help them feel more confident and secure.

Supporting women at risk.

For women fleeing domestic and family violence, especially in regional and remote areas, it can be an extremely stressful experience, often leaving home without the basic essentials.

The Zonta Club of Albury-Wodonga works closely with the local police to support women and provide them with essential items to get them through the hardest few days.

Thanks to a grant from Beyond Bank, Zonta provides women with a small backpack of essentials such as toothbrushes and toothpaste, menstrual hygiene products, and games for children to play with, among other things.

The club's treasurer Alwyn Friedersdorff said it wasn't a big thing, but it could make a massive difference to a woman in need of that support.

"We don't hear from the women themselves, but the police have certainly said it's really a lifesaver and a great help to them," she said.

"Some of the police were digging into their own pockets and saying, 'Look, here's \$20 to tide you over,' because they had nothing else to help the women with.

"Police are very caring people, they feel it as much as those who are in distress, so to have something like this helps both sides."

Alwyn said although the club was small, it made a big impact through its fundraising efforts, with a \$2,500 grant from Beyond Bank significantly boosting outcomes for local women.



Backpacks with essential items provided Zonta Albury-Wodonga.

"Beyond Bank has demonstrated a huge caring dynamic in how they operate," she said.

"They choose people to donate to for that very reason. It's not about flashing the money around, it is about the caring side of the bank, which is a nice thing to have.

"It's so important that organisations like Beyond Bank support us because we don't get federal funding. We do our own fundraising and need to make a considerable amount of money to keep our projects going."

Value.
\$2,500

Grant duration.
Once-off grant for project

Engagement.
Packs to be delivered in December 2023

Benefits.

For community: To provide Domestic Violence Officers with a pack of essential items for immediate distribution to women escaping DV situations in Albury-Wodonga.

For the community partner: To ensure that every woman leaving a DV situation in Albury-Wodonga has access to an 'emergency pack' from a DV officer.

Softening the blow of the fixed-rate cliff.

In 2022, interest rates globally started rising as monetary authorities in many countries implemented measures to curb inflation.

From May 2022 to November 2023, the Reserve Bank of Australia raised the cash rate 13 times. Over this period, the cash rate went from 0.10 per cent to 4.35 per cent, a 4.25 per cent increase. This meant that every financial institution in Australia had to increase their lending interest rates accordingly to keep up with their own borrowing costs.

Across Australia, people with fixed rate home loans that were about to expire were faced with renewing their loans at a much higher interest rate.

Beyond Bank's Customer Experience team identified the huge impact this would have on our fixed rate home loan customers. They got a list of all customers who would soon come off fixed rate loans and formed a plan to proactively call them to offer support and advice for when their loans expired.

In FY23/24, Lily Utteridge-Jones, Alex Beaton* and Lucia Carbone from the Customer Experience Support Team called 3,180 customers about their upcoming fixed rate expiries and handled 6,735 phone call interactions.

"Some customers were positive about finding out early, but others would cry and be really upset," Alex said.

"While we couldn't keep their repayments to what they were three to five years ago, we could help guide them through this tough transition."

Lily said many customers actually knew their repayments would increase significantly, but were "burying their heads in the sand" because they didn't know what to do about it.

"It was really rewarding to help customers with their budgets and improve their financial literacy," she said.

"By reaching out to them early, holding their hand through the process and educating them on their available options, we were able to help customers work out a plan before things got out of hand."

"I'm currently in between jobs, so when I thought I was going to end up homeless, I started to tear up.

Alex did some calculations, explained my options and came up with two solutions for me. He was calm, professional, helpful, knowledgeable and kind throughout the call.

I really appreciated Alex's solution and the time he took to help me. He is a great asset to Beyond Bank, and I can't thank him enough."

De-Anne, South Australia

*Alex Beaton is now in the Broker Support team

Beyond Bank Employee care™.

Beyond Bank Employee Care™ is a program designed to provide financial help in terms of reducing cost-of-living pressures, improving financial literacy, boosting financial wellbeing and empowering customers to reach their goals.

This ties into our strategy of changing the lives of our customers and community through financial wellbeing.

Beyond Bank launched its Beyond Bank Employee Care™ pilot program this financial year with modules such as a benefits and rewards app, financial education courses, access to financial wellbeing consultants, webinars and podcasts, and a custom-made banking package.

The next stage of the program included earned wage access.

This program will be delivered first to our community partners to provide to their employees. It's a highly engaging, complementary program that is not just transactional.

We know through our close engagement with employees working in the community sector, we'll be changing their lives, and in turn helping them to impact the community even more.

Progress on our B Corp customer initiatives from our FY23 Corporate Report.

Initiative	Status	Progress
We will launch our green loan product range to help our customers benefit from the cost savings that come with investing in renewable energy. This will also contribute to reducing our customers' own carbon emissions.	In progress	<ul style="list-style-type: none"> We are still in the process of identifying how we can best leverage our products and services to support our customers reduce their carbon emissions. We will be making disclosures on climate-related opportunities, including how they relate to our products and services, in our first climate report planned for FY25.
We will continue to invest in financial wellbeing initiatives to assist our customers to manage their money smarter and achieve their financial goals.	On track and ongoing	<ul style="list-style-type: none"> We are close to completing a pilot program called Employee Care which supports the financial wellbeing of employees of our community partners. Two community partners participated in this program in FY24 reaching 220 employees, with an additional six partners expected to join the program next year.



The great Australian dream comes true.

Guiding and supporting customers through the loan application journey.

Judith and Fungai Chiganangana applied for a home loan with Beyond Bank after learning it was one of the only financial institutions with remaining places for the First Home Guarantee (FHBG¹).

The couple moved to Australia from Zimbabwe in 2010, had become Australian citizens and met all the criteria to be eligible for the FHBG.

Judith was a nurse, simultaneously working a full time and casual job before accepting a 12-month fixed term employment contract at a local hospital in Western Australia.

Fungai, working on a casual basis, was the main caregiver to their three children.

Judith and Fungai were looking to buy a home close to Judith's workplace, but unfortunately they were unsuccessful in getting approved for a home loan.

Beyond Bank advised the couple that their loan application could not be supported by casual income, and they would need to wait until Judith had completed six months of her new contract.

Although the couple was disappointed at that point, they were committed to the process of owning their own home.

Timing is everything.

At the start of the new year, Fungai shared that Judith had just received permanency at the local hospital and they resubmitted their application soon after.

This time it was approved and their Beyond Bank home loan settled shortly after, enabling them to buy their new home.

"I still can't find the appropriate words to describe how Beyond Bank dramatically helped us change our lives," Fungai said enthusiastically.

"There is no better dream than to have what one calls your own home – the great Australian dream.

"Not having any experience with the home buying process, we had feared it would be a complicated process – but Beyond Bank made it so simple and stress free.

"They guided us through everything we did, and we cannot thank them enough."

¹ Formerly called the First Home Loan Deposit Scheme. The First Home Guarantee (FHBG) is part of the Home Guarantee Scheme (HGS), an Australian Government initiative to support eligible home buyers to buy a home sooner.



Fungai and Judith Chiganangana with their family.

A part of your community.

Our commitment is to our customer-owners and their communities.

We believe that strong communities help everyone thrive.

We collaborate with community groups to make a difference through financial support, banking services, and personal relationships across Australia.

We actively involve ourselves in improving communities and encourage our staff to volunteer locally.



Beyond Bank Foundation.

Creating more good, together.

The Beyond Bank Foundation has been a way of giving back to the community since it was established in 2007.

Over the years, the Foundation has supported numerous community programs and initiatives nationwide, helping to change lives through our funding.

Key focus areas.

Beyond Bank is dedicated to building communities by supporting local organisations and participating in events through volunteering and financial contributions.

The Beyond Bank Foundation focuses on three key areas, aligning with our values as a financial institution to make a significant impact.

This includes the provision of support during natural disasters to affected communities and individuals.

The following pages highlight some of the community initiatives we support.





Together, we made double the impact.

Beyond Bank is proud to put its support behind causes that strengthen our communities through its annual Double Donation fundraiser.

Born out of increased demand for frontline services during the pandemic, our Double Donation initiative supports local charities in hosting their own 48-hour dollar-matching fundraiser.

Throughout these two days, the Beyond Bank Foundation dollar matches every donation, up to a total of \$10,000 per charity. This gives our partners the opportunity to fundraise a significant amount in just two days.

In 2024, we supported 15 charities and not-for-profit organisations across Australia. Across 48 hours, we banded together with local supporters to raise \$323,212.

Beyond Bank is proud to support charities that help strengthen our communities. Together, we made double the impact.



Twice the benefit for The Village Co.

One charity supported in 2024 was The Village Co, a South Australian-based charity founded by CEO Stephanie Malan. The Village Co supports new mothers who are experiencing vulnerability, primarily due to domestic and family violence, homelessness and poverty.

The Village Co provides practical support by providing items for both mother and baby – such as nappies, wipes, baby clothes, breast pads, deodorant, sanitary pads, shampoo, conditioner and more.

The Village Co raised an incredible \$22,022 during the Double Donation campaign, which will be used to expand its reach to support mothers in regional, rural, and remote areas of South Australia, and estimates it can support an additional 300 women with these funds.

Here's what Stephanie Malan had to say about the campaign:

“Being involved in the Double Donation campaign with Beyond Bank was a transformative journey for The Village Co, allowing us to amplify our outreach and support for vulnerable families by doubling the contributions we received,” she said.

“This partnership not only highlighted the community’s generosity, but also reinforced our commitment to extending essential resources and assistance where it is needed most.

“We are profoundly grateful to Beyond Bank for their commitment, which has greatly impacted our ability to support more families than ever before, truly making a significant difference in our community.”

Towards a stronger future through Reconciliation.

Formulating a Reflect Reconciliation Action Plan (RAP) has been a crucial initial step in acknowledging our organisation's significant role in advancing reconciliation within our workplaces and local communities.

We also recognise that this framework, developed by First Nations Peoples, is the most effective way to engage with them on this journey towards reconciliation and a shared future.

We are dedicated to this process as part of our purpose to change the lives of our customers and community through financial wellbeing.

We believe in fostering inclusive communities and representing the diverse populations we serve.

By building stronger relationships with Aboriginal and Torres Strait Islander Peoples, we aim to remove barriers to financial wellbeing, contribute to economic empowerment, and cultivate a shared pride in First Nations cultures and histories, which is why we have developed our inaugural Reconciliation Action Plan.

Our organisation plays a pivotal role in promoting reconciliation through education and awareness, financial inclusion via our banking products and services, and economic empowerment through job opportunities and support for First Nations-owned businesses.

We understand that each community is unique, yet all communities thrive on connection and relationships. Our goal is to strengthen these communities and contribute to a dialogue that challenges perceptions and fosters a sense of shared pride.

Our Reflect Reconciliation Action Plan incorporates actions across these four pillars:

Relationships

Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.

Respect

Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and rights through cultural learning; increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.

Opportunity

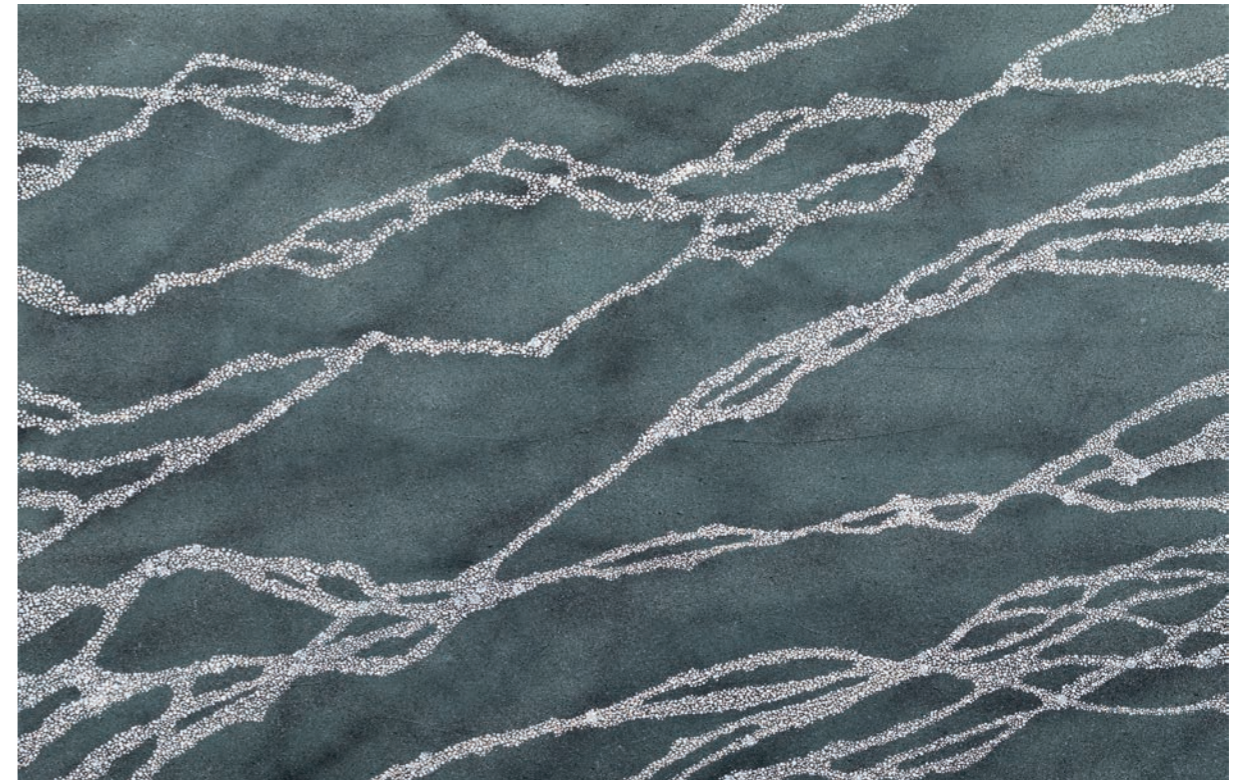
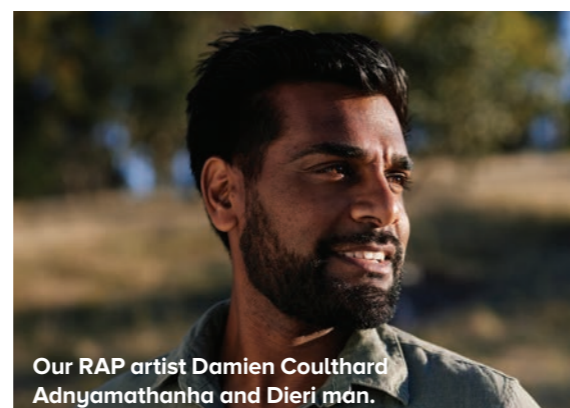
Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.

Governance

Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.

We officially launched our Reflect Reconciliation Action Plan in December 2023 in Adelaide. Damien Coulthard, special guest from Warndu, presented our Reconciliation artwork 'Travelling the pathways of our ancestors' along with its story. The yellow and ochre piece is now proudly displayed in our Waymouth Street branch.

We were also thrilled to have our own Gunditjmara woman Theresa Thompson speak on the night and at following RAP events. Our people were able to hear about Theresa's family experience and the importance of our RAP for her, her family and her community. Theresa's lived experience, along with that of Kellie Graves from the Tjindu Foundation, have been a fundamental part of shaping what we have committed to and why.



Our Reflect RAP artwork by Damien Coulthard: *Travelling the pathways of our ancestors*.



Scan to read: The story of our artwork

Inclusion for people living with a disability.

We believe every member of our community deserves respect and recognition for their participation and contribution. Our Disability Access and Inclusion Plan (DAIP) centres around three key goals aimed at improving accessibility and equitable support for people with disabilities.

1

A supportive and inclusive culture and accessible work environment.

2

Increased employment of people with a disability at Beyond Bank.

3

Increased representation and improved accessibility for customers with a disability.



Our action plan for the three-year period FY 2024-2026 comprises of six areas of focus:



Organisational readiness



Workplace culture



Recruitment



Product and service design



Digital access



Physical access

By recognising we are developing in our understanding of societal barriers and their removal, we have partnered with a range of organisations who represent the interests of people with all kinds of disabilities.

It has been some years since we engaged with our community partners in the disability sector to co-create a localised branch design in Canberra. As not all sites are the same, we engaged a specialist to develop Accessible Branch Guidelines that advise us on how to create environments where staff and customers have the dignity of independent and equal access – adopting a good, better and best methodology.

To make our website more accessible, we redesigned it from the ground up to achieve an AA Web Content Accessibility Guidelines standard. This started with the visual design of the site, improving colours and layout to ensure sufficient contrast and readability. Alternative text was then applied to all imagery, ensuring content was accessible. Components were also developed to ensure compatibility with screen readers and other assistive technologies.

Our approach to diversity and inclusion reflects our values as an organisation, which is why the DAIP working group has a direct feed into the Diversity and Inclusion Committee, chaired by the Chief Community and Strategy Officer.

Beyond Bank remains focused on delivering the commitments made in the DAIP, as we support all of our people and customers in leading meaningful lives and contributing to the community.



Music for all.

How the Adelaide Symphony Orchestra is making concerts more inclusive.

The Adelaide Symphony Orchestra (ASO) has begun delivering relaxed concerts aimed at making live music accessible to all, including those with disabilities.

In partnership with Beyond Bank, Can:Do 4Kids, The Foscett Foundation, Access2Arts and Tutti Arts, the concerts feature familiar music from films like Pirates of the Caribbean, Star Wars, Harry Potter and the Avengers, and are designed to be sensory-friendly with reduced ticket sales to avoid overcrowding.

ASO also provides detailed information about the concert experience, including details about Auslan interpreters, to ensure the booking process is seamless and stress-free.

ASO Partnerships Manager Catherine Woods said people of all abilities deserved the opportunity to enjoy their music, however reducing ticket sales to accommodate had an impact on the budget.

"Music's so important in terms of education and expressing things that maybe you can't put into words," she said.

"It being subsidised and supported by our partners is tremendously helpful because it allows us to limit tickets to each show to ensure the venue is more accessible and inclusive.

"It would just be too overwhelming if it's too dark, too crowded and you have to sit still. We don't want it to be a stress, we want people to come and really enjoy this."

Catherine said Beyond Bank had been an integral partner financially, however their staff were also really invested in the outcomes of the program.

"I've heard the lengthy amount of stuff (Beyond Bank) do for a range of organisations, but they always make us feel really special and valued," she said.

"We give them some complimentary tickets, and invariably they're giving them to another community group."

"We are big Beyond Bank fans – they've just been absolutely great."



Value.
\$10,000 per year



Grant duration.
Each year since 2018



Engagement.
Annual concert series

Benefits.

For community: The Relaxed Concerts series make live music experiences welcoming and comfortable for neurodiverse audiences, people with vision or hearing challenges, as well as anyone with sensory, communications or learning difficulties.

For the community partner: Beyond Bank ensures that ASO can continue to Relaxed Concert program.



Representing the sunflower.

Beyond Bank better positioned to support people with hidden disabilities.

Understanding the needs of people living with disabilities is critical to any customer-facing business, but Beyond Bank has gone one step further, teaming up with the Sunflower program.

The Hidden Disabilities Sunflower is designed to support people living with non-visible disabilities, primarily by raising awareness and training businesses.

Participating businesses are able to provide training to their staff and have people wear sunflower merchandise such as pins and lanyards, which sends a clear message to people living with any disability that support is available for them.

Beyond Bank has committed to training its staff to assist people with hidden disabilities, and they are given a pin to wear (during and outside of work if they wish) so they can be easily recognised by customers that may need extra assistance.

Beyond Bank has also backed the program with \$30,000 worth of grants over the last two years.

Paul Power, Hidden Disabilities Development Consultant at Bayley House, said corporate support was critical to raising funds for the organisation, however it also helped broaden the reach of the program throughout society.

"It's critical having corporates like Beyond Bank coming on board as it allows us to continue growing," Paul said.

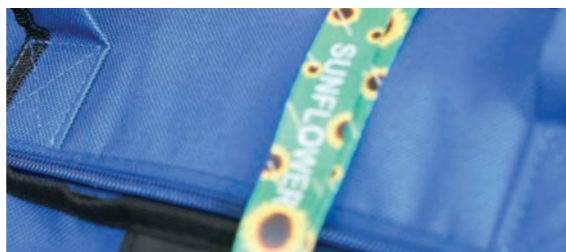
"Without corporate memberships coming through, we wouldn't be able to produce our products, we wouldn't be able to support people as effectively, and we probably would struggle to raise as much awareness.

"Momentum is growing, we've got a big list of corporates coming on board, and because they are bigger organisations, it helps to raise the profile of the sunflower."

Paul said while corporate partners were essential, their support became even more impactful when the staff within those organisations shared a passion for the program's outcomes.

"When Beyond Bank became members, they didn't do it for the wrong reasons, they didn't just say, 'we are sunflower-friendly,'" he said.

"They waited, they trained all their staff, they made sure they had everything correct before they went public, because they didn't want someone to walk in wearing a lanyard and not get the support they required."



New sensory garden thanks to Beyond Bank grant.

A sensory garden to support students with diverse and complex learning needs in Wagga Wagga has been made possible thanks to a \$2,000 Beyond Bank community development grant.

Willans Hill School will build the garden to create a safe place for students to interact with and learn about their environment without having to leave the school grounds.

The school's Parents and Citizens (P&C) Association president Anthony Brown said the goal was to create a space that could be enjoyed by all students.

He said support from organisations like Beyond Bank was invaluable in enabling the P&C

Association to fund larger projects alongside the smaller expenses incurred each year.

"I found the Beyond Bank staff I dealt with through the grants process very supportive and very helpful," Anthony said.

"I didn't have all the facts and figures at my fingertips and they were great at walking me through the process."

Works are yet to begin, however Anthony said teachers were excited as the sensory garden would offer a valuable new learning space for students.



Value.

\$30,000 (\$15,000 per year)



Grant duration.

Two years

Engagement.



Every staff member trained to assist people with hidden disabilities and given a pin to wear

Benefits.

For community: We have the knowledge and awareness to service people of all abilities, including those with hidden disabilities. This gives people the confidence to approach staff and communicate what they need to receive excellent banking experience.

For the community partner: Bayley House can increase the advocacy of the program to ensure that a significant number of businesses are members of the program.



Value.

\$2,000



Grant duration.

Project



Engagement.

Once-off grant

Benefits.

For community: The sensory garden will provide therapeutic benefits for many of the students who suffer from sensory processing issues.

For the community partner: The objective is to create a space which can be enjoyed by all students of differing mental and physical capacity over many future generations.

Heart of a Lion.

How Codee-Jo inspired a safe haven for families impacted by cancer.

For families with young children facing cancer, the experience is life-altering, and even after successful treatment, the challenges don't always end.

For immunosuppressed children, returning to normal life is often met with obstacles, particularly in maintaining hygiene, which can make it difficult to engage in the same daily activities as other kids.

Lion Hearts Learning was created to offer these children an early learning environment where they can stay connected socially while remaining safe during their recovery.

General Manager Sasha Ritson said the organisation was founded by her sister and brother-in-law after her niece struggled to reintegrate into early learning following her own cancer battle.

"Codee-Jo was diagnosed with leukemia when she was young, around one and a half years old, and what my sister and brother-in-law realised pretty quickly was there was a bit of a gap in services," she said.

"After treatment, when she was ready to get back into life, start meeting friends and start doing a bit of learning, she actually couldn't go to normal child care because she was immunosuppressed.

"So we thought, why don't we start something where young children under schooling age can be in a space where they can continue to learn, they can make new friends, have social and emotional awareness, and get those pre-learning skills every little one should have the right to be involved in."

Sasha said finding financial support for Lion Hearts Learning was challenging, but through partners like Beyond Bank, they were able to deliver great outcomes for children battling cancer, and their families.

"Beyond Bank met my brother-in-law and my niece, and I think it just pulled on their heartstrings," she said.

"They wanted to get involved because they saw the power of what Lion Hearts Learning does."

Beyond Bank provided Lion Hearts Learning with a \$5,000 donation; however, a number of staff also supported the seven-day bike challenge from Adelaide to Melbourne.

This fundraiser brought a total of 25 riders together to raise much-needed funds, while also supporting each other through what was a tough week on the bike.

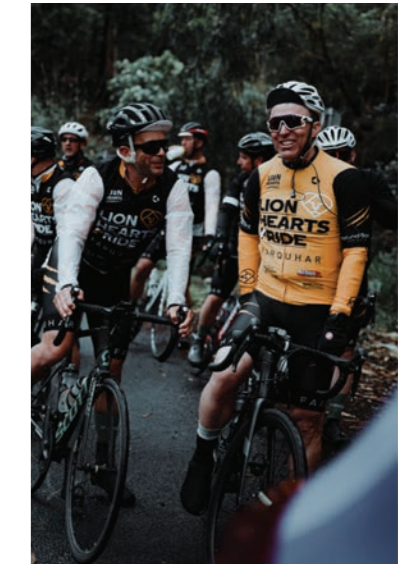
Sasha said the funds raised from the ride kept the organisation afloat coming out of COVID – and Beyond Bank's support during that time, which included experienced staff getting actively involved in the organisation of the event, was invaluable.

"To be honest all the people that help us are very invested, but Beyond Bank especially has just been a crucial element in our moving forward.

"They're just beautiful humans and just want to help."



Marlaina McPhillips, Shane Farley, Kerri Bagley, Stephen Handrick.



Value.

\$5,000 plus additional fundraising



Grant duration.

One year

Engagement.

Financial support plus volunteers, support car and riders from Beyond Bank fundraising for Lion Hearts Learning.

Beyond Bank Fundraising through SA branch network and internal teams to the value of \$25,000.

Benefits.

For community: Provision of early childhood care for families with children who are immunosuppressed.

For the community partner: Total amount raised from the ride was enough to provide funding for more than 12 months of operation.



Progress on our B Corp community initiatives from our FY23 Corporate Report.

Initiative	Status	Progress
We will assess the diversity of our supply chain and identify opportunities to support businesses that are owned by indigenous peoples, women, people with disabilities and those who identify as from the LGBTQI+ community. This will enable us to set specific targets to support these businesses.	On track	<ul style="list-style-type: none"> We have identified a small number of diverse suppliers we have engaged with in FY24. In FY25, we will be introducing new fields in our invoicing and reimbursement processing systems to further help us track and gain greater insights into the diversity of our supply chain. Through our first RAP we are also developing a list of First Nations organisations that we can potentially partner with that will complement our efforts to diversify our supply chain and set targets.
40 per cent of our procurement spend will be with local suppliers by 2025 (up from the current ratio of 27 per cent).	Completed	<ul style="list-style-type: none"> We've sought clarity on the methodology for how we classify our local suppliers. As a result, our ratio of local suppliers is already higher than 40 per cent at 73 per cent.



Kicking goals for the community with the Dees.

Since 2021, Beyond Bank has proudly served as the Official Bank of the Melbourne Football Club, fostering a partnership beyond financial support to deeply engage with the community and fans.

This partnership underscores Beyond Bank's commitment to community values and its dedication to supporting local initiatives.

One of the standout aspects of this partnership is Beyond Bank's role as the naming rights partner of the Demon Family Series through the 2024 season.

This initiative is particularly significant as it focuses on supporting Victorian families and junior supporters. The Demon Family Series includes three family days held at various locations, from Casey Fields to Gosch's Paddock, providing a fun and engaging environment for families to connect and enjoy the sport together.

Beyond Bank's community involvement through the Melbourne Football Club extends further through its support of Breast Cancer Network Australia (BCNA), The Reach Foundation and FightMND.

These partnerships have provided Beyond Bank with opportunities to contribute to the wider community, including a generous donation of \$10,000 to the Big Freeze event, which raises funds for research into Motor Neurone Disease.

In addition to financial contributions, Beyond Bank employees participated in the Indigenous Cultural Awareness Education Workshop in the lead-up to the Sir Doug Nicholls Round, demonstrating a commitment to understanding and respecting First Nations cultures and histories.

Beyond Bank also offers unique experiences to Melbourne Football Club fans, creating memorable moments for fans that money can't buy.

These experiences include opportunities such as participating in the coin toss and having photo shoots with players, adding a special touch to the fan experience and strengthening the bond between the club and its supporters.

Through these initiatives, Beyond Bank not only supports the Melbourne Football Club but also enriches the lives of its fans and the broader community, embodying the spirit of partnership and community engagement.



Teaming up against breast cancer.

Working together to support Australians impacted by breast cancer.

When it comes to raising much-needed funds to support Australians impacted by breast cancer, Breast Cancer Network Australia (BCNA) relies heavily on its valuable community partnerships.

Through its connection to the Melbourne Football Club, and the Field of Women fundraising event, BCNA worked closely with Beyond Bank this year to raise funds and show support for those impacted.

“Our Field of Women event is where we bring over 10,000 people impacted by breast cancer onto the field of the Melbourne Cricket Ground to bring a sense of connection and solidarity for the people who have been impacted,” BCNA Fundraising Director Sandra Robertson said.

“Beyond Bank became involved as a partner which was terrific and really helped us to activate that day, but also to raise awareness of the impact of breast cancer in the community.”

BCNA also partnered with Beyond Bank as part of its Double Donation campaign, which was successful in raising more than \$30,000 for the organisation – one of the highest Double Donation efforts this year.

Sandra said working with Beyond Bank was a rewarding experience, given the firm focus it had on supporting its community as a B Corp.

“It’s just a really wonderful opportunity to work with a bank that is a B Corp, and shares the same values that we do around community and connection,” she said.

“We’re very fortunate to have a whole range of partners who demonstrate that strong commitment to our cause and to the people that we support.”

In Australia, one in seven women will be impacted



Some of our Beyond Bank volunteers.

For more information about BCNA, visit the website at www.bcna.org.au

by breast cancer throughout their life – while breast cancer remains the most commonly diagnosed cancer in Australian women.

Breast Cancer Network Australia (BCNA) exists to ensure all Australians who are affected by breast cancer receive the very best care, treatment and support.

Sandra said the organisation supports women through four key areas – providing information and support about accessing treatment, creating opportunities for connection through events, offering resources such as podcasts and conferences, and most importantly, advocating for legislative and social change.

She said by accessing support through partners like Beyond Bank, BCNA was able to advocate for life-changing drugs to be listed on the Pharmaceutical Benefits Scheme.

“There was a really exciting drug that was listed for people with metastatic breast cancer, which means it is treatable but not curable, and this really wonderful drug was very, very expensive,” Sandra said.

“A person that’s on this drug has an increased life expectancy of two years, so for someone with an incurable disease, that additional time is priceless.”

“It’s just a really wonderful opportunity to work with a bank that is a B Corp, and shares the same values that we do around community and connection.”

Sandra Robertson
BCNA Fundraising Director



Value.
\$25,000

Grant duration.
Once-off event

Engagement.
Staff attended Field of Women event and engaged with BCNA and their partners at BCNA-hosted events during the football game.

Benefits.
For community: Field of Women is a BCNA signature event that aims to bring the statistics of breast cancer to life in a meaningful and visually powerful way that highlights the personal impact of breast cancer on our community.

Awareness and advocacy of BCNA’s work means that people are more likely to detect breast cancer early and have a more positive outcome.

For the community partner: Funding allows them to continue to provide services that ensures no one goes through breast cancer alone.



Slam dunk partnership raises funds for charity.

Beyond Bank was proud to continue its partnership as the Official Bank of the Sydney Kings and Sydney Flames.

This collaboration has significantly benefited the community and fans alike.

In the lead-up to the Christmas Day game, Beyond Bank supported the Salvation Army Red Shield Appeal. For every three-pointer shot by the Sydney Kings on the day, Beyond Bank donated \$500, amounting to a total donation to the Salvation Army of \$4,500.

Our local team also played a crucial role by collecting donations in branches and online through a dedicated donation portal.

In January, Beyond Bank extended its support to the McGrath Foundation during the Pink Hoops game with the Sydney Flames. For each three-pointer shot by the Flames, Beyond Bank donated \$500, contributing a total of \$2,500 to the Foundation's efforts to increase breast cancer support and awareness.



Through our partnership with the Sydney Kings, we were thrilled to give away 1,000 free tickets to fans during January, enhancing the game-day experience and fostering a stronger connection with the community.

Beyond Bank remains committed to supporting local communities and fostering a spirit of togetherness through its partnership with the Sydney Kings and Sydney Flames.

We look forward to many more successful initiatives in the future.

Our climate change work.

In 2026, we will be among the first group of Australian companies who will be reporting against the new Australian Sustainability Reporting Standards, which require us to demonstrate how climate change affects our business and identify steps we are taking to reduce this impact.

To prepare for this, we are voluntarily planning to report against these standards at the end of the 2025 financial year.

This year we have deepened our understanding of the risks and opportunities presented by climate change by:

- Reviewing the new Australian Sustainability Reporting Standards to understand what additional information we need to collect so that we are ready to report on our approach to climate change as it relates to our strategy, governance mechanisms, risk management, and any metrics and targets we might set

- Reviewing our Climate Risk Policy and Climate Risk Profile
- Analysing our current understanding of how the physical risks posed by climate change may affect our customers and our business
- Understanding what data we need to measure our Scope 1-3 emissions and begin to quantify climate-related risks in financial terms
- Establishing a cross-functional project team comprising colleagues from our sustainability, risk, and finance teams to lead this work.

In last year's Corporate Report, we made some commitments for action over two years to June 2025 on environmental initiatives including climate change. The status of these activities is outlined in the table on the next page.



Progress on our B Corp environmental initiatives from our FY23 Corporate Report.

Initiative	Status	Progress
We will develop a climate transition plan as required by the International Sustainability Standards Board (ISSB) standards.	On track	
Develop science-based targets to guide our approach to climate change mitigation.	On track	
100 per cent renewable energy use across our operations by 2025.	On track	
Transition 80 per cent of our fleet to hybrid vehicles by the end of FY25.	On track	
Implement an environmental management system (EMS) covering waste generation, energy usage, water usage and carbon emissions with quantifiable targets.	Target has changed	



Digitisation driving down paper waste.

In recent years, we established a new Simplification and Automation team to focus on how we can simplify our processes and use digital technology to drive more automation in the way we work. The purpose of this team is to create greater organisational efficiencies for our people and our customers while delivering projects that will also reduce our environmental footprint.

Over the past year, we estimate we have saved more than eight tonnes of carbon-dioxide equivalent from initiatives such as:

- The replacement of paper-based loan checklists with electronic versions that are embedded in the workflow of our new Apply Online (AOL) loans origination system.
- The introduction of eSign for all home loan contracts. Here loan applications are sent to an email through a secure portal link to our customers' device for signing. This has removed the need for loan contracts to be printed in duplicate (a copy for us and for each borrower or guarantor), as eSign and electronic delivery is now our default option.
- The reduction of loan documents by having our partner, FMS, send us our customers' completed loan applications electronically through a file transfer process, instead of hard copy files.
- A pilot initiative to switch some of our customers from paper to electronic statements.

Auto-switch from paper to electronic statements.

As part of the Letters initiative to transition customer communications from paper to digital, we formed a working group to run a pilot project automatically switching some of our customers to electronic statements (eStatements).

As six-monthly June and December statements go out to the greatest number of Beyond Bank customers, we focused our efforts on converting active online banking users who received six-monthly paper statements.

The auto-switch required various departments to investigate, modify and test a number of back-end systems and processes before deriving a final change flow and solution.

Understandably, there were some customers who preferred to receive paper statements and we supported them by giving them the option to opt out of the change.

Pleasingly, of 10,848 customers targeted for the auto-switch, only 449 customers opted out of the switch to eStatements. More than 10,000 customers have now successfully converted to eStatements – a 96 per cent success rate.

The environmental benefits of the change were reduced paper consumption and emissions for print and mail delivery. We also estimate in future years we will reduce our impact by three tonnes of carbon-dioxide equivalent (CO₂(t)) annually as a result of this initiative.

The successful pilot of this project has paved the way for future paper-to-digital customer communications for the broader Letters initiative.

Huge recycling achievement for Gawler branch team.

Around four years ago, Jackie Lucivero, Relationship Advisor at Beyond Bank's Gawler Branch in South Australia set up an exciting recycling initiative.

"I had always participated in recycling at home including soft plastics and organic waste," she said.

"I noticed how much of our recyclable waste at the branch was going straight into general rubbish, so I decided to implement these measures in the workplace too."

Jackie said that when they moved to the new Gawler location, she discovered there was only access to one skip bin for cardboard, which was shared with other shopping centre tenants.

"This forced us to come up with our own solution to continue with general recycling," she said.

"Other recycling initiatives were introduced over time and my co-workers all jumped on board with me.

"We now separate cardboard from standard recycling like plastic and glass and also recycle bottles and cans, organic waste, blister packs and beauty packaging."

Since the initiative started, the Gawler branch has estimated that it avoids 308 kilograms of waste going to landfill each year.

Jackie said she was proud of how supported she was by her colleagues and would love to see similar initiatives rolled out by other Beyond Bank branches Australia-wide.



Supporting our people.

In our endeavour to change the lives of our customers and communities through financial wellbeing, we know our people are the heroes who can make this happen.

We aim to be the best relationship bank in Australia, which includes having strong relationships with our customers and communities, while also growing the relationships with our people.

In addition to Annual Leave, we also offer paid leave in the form of Parental Leave, Study Leave, Work-Life Balance Leave, and Community Volunteer Leave.

We provide employees with various benefits, including an Employee Assistance Program (EAP) through external partner Telus Health, offering free

professional counselling and support for employees and their eligible family members.

Our employee engagement score for the year was 87 per cent.

Work Health and Safety remains a priority, with 85 per cent of incidents closed within one day of the incident.

We recruited 273 new team members, increasing our total workforce by 21 positions. We currently have five First Nations employees, and we are looking to increase this significantly as we continue our Reconciliation journey. 129 of our people speak a second language, a benefit to our customers who sometimes seek support in languages other than English.



Total employees

768



553

Full time

156

Part time

36

Casual



478

Female



278

Male



12

Not specified

Distribution of employees

ACT	68
NSW	112
QLD	5
SA	428
VIC	59
WA	97
TOTAL	768

Paid leave hours taken by our people (excluding Annual Leave):

Parental Leave	15,196
Work-Life Balance Leave	11,144
Community Volunteer Leave	1,438
Study Leave	38

Highlights from this year's people initiatives.

Our desire to change the lives of our customers and communities through financial wellbeing includes the people who work at Beyond Bank.

This year, we have launched several initiatives to continue to attract high-performing values-based individuals to Beyond Bank who genuinely want to put our customers and communities first.

Our promise to our people.

Our Promise is our employee value proposition. It celebrates Beyond Bank's unique value proposition to attract, engage and retain great people to join us in our pursuit to be the best relationship bank. It centres around four pillars representing our priorities and values: Purpose, Relationships, Growth and Wellbeing.

Our Promise is Beyond Bank's commitment to enable and empower our people to work with pride and purpose, surrounded by engaging relationships, where their growth and wellbeing are nurtured and encouraged.

This is how we are truly for and with each other.

Branch Flex Leave.

Our branch employees are entitled to Branch Flex Leave. As a part of our commitment to providing a flexible workplace, we have implemented Branch Flex Leave days for frontline staff, allowing greater flexibility in managing their work-life balance.

Competency Framework.

We are committed to seeing our people have rewarding careers at Beyond Bank. We launched our new Competency Framework this year to help our people have more control over their development and career path. They are able to set measurable goals in order to determine their own career path and influence remuneration.

Our new framework also enables each employee to align their goals to our organisation's strategy, ensuring that each person is equipped to excel in their role to enable all of us to succeed in our business strategy.

Progress on our B Corp people initiatives from our FY23 Corporate Report.

Initiative	Status	Progress
We will understand how we remunerate our employees in terms of a living wage and start verifying this.	Completed	We have received confirmation from Wage Indicator that the minimum wage in Australia is higher than the living wage and therefore have met this requirement.
We will deliver on our commitments outlined in our first Reconciliation Action Plan (RAP) and Disability, Access and Inclusion Plans (DAIP).	On track	<ul style="list-style-type: none"> RAP: During FY24, 12 out of 34 actions were completed. 21 items are in progress for completion over the coming months. DAIP: Year One goals – 10 completed, four in progress to be completed within a month. One yet to be started.
We will report on our Gender Pay Gap and gender equality indicators as required under the Workplace Gender Equality Amendment (WGEA) bill (compulsory)	Completed and ongoing	<ul style="list-style-type: none"> Our gender pay gap was publicly reported by the Workplace Gender Equality Agency for the first time this year. Beyond Bank provided an accompanying employer statement on our website. This will be an annual requirement under the Workplace Gender Equality Amendment Bill.



Diversity and Inclusion.

At Beyond Bank, we understand that a diverse workforce drives creativity and effectiveness. Fostering a culture where everyone feels included, connected and valued is crucial to this goal.

This year, our main strategic priorities have been advancing gender equality, promoting age-friendliness and enhancing disability access and inclusion.

We held several In Conversation with Diversity and Inclusion sessions to discuss these issues and address how we can make improvements in these areas.



In Conversation with Diversity and Inclusion.

International Women's Day.

On 8 March 2024, Beyond Bank celebrated International Women's Day with the theme 'Inspire Inclusion', focusing on the importance of diversity and empowerment in all aspects of society.

Our Diversity and Inclusion Committee organised a live panel discussion to raise awareness, and empower positive change in gender equality and outcomes for women.

This year's panel discussion celebrated the tapestry of diverse experiences women bring to the table, with staff engaging with stories from extraordinary women within Beyond Bank.

The panel consisted of three inspiring women at Beyond Bank: Sam Andersen, Chair of Beyond Bank Australia; Stevie-Ann Dovico, Chief Information Officer and Vindy Venkateswaran, Senior Project Manager.

Our panel discussed topics including:

- Embracing diversity: navigating diverse cultures, backgrounds, and perspectives, emphasising the beauty of our differences.
- Championing inclusivity: exploring practical strategies for fostering a more inclusive environment within Beyond Bank and society.
- Amplifying unheard voices: highlighting the importance of amplifying marginalised voices and how we can collectively create platforms to allow them to be heard.

At Beyond Bank we continue to look to inspire inclusion, foster a sense of belonging, and empower positive change in gender equality and outcomes for women.

International Pride Month.

Our In Conversation with Diversity and Inclusion sessions discussed how we can create a more inclusive environment for LGBTQIA+ employees.

The sessions explored fostering inclusion and a sense of belonging through allyship, supporting inclusivity and building a community, while also focusing on what actions allies can take to better support the LGBTQIA+ community.

The sessions also covered how workplaces could create more inclusive environments for LGBTQIA+ employees, and emphasised the importance of elevating marginalised voices and collectively creating platforms to ensure people with diverse experiences were heard and valued.

Panellists included Sharon Debevc, Community Development Manager; Jarrod Pearce, Mobile Banker; Mike Day, Lending Manager, and Stanley Radford, Marketing Coordinator, who discussed experiences and challenges, while providing effective ways to educate others on LGBTQIA+ issues.

Investing in people.

JP Du Randt's career journey from South Africa to Beyond Bank's WA State Manager.

Beginning in South Africa's banking sector and now working as the State Manager for Beyond Bank in Western Australia, JP Du Randt has had an incredible career journey.

JP moved to Australia from South Africa in 2019 and settled in Canberra to begin his career at Beyond Bank, however recently made the move to Perth to head up the bank's customer experience operations in Western Australia.

He said Beyond's community-focused approach, its commitment to employee development, and its B Corp status were some of the main reasons he loves where he works.

"The company was really fantastic to allow me to settle in the way that I needed to," he said.

"Obviously moving interstate is quite a big move so it just allowed me that opportunity to come here and to settle in well."

He said while any good organisation always needed to look externally for talent, the emphasis Beyond Bank put on growing and promoting internally was a key strength.

"If there's a potential fit for a role or a promotion, Beyond Bank is open to promoting internally, which talks to their culture of investing in their people," he said.

JP said Beyond Bank was a workplace that always encouraged people to "bring their A-game", while also being supported to succeed and reach your potential.

"Bringing your A-game every day, for our organisation, for our people, for our customers – and we live those values, which is what really resonates with me," he said.

JP's journey to his current role in Western Australia was one that took him right across the country, but he said he felt valued and supported the entire way through.

"Beyond Bank has really created an open platform for everyone within the organisation to put their hand up and to be counted, and they also back you up and make sure the transition is reasonable and possible."

"Beyond Bank's absolute passion for their people is second-to-none, but also their passion for customers and how they bring the two together – that is where the magic happens."

JP Du Randt



Winner Nicole Anderson.



Winner Theresa Thompson.



Winners Danielle Weir and Vanessa McDaid.

Celebrating the people who change lives every day.

At Beyond Bank, we celebrate our team members who strive for excellence to change the lives of the people we serve every day.

All our people have the opportunity to nominate a colleague who has done something exceptional for our customers, our community, or each other.

During the year, we awarded 28 Beyond Awards in the following categories:

- For and with customers
- For and with community
- For and with each other

Congratulations to all our winners and nominees.



Matt Kanck with double winner Ashleigh Melzer.



Winner Roxanne Bartlett with Derek Grant.



Katrina Blackham and Jessica Blandford with winner Ashleigh Dibben.



Winner Terrance Neydorff.





Team 'GottaBeCrazy2024' at Relay for Life, comprised of staff and customers who encouraged the Gawler Community to raise more than \$60,000 for Cancer Council SA.

Our people in the community.

Beyond Bank is proud to offer its employees two days of paid leave every year for volunteering. We believe in supporting our people to volunteer for causes they're passionate about and in the past year our team took 1,438 hours of paid Community Volunteer Leave to give back.

We encourage employees to get involved and give back as it makes a difference in the lives of those they help, while also being fulfilling for our people. It's all part of our commitment to using our business as a force for good.

Our team volunteers in so many different ways – through the more than 5,000 community partnerships, as well as supporting causes near and dear to their hearts. From fundraising walks to wrapping Christmas presents, our employees went the extra mile to make a positive impact.

“ I was beyond thrilled to volunteer at RSPCA Victoria in Burwood.

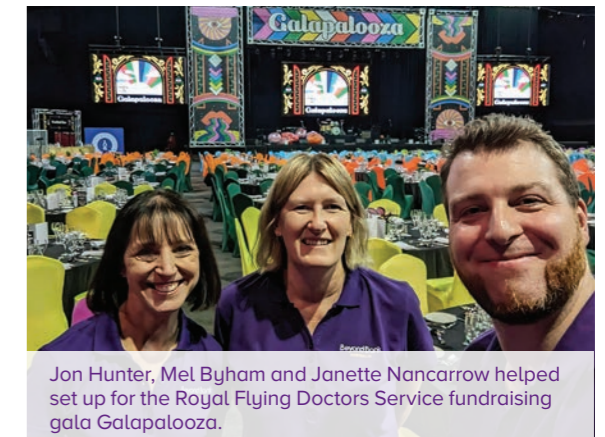
It always brings a smile to assist customers in brightening their day.

It brings me so much joy to know that I am from a workplace that is making a difference by contributing to community organisations.

Vindya Venkateswaran



Vindya Venkateswaran is passionate about pets and volunteers regularly at RSPCA Victoria's op shop.



Jon Hunter, Mel Byham and Janette Nancarrow helped set up for the Royal Flying Doctors Service fundraising gala Galapalooza.



Brionie Hansford, Natalie Wallace and Alana Barkla were part of Team Go-Getters who raised \$1,100 for the Hutt Street Centre.



Katrina Blackham and Trudy Graham helping Jenny's Place, a women and children's crisis refuge centre, to pack gift bags for those in need.



Tony Maughan (middle) geared up to cycle 300km from Melbourne to Warrnambool to raise funds for the Big Ride for a Big Life (with support from Martaina McPhillips and Stan Mihailidis).



Rosie McGuinness and Miriam Theuri walking in the March Against Domestic and Family Violence, in solidarity with our community partner, Centre for Women's Safety and Wellbeing.



WA branch staff volunteering at Vinnies to sort six large containers of donated clothes.



The Hunter Valley team built possum boxes and dismantled an enclosure for moving for WIRES, a wildlife rescue organisation.

Corporate governance.

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

Our core purpose is to change the lives of our customers and communities through financial wellbeing. This purpose has driven our strategy, which is founded on protecting, creating and returning value by being a sustainable, diversified and differentiated business, delivering value-based outcomes to you, our customer-owners, while strengthening the communities and society in which we operate.

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

Good governance is critical to creating an environment where our business can thrive and be

managed for the long-term interests of our customer-owners and communities around Australia.

It is the Board's responsibility to provide careful oversight of the strategic direction and operational performance of Beyond Bank. It must ensure that checks and balances are in place and risks are effectively managed to protect our customer-owners' money. In addition, the Board ensures that decisions are financially and ethically sound to support our growth and development. We approach governance through assessing impact across our customer-owners, our bank, our people and our communities.

At the root of good governance is the Board and management leadership's role in developing and sustaining a sound culture focused on our values. At its core, this includes doing the right thing the right way.

Corporate governance framework.



Our responsibilities.

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

We are focused on:

- upholding our purpose: changing the lives of our customers and communities through financial wellbeing
- driving our culture through living our values and demonstrating our behaviours
- protecting, creating and returning value sustainably
- establishing our strategy and objectives
- overseeing compliance and regulatory relationships
- ensuring financial strength and sound risk management
- governing according to our environment, social and governance (ESG) objectives and responsibilities, including our commitment to B Corp certification
- reporting to our customer-owners.

banking, technology and audit to ensure collectively it is fit to govern Beyond Bank, for the protection of our customer-owners and the sustainability of our Bank.

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

- Banking
- Financial services risk management
- Strategic planning
- Business and commercial experience
- Financial accounting and audit
- Corporate and financial governance
- Risk management
- Technology
- People management and remuneration
- Strategic enablement and marketing
- Legal.

Making sure our Board is fit for purpose.

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

Accordingly, your Board undertakes an assessment of the skills and aptitudes of its directors, and those seeking nomination for election or appointment as a director, to ensure that a high level of competency exists in the core areas of corporate and financial governance in a financial services organisation, business and commercial acumen, risk management, mutual businesses and the regulatory environment in which we operate. In addition, the Board seeks specialist skills in the areas of

Selection criteria for directors also considers personal qualities, including:

- Integrity
- Listening and communication
- Emotional intelligence
- Constructive questioning
- Collaboration
- Commitment
- Influencing and negotiating
- Critical thinking
- Innovation and alternative thinking
- Continual improvement
- Leadership.

Directors elected by members serve for a three-year term. The Board is structured so that some elected directors must retire each year by rotation and may be eligible for re-election. Our directors cannot stand for re-election if they have served for

nine years or more. This ensures our Board incorporates fresh perspectives, skills and experience to direct and oversee our organisation.

The performance of the Board, Board Committees and individual directors is internally assessed annually and independently assessed on a regular basis. The Constitution also allows for the appointment of directors, and your Board appoints directors where it is appropriate to bring specialised skills to the Board of Beyond Bank.

The Board currently comprises four elected directors and one director appointed for specialist skills in technology governance and performance whose term expires in 2025. All five directors are independent, and all directors have been assessed by the Nomination Committee as fit and proper and having the requisite skills and experience to fulfil their responsibilities.

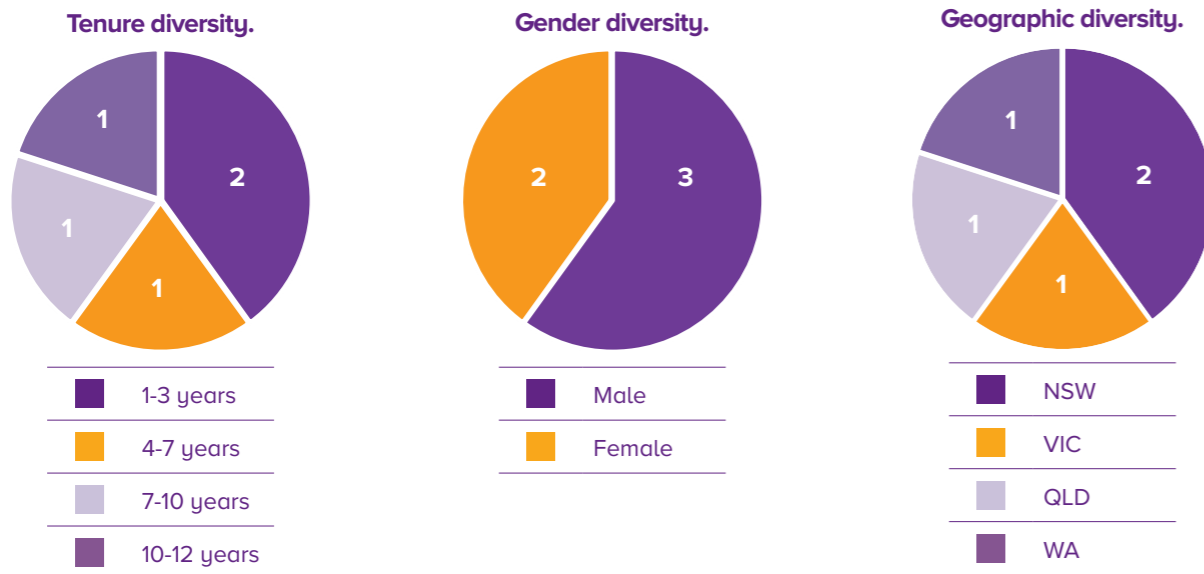
The Board of Directors considers succession planning and board composition annually. The critical roles of Chair and Board Committee Chairs have immediate succession plans in place in case of immediate need and for the long term as directors retire. The election rotation of directors is planned to ensure that required skills and experience are able to be clearly defined for each elected position so that the Nomination Committee can ensure that candidates placed before members

for election are appropriately skilled and experienced in the required skills to govern an organisation of the size and complexity of Beyond Bank Australia.

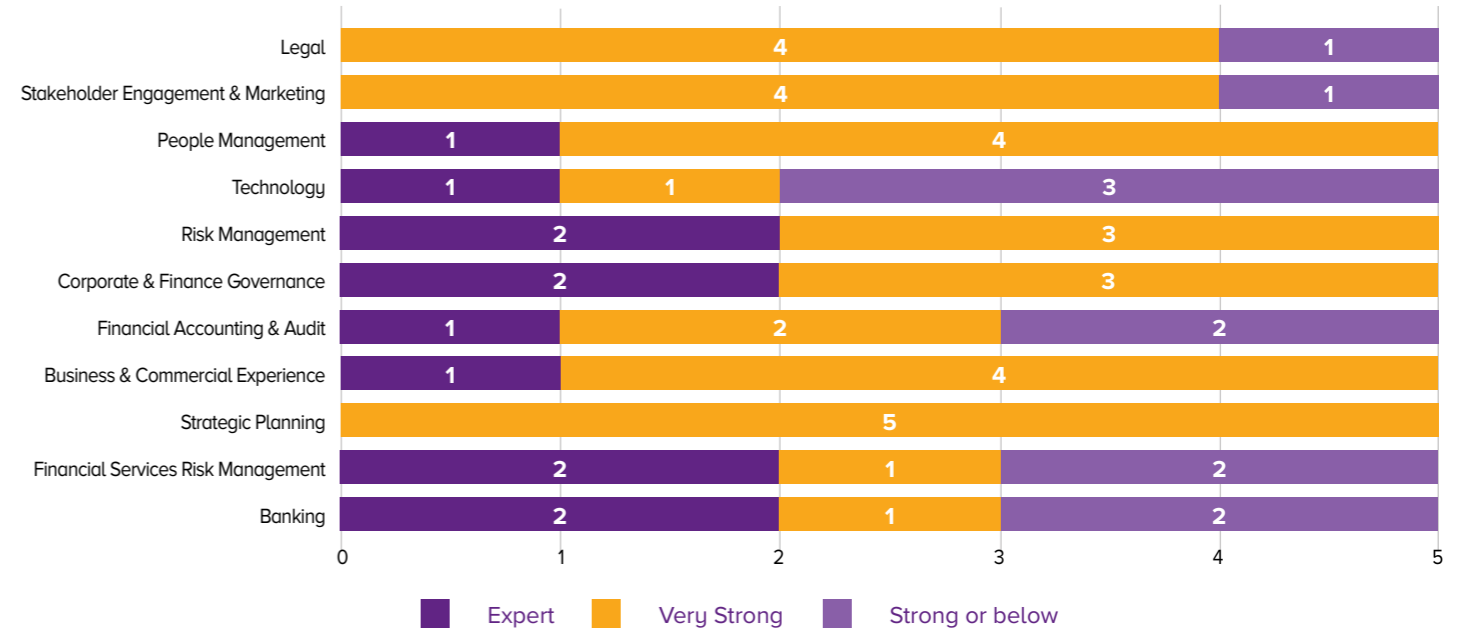
The Directors have critically reviewed the structure, composition and competencies of the Bank's Board and its individual directors. Our peer-rated assessments of the skills and competencies indicate that the Board is collectively and individually rated as 'expert' or 'very strong' in the core requirements of boards of banks of a similar size and complexity. The Board is confident that the requirements of our regulator, the Australian Prudential Regulation Authority (APRA), are being met in the composition of the current Board.

With the Bank's assets now in excess of \$10 billion, as it heads towards a more complex regulatory position of a Substantial Financial Institution, the Board and Nomination Committee are mindful that Directors will be required to meet higher requirements for such institutions. Future director recruitment and elections envisage that Directors will be required to have that advanced skillset. The chart below shows the results of the skills and competencies of Beyond Bank's Board assessed during a review completed in 2024 measured against our assessed minimum skills requirements.

Board demographic composition.



Board skills and experience composition.



Conflicts of interest.

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.

Directors' interests are disclosed at least annually and as directors' interests change. Directors declare interests at the commencement of each meeting in the deliberation of specific items on the meeting agenda.

Remuneration.

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

Remuneration for directors is assessed annually by the Beyond Bank Nomination Committee, and is benchmarked at least each three years to the comparable market remuneration for directors of ADIs of a similar size and complexity. Remuneration was last benchmarked to market in 2024.

Subsequent to the review, the Nomination Committee recommended, and the Board approved, an increase in the base director fee of 4.0 per cent in line with wages growth generally, and to ensure comparability to market. With effect from 1 July 2024, the base fee has been set at \$97,132 per annum (inclusive of the Superannuation Guarantee).

How our Board operates.

Board Committees.

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

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

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

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

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.

Audit Committee.

Chair:

John Evans

Members:

Steve Coles

Sandra (Sam)

Andersen

Role

The committee's role is to:

- assist the Board in discharging its corporate governance oversight responsibilities by providing an objective
- non-executive review of the effectiveness of the 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.

Expertise

All committee members have experience as company directors, and two of them are qualified accountants – one previously being a partner of a Tier 1 international accounting and audit firm.

The committee members' experiences include:

- financial management and audit
- senior executive management in banking and technology services
- membership of professional bodies and their respective professional development requirements.



Risk Committee.

Chair:

Joanne (Jodie) Baker

Members:

Trent Bartlett
Steve Coles

Role

The committee's role is to:

- 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.

Expertise

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

Nomination Committee.

Chair:

Sandra (Sam) Andersen

Independents:

Kerryn Newton
Andrea Durrant

Role

The committee's role is to:

- assess each person who is nominated as a candidate for a directors' election or who is a retiring elected director standing for re-election, and provide a report to the Board of its assessment of each person
- ensure the combined skills of the Board is fit for purpose
- on an annual basis, seek and consider appropriate information and advice to make a recommendation to the Board on the levels of director remuneration and the board total remuneration cap.

Expertise

This committee is well qualified to fulfil its purpose. Members of this committee bring experience in business development, corporate governance, board performance and assessment, director recruitment, risk management and management consulting. Between committee members, there is substantial experience at senior executive and board level.

Governance and Remuneration Committee.

Chair:

Trent Bartlett

Members:

Sandra (Sam) Andersen

Role

The committee's role has two functions:

General governance - Assisting the Board in discharging its responsibility to ensure good corporate governance within the Group.

This includes:

- 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.

Board remuneration matters - 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:

- 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.

Expertise

Members of this committee bring experience in fields as diverse as banking, management consultancy, financial management, audit, law, human resource management, leadership, governance and risk management.

All committee members have experience in company directorship, hold undergraduate or postgraduate business qualifications and membership of professional bodies.

External auditor.

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

Internal auditor.

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

How we are regulated.

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

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

Our approach to risk management.

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

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

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

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

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, 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, a leading provider that assists us in providing a full suite of payment services.

Remaining compliant is at the forefront.

We manage compliance by:

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

Progress on our B Corp governance initiatives from our FY23 Corporate Report.

Initiative	Status	Progress
We will conduct a materiality assessment to understand our material sustainability risks and opportunities.	In progress	Our first ESG materiality assessment was completed in August 2024.






Our Board of Directors.



Sandra (Sam) Andersen

Sandra (Sam) Andersen Chair

Sam was appointed to the Beyond Bank Australia Board in November 2013 and appointed Chair in 2018. She has more than 19 years' executive experience in the finance sector and 10 years' experience as an executive in the technology and health services industries. Sam's prior executive experience includes senior executive roles in NAB, ANZ and CBA, and C-Suite roles in listed and unlisted technology, superannuation and health care corporations.




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



Joanne (Jodie) Baker

Joanne (Jodie) Baker Director

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




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



Daryl Johnson

Daryl Johnson Director

Daryl was appointed to the Beyond Bank Australia Board in February 2019. He has over 40 years' banking and finance experience in Australia, Asia and New Zealand. Daryl's executive roles included CEO New Zealand for Rabobank and CEO Asia, Executive General Manager NAB Business and General Manager Corporate Banking for National Australia Bank. Daryl's term ended on 31 August 2024. We thank him for a wonderful contribution to Beyond Bank and our customers and communities.




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



Trent Bartlett

Trent Bartlett Director

Trent was appointed to the Beyond Bank Australia Board in September 2016. He has over 25 years of CEO leadership and board experience in listed public companies, large private companies, not-for-profits and 'for benefit' focused enterprises operating with diverse business models and scale across many industry sectors. Trent has a speciality in member-owned/member-governed businesses and is a Fellow and Faculty Member of the Australian Institute of Company Directors.




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



John Evans

John Evans Director

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




-  | Chair Board Audit Committee
-  | BCompt, ACA, MAICD
-  | Buderim, Queensland



Steven (Steve) Coles

Steven (Steve) Coles Director

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

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

Our Executives.



Wayne Matters

Wayne Matters Interim Chief Executive Officer and Chief Financial Officer

Wayne joined Beyond Bank in 2001 as the Chief Financial Officer, was appointed Deputy Chief Executive Officer in 2013, and was appointed Interim Chief Executive Officer in 2024. He manages several of our corporate support functions, including data, finance, wealth, and treasury. He has 30 years' experience in finance, treasury, risk management, and administration.

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



Nick May

Nick May Chief Customer Officer

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

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



Peter Rutter

Peter Rutter Chief Community and Strategy Officer

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

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



Michelle Coelho

Michelle Coelho Chief People Officer

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 Western Australia as State Manager, a position she held for 10 years. Michelle is responsible for driving performance, leadership, development and growth of our people at Beyond Bank Australia and alignment to culture.

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



Brad Markwart

Brad Markwart Chief Risk Officer

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

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



Tony Maughan

Tony Maughan Chief Operating Officer

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

- | Director Community CPS Services Pty Ltd. Director Eastwoods Group Ltd. Director Eastwoods Wealth Management Pty Ltd
- | B.Com, MBA, CA, GAICD
- | Melbourne, Victoria

Our Executives.



Stevie-Ann Dovico

Stevie-Ann Dovico Chief Information Officer

Stevie is a technologist, strategist, innovator and leader in banking and financial services where she has worked across Asia Pacific for over 17 years. She has run critical technology platforms and global teams, led large-scale change to deliver exceptional customer experiences and transformed digital capabilities across large organisations. Stevie has a larger-than-life energy and a passion for developing people and teams. She was awarded Executive Leader of the Year 2022 by Women in Digital.

| Director Beyond Employee Benevolent Fund Pty Ltd

| B.Bus, B.IT, MBA

| Sydney, New South Wales



Gavin Heathcote

Gavin Heathcote General Manager, Business Banking

Gavin has over 35 years of financial services and community experience, with executive roles in banking and not-for-profit sectors. His executive experience includes multiple distribution leadership roles, Chief Operating Officer functions, risk and governance and strategy development and implementation. Gavin has worked across multiple business segments and geographies, including regional and metropolitan Australia and the Asia-Pacific. He is passionate about achieving a positive and sustainable impact in the community and making meaningful leadership contributions to purpose-led organisations.

| Director Beyond Bank Australia Foundation Ltd, Director AWA Mutual Ltd

| BBus(B&F), GAICD

| Geelong, Victoria

Glossary of terms and acronyms.

AFCA

Australian Financial Crimes Authority.

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 high 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.

DAIP

Disability Access and Inclusion Plan.

EMS

Environmental Management System.

ESG

Environmental, Social and Governance.

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.

ISSB

International Sustainability Standards Board.

LGC

Large-scale Generation Certificates.

Members

Our members are our customers.

Mutuality

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

Purpose

Our purpose is to change the lives of our customers and communities through financial wellbeing.

RAP

Reconciliation Action Plan.

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Branches

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

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Environmental

Beyond Bank Australia cares about the community and is committed to environmental sustainability. This leaflet has been printed on Monza Recycled, which is FSC® Mix Certified and manufactured from post-consumer waste by an ISO 14001 certified mill. It contains 100 per cent recycled fibre and elemental chlorine free pulp. All virgin pulp is derived from well-managed forests and controlled sources.

