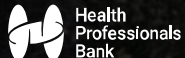
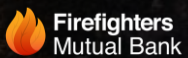


TEACHERS MUTUAL  
BANK LIMITED

# BANKING FOR GOOD







# WHAT THIS REPORT DOES

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**Can a bank really be a force for good?  
We think so.**

- **This report details Teachers Mutual Bank Limited's credentials, policies and certifications that position the Bank as one of the world's leading socially responsible banks.**





**Teachers Mutual Bank Limited  
acknowledges the Traditional Custodians of  
Country throughout Australia and their  
continuing connection to land, water and  
communities.**

**We pay our respects to Aboriginal and  
Torres Strait Islander cultures: their Elders  
past and present and extend that respect to  
all Aboriginal and Torres Strait Islander  
peoples today.**



# A MESSAGE FROM OUR CHAIR AND CEO

**We are proud to present Teachers Mutual Bank Limited's long-standing commitment to ethical and socially responsible banking.**

In a rapidly changing world, the community has greater expectations on businesses than ever before. Now more than ever, people expect their money to be used ethically and responsibly.

As one of Australia's largest mutual banks, we've been doing good for more than 55 years. Since our very first meeting as a credit cooperative in a tennis shed, ethical and sustainable practice has been at the heart of what we do and has driven our model of mutual banking.

Our values, frameworks, policies, and actions underpin our commitment. As does third party verification – we are a Certified B Corp Bank, meaning we are a global leader in using business as a force for good. We are not like other banks – profit for purpose is our business model, and we are 100% owned by our Members.

We believe that we have been one of the pioneers of a new wave of responsible investment in Australia since 2015. All our retail mortgages, deposits and wholesale products are independently certified by the Responsible Investment Association Australasia (RIAA), which accounts for almost all (98%) products the Bank sells.

Our Members contribute so much to society, working for the benefit of future generations and they expect their bank to share their values. We want to go above and beyond their expectations, which is why we benchmark ourselves against international ethical standards. We have been named one of the World's Most Ethical Companies for ten years in a row since 2014.

When people entrust us with their money, they can be reassured that we always act responsibly considering the benefit for our Members, society, and the planet. We are proof that a bank can be both profitable and socially responsible – putting our Members and the community at the heart of our decisions while maintaining prudent operational management of the Bank.

Join us. Be part of the future, today.



**Steve James**  
Chief Executive Officer

**Maree O'Halloran**  
Chair

# BANKING FOR GOOD – SNAPSHOT

**1 OF 44**

**BANKS & CREDIT UNIONS WORLDWIDE**

to become a Certified B Corporation

**80**

**AWARDS & BENCHMARKS**

in the past 10 years

**91.4%**

**MEMBER VOTE**

to update Teachers Mutual Bank Limited's Constitution to incorporate B Corp

**10 YEARS**

NAMED ONE OF THE WORLD'S MOST ETHICAL COMPANIES BY ETHISPHERE

**Green Bank of the Year 2022**

in the Finder Green Awards

**\$12.2 BILLION**

of RIAA Certified products on the balance sheet.

The only bank named in 2022 as a

**RESPONSIBLE INVESTMENT LEADER**

by Responsible Investment Association Australasia for the **2nd year** in a row.

**10 YEARS NET ZERO**

and carbon neutral for our direct greenhouse emissions.

**100%**

of our buildings running on renewable electricity.

**THE ONLY AUSTRALIAN BANK**

with retail deposits, mortgages, and wholesale funding all certified by RIAA as Responsible Investment – **98%** of all products.

**1ST BANK**

to call for a national 45% emissions cut by 2030.

**1ST RECONCILIATION ACTION PLAN**

with 39 targets.

**36,845 Cambodian children**

reached in 7 years of support for our Cufa Children's Financial Literacy program.



An aerial photograph of a dense, green forest. A waterfall is visible in the center-right, cascading over rocky terrain. The forest is thick with various shades of green, and the rocks are a light brownish-tan color. The overall scene is natural and serene.

# **ABOUT US – BANKING FOR GOOD FOR THOSE WHO DO GOOD**

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**We are a world-leading socially responsible bank.**

- **The Bank is a force for good where social responsibility drives everything we do – our people, practices and products.**
- **We are one of the largest customer owned banks in Australia with 230,000 members and more than \$10.4 billion in assets.**



# A WORLD-LEADING SOCIALLY RESPONSIBLE BANK

Teachers Mutual Bank Limited is a force for good where social responsibility drives everything we do – our people, practises and products.

We are one of the largest customer owned banks in Australia with 230,000 members and \$10.4 billion in assets.

## Teachers Mutual Bank Limited is one bank with five divisions

We serve people working in key sectors essential to our society: education, emergency services and health.

### Doing good for 55+ years

Since 1966 Teachers Mutual Bank (formerly the NSW Teachers Credit Union) has provided financial services to those in the education sector. In 2016, Teachers Mutual Bank merged with University Credit Society Limited and Fire Brigades Employees Credit Union Limited. In 2019, we launched Health Professionals Bank, and in 2021 we launched our digital-only bank, Hiver.



## Mutual ownership: power in the hands of our Members

- We are a Bank, but have a different structure than most other banks. **Our Members own the organisation**, which means there is no trade-off between the priorities of shareholders and Members.
- Instead of profits being distributed to institutional shareholders and investors via dividends, **profits are reinvested in the Bank**. This benefits all Members and their communities.
- **Our foundation** is personal banking for Members – not business or commercial banking.
- **Being a profit-for-purpose bank** is our business model and philosophy.

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## OUR PURPOSE

At Teachers Mutual Bank Limited our purpose is at the centre of everything we do. It is built in not bolted on.

**We are a bank for good for those who do good.**

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## OUR VISION

To be the number 1 bank in our niches by delivering personalised and innovative banking experience to our Members.

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## OUR VALUES

**Sustainability:** We invest our Members' money ethically and responsibly. We run our bank for people, planet, and profit.

**Advocacy:** We act in the best interest of our Members for a sustainable organisation.

**Passion:** We put our Members at the heart of everything we do.

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# DEMONSTRATING OUR CREDENTIALS

**Our commitment to be a world-leading, socially responsible bank is verified by third party certification and assessment.**

This provides our Members and stakeholders with proof that our sustainability credentials can be trusted, and provide a clear view of how we are banking for good.

**Credentials count. Independent third-party verification, rigorous standards and comprehensive reporting are essential to build trust. Our members, employees and partners can be confident that we are as socially responsible as we say.**

- 1. External verification:** We undertake external, independent third-party verification to provide evidence and results of our commitments and performance over time. This validates data, systems and processes across hundreds of metrics for the whole bank.
- 2. Global standards:** We measure ourselves against some of the toughest world standards and are ranked against thousands of global companies. World's Most Ethical Companies and B Corp measure the entire bank, not a one-off project or activity.
- 3. Reporting:** We measure, report and evaluate our business performance to provide transparency and accountability for all stakeholders.
- 4. Governance:** We have aligned our policies, practises and procedures with international best practice standards to ensure they are robust, integrated and transparent.

- 5. Ten year track record:** We published more than 80 external results, which highlight our consistency and leadership in social responsible banking year-on-year. Standards are continually revised and the bar is always rising.
- 6. Technical excellence:** World's Most Ethical Companies, RIAA Responsible Investment Products and B Corporations have extensive technical rigour and details in the public domain.

## Social responsibility is built in not bolted on to the bank

**Our purpose, mission and values** – what we do and why we exist

**Our culture and history** – socially responsible for more than 50 years

**Our legal structure** – as set out in our Constitution

**Our business model** – of member-owned mutual banking

**Our policies, practices and procedures** – how we do things

**Our business target** – to be a world leading socially responsible bank





# **WHY BANKING FOR GOOD MATTERS**

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**Banking for good matters to our Members and our future.**

- **It is essential to our Bank's success and ability to compete as a banking leader in a \$1.5 trillion ESG market for our Members and customers now and in the future.**



# BANKING FOR GOOD IS ESSENTIAL TO OUR STRATEGY

**We are leaders in responsible investment, which is now a \$1.54 trillion market in Australia.**

ESG issues (Environmental, Social and Governance) are strategic pillars for commercial and competitive success for all banks and financial institutions. Banking for Good positions our Bank for strategic success and reinforces our advantage as a mutual bank.

## KPMG Mutuals Industry reviews

- **Over 50%** of respondents **placed high importance on ESG**, as a way to differentiate themselves (almost **double 27%** in 2021).
- **31%** believe this is an important area for their organisations, but are **not looking to go above and beyond (drop from 70%** in 2021).
- There **is a growing need to invest in ESG initiatives**.
- ESG has gone **from a fringe topic of interest to a large part of the working week** for the Boards and Executive teams of financial institutions. It is with this backdrop that financial institutions are revisiting their purpose.
- As understanding and appreciation increases that ESG is as much **about commercial success as it is about doing good** – leaders are embedding ESG within their business strategy as a **point of differentiation**.
- Traditionally, mutual banks have differentiated themselves through their unique member bond and high level of customer trust. The increased prominence of ESG across the global financial services industry **poses a challenge for mutuals to maintain their advantage**.

## The booming Responsible Investor sector in Australia

Australia's Responsible Investment market reached a record **\$1.54 trillion in 2021**, up from \$1.28 trillion in 2020, now representing 43% of total professionally managed funds.





# WHY BANKING FOR GOOD MATTERS TO OUR MEMBERS

**Good people deserve a good bank. Members can do good with their money.**

**They can align their banking with their values at no extra cost.**

Our Members contribute so much to society, they deserve a bank that makes a positive social impact.

## Our Commitment

- We invest **your money** responsibly and ethically under strict rules.
- We don't lend **your money** to industries that pollute the planet.
- The money **you borrow** from us never comes from polluting industries.
- Socially responsible products are the standard; **every single** mortgage sold and deposit account opened is a Certified responsible Investment product.
- **Your money** helps to profit your community.
- **When you join us**, you join a bank that is a force for good.

**Our Members tell us that being socially responsible is very important to them, more than 89% of Members in our most recent survey said that corporate social responsibility at the Bank is very important to them.**

(2022 TMBL Member survey)

**Your choice of bank can make a big impact; when your money is invested responsibly, it makes a big difference to the world.**



# WHY BANKING MATTERS TO OUR MEMBERS

**More consumers are choosing an ethical bank because they understand the impact that they can have.**

Expectations on banks and financial organisations are high, and Australians are overwhelmingly concerned about where their money goes – especially younger demographics who will drive future growth.

## Australians want their money to have a positive impact

- **67%** have heard of responsible investing, **up from 50% in 2020**.
- **61%** would try to save and invest more **if they knew** it made a positive difference in the world.
- **80% say it is important** that their bank and super fund delivers positive impacts.
- **84% want their bank** or super fund to reducing greenhouse gas emissions.

## They are concerned about greenwashing

- **72%** are concerned that responsible investors **engage in greenwashing** (80% of Gen Z compared to 66% of Baby Boomers).
- This **stops 65% from switching to an ethical bank**.
- **75%** say they would be **more likely to invest** in responsible products that have been independently certified.
- **Independent certification** could convince **88%** of those who already invest responsibly or plan to in the next 12 months to invest more.

## Banking concerns

- **65% do not believe the claims banks** make about responsible investment.
- **The biggest barriers to** switching to an ethical bank were lack of independent information (81%) and perceived lack of credible options (73%).





# HOW WE STRIVE FOR GLOBAL LEADERSHIP

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**Third-party verification is the proof that we are one of the most socially responsible banks in the world.**

- **We are a B Corp Bank, one of only 44 in the world.**
- **We have been named as One of the World's Most Ethical Companies for ten years in a row.**



# HOW WE STRIVE FOR GLOBAL LEADERSHIP

We are one of only 44 banks in the world to be a Certified B Corporation, or B Corp.

B Corps are global leaders in using business as a force for good.

The combination of third-party verification, public transparency, and legal accountability makes B Corp Certification unique, credible, and significant; it builds trust as it measures what matters most.

## B Corp Certification is a tough global standard

- It is unique as it measures the **entire bank's performance** and social and environmental impact across all operations.
- **B Corps are legally required** to consider the impact of their decisions on all stakeholders: customers, workers, communities, and the environment.
- B Corps meet **high standards** of verified social and environmental performance, public transparency, and legal accountability to balance profit and purpose.
- Certification is administered by the non-profit global organisation **B Lab**, which creates the standards, policies, tools, and programs that underpin the certification.



## Why being a B Corp matters

- It **aligns with our purpose** and proves it's not just words.
- It is **the future global model** for socially responsible companies.
- It **further strengthens** our global credentials.

### **Certified B Corporations are legally required to consider the impact of their decisions on all their stakeholders**

- To become a B Corp, businesses must embed stakeholder governance into their **company's constitution**. This holds directors accountable for making decisions that consider the long-term impacts on communities, employees, and the environment.
- In November 2022 TMBL Members voted in favour for updating the Bank's constitution to reflect its B Corp status, recording a **91.4%** in favour vote.

*Additional wording to the Company's Objects in Appendix 1:*

*Whilst pursuing the above Objects, the Company's purpose is to have an overall positive impact on society and the environment. A new Rule 10.4 to impose a duty on the Board to consider, and require management to consider, the impacts of their decisions on Members, staff, society and the environment.*



# B CORP BY THE NUMBERS

Our overall score of 102.4 is strong for a first time certification. We aim to increase our score by January 2025.

## ASSESSES FIVE PILLARS



Governance



Workers



Customers



Community



Environment

MORE THAN

**300**

Scored questions



Median score is

**55**

Most companies score between

**40 and 100**



**6400 BCORPS WORLDWIDE**



**640+**

in Australia and Aotearoa New Zealand region

Average score for B Corps in Australia and Aotearoa New Zealand region is

**96**



**12 MONTH**

process with multiple verification rounds



Certified B Corps must score at least

**80 POINTS OUT OF 200**

B Corp Certification is

**HOLISTIC**

not exclusively focused on a single social or environmental issue

# B CORP BY THE NUMBERS

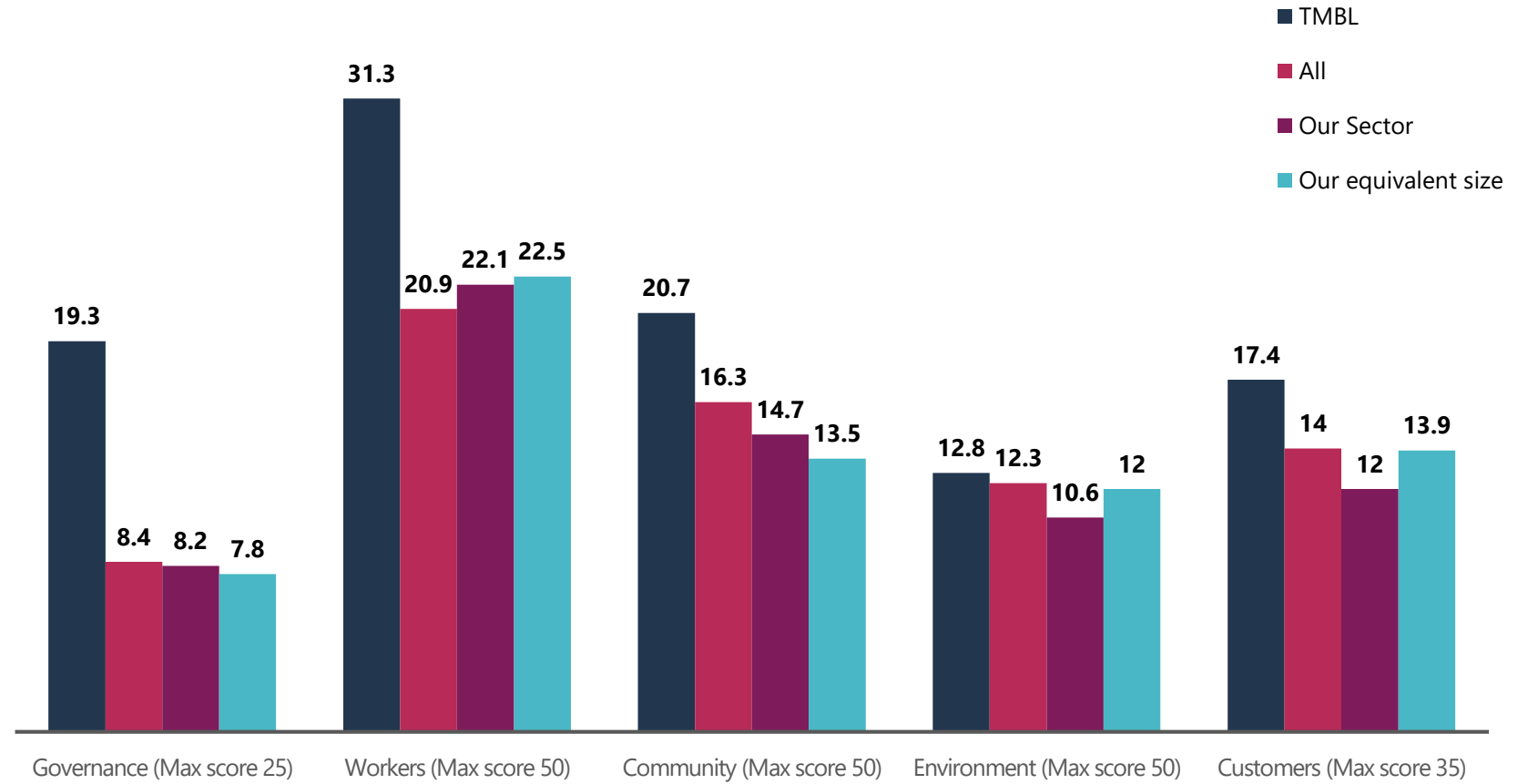
Our overall score of 102.4 is strong for a first time Certification, and we aim to increase our score by January 2025.

OUR SCORE IS  
**102.4**

We became a B Corp in January 2022, Certification is to January 2025.

Our Members voted **91.4%** in favour of updating our Constitution to include our B Corp legal requirements in 2022.

### Australian B Corp Score Comparisons January 2023



Footnote: Certified B Corps and BIA applicants who complete >75% assessment



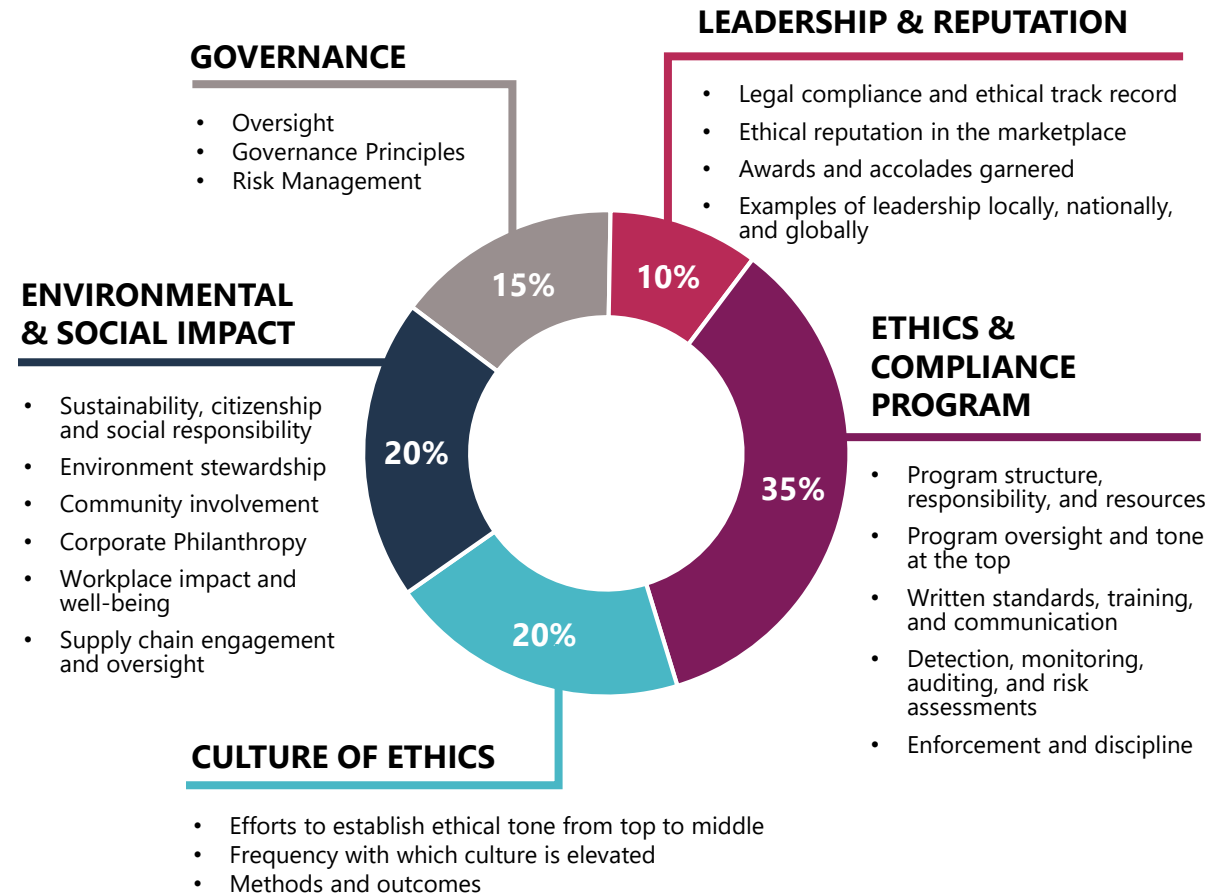
# ONE OF THE WORLD'S MOST ETHICAL COMPANIES

We have been named as One of the World's Most Ethical Companies for ten consecutive years 2014 – 2023, one of only four banks on a list of 135 companies.

This recognition demonstrates the Teachers Mutual Bank Limited's ongoing commitment to global ethical leadership, and honours companies demonstrating business integrity through best-in-class ethics, compliance, and governance practices.

## The World's Most Ethical Companies assessment

- The assessment is **rigorous and objective**, and has **more than 200 questions** on culture, environmental and social practices, ethics and compliance activities, governance, diversity, and initiatives that support a strong value chain.
- It serves as an operating framework **to capture and codify the leading practices of organizations across industries and around the globe.**
- It evaluates a company's performance using **hundreds of inputs** organised into five weighted categories.
- Every year the Ethisphere methodology evolves to address new and emerging ethics, compliance, and governance best practices, and in **2023 40 percent of the assessment was updated.**



# HOW WE INVEST AND LEND RESPONSIBLY

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The #1 Bank for responsible investment, with gold standard Certification for more than \$12 billion of products.

We invest our Members' money responsibly, with strict ethical and ESG criteria.





# HOW WE INVEST OUR MEMBERS' MONEY RESPONSIBLY AND ETHICALLY

**We don't invest in or lend money to industries that pollute the planet, and the money borrowed from us never comes from polluting industries.**

ESG exclusions and policies apply to 100% of lending and investment\*, 100% of Assets and Liabilities, across the whole balance sheet and 100% of all 'non-individual' Company Pty applications.

## Our ESG (Environmental Social and Governance) exclusion policies

- ESG exclusions are embedded in our Board-approved *Lending Risk*, *Treasury Credit Risk* and *Wholesale funding* policies.
- Exclusions apply to 13 industries, including alcohol, gambling, fossil fuels, and tobacco, as well as industries that create environmental degradation, human rights abuses and labour rights violations. We also do not donate money, gifts or time to support political candidates or organisations.
- The intent of these policies is also captured in the Bank Risk Appetite Statement, which reads, '*The Bank is committed to: Ethical business and social responsibility practices; RIAA Certification for our products, based on ESG Credit Exclusion criteria*'.
- Our ESG policies underpin our Responsible Investment Association Australasia (RIAA) product certifications, recognised as the gold standard. This covers circa 98% of all products sold by the Bank.

## Treasury Credit Risk and Lending Risk Policy

The bank does not provide finance (i.e. directly lend to, invest in, buy equity or debt) to corporations that operate in these industries;

- **Alcohol** (production and distribution)
- **Controversial weapons manufacturing and sales** (cluster munitions, anti-personnel mines, and nuclear, biological and chemical weapons, depleted uranium)
- **Animal cruelty** (testing on animals, live exports)
- **Gambling** (products or services or operations and ownership)
- **Fossil fuels** (coal, oil and gas - exploration for and extraction of reserves, exports, combustion for power generation, and major suppliers to the oil, coal and gas industries)
- **Logging** (old growth and biodiversity hotspots)
- **Palm oil** (non –Roundtable on Sustainable Palm Oil production, distribution and significant ownership)
- **Pesticides**
- **Nuclear power** (including uranium mining, excluding medical uranium use)
- **Pornography** (production or ownership or operation or distribution)
- **Tobacco** (growing and production retailing and sales, packaging, manufacture of nicotine alternatives and tobacco-based products)
- **Industries** that create environmental degradation, human rights abuses and labour rights violations.

\*Excludes secondary trades

# HOW OUR BANKING PRODUCTS ARE CERTIFIED AS RESPONSIBLE INVESTMENT

**We are the only Australian bank selling retail deposits, mortgages, and wholesale funding products all Certified by Responsible Investment Association Australasia (RIAA).**

**This is recognised as the gold standard.**

98% of all products sold are Certified.

## About our RIAA Certified products

We have five products Certified as Responsible Investment by RIAA – around 98% of all products that we sell across all divisions – Firefighters Mutual Bank, Health Professionals Bank, Teachers Mutual Bank, UniBank and Hiver.

The certification does not cost our Members and does not affect the product.

## All our wholesale sector funding issued is also certified

This means that any wholesale investor in the Bank is guaranteed that their investment is a Certified Responsible Investment. RIAA product certification means our **responsible investment credentials can be trusted.**

## About RIAA Certification

The **Responsible Investment Certification Symbol** is the leading mark for distinguishing quality responsible, ethical and impact investment products and services in Australia and New Zealand and is recognised as the gold standard. The symbol is recognised by investors and consumers across the region for true-to-label responsible investment products.

## RIAA Certified Responsible Investment (RI) products

1. Have formal, consistent, documented, and auditable RI strategies and processes
2. Make honest claims and are appropriately labelled
3. Avoid significant harm
4. Account for ESG factors in the investment process
5. Have relevant and accessible RI disclosures
6. Are managed by active stewards
7. Are managed by organisations with a formalised commitment to responsible investing
8. Provide educational information to Members and customers.

\*Excludes secondary trades



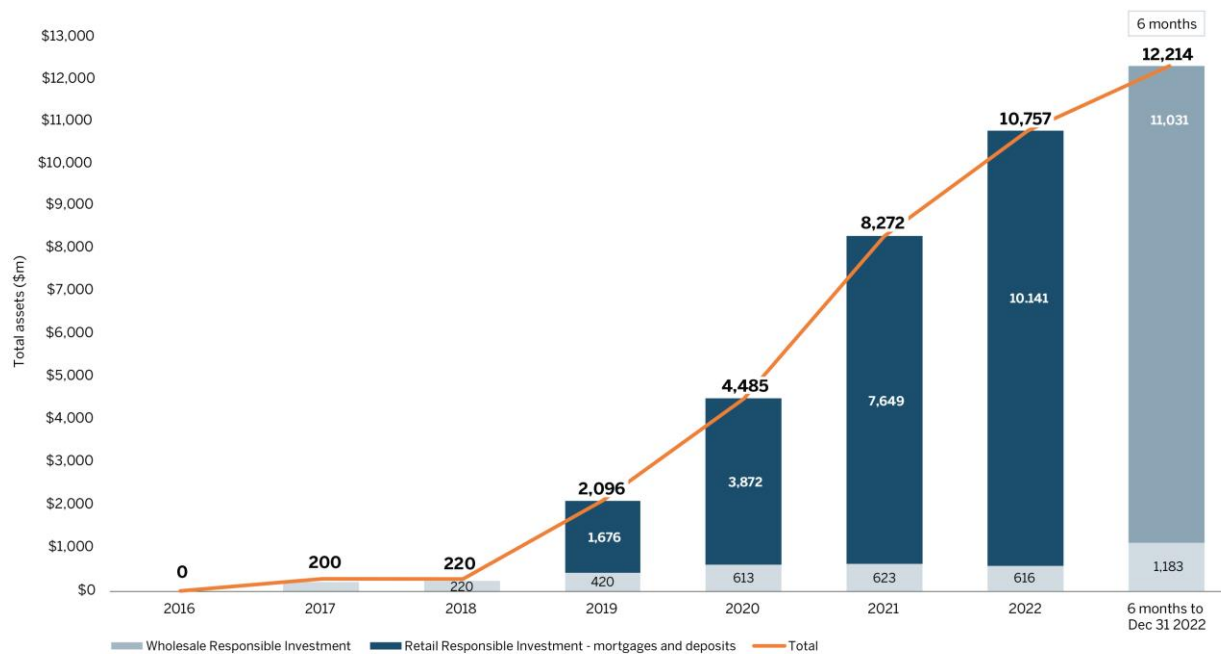
# THE MARKET IMPACT OF OUR RIAA CERTIFIED RESPONSIBLE INVESTMENT PRODUCTS

As at 31 December 2022, the cumulative total of all wholesale and retail RIAA Certified assets and liabilities on the balance sheet is \$12.2 billion. In 2.5 years this has increased by \$7.16 billion.

In the six months to 31 December 2022, the Bank's total RIAA Certified product portfolio increased by 14% (\$1.46bn) from \$10.76bn to \$12.2bn. The breakdown of Certified products on the balance sheet is 51.7% (assets) and 64.7% (liabilities).

## RIAA Certified Products: cumulative total of all assets and liabilities - wholesale and retail.

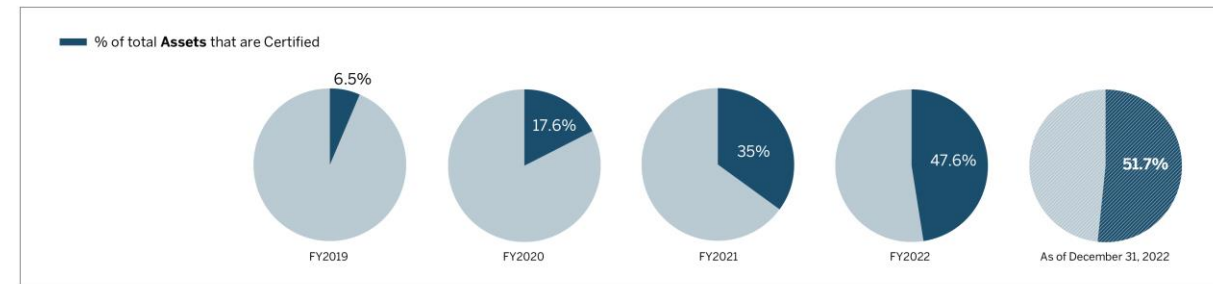
Total RIAA Certified Responsible Investment product on the TMBL balance sheet as at December 31, 2022.



Note: Six month data to December 31, 2022 is unaudited.

## Certified RIAA Responsible Investment products on the TMBL balance sheet 2018-2022.

% of total Assets and Liabilities that are Certified. As at six months to December 31, 2022.



Note: Six month data to December 31, 2022 is unaudited.

# RECOGNITION AS A RESPONSIBLE INVESTMENT LEADER

**We are the only bank recognised as a Responsible Investment Leader in 2021 and 2022, within an Australian ESG market of \$1.54 trillion.**

In 2022, the Bank was one of 74 leaders, in 2021 one of 54 leaders, and named with two other banks in 2020.



**A Responsible Investment Leader** is an organisation that demonstrates the ability to deliver on responsible investment promises set out in its policies, through having a range of appropriate and systematic processes.

**Responsible Investment Leaders** demonstrate a commitment to responsible investing; the explicit consideration of environmental, social and governance (ESG) factors in investment decision making, strong and collaborative stewardship; and transparency in reporting activity, including the social and environmental outcomes being achieved.

Leaders achieve a score of 15 or more out of 20 on *RIAA's Responsible Investment Scorecard*, which consists of 15 questions, covering four pillars:

- **Pillar 1:** Coverage of and commitment to responsible investing and transparency
- **Pillar 2:** Enhancing risk management through explicit and systematic consideration of ESG factors and other screens, including reporting of these
- **Pillar 3:** Being strong stewards for more sustainable and resilient assets and markets
- **Pillar 4:** Allocating capital to benefit stakeholders and contribute to solutions as well as measurement and reporting of outcomes

**Responsible Investment Leaders** demonstrate strong governance by publishing responsible investing policies and processes. They invite stakeholders to hold them to account for their performance against targets which they set and report against. Leaders are expected to fully disclose holdings across all portfolios they manage on behalf of their clients.

**Being a Responsible Investment Leader recognises our whole-of-organisation attributes.**





# HOW WE'RE RESPONDING TO CLIMATE CHANGE AND CREATING POSITIVE SOCIAL IMPACT

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**We do not invest in or take money from the fossil fuel industry, and we were the first bank to call for a 45% emissions cut by 2030.**

**Taking action on climate change, reconciliation, diversity and inclusion, community investment and tackling poverty in Cambodia through improving children's financial literacy.**

# HOW WE'RE ACTING ON CLIMATE CHANGE AND FOSSIL FUELS

**We do not invest in or take money from the fossil fuel industry and have pioneered banking without fossil fuels.**

Since the 2015 Paris Agreement, to date we have cut our emissions by 56% while our assets grew by 88%.

## Climate Action in the last 7 years 2016 to 2022

- Annual Scope 1 and 2 greenhouse gas emissions **reduced by 56%**
- Asset emissions intensity **reduced by 77%** from 0.38 to 0.09 tCO<sub>2</sub>-e per million \$ of assets
- Whilst assets almost **doubled** from \$5.5 billion to \$10.4 billion (+88%), members have grown **24%**, staff **18% and doubled** our offices from six to 12

## \$965,000 invested in emissions reductions so far

- **84%** of this is **for solar PV, EV and LEDs**
- **3,330** LED lamps and **641 Solar PV panels** in all owned offices
- A total commitment of **\$2.8 million** by 2027 to cut our own direct emissions

## Net zero and carbon neutral operations

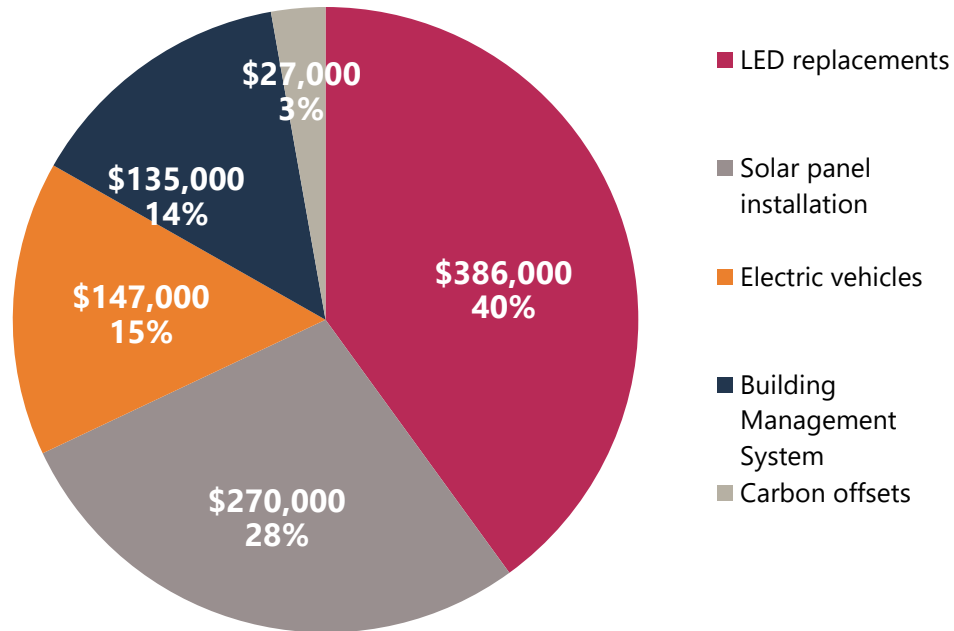
- The Bank has been a net zero and carbon neutral bank for all Scope 1 and 2 emissions (electricity and fuel use) **since 2012**
- **100% renewable electricity** supply for all our offices
- The vast majority (93%) of Scope 1 and 2 emissions are from **electricity use in offices**



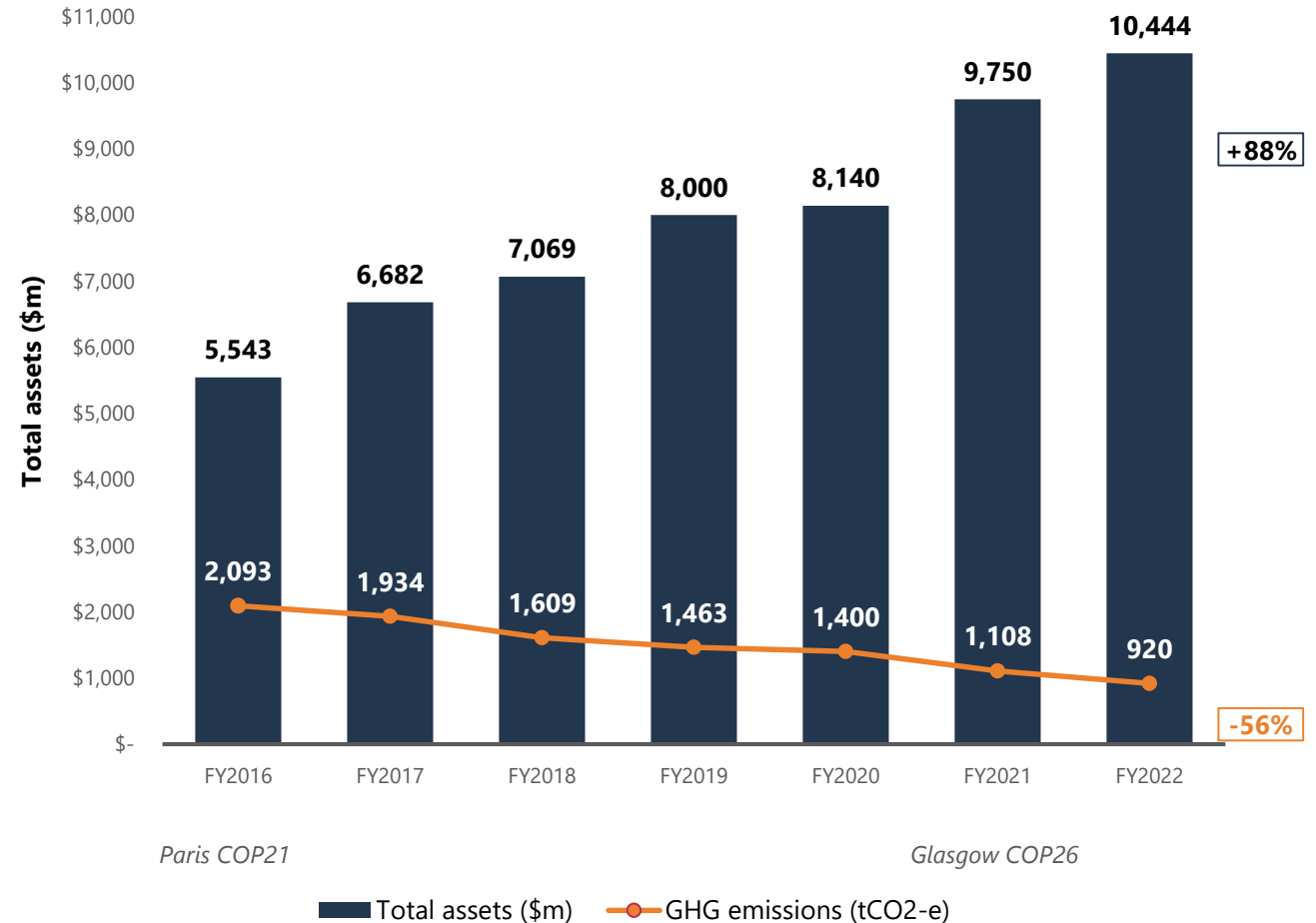
# HOW WE'RE RESPONDING TO CLIMATE CHANGE

Emissions data and dollar investments on a year on year basis.

TMBL investment of \$965k to cut emissions 2016-2022.  
Total assets increased 88% to \$10.4 billion as Scope 1 and 2 emissions dropped 56%



Scope 1 and 2 Greenhouse gas (GHG) emissions compared to assets, by year.  
As of June 30 2022



# HOW WE'RE DELIVERING A 100% ELECTRIC VEHICLE CAR FLEET BY 2027

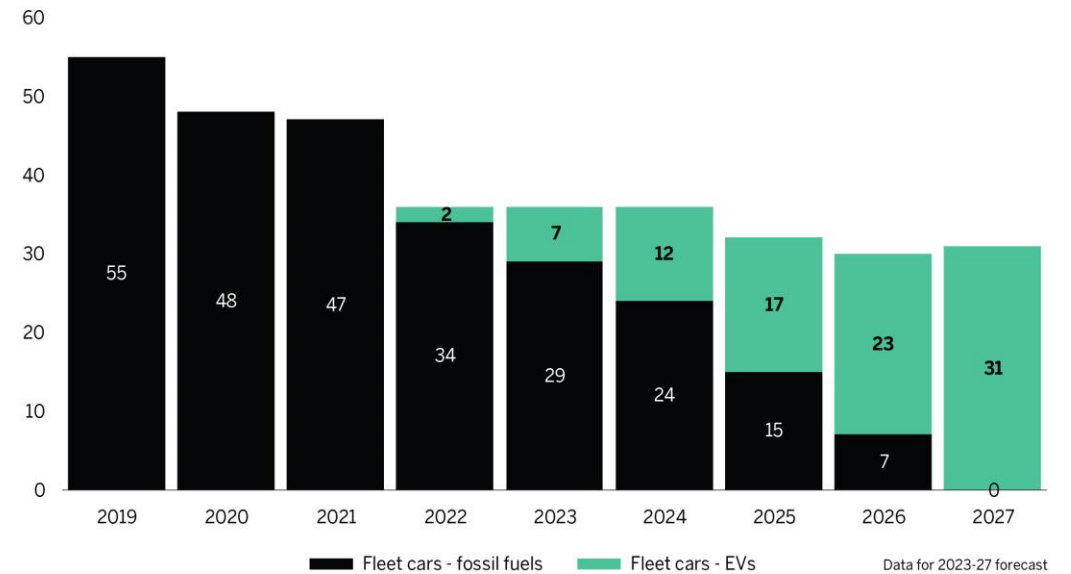
**\$2 million investment for 31 Electric Vehicles (EVs) and 12 charging stations at four Bank offices in Sydney, Brisbane and Perth.**

In 2022, the Bank stopped purchasing fossil-fuelled cars and committed to switching its national car fleet to 100% EVs by 2027, up from 6% in 2022.

- **Ban on fossil-fuelled cars** In 2022, the last petrol car was purchased by the Bank.
- **EV spend more than doubles our previous climate investment** The \$2 million investment for EVs only for six years (2022-2027) is **250%** higher than that of the six years prior (2016-2021) \$800k for all climate reduction technologies (PVs, LEDS energy efficiency).
- **\$2.8 million to cut emissions since the Paris Agreement.** The total and committed investment to cut direct emissions (offices, buildings, cars).
- **30-fold increase of EV scale.** This \$2 million EV investment is 31 times that made in an EV car in 2013.
- **EV powered mobile banking** By 2027, any Member who receives a work or home visit from a Bank rep will only be driving an EV car.
- **100% green powered at the Bank** The EVs will run on 100% renewable electricity when charged at one of the Bank's offices.
- **Million Kilometre switch** By 2027, the EVs will have travelled 1.38 million kilometres (92x around Australia), and then travel 465,000kms per year.

## Progress to a 100% EV fleet by 2027 at the bank

Car Fleet type and numbers





# HOW WE'RE GIVING BACK TO THE COMMUNITY

## Giving back to our community is built into our Constitution.

Our Constitution states we will: 'promote, encourage and bring about human and social development among individual Members and within the larger community within which Members work or reside.'

Our community investment is based on a best-practice framework providing a clearly defined and transparent methodology.

### Our impact in numbers In FY22

- **\$1.03** million direct cash in community investment.
- **\$25,426** donated via employee giving and donations.
- **\$100,000** donated to flood affected communities.
- A long term partnership with CUFA to address poverty in Cambodia, helping more than **36,845** children to date.
- Our staff raised more than **\$3,000** for the Asylum Seekers Centre, and several of the team volunteered their time.

### Benchmarking

- Community investment of \$1.03 million is **3.2% of NPAT** (Net Profit After Tax).
- This is **5.3 times** the average of the major four banks.
- **1%** is considered best practice.



# HOW WE DRIVE SOCIAL IMPACT WITH FINANCIAL LITERACY IN CAMBODIA

**Our partnership with development agency Cufa has a positive impact for 36,845 children, 809 teachers and 107 schools.**

**Cufa** is an international development agency committed to alleviating poverty and creating sustainable results across the Asia Pacific.

**The agency focuses on** economic, education and employment activities to help people experiencing poverty or on low incomes to make, save and keep more money.

**The agency's Children's Financial Literacy Program (CFL)** has been making a positive difference for the past decade. It is sponsored by DFAT through their Australian NGO Cooperation Program (ANCP).

**Since 2016**, the Bank has funded two thirds of the CFL program – an investment of \$329,000 over seven years.

## **National Curriculum Roll-out pilot**

- **Cufa, DFAT and the Cambodian Government** are examining options for a national roll-out of CFL with various stakeholders including the Asian Development Bank (ADB), National Bank of Cambodia (NBC) and Ministry of Education Youth and Sports (MoEYS).
- **The aim will be** to reach 7,228 primary schools with nearly 2 million students.
- **A three-month Pilot Program** in primary and secondary schools is already underway and aims to integrate financial education into the Cambodian school curriculum.

## **The Children's Financial Literacy Program aims to:**

1. Increase the financial literacy of children aged 6-11 years old
2. Encourage critical saving habits
3. Educate students on financial services
4. Help children set up their savings accounts in community-owned banks
5. Specific goals for gender and disability inclusion
6. Take account of cross cutting social issues.



# HOW WE DRIVE SOCIAL IMPACT WITH FINANCIAL LITERACY IN CAMBODIA

The social impact of the CFL over seven years

## THE IMPACT OF OUR WORK

**36,845**  
**CHILDREN**  
received financial literacy training

**19,507**  
**CHILDREN**  
started saving

**809 teachers**  
Joined  
**89 teacher workshops**

Total Social Return on Investment is **\$2,961,000** from a cash investment of \$329,000

**2,361**  
**Financial literacy sessions** held in  
**107 schools**

**2,372** home visits to  
**7,081** people

**Bank staff** have donated an extra **\$40,000** via workplace giving, fundraising and charity days.

## WHAT OUR INVESTMENT SUPPORTS

The Bank provides more than \$50,000 per year to the project which funds a range of project costs



**6,200**  
Ronny Riel lesson booklets



**Range**  
of school materials for children  
Notebook, pens, pencils



**Class**  
training material



**Printing**  
and copying for class lessons



**Tour**  
Saving bank study tour



**2x**  
Project officers



**3 days**  
Training to CUFA Staff  
To ensure they are equipped with appropriate skills and knowledge



**1 hour**  
Workshops for teachers and school directors at each school



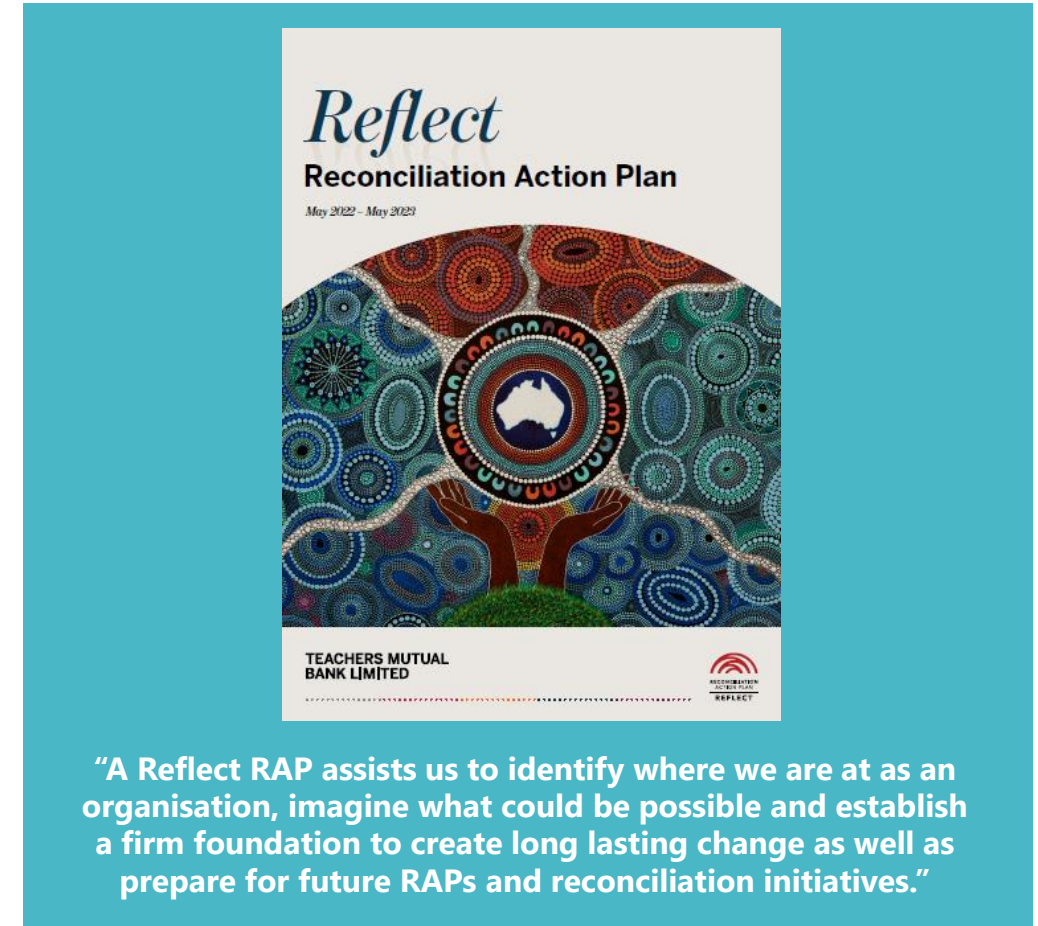
**Travels**  
(In-country) and monthly monitoring of the program

# HOW WE'RE CONTRIBUTING TO RECONCILIATION WITH FIRST NATIONS AUSTRALIANS

**As a values-based, socially responsible bank, it is important that we acknowledge past injustices.**

**In June 2022, the Bank launched its first Reconciliation Action Plan (RAP) – our first formal step on our reconciliation journey – and our opportunity to develop deeper, longer-lasting relationships with Aboriginal and Torres Strait Islander peoples.**

- **Our vision for reconciliation** is that it is embedded across our organisation and informs the way we work and interact with each other, our Members and the wider community. We want to have a meaningful impact by establishing and strengthening mutually beneficial relationships with Aboriginal and Torres Strait Islander peoples and organisations.
- **Since 2006**, RAPs have provided a framework for organisations to leverage their structures and diverse spheres of influence to support the national reconciliation movement. The RAP program's strength is its framework of relationships, respect, and opportunities, allowing an organisation to strategically set its reconciliation commitments in line with its own business objectives, for the most effective outcomes.
- **Our Reflect RAP is part of our commitment** to diversity and inclusion. It provides a firm foundation from which we can contribute to reconciliation through ongoing cultural awareness and employee engagement programs that will evolve over time. Our vision for reconciliation is that it is embedded across our organisation and informs the way we work and interact with each other, our Members and the wider community.





# HOW WE'RE BUILDING A DIVERSE AND INCLUSIVE ORGANISATION

**We're committed to creating a fair and inclusive workplace for everyone.**

We're committed to fostering workplace diversity and ensuring all our people can reach their full potential.

In December 2021, we introduced a new Diversity and Inclusion Policy, which promotes a workplace that is:

- Welcoming
- Psychologically safe
- Free from discrimination and inequality.

In support of our Policy, we focus on helping our staff to bring their best selves to work, in whatever way works for them through a number of initiatives and programs:

- **Well@work** - a program to foster a positive, healthy culture and promote the right working environment for all employees
- **Shine** - a program to recognise, connect and celebrate our people
- **Hybrid working** - we are reimagining our office spaces, recognising that people work differently, while acknowledging the value of collaboration
- **Volunteering** - all employees are entitled to two paid days (pro rata) of Volunteer Leave per year to assist a charity of their choice.

**“We believe that every employee has the right to feel comfortable and included at all times.”**

# ADVOCATING FOR SYSTEMATIC CHANGE

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**Building a world where finance serves people and the planet.**

- **Advocating for systematic changes to the Australian and global banking system.**
- **A mutual bank with big goals to make a positive difference by doing good.**



# HOW WE'RE ADVOCATING FOR SYSTEMATIC CHANGE TO THE BANKING SYSTEM

Building a world where finance serves people and the planet

## Global Alliance for Banking on Values (GABV)

GABV is an international network of frontrunner organisations and leaders in the banking industry that use finance to serve people and the planet.

- 76 Members serve 60 million customers, and hold over US\$200 billion in assets.
- The collective goal is to make the banking system more transparent and support positive economic, social and environmental change.
- We are one of four Australian Members.

## The Australian Sustainable Finance Institute (ASFI)

ASFI was established to realign the financial services system so that more money flows to create a sustainable, resilient and inclusive Australia.

- 140 representatives from across the Australian finance sector, civil society, academia, regulators and Government came together to create the *Australian Sustainable Finance Roadmap*.
- Released in November 2020, the Roadmap sets out *37 Recommendations* to realign the Australian financial system by 2030.
- The Bank is a member and has been actively involved with ASFI since 2018, and is showcased for leadership at embedding sustainability.

## Global Tobacco-Free Finance pledge

The Tobacco-Free Finance Pledge was launched on 26 September 2018 at United Nation's Headquarters, and included support from the Honourable Malcolm Turnbull 29th Prime Minister of Australia.

- The Bank is a Signatory of the *Tobacco-Free Finance Pledge*, 1 of 161 financial institutions worldwide, a growing network of financial institutions that are working towards a tobacco-free world.

# AUSTRALIAN SUSTAINABLE FINANCE INSTITUTE

**ASFI is committed to realigning the finance sector to direct capital to support greater social, environmental and economic outcomes.**

ASFI states that the health, sustainability and stability of our economy is inextricably linked with the health, sustainability and stability of our people, society and the natural systems on which we all depend.

**2018**

The commitment to build the Roadmap was made at the 2018 **United Nations Environment Programme Finance Initiative (UNEP FI) conference** on Financing a Resilient and Sustainable Economy in Sydney. Teachers Mutual Bank Limited was invited to speak on the panel discussing sustainable banking practise across the banking sector.

**2019**

Teachers Mutual Bank Limited is **one of three mutual banks** in the 80+ group that contributed and formed the Roadmap Recommendations.

**2020**

The Roadmap is released and Teachers Mutual Bank Limited supports the 37 Recommendations. 1 of 4 key recommendations is for financial system participants **to embed sustainability into their organisation's purpose, strategy and leadership** *'Embedding Sustainability into Leadership - 'Sustainability should be led from the top of FIs and mainstreamed through the business' purpose, strategy, risk management framework, remuneration structures and organisational culture.*

**2021**

ASFI releases the *Momentum Tracker report*, mapping the progress of the financial services sector together with governments, regulators, civil society and academics in implementing the ASFI Roadmap. Teachers Mutual Bank Limited is **1 of 30 case studies** in the report contained in the section *'Embedding sustainability into leadership'*.

**2022**

ASFI releases the *Australian Sustainable Finance Progress Tracker Second Report*, that spotlights **Teachers Mutual Bank Limited as the Case Study** for embedding sustainability in organisational leadership and practice. The report was released on 28 October, 2022 at the inaugural *Australian Sustainable Finance Summit* Teachers Mutual Bank Limited was invited to speak on the leadership panel.

**2023**

Teachers Mutual Bank Limited is **the first mutual** and the 35<sup>th</sup> financial organisation to join AFSI as a member.



# THE RECOGNITION WE'VE RECEIVED

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**A decade-long track record of leadership in social responsibility.**

- **80 leadership benchmarks and awards.**
- **Our performance is measured against the toughest standards worldwide and in Australia, and we are ranked amongst thousands of global companies, in sectors beyond finance.**
- **External, independent third-party measurement provides transparency and accountability and verifies and validates our systems and processes across thousands of data points, and metrics.**
- **Over time, external standards are continuously revised and strengthened so the bar is always rising, and performance is measured over multiple years.**



# THE RECOGNITION WE'VE RECEIVED

A decade-long track record of leadership in social responsibility.



CERTIFIED BY RIAA



CERTIFIED BY RIAA





# A DECADE OF RECOGNITION AND PROGRESS

**Our 80 performance results and awards over the past 10 years, demonstrate our continuous commitment to social responsibility leadership in Australia and globally.**

## Performance

<p><b>B Corp – a global leader in using business as a force for good (1)</b></p> <p><b>Certified B Corporation by B Lab</b></p>	<ul style="list-style-type: none"> <li>• <b>2022 to 2025 (January):</b> A B Corp or Certified B Corporation with a score of 102.4 points.</li> </ul>	<p><b>One of the World’s Most Ethical Companies (10)</b></p> <p><b>Ethisphere Institute</b></p>	<ul style="list-style-type: none"> <li>• <b>2023:</b> 1 of 4 banks named and the only Australian company</li> <li>• <b>2022:</b> 1 of 5 banks named and the only Australian company</li> <li>• <b>2021:</b> 1 of 5 banks named and the only Australian company</li> <li>• <b>2020:</b> 1 of 4 banks named and the only Australian company</li> <li>• <b>2019:</b> 1 of 5 banks named and the only Australian company</li> <li>• <b>2018:</b> 1 of 4 banks named and the only Australian company</li> <li>• <b>2017:</b> 1 of 3 banks named and the only Australian company</li> <li>• <b>2016:</b> 1 of 4 banks named and 1 of 2 Australian companies</li> <li>• <b>2015:</b> 1 of 5 banks named and 1 of 2 Australian companies</li> <li>• <b>2014:</b> 1 of 5 banks named and 1 of 3 Australian companies</li> </ul>
<p><b>Certified Responsible Investment, wholesale (2)</b></p> <p><b>Responsible Investment Association Australasia (RIAA)</b></p>	<ul style="list-style-type: none"> <li>• <b>2015 to 2023:</b> The Bank’s \$1 billion Debt Issuance Programme (DIP) for wholesale investors is a Certified Responsible Investment by RIAA.</li> <li>• <b>2019 to 2022:</b> As of August 2019, all new Wholesale Short Term Deposits sold/issued by the Bank to any of the Bank’s wholesale counterparties are Certified Ethical Investment. Short Term Deposit funding is comprised of: Negotiable Certificates of Deposit (NCDs), Wholesale term deposits, Wholesale overnight deposits (11am cash – at call).</li> </ul>	<p><b>UN Sustainable Development Goals (2)</b></p> <p><b>2030 Agenda for Sustainable Development</b></p>	<ul style="list-style-type: none"> <li>• <b>2022:</b> mapped 13 of the 17 Goals</li> <li>• <b>2021:</b> mapped 13 of the 17 Goals</li> </ul>
<p><b>Certified Responsible Investment, retail mortgages and deposits (2)</b></p> <p><b>RIAA</b></p>	<ul style="list-style-type: none"> <li>• <b>2019 to 2023:</b> As of December 1, 2018, all new retail mortgage and deposit products (14 different products) sold by the Bank are certified as Responsible Investment by the RIAA.</li> </ul>	<p><b>Fossil Free Certification – Bank Green 2022</b></p>	<ul style="list-style-type: none"> <li>• Financial institutions that are Fossil Free Certified have pledged not to finance new fossil fuel companies or projects</li> </ul>
<p><b>Responsible Investment Leader</b></p> <p><b>RIAA</b></p>	<ul style="list-style-type: none"> <li>• <b>2021 and 2022:</b> the only bank named a Responsible Investment Leader</li> <li>• <b>2021:</b> named for leading Responsible Investment practice within banking</li> </ul>	<p><b>ASFI Momentum Tracker report 2021 and ASFI Progress report 2022 (2)</b></p> <p><b>Australian Sustainable Finance Initiative (ASFI)</b></p>	<ul style="list-style-type: none"> <li>• <b>2022:</b> the only financial company named as the case study for Embedding sustainability into leadership</li> <li>• <b>2021:</b> 1 of 30 case studies for of Embedding sustainability into leadership</li> </ul>

# A DECADE OF RECOGNITION AND PROGRESS

Our 80 performance results and awards over the past 10 years, demonstrate our continuous commitment to social responsibility leadership in Australia and globally.

## Awards

<b>Green Bank of the Year (3) Finder Awards</b>	<ul style="list-style-type: none"> <li>• <b>2022:</b> Winner</li> <li>• <b>2021:</b> Finalist</li> <li>• <b>2020:</b> Finalist</li> </ul>	<b>NSW Government Green Globes (3)</b>	<ul style="list-style-type: none"> <li>• <b>2016:</b> Joint Winner, Climate Change Leadership</li> <li>• <b>2014:</b> Finalist, Climate Change Leadership</li> <li>• <b>2013:</b> Finalist, Business Sustainability</li> </ul>
<b>Best Bank in CSR/ESG (7) Australian Retail Banking Awards (formerly AB+F)</b>	<ul style="list-style-type: none"> <li>• <b>2020:</b> Winner, Most Innovative Green Initiative</li> <li>• <b>2018:</b> Finalist, Best Bank in CSR</li> <li>• <b>2017:</b> Finalist, Best Financial Institution in CSR</li> <li>• <b>2016:</b> Winner, Best Bank in Socially Responsible Performance (ESG)</li> <li>• <b>2015:</b> Winner</li> <li>• <b>2014:</b> Finalist</li> <li>• <b>2013:</b> Winner</li> </ul>	<b>Celebrating excellence, leadership, and innovation in sustainability</b>	
<b>Sustainability Leaders 2022 (Australian Financial Review)</b>	<ul style="list-style-type: none"> <li>• <b>2022:</b> Shortlisted</li> </ul>	<b>Best Career Development Programme (1) Australian Retail Banking Awards</b>	<ul style="list-style-type: none"> <li>• <b>2018:</b> Winner</li> </ul>
<b>Mutual Bank of the Year (1) Australian Retail Banking Awards (formerly AB+F)</b>	<ul style="list-style-type: none"> <li>• <b>2017:</b> Winner</li> </ul>	<b>FM Facilities Management Industry Awards for Excellence (1)</b>	<ul style="list-style-type: none"> <li>• <b>2016:</b> Finalist, Sustainability and Environmental impact</li> </ul>
<b>Large Business Sustainability Leadership (2) Banksia Sustainability Awards</b>	<ul style="list-style-type: none"> <li>• <b>2016:</b> Finalist</li> <li>• <b>2014:</b> Finalist</li> </ul>	<b>Sustainability Leadership Large Organisations, World Environment Day Award (2)</b>	<ul style="list-style-type: none"> <li>• <b>2014:</b> Winner</li> <li>• <b>2013:</b> Finalist</li> </ul>
<b>Leadership Awards, Climate Alliance (2)</b>	<ul style="list-style-type: none"> <li>• <b>2016:</b> Winner, Innovator of the Year</li> <li>• <b>2014:</b> Joint Winner, Board Leadership of the Year</li> </ul>	<b>United Nations Association of Australian (UNAA)</b>	
<b>Australasian Employee Engagement Companies of the Year (1) 2016 ANZ Employee Engagement Awards</b>	<ul style="list-style-type: none"> <li>• <b>2016:</b> 1 of the Top 10</li> </ul>	<b>Customer Owned Banking Association (COBA) (1) Sustainability award</b>	<ul style="list-style-type: none"> <li>• <b>2012:</b> Winner, Sustainability Award</li> </ul>





# APPENDIX

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**Global leadership in socially responsible banking is founded in technical depth, comprehensive credentials and detailed information.**



# THE IMPACT AREA PILLARS OF B CORP

## Governance

**Governance evaluates a company's overall mission, engagement around its social/ environmental impact, ethics, and transparency.**

This section also evaluates the ability of a company to protect their mission and formally consider stakeholders in decision making through their corporate structure (e.g. benefit corporation) or corporate governing documents.

## Workers

**Workers evaluates a company's contributions to its employees' financial security, health & safety, wellness, career development, and engagement & satisfaction.**

In addition, this section recognises business models designed to benefit workers, such as companies that are at least 40% owned by non-executive employees and those that have workforce development programs to support individuals with barriers to employment.

## Community

**Community evaluates a company's engagement with and impact on the communities in which it operates, hires from, and sources from.**

Topics include diversity, equity & inclusion, economic impact, civic engagement, charitable giving, and supply chain management. In addition, this section recognizes business models that are designed to address specific community-oriented problems, such as poverty alleviation through fair trade sourcing or distribution via microenterprises, producer cooperative models, locally focused economic development, and formal charitable giving commitments.

## Environment

**Environment evaluates a company's overall environmental management practices as well as its impact on the air, climate, water, land, and biodiversity.**

This includes the direct impact of a company's operations and, when applicable its supply chain and distribution channels. This section also recognizes companies with environmentally innovative production processes and those that sell products or services that have a positive environmental impact. Some examples might include products and services that create renewable energy, reduce consumption or waste, conserve land or wildlife, provide less toxic alternatives to the market, or educate people about environmental problems.

## Customers

**Customers evaluates a company's stewardship of its customers through the quality of its products and services, ethical marketing, data privacy and security, and feedback channels.**

In addition, this section recognises products or services that are designed to address a particular social problem for or through its customers, such as health or educational products, arts & media products, serving underserved customers/clients, and services that improve the social impact of other businesses or organizations.



# WORLD'S MOST ETHICAL COMPANIES ASSESSMENT

## Ethics and Compliance program

The criteria used for this category are fully aligned to corporate best practices, administrative and regulatory guidance, relevant case law, and the hallmarks of an effective ethics and compliance program as outlined by the Federal Sentencing Guidelines, Chapter 8, including:

- Program Structure, Oversight, Responsibility, and Resources
- Written Standards (including policies and procedures)
- Ethics and Compliance Training, Awareness, and Communication
- Detection, Monitoring, and Auditing
- Enforcement, Discipline, and Incentives.

## Governance

This category examines the availability and quality of systems designed to ensure strong corporate governance.

Governance criteria are evaluated within the context of the structure of the applicant company - whether it is privately held, publicly traded, a partnership, or a non-profit. Over time, Ethisphere has updated this category with revised questions on governance practices such as committee chair rotation, tenure limitations, and stakeholder exposure.

## Culture of Ethics

Getting a sense of an organisation's culture of ethics is rising in significance: regulators are asking about it, investors are demanding it, and the best companies are doing it.

This significance is reflected in our methodology: 20 percent of an applicant's score is attributed to its overall culture of ethics.

However, measuring culture is not a one-size-fits-all process. When evaluating a company's culture and attempts to measure it, Ethisphere accounts for the efforts taken to establish ethical tone from the top and from the middle of the organization, the frequency with which culture is evaluated, which methods and metrics are used, and how those measurements get turned back into action.

## Environmental & Social Impact

This category evaluates a company's approach to its self-evaluation of priorities and methodologies in the wider Environmental, Social, and Governance (ESG) universe.

Specifically, these activities involve environmental stewardship, community involvement, corporate philanthropy, workplace impact and well-being, and supply chain engagement and oversight. The quality and effectiveness of the initiatives are considered, in addition to stated and measurable goals, accountability, and transparency. Ethisphere has recently revised questions in this category to better understand the processes companies use to engage with their stakeholders, align their reporting with industry and other framework standards, and get a sense of their commitments to human rights, inclusivity efforts, and employee needs.

## Leadership and Reputation

This category measures two distinct yet related subjects.

First, our analysis of a company's leadership examines concrete examples of corporate leadership in local, national, industry, and/or global initiatives that promote business ethics, responsible and sustainable business practices, environmental stewardship, good governance, transparency, and social responsibility. We are looking for companies that take the lead in such initiatives instead of merely following others that pave the way.

Second, we evaluate a company's reputation through its legal compliance, litigation, and ethical track record, along with the strength of the company's ethical reputation in the marketplace. We conduct additional research outside of an applicant's submission. This category considers positive indicators of a company's leadership in sustainability, treatment of employees, culture, ethics and compliance programs and practices, and other areas. It also takes into account negative indicators. Note that over time, this category has evolved from multiple-choice questions to ones requiring narrative responses.

# ABOUT RIAA AND CERTIFIED PRODUCTS

## As a Licensee of the Certification Symbol, this means:

### Our responsible investment credentials can be trusted

With the growth of interest in sustainability has come a new wave of “green” products and services. With this growth has come an increasing demand for third party verification of claims and benefits. In the case of investors, they are looking for clear and consistent information that specifically outlines how investment products and services address important environmental, social and governance issues.

Being certified by RIAA means you have met the industry’s operational and disclosure requirements and this in turn means your clients can have confidence in your responsible investment credentials.

### We are a leader in responsible investment practice

The operational and disclosure requirements of the Program can only be met by the organisations and individual professionals who are open to having their ESG processes, systems and performance made public – and in the case of products and superfunds, also subject to verification by an independent auditor. In the eyes of investment peers and the consuming public, this transparency leads to higher degrees of trust through increased accountability.

Becoming certified under the Program confirms the leadership position you are taking in regard to managing and disclosing environmental, social and governance issues through your investment products, services or policies.

### We are committed to responsible investment

To develop and implement the leading practice in responsible investment takes effort, commitment and resources. Securing and maintaining your status as Certification Symbol licensee

## Requirements for all categories, including Products are:

- Meet strict operational and disclosure requirements and make publicly available specific details of their services as laid out under the respective Category requirements
- Invite their members, clients and peers to hold them to account for their behaviours consistent with the Program Code of Conduct
- Are subjected to the Quality and Thresholds Test

- Promote the standard by incorporating the Certification Symbol into marketing and communications material in accordance with the Certification Symbol Licensee Agreement and the Licensee Marketing Kit and Style Guide
- Agree to participate in good faith in the Program’s Concerns & Grievance Policy and Procedures with a view to protecting the reputation of responsible investment peers, individual investors and/or the responsible investment industry as a whole
- Are operating/offered for investment in Australia and/or New Zealand
- Are current and legally trading
- Are not persistently subject to legal proceedings and/or regulator investigation
- Notify RIAA of material changes in product characteristics that may impact the suitability of the product remaining Certified under the RI Program

## The additional requirements for a product to be certified under the program are as follows. Certified RI products:

### Have formal, consistent, documented, and auditable RI strategies and processes: RI strategies:

- a) are fully explained in legal product documentation such as the Product Disclosure Statement (retail), Information Memorandum or Pitch book (wholesale) and/or equivalent documentation that supports the product, and
- b) are consistently and reliably represented between the legal documentation, supplementary materials, website and other public platforms, and
- c) are underpinned by detailed, fit-for-purpose and formalized RI processes, management systems and reporting frameworks and thereby consistently and reliably applied to the Product, and
- d) applied to the Product and its management processes are (1). audited by a Third-Party Verification entity appointed by RIAA; where some or all of the Product is managed by external manager/s, those managers’ processes are also required to be audited by a Third-Party Verification entity appointed by RIAA (unless already certified by RIAA); (2). Subject to RIAA’s annual spot audits (executed by RIAA or a Third-Party Verification Panel member designate) covering between 5-10% of eligible program participants renewing their product certification in a given year; and demonstrates your commitment to responsible investment.



# ABOUT RIAA AND CERTIFIED PRODUCTS

## **Make honest claims and are appropriately labelled:**

- a) are named to accurately reflect the social, environmental, sustainability and/or ethical outcomes or responsible investment strategy applied to the product and
- b) describe what could be reasonably expected by an investor in terms of the portfolio holdings of the products well as
- c) ensure all claims made about the product are honest and not false or misleading nor include puffery, unsubstantiations and unqualified predictions; and
  - Avoid significant harm:  
can detail how the responsible investment product strategy results in a product for investors that, as a minimum avoids significant harm; and
  - Account for ESG factors in the investment process:  
can evidence how the responsible investment strategy accounts for the explicit inclusion of environmental, social and governance factors in its systematic
    - selection, retention and realisation of assets, and/or
    - construction of portfolios and/or
    - risk assessment and management and/or
    - selection, assessment and management of managers; and

## **Have relevant and accessible RI disclosures:**

- a) the benchmark against which the products is being financially measured and
- b) twice-annually, the past financial performance results/returns of the product (where relevant) and
- c) twice-annually, the details of their product's portfolio holdings (for equities funds, or an equivalent disclosure for other products) on the fund's website with no longer than a 90-day lag and
- d) activities and outcomes from stewardship practices (both engagement and voting) and
- e) for products asserting certain sustainability outcomes or claims, the product's social, environmental and/or sustainability performance against benchmarks, goals or targets, at least annually as well as the methodology for measuring the Product's contribution to social, environmental and/or sustainability outcomes and
- f) if the Product uses short-selling, how such instruments are managed, the proportion of the product likely

subject to short-selling; and on a look through basis, all underlying positions including those to which there is zero net exposure after consideration of short-selling (or any other mitigating strategy); and

- Are managed by active stewards:  
can detail the stewardship practices applied to the management of the responsible investment product and articulate the improved investee governance outcomes of these practices; and
- Are managed by organisations with a formalised commitment to responsible investing:  
managing or issuing organisations can demonstrate their organisation-wide commitment to promote, advocate for or support approaches to responsible investment that align capital with achieving a healthy and sustainable society, environment and economy. This requirement takes affect within two years of entry to the Program; and
- Provide educational information to members and customers:  
about the responsible investment strategies and investment outcomes.

# GLOSSARY

Data is for Teachers Mutual Bank Ltd (TMBL), which has five divisions; Hiver Bank (launched in 2021) Teachers Mutual Bank, Firefighters Mutual Bank, Unibank and Health Professional Bank (launched February 2019). FMB merged with TMBL in November 2016 and Unibank merged in July 2015, so awards and benchmarks include those brands for the relevant period, typically over a Financial Year.

**B Corp.** B Corp are global leaders in using business as a force for good. B Corps meet high standards of verified social and environmental performance, public transparency, and legal accountability to balance profit and purpose. B Corp Certification is a rigorous, verified performance assessment across 5 areas: Governance, Workers, Customers, Community, Environment, with a minimum score of 80 points, 300+ scored questions, multiple verification rounds, a series of interviews and data provision. <https://www.bcorporation.net/en-us/find-a-b-corp/company/teachers-mutual-bank-limited>

**RIAA.** Wholesale DIP, Short Term Deposits and the Retail mortgages and deposits have been certified by RIAA according to the strict operational and disclosure practices required under the Responsible Investment Certification Program. See [responsibleinvestment.org](https://responsibleinvestment.org) for details. The Responsible Investment Certification Program does not constitute financial product advice. Neither the Certificate Symbol nor RIAA recommends to any person that any financial product is a suitable investment or that returns are guaranteed. Appropriate professional advice should be sought prior to making an investment decision. RIAA does not hold an Australian Financial Services Licence. [www.responsibleinvestment.org](http://www.responsibleinvestment.org)

RIAA Responsible Investment Leaders achieve a score of 15 out of 20 or above on RIAA's Responsible Investment Scorecard as captured and assessed for the Responsible Investment Benchmark Report 2021 and 2022. RIAA's Scorecard consists of 15 questions, covering four key pillars. <https://responsibleinvestment.org/resources/benchmark-report/>

**The EOCGE 2015** citation is designed to encourage, recognise and promote active commitment to achieving gender equality in Australian workplaces. The EOCGE citation commenced in 2014, replacing the predecessor citation, the EOWA Employer of Choice for Women. The citation is strategically aligned with the Workplace Gender

**Equality Act 2012 (Act).** The EOCGE citation is a voluntary leading practice recognition program that is separate to compliance with the Act. [www.wgea.gov.au](http://www.wgea.gov.au)

**The Ethisphere institute** is a global leader in defining and advancing the standards of ethical business practices that fuel corporate character, marketplace trust, and business success. The World's Most Ethical Companies assessment process includes more than 200 questions on culture, environmental and social practices, ethics and compliance activities, governance, diversity, and initiatives that support a strong value chain. The process serves as an operating framework to capture and codify the leading practices of organizations across industries and around the globe.

**2021's Australia's Best Workplaces to Give Back**, Good Company 2021 Archives - Best Place to give back. <https://www.bestplacetogiveback.com.au/>

**Fossil Free Certification** Financial institutions that are Fossil Free Certified have pledged not to finance new fossil fuel companies or projects, and the majority already do not do so. Fossil Free Certification is the simplest, most straightforward way to signal to customers, professionals in the banking sector, and the general public that a sustainability-conscious financial institution is truly putting its money where its mouth is. <https://bank.green/>

**The LBG** is the global standard for measuring and benchmarking corporate community investment. The LBG model provides a comprehensive and consistent set of measures to determine an organisation's contribution to the community, including cash, time, in-kind donations, and management costs. [www.lbg-australia.com/](http://www.lbg-australia.com/)

Teachers Mutual Bank Limited has been certified for various levels by **South Pole** a leading provider of global sustainability financing solutions and services. [www.southpole.com](http://www.southpole.com)

**The CR Index** was a robust tool to help companies systematically measure, manage and integrate responsible business practice. Developed in consultation with business leaders the first CR Index survey was launched in 2002, and has since been replaced with a newer measurement. [www.bitc.org.uk](http://www.bitc.org.uk)

**The Australian Centre for Corporate Social Responsibility (ACCSR)** was a pioneer in corporate social responsibility in Australia and a leader in stakeholder based methodologies to address sustainability risk management. [www.accdr.com.au](http://www.accdr.com.au)

**The Australian Climate Leadership Summit**, on 5 November 2015, brought together major Australian businesses, representatives from government, investors and NGOs to announce significant climate commitments. The Summit is an initiative of the Carbon Disclosure Project (CDP) [www.cdp.net](http://www.cdp.net) <http://www.climate-leadership.org/media-release-20151105>

**The Australian Retail Banking Awards** (formerly the Australian Banking & Finance Awards AB+F) are the only awards dedicated exclusively to achievement within the retail banking industry. The AB+F award recognises companies who demonstrate environmental protection, respect for human rights, the continuing improvement of working employment and relations conditions, social commitment, responsibility attitudes with suppliers and customers and transparency and effectiveness of corporate governance. In 2017 the category was changed to 'Best Financial Institution in Corporate Social Responsibility' (CSR), and in 2018 to 'Best bank in CSR'. [www.australianbankingfinance.com](http://www.australianbankingfinance.com) [www.australianretailbankingawards.com.au](http://www.australianretailbankingawards.com.au)

**Finder Green** awards recognise Australia's greenest industry leaders. <https://www.finder.com.au/finder-green-awards>

**ASFI** The ASFI roadmap, launched in November 2020, comprising 80 organisations spanning insurers, major banks, superannuation funds, civil society, and academia, made 37 recommendations. <https://www.asfi.org.au/tracker-1> and Progress Tracker — ASFI

**Sustainability Leaders 2022 by the Australian Financial Review.** The Australian Financial Review 'Sustainability Leaders' The Australian Financial Review Sustainability Leaders list is based on assessment of each entrant's nominated sustainability innovation – whether it is an initiative, product, service or strategy. Innovations are then assessed using Boston Consulting Group proprietary Sustainable Business Model Innovation (SBM-I) methodology.

**The Banksia Foundation.** Large Business Sustainability Leadership award recognises a large business that has demonstrated leadership by fully integrating sustainable principles and practices into operational business activities, reducing the organisation's footprint and adding value to society. [banksiafdn.com](http://banksiafdn.com)

**Climate Alliance Limited** is a not-for-profit, membership based company that engages with business leaders and communicates the opportunities and risks of climate change. The Climate Alliance Business Leadership Awards recognise Australian business leaders and organisations that have demonstrated leadership by addressing the opportunities or risks presented by climate change. [www.climatealliance.org.au](http://www.climatealliance.org.au)

**The 2016 ANZ Employee Engagement Awards & Conference** in association with Reward Gateway announced its 2016 Top 10 ANZ Employee Engagement Companies of the Year. [www.ee-awards.com](http://www.ee-awards.com)

**The NSW Government's Green Globe Awards** are the leading environment awards, recognising environmental excellence, leadership and innovation in NSW. [www.environment.nsw.gov.au/greenglobes](http://www.environment.nsw.gov.au/greenglobes)

**The RFI award** celebrates the institution that offers the best career development opportunities. The entrant must address the following criteria in their nomination: Participation and completion rates. Measures of how the programme increases innovation and improves the work capacity within the organisation, furthers participants' careers and develops leadership skills. How does the organisational culture support and value the training and learning? Show how the training and learning forms an integral part of the organisation's strategic planning. Describe the use of networks, partnerships and supply chains to facilitate training and learning, where applicable. Provide evidence of the development and use of e-learning. [www.australianretailbankingawards.com.au](http://www.australianretailbankingawards.com.au)

**The FM Industry Awards for Excellence** are presented by the Facility Management Association of Australia. Each year they recognise leadership and innovation in the management, operation and maintenance of Australia's built environment across 8 categories. [www.fma.com](http://www.fma.com)

**Sustainability Leadership**, large organisations. Each year, in support of UNEP World Environment Day (June 5), the United Nations Association of Australia (UNAA) recognises innovative and outstanding environmental programs and initiatives from across Australia and the important work of Australian environmental leaders through its World Environment Day Awards. [www.unaavictoria.org.au/awards-programs/world-environment-day-awards](http://www.unaavictoria.org.au/awards-programs/world-environment-day-awards).