

Socially Responsible Banking

Performance benchmarks and awards

August 2020

We measure ourselves against world leading standards and companies. External, independent third party measurement provides transparency, evidence and results of our performance over time, and tests and validates data, systems and processes across hundreds of metrics.

Performance

Certified Ethical Investment¹

2015 to 2020 The Bank's \$1 billion Debt Issuance Programme (DIP) for wholesale investors is a Certified Ethical Investment by the Responsible Investment Association Australasia (RIAA).



CERTIFIED BY RIAA

2019 to 2020 As of August 20 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).



CERTIFIED BY RIAA

Certified Responsible Investment

2019 to 2020 As of December 1 2018, all new retail mortgage and deposit products sold by the Bank are certified as Responsible Investment by the RIAA.



CERTIFIED BY RIAA

All retail deposits, mortgages and wholesale products we sell are Certified by RIAA.

Employer of Choice for Gender Equality (EOCGE) citation²

Workplace Gender Equality Agency (WGEA)

2018 1 of 140 organisations named
2017 1 of 120 organisations named
2016 1 of 106 organisations named
2015 1 of 90 organisations named
2012 1 of 125 organisations named as Employee of Choice for Women (EOCFW) by EOWA



One of the World's Most Ethical Companies³

Ethisphere Institute

2020 1 of 4 Banks named and the only Australian company
2019 1 of 5 Banks named and the only Australian company
2018 1 of 4 Banks named and the only Australian company
2017 1 of 3 Banks named and the only Australian company
2016 1 of 4 Banks named and 1 of 2 Australian companies
2015 1 of 5 Banks named and 1 of 2 Australian companies
2014 1 of 5 Banks named and 1 of 3 Australian companies



A carbon neutral bank⁴

We buy Certified Carbon Offsets from Climate Friendly to offset our emissions from electricity and fuel use to zero

2020 Climate Conscious – Certified carbon offsets
2019 Climate Conscious – Certified carbon offsets
2013 to 2018 Climate Neutral Company



A Leader, international Corporate Responsibility Index (CRI)⁵

2014 91%
2013 90% Gold
2012 79% Bronze



A Leader in the Annual Review of the State of CSR in Australia and New Zealand⁶

Australian Centre for Corporate Social Responsibility (ACCSR)

2015 Listed in the CSR Top Ten Organisations.
2014 CSR Innovation (93%). CSR Management (94%). Overall score (85%).

TEACHERS MUTUAL BANK LIMITED



Awards

Best Bank in CSR/ESG⁷

Australian Retail Banking Awards (formerly AB+F)

- 2018** Finalist, Best Bank in CSR
- 2017** Finalist, Best Financial Institution in CSR
- 2016** Winner, Best Bank in Socially Responsible Performance (ESG)
- 2015** Winner
- 2014** Finalist
- 2013** Winner



Mutual Bank of the Year⁷

Australian Retail Banking Awards (formerly AB+F)

- 2017** Winner



Finder Green Awards⁸

- 2020** Finalist, Green Bank of the Year 2020



Large Business Sustainability Leadership⁹

Banksia Sustainability Awards

- 2016** Finalist
- 2014** Finalist



Leadership Awards, Climate Alliance¹⁰

- 2016** Winner, Innovator of the Year
- 2014** Joint Winner, Board Leadership of the Year



Australasian Employee Engagement Companies of the Year¹¹

2016 ANZ Employee Engagement Awards

- 2016** 1 of the Top 10



NSW Government Green Globes¹²

Celebrating excellence, leadership and innovation in sustainability

- 2016** Joint Winner, Climate Change Leadership
- 2014** Finalist, Climate Change Leadership
- 2013** Finalist, Business Sustainability



Best Career Development Programme¹³

Australian Retail Banking Awards

- 2018** Winner



FM Facilities Management Industry Awards for Excellence¹⁴

- 2016** Finalist, Sustainability and Environmental impact

Sustainability Leadership Large organisations, World Environment Day Awards¹⁵

United Nations Association of Australia (UNAA)

- 2014** Winner
- 2013** Finalist



■ Data is for Teachers Mutual Bank Ltd (TMBL), which has four divisions; 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 include those brands for the relevant period, typically over a Financial Year.

1. 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 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

2. 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

3. The Ethisphere Institute is a global leader in defining and advancing the standards of ethical business practice. The World's Most Ethical Company assessment is based upon the Ethisphere Institute's Ethics Quotient (EQ) framework and honours superior achievements in transparency, integrity, ethics and compliance. Unibank and Firefighters Mutual Bank, are divisions of Teachers Mutual Bank Limited, one of the 2018 World's Most Ethical Companies. TMBL has been named a World's Most Ethical Company from 2014-2019, and includes UniBank for 2016, 2017, 2018 and 2019, Firefighters Mutual Bank in 2018 and 2019, and Health Professionals Bank for 2020. www.ethisphere.com

4. Teachers Mutual Bank Limited has been certified as a Climate Neutral and a Climate Conscious Company by South Pole. South Pole is a leading provider of global sustainability financing solutions and services. This means that Teachers Mutual Bank Limited is a carbon neutral bank, and all its members accounts are with a carbon neutral bank. www.southpole.com

5. The CR Index is 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. www.bitc.org.uk

6. The Australian Centre for Corporate Social Responsibility (ACCSR) is a pioneer in corporate social responsibility in Australia and a leader in stakeholderbased methodologies to address sustainability risk management. www.accdr.com.au

7. 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'. The entrant must address the following criteria in their nomination: Demonstrates CSR culture as core to your business activity. Demonstrates commitment to sustainability in the workplace, community and environment. Innovative

program in fields such as social investment, social innovation, employee engagement. Measurable results and impact of the program towards the corporation's values and business strategy. Reporting and the communication of the program progress and results.

www.australianbankingfinance.com
www.australianretailbankingawards.com.au

8. Finder Green awards 2020 recognise Australia's greenest industry leaders. <https://www.finder.com.au/finder-green-awards>

9. 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

10. 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

11. 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

12. 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

13. This 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

14. 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. The Facility Management Association is the peak national industry body for facilities management, representing and supporting professionals and organisations responsible for the operational management of Australia's built environments. www.fma.com

15. 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