

TEACHERS MUTUAL BANK LIMITED

Using banking as
a force for Good





Table of contents

About us	5
Chairperson and CEO Statement.....	6
Our vision	7
Our commitment to you.....	8
Socially responsible banking	10
Proving our social responsibility credentials.....	11
We are one of the World’s Most Ethical organisations.....	13
Responsible and ethical investment	14
Responsible Investment Certification for all our mortgages and deposits	15
Ethical Investment Certification for all our wholesale products	16
Market impact of our RIAA Certified products	17
Acting on climate change	19
Investing in the community	20
Mapping out a sustainable economy for Australia	22
Global Alliance for Banking on Values.....	23

We are a world-leading socially responsible bank.

Social responsibility drives everything we do - our business practices, our people, and our products. It's built in, not bolted on.

Our Bank is a force for good.



About us

Who we are

Teachers Mutual Bank Limited ('the Bank') is one of the largest customer-owned banks in Australia. We have 210,000+ members and \$8 billion+ in assets.

We are one Bank that operates four banking divisions: Firefighters Mutual Bank, Health Professionals Bank, Teachers Mutual Bank, and UniBank serving people working in key sectors essential to our society - education, emergency services, and health.

For more than 50 years Teachers Mutual Bank (formerly Teachers Credit Union) has provided key financial services for those in the education sector. In 2015 the Bank merged with University Credit Society Limited, in 2016 it merged with Fire Brigades Employees Credit Union Limited, and in 2019 it launched Health Professionals Bank.

The Mutual banking model: we are owned by our members

We have a different structure to many banking organisations. Our members own the organisation, so there is no trade-off between the priorities of shareholders and members. Every member has one equal vote and one share in the business.

Instead of profits being distributed to institutional shareholders and investors via dividends, profits are re-invested back into the Bank to benefit all members and the communities they support.

The foundation of our banking model is to use deposits of members and customers to provide credit to members. We focus on personal banking – and not business or commercial banking. We are grounded in our community and serve the real economy.

We are not like other banks - profit for purpose is our business model and philosophy.



Chairperson and CEO Statement

Being a profit-for-purpose bank is our business model. This document sets out our approach to social responsible banking, what we do and how we do this.



Ethical business has become mainstream, and momentum has accelerated in the last few years. Rising society and consumer expectations are that companies must do far more than make money; from the Hayne Royal Commission, to ethical investing or the community impact of COVID 19. A recent industry survey showed that 87% of Australians expect the money in their bank accounts, to be invested responsibly and ethically¹.

As one of Australia's largest mutual banks, we have been doing good for half a century – ever since we held our first meetings in a tennis shed in 1966. For over 50 years, doing business ethically and sustainably has driven our model of mutual banking.

Our values, frameworks, policies and actions underpin our commitment. We enforce strict social responsibility criteria for our member's money, and don't lend to or invest in sectors that harm our society or our world. We've pioneered a new wave of ethical investment

in Australia since 2015. All our retail deposits, mortgages and wholesale products are independently Certified by the Responsible Investment Association Australasia (RIAA); this is 97% of all products the Bank sells.

Our members contribute a considerable amount to our 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 eight years in a row since 2014.

When people entrust us with their money, they are reassured we always act for the benefit of our members, society, and the planet.

We are proof that a bank can be both profitable and socially responsible – and financial security doesn't mean sacrificing values.

Join us. Be part of the future, today.

Maree O'Halloran
Chairperson

Steve James
Chief Executive Officer



Our Vision

To deliver high-quality financial advice, products and services to workers and their families within the education, emergency services and health communities in an ethical, simple and friendly manner that leave our members genuinely satisfied.

Our Mission

The Bank will grow its membership and market share within its niche markets of education, emergency services and health communities by delivering quality financial products, services and advice that are aligned with members' needs.

We will operate in an ethical, and sustainable manner, complying with our obligations to provide advice, products and services efficiently, fairly and honestly.

We will hire the right people who demonstrate the right values and behaviours, who will fit with our ethical culture and who understand the role they play in creating positive experiences.

Our Values

Our values state who we are to our members and stand as strategic principles that provide a guide for internal decision-making.



Sustainability

For more than 50 years, doing business ethically and sustainably has driven our model of mutual banking. Being responsible and ethical is our core purpose, and we believe that being ethical is about the whole bank. It is built-in, not bolted on. We recognise that our success is not only measured in terms of profits and growth, it is also how we engage with and support our members, communities, employees, and how we minimise our impact on the environment.



Advocacy

We aim to be everything you want in a bank, every time. We will be there for you at every step of your financial journey, helping you make the most of every dollar you earn and supporting you to reach your financial goals sooner. We are proud to offer advice, products and services that have been carefully designed to be relevant for members.



Passion

We are passionate about being the best of the best – and putting you first in everything we do. You can sense that passion when you engage with us, regardless of whether it's face-to-face or over the phone. We're a team of extremely committed people eager to deliver exceptional advice, products and services to our members.



Our commitment to you

At our Bank, you can do good with your money.

At our bank, you can align your money with your values - at no extra cost.

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

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 mortgage sold and deposit account opened is a socially responsible product.

Your money helps to profit your community.

We always act for people, for community and for society.

We can offer all this because of our commitment to be a world-leading, socially responsible bank.

People expect the companies they depend upon to act ethically. This is especially the case in the banking industry, which is privileged to be entrusted with people's life savings, their financial security and their dreams for the future.

In a world of big promises and claims, it is important that your bank operates transparently with clearly defined values – which are reflected in its actions.

You expect your bank to look after your money, but you also want to feel comfortable knowing where your money goes and how it is used.

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

When you join us, you join a bank that is a force for good.





Socially responsible banking

We are not like other banks - profit for purpose is our business model and philosophy.

Social responsibility drives everything we do - our business practices, our people, and our products.

We operate under distinctive socially responsible strategies, standards and practises and these apply to all of our banking divisions and products. These are written in our Constitution, in our member-owned structure, and in our focus on personal – not business – banking.

The Business Objective of our Lending Risk Policy is that “The Bank strives to provide quality services to members via prudent lending practices that are financially, socially and environmentally sustainable.”

Principles into practice

Our framework for ethical business, socially responsible practises and delivery on our commitments across more than 200 actions is set out in our Corporate Social Responsibility Policy.

This encompasses:

- **Our purpose, mission and values** – what we do and why we exist
- **Our culture and history** – how we do things, consistently for more than 50 years
- **Our legal structure** – as set out in our Constitution
- **Our business model** – of member-owned mutual banking
- **Our policies, practises and procedures** – how things get done
- **Our five focus areas** – of Ethical Business Practises, Members, Community, Employees and Environment



Responsible and ethical investment

We invest money responsibly and ethically under strict rules.

We do not lend to or invest in sectors that harm our society or our world.

We make sure Environmental, Social and Governance (ESG) issues are embedded in our lending and investment practices, and written in our Treasury Credit Risk and Lending Risk Policy.

Fossil fuels and climate change exclusions

Various lending opportunities are disqualified from the Bank's lending origination business. Such exclusions are where:

- the purpose would be to finance large scale greenhouse gas pollution from fossil fuel exploration, extraction, production and use; or
- the purpose would be to directly lend to, buy equity or debt in any large-scale greenhouse polluting activities from fossil fuel exploration, extraction, production and use.
- The Bank will not directly invest in any large-scale greenhouse gas polluting (i.e. fossil fuel exploration, extraction, production and use) activities or companies.

We don't invest in or lend to the fossil fuel industry.

Ethical lending exclusions

Various lending opportunities are disqualified from the Bank's lending origination business. Such exclusions are where the primary purpose of the entity or business is **alcohol, armaments, correctional facilities, cryptocurrency, deforestation or gross environmental degradation, fossil fuels, gambling, military activities, political activities, pornography, slavery, tobacco or uranium.**

Sponsorship exclusions

We prohibit sponsorship for activities such as gambling or politics.

No political donations

We do not donate, give gifts or employee or management time to support political candidates or political organisations.

To demonstrate this, all our retail deposits, mortgages and wholesale products are independently Certified by the Responsible Investment Association Australasia (RIAA).



Proving our social responsibility credentials

Our commitment to operate as a world-leading socially responsible bank is tested by independent third-party verification.

And, when we say that being socially responsible is at the heart of how we do business, we can back it up with proof.

Reporting and transparency

We measure, report and evaluate our business performance to provide transparency and accountability for all stakeholders.

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.

Global standards

As a modest-sized Australian mutual bank, we measure ourselves against world-leading standards. We support external frameworks that are dedicated to raising ethical business standards.

Governance

We have aligned our policies, practices and procedures with international best practice standards to ensure they are robust, integrated and transparent.

Track record

We publish more than 50 external results, which highlight our consistency and leadership in ethical business practises year-on-year.





Credentialsⁱⁱ

Certified Responsible Investment 2015-2021, RIAA

The \$1 billion Debt Issuance Programme (DIP) for wholesale investors

Certified Responsible Investment 2019-2021, RIAA

As of August 20 2019 all new Wholesale Short Term Deposits (STDs)

Certified Responsible Investment 2019 -2021, RIAA

As of December 1 2018, all new retail mortgage and deposit products sold

Employer of Choice for Gender Equality (EOCGE) citation 2015-2018

Workplace Gender Equality Agency (WGEA)

Employee of Choice for Women (EOCFW) by EOWA 2012

One of the World's Most Ethical Companies 2014-2021, Ethisphere Institute

A carbon neutral bank 2013-2020

2019-2020 Climate Conscious,
Certified Carbon Offsets
2013-2018 Climate Neutral Company

Finalist, Green Bank of the Year 2020

Finder Green Award.

Best Bank in CSR/ESG

Australian Retail Banking Awards

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 of the year 2017

Australian Retail Banking Awards

Best Career Development Programme, *Australian Retail banking awards*

2017 – winner

A Leader, international Corporate Responsibility Index (CRI)

2014 – 91%
2013 – 90% Gold
2012 – 79% bronze

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

*Australian Centre for Corporate Social
Responsibility (ACCSR)*

2015 – Top ten CSR Organisations
2014 – 85% overall score

Large Business Sustainability Leadership

Banksia Sustainability Awards

2016 Finalist
2014 Finalist

Leadership Awards, Climate Alliance

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

NSW Government Green Globes, *celebrating excellence, leadership and innovation in sustainability*

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

FM Facilities Management Industry awards for Excellence

2016 Finalist, Sustainability and
Environmental impact

Sustainability Leadership Large organisations, World Environment Day Awards

United Nations Association of Australia (UNAA)

2014 – Winner
2013 – Finalist



We are one of the World's Most Ethical companies

The Bank has been named one of the World's Most Ethical Companies for eight years in a row from 2014 to 2021.

We are one of 135 companies and one of only five banks worldwide to receive this recognition.

About the World's Most Ethical Companies (WME) evaluation

The recognition 'honours superior achievements in transparency, integrity, ethics and compliance, and underscores an honoree's commitment to leading with integrity and prioritising ethical business practises'. This is run by the Ethisphere Institute in the USA.

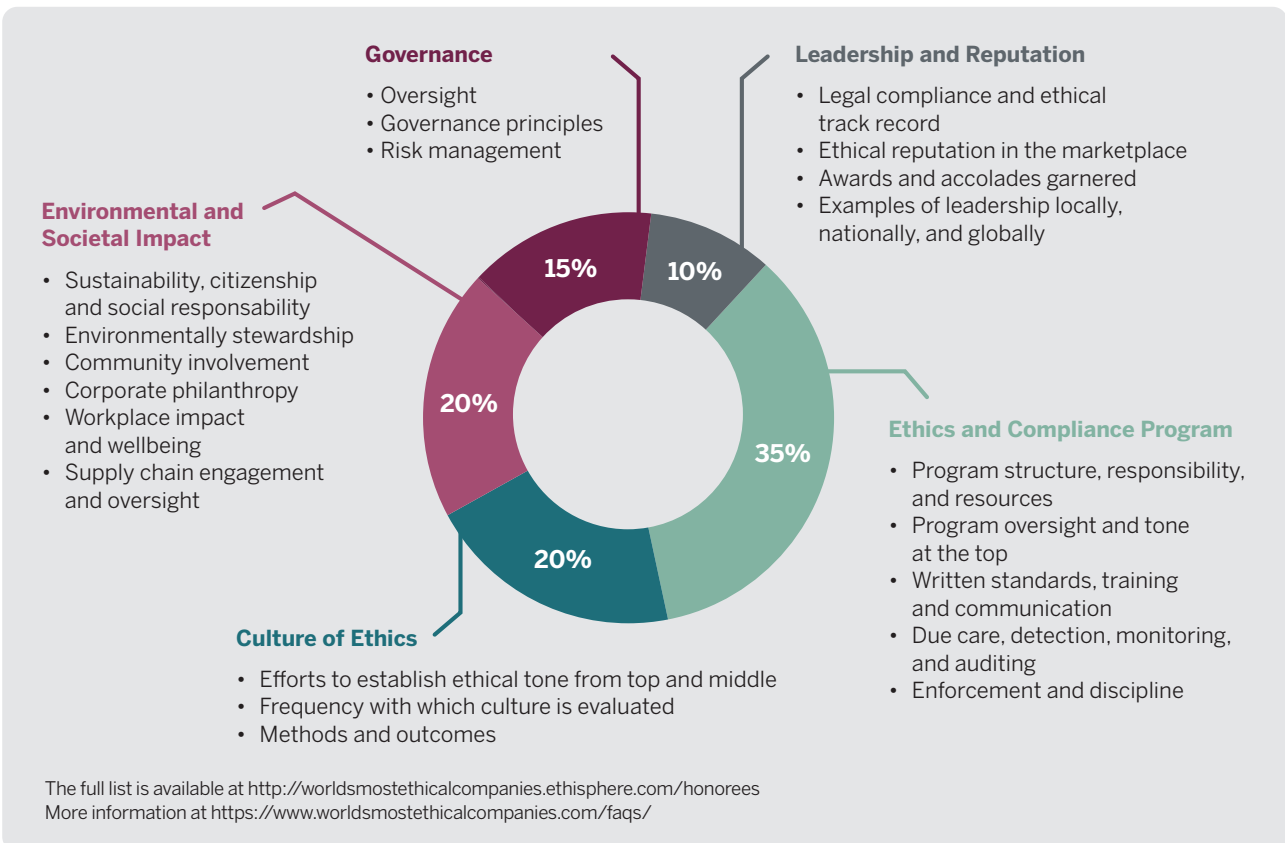
The WME assessment process 'includes more than 200 questions on culture, environmental and social practises, ethics and compliance activities, governance, diversity and initiatives to support a strong value chain. The process

serves as an operating framework to capture and codify the leading practises of organisations across industries and around the globe'.

Performance

The Bank submits extensive information as evidence. For example, we provide more than 300 separate documents. Participation in WME is entirely voluntary and falls under no legal requirement.

Our commitment is to be a world-leading ethical business, and WME is one of the primary methods to measure this. It is a test of our organisation-wide credentials.





Responsible Investment Certification for all our mortgages and deposits

Every mortgage and savings account that the Bank sells is independently Certified by the Responsible Investment Association Australasia (RIAA).

RIAA Certification exists on all retail mortgage and deposit products sold by the four divisions: Firefighters Mutual Bank, Health Professionals Bank, Teachers Mutual Bank, and UniBank.

Certification commenced on December 1, 2018, which means that every deposit account we open and every mortgage we sell is a Certified Responsible Investment; these two product types are around 98% of the retail products the Bank sells.

Enabling customers to access responsible investment options. Key benefits include:

- The money you deposit with us is never used to fund damaging industries such as fossil fuels, gambling or tobacco.
 - The money you borrow from us for your mortgage never comes from damaging industries.
 - There is zero cost and zero change from Certification – the products remain the same.
 - Certification applies to all mortgage and deposit product types. This is not a niche 'green' product.
 - Supports consumers to shop ethically for banking products.
- Third-party verification means our responsible investment credentials can be trusted.

About RIAA Certification

RIAA's Responsible Investment Certification Program verifies and assures that a responsible investment product is delivering on its sustainability claims, meets high standards of delivering on those claims, and is transparent on the approach to responsible investment.

The Certification Program is the trusted source on quality responsible investment products and services and the Program and the Certification Symbol forms the most comprehensive market initiative for responsible investment in Australasia.

By being a Certified Responsible Investment, the responsible investment product is delivering on its sustainability promise. The Certification Symbol Trade Mark provides consumers with a quality mark of the Australia and New Zealand standard for responsible investing products and advice.

RIAA Certified Responsible Investment (RI) Products:

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



Responsible Investment Certification for all our wholesale products

We've been pioneering ethical investment in Australia since 2015.

All wholesale funding issued by the Bank is independently Certified as a Responsible Investment. This means any wholesale investor in the Bank is guaranteed that their investment is responsible.

The Bank pioneered ethical investment when it became the first and only Australian financial institution to have its entire wholesale debt issuance program (DIP) of \$500m independently Certified by the RIAA as of June 2015. This was the first DIP launched by the Bank. It also is the:

- First and only Certified Responsible investment wholesale cash product in Australia.
- First and only wholesale cash product based on fossil fuel exclusion.
- First and only bank to certify its total wholesale sector funding.

Wholesale Certified Responsible investment products:

- June 2015 - \$500m Wholesale Debt Issuance Program (DIP).
- November 2018 – Increase of \$500m to Wholesale DIP. Program size is now \$1 billion.
- August 2019 - Wholesale Sector Short Term Deposits comprised of: Negotiable Certificates of Deposit (NCDs), Wholesale Term Deposits, and Wholesale overnight deposits (11AM cash – at call).

Under the \$1 billion DIP the Bank may issue debt securities that are issued in series and each series may comprise one or more tranches. These may vary in number, timing and tenor. By certifying the \$1 billion DIP, each individual issuance of notes or tranches is certified.

For wholesale Short Term Deposits, the tenor of these deposits is primarily between 30 days to one year. Issuance can be daily, and a typical week may see individual depositors transact numerous times with the Bank (this does not include any secondary market activity).

Our guarantee to wholesale investors

Any wholesale investor in the Bank is guaranteed their investment is a Certified Responsible Investment, as follows:

- All existing holders of the Bank's wholesale term debt issued under the Bank's debt issuance program.
- From August 20, 2019, all new investments in the Bank's wholesale short term deposits (i.e., cash, negotiable certificates of deposit and term deposits).

We are the only bank offering Certified Responsible Wholesale investment products (MTNs, FRNs, NCDs, TDs) to the Australian market.

Proceeds fund mortgages

Proceeds of the Bank's wholesale funding are used to fund the Bank's balance sheet and to, primarily, fund residential mortgages. The Bank's balance sheet funds our four divisions: Teachers Mutual Bank, Firefighters Mutual Bank, UniBank and Health Professionals Bank.

Certified Responsible Investment criteria

The Bank's first DIP of \$500m achieved RIAA Certification based on fossil fuel exclusion. In 2018, RIAA Certification was extended to an additional \$500m, the second part of the Bank's \$1 billion DIP for wholesale investors which was increased in size. Certification of the second \$500m and of the Wholesale Short Term Deposits is based on 13 additional ESG exclusions as well as fossil fuels.



Market impacts of our RIAA Certified Products

The Bank's RIAA Certified Responsible Investment products on the balance sheet have grown from zero to \$6.43 billion in four years

In the 6 months to 31 December 2020, total RIAA Certified product portfolio **increased by 43% (\$1.9 billion)** from \$4.5bn to \$6.4bn.

In the 18 months to 31 December 2020, **total** Certified product portfolio **increased by 207% (\$4.3bn)** from \$2bn to \$6.4bn.

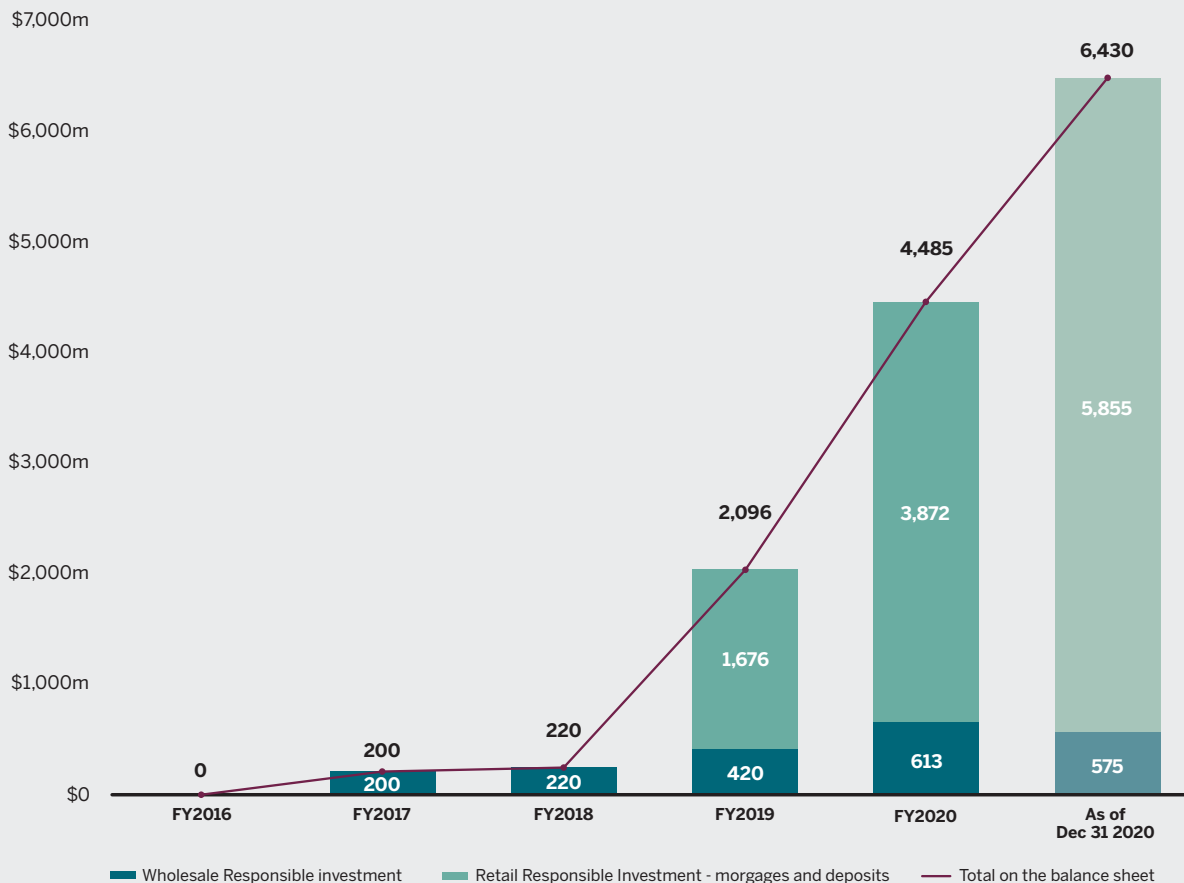
In the 18 months to 31 December 2020, Certified **retail** mortgage and deposit portfolio **increased by 249% (\$4.18bn)** from \$1.68bn to \$5.86bn.

Certified retail mortgage and deposit product portfolio **increased from zero to \$5.86bn** in the 25 months since 1 December 2018.

The % of Certified products on the balance sheet is **37%** (assets) and **34%** (liabilities) as of 31 December 2020.

TEACHERS MUTUAL BANK LIMITED

RIAA Certified Responsible investment products on the balance sheet. Assets and liabilities as of December 31, 2020 (\$m).







Banks can make a difference to climate change

Our bank does not take money from or lend to the fossil fuel industry.

Climate change is the largest and most urgent environmental issue facing us. Now, more than ever before, people are acting with the planet in mind.

Banking products free of fossil fuel industry investment

We pioneer innovative financial solutions to combat climate change which are bank-wide, not as a green niche.

We were the first bank to launch a \$1billion certified wholesale investment with criteria to exclude fossil fuel industry investment. This was expanded in 2018 to include all retail mortgage and deposit products.

Combined, retail and wholesale products that exclude investment in the fossil fuel industry represent about 97% of all products the Bank sells.

Greening our operations

We reduced our emissions intensity by 54% (assets) and 45% (employees) during the five years between 2016 -2020. The Bank also reduced its overall emissions by 666 tCO₂-e (32%).

This reduction has been achieved despite the Bank growing considerably during this period in terms of total assets, members, staff and number of offices up from 6 to 12.

- the Bank's emissions intensity reduced by 54% from 0.37 to 0.17 tCO₂-e per million \$ of assets.
- the Bank's emissions intensity reduced by 45% from 4.46 to 2.46 tCO₂-e per FTE.

Net zero

We have been a net zero bank for all Scope 1 and 2 emissions (electricity and fuel use) since 2012.

100% renewable energy

The Bank runs on 100% solar power; we source 100% of our electricity from renewable energy.

We have invested \$715,000 over 5 years to reduce our emissions in our buildings and operations, 83% of this is spent on solar PV and LED lamps.

We installed 641 solar PV panels in our owned offices, which have generated approx. 16% of the Bank's total electricity consumption and upgraded lighting with 3,000+ energy efficient LED lamps.

The Solar PV and LED lamps have contributed to an absolute amount of avoided emissions of over 400 tonnes per year, relative to BAU, and over their respective lifespans are expected to avoid an absolute amount of over 7,000 tonnes in avoided emissions against BAU.



Investing in the community

Returning profits to the community is fundamental to how we operate as a mutual bank.

Our Constitution directs us to ‘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 creates opportunities for our members, their families and communities to flourish. We are passionate about the future and supporting new ways of thinking that help improve our community and our world.

Measuring Community investment

The guiding principle is to ‘count all direct cash contributions for community benefit’, i.e. the total amount of cash contributions paid directly to community organisations or in support of community activities. This excludes other activities such as overheads, time and in-kind support.

This cash-only reporting enables benchmarking because it uses figures which are publicly reported by almost every company.

Our FY2020 community investment

- Total cash invested in the community - **\$1,822,155**
- Cash contributions as a % of Net Profits After Tax (NPAT) – **7.1%**
- Cash contributions per employee - **\$3,228**
- Total volunteering hours - **678**
- Employee donations and giving - **\$25,447**

Benchmarking to the big banks

1% of profits to community investment is considered best practice. The Big Four banks invested between 0.4% - 0.6% under the same basis.

Compared to the Big Four, our direct community investment, as a percentage of NPAT, is 12-18 times greater.

Our community contribution is robustly measured and reported by the external community consultancy The Incus Group, which has drawn up a best-practice framework with a clearly defined and transparent methodology.





The Australian Sustainable Finance Initiative Roadmap

This is a bold plan for aligning Australia's financial system with a sustainable, resilient and prosperous future for all Australians that we support.

The Roadmap calls for financial system participants to embed sustainability into their organisation's purpose, strategy and leadership.

ASFI is an unprecedented collaboration of leaders of banks, superannuation funds, insurance companies, financial sector peak bodies and academia. A broad set of experts from 80 organisations was appointed in 2019 to working groups to develop the Roadmap.

We are one of three mutual banks that contributed and helped form the recommendations.

Released in November 2020, the Roadmap makes 37 recommendations that will enable the financial services sector, together with regulators and governments, to strengthen Australia's financial system with the aim of recovering from the impacts of COVID-19 and delivering a transition to a net zero, resource-efficient and inclusive economy.

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, where the Bank was invited to speak on the panel discussing sustainable banking practise across the banking sector.

ASFI is committed to progressing the implementation of this Roadmap into 2021, with an implementation phase starting immediately.

The Roadmap's 37 recommendations are focused on 4 priorities:

- Embedding sustainability into leadership.
- Integrating sustainability into practice.
- Enabling resilience for all Australians.
- Building sustainable finance markets.

The Roadmap's vision for Australia is a financial system:

- that is sustainable, resilient and stable, and can manage systemic risks and other shocks and strains;
- that meets both the present and long-term needs of all Australians, the environment and the economy;
- where financial decisions are informed and consider sustainability risks, impacts and opportunities;
- that enhances financial inclusion and well-being, and informed choice;
- and where capital flows support Australia in delivering on sustainable development goals, including facilitating an orderly transition to a net zero emissions, resource-efficient and socially inclusive economy.



Global Alliance for Banking on Values

Working collaboratively with values-based banks to change the global banking system.

The Global Alliance for Banking on Values (GABV) is an independent network of banks from around the world that are committed to using finance to deliver sustainable economic, social and environmental development.

The network spans 50 institutions that are collectively in charge of \$230 billion of assets and serve 50 million customers.

We became the second Australian bank to be granted membership of the GABV in 2017, alongside Bank Australia.

GABV goals

The goal is to change the banking system so that it is more transparent, supports economic, social and environmental sustainability, and is composed of a diverse range of banking institutions serving the real economy.

Members have one thing in common: a shared mission to use finance to deliver sustainable economic, social and environmental development, with a focus on helping individuals fulfil their potential and build stronger communities.

Principles of values-based banking

- Triple bottom line approach at the heart of the business model
- Grounded in communities, serving the real economy and enabling new business models to meet needs
- Long-term relationships with clients and a direct understanding of their economic activities and risks
- Long-term, self-sustaining, and resilient to outside disruptions
- Transparent and inclusive governance
- All of these principles embedded in the culture of the bank



“Social responsibility drives everything we do – our products, practices and people.

We believe that the future of banking is both digital and ethical, and we want to show that banking can be a force for good”.

Steve James
Chief Executive Officer
of Teachers Mutual Bank Limited



BANK ON US FOR SOCIALLY RESPONSIBLE HOME LOANS

Build your wealth with a bank that does good



Firefighters Mutual Bank
Serving those who protect

UniBank
Know more

Certified responsible investment home loans and savings accounts

It's what we call **Feel-Good Wealth**



 CERTIFIED BY RIAA

Want to know more?
unibank.com.au/responsibleinvestment

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.¹



Health Professionals Bank

Feel good about banking with one of the World's Most Ethical Companies®

2020 WORLD'S MOST ETHICAL COMPANIES™
WWW.ETHICALCOMPANIES.COM

Build your wealth with a bank that does good



Feel-Good Wealth is our commitment to a socially responsible way of banking. When you join us, you don't need to choose between building wealth or building a wealthier future for the community and the planet. At Teachers Mutual Bank you can do both.

Learn more
tmbank.com.au/feel-good

 **Teachers Mutual Bank**
We put you first

Membership is open to citizens or permanent residents of Australia who are current or retired employees of the Australian education sector or family members of members of the Bank. Teachers Mutual Bank Limited ABN 30 1037





Footnotes

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. **Certification cannot be applied retrospectively to products**

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. www.ethisphere.com

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

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

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

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

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 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

Best Career Development programme. The criteria are: 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

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

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

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

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

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

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

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

Community investment methodology can be found at <https://www.tmb.com.au/social-responsibility/performance-results>

For more information contact

Corin Millais.

Head of Socially Responsible Banking
cmillais@tmbl.com.au

Registered office: Teachers Mutual Bank Limited

ABN: 30 087 650 459

AFSL/Australian Credit Licence: 238981

Address: 28-38 Powell Street Homebush NSW 2140
or PO Box 7501 Silverwater NSW 2128

Telephone: 13 12 21 | **Fax:** (02) 9704 8205

Auditors: Grant Thornton Audit Pty Ltd,
Level 17, 383 Kent Street Sydney NSW 2000

www.tmbl.com.au

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