

2024 SUSTAINABILITY REPORT

**Manaaki te ao, manaaki te
tāngata, e tipu pūtea ora.**

Care for the planet, care for people,
and grow financial wellbeing.



**TOGETHER
GREATER**



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**Ko te pae tawhiti whāia kia tata,
ko te pae tata, whakamaua kia tina.**

**Seek out distant horizons, while cherishing
those achievements at hand.**

The potential for tomorrow depends on what we do today.

A NOTE FROM OUR CEO



As we look back on the events of the past year, it's clear it has been another tough one for many New Zealanders. Cost-of-living pressures have continued to hit many households hard, while the economic environment has also presented challenges for businesses.

Against this backdrop, we have focused on how we can contribute to a more sustainable, resilient and inclusive country. As one of Aotearoa's largest banks, we have a responsibility to act as kaitiaki (guardians), and support better outcomes for New Zealanders.

Helping more New Zealanders to get into their own homes is one of the ways we can deliver positive outcomes, and we've been working hard this year to increase those numbers. We have a wide range of potential pathways for first-home buyers and have been focusing on helping more Kiwis to access those. This year we released our Shared Home Ownership Report, looking at more affordable pathways to home ownership, including shared equity and leasehold, and committed to lending \$1b over the next three years to support affordable home ownership solutions.

Working with our customers and communities to transition to a lower emissions economy is another priority. We have continued to offer our customers cost-effective ways to invest in greater energy efficiency through our Greater Choices Home Loan top-ups and EV loans.

Over the past 18 months we've provided \$3.58b – 43% of our agri term lending – through our Sustainable Farm Loan. We have also launched a new Sustainable Equipment Finance Loan and now have sustainable products available for a wide range of our customers - supporting investment in positive outcomes for people and our environment.

Helping our country to become more resilient includes working to prevent fraud and scams, which are unfortunately still very much part of the current environment. We continue to work hard on upgrading our fraud monitoring and prevention systems. We're investing heavily in systems and

technology to help stop criminals, as well as empowering our people to speak up when things don't seem right.

Improving financial inclusion is a continued focus for us, making it easier for everyone in our communities to access banking services, as well as delivering interactive workshops throughout the country to help New Zealanders of all ages build financial capability and confidence.

“As one of Aotearoa's largest banks, we have a responsibility to act as kaitiaki (guardians), and support better outcomes for New Zealanders.”

Understanding new viewpoints is an important part of our people's development and this year we've delivered a number of business-wide initiatives to help with that. These include te reo and tikanga Māori classes, a comprehensive sustainability learning programme and training in providing extra care to our customers.

Across our business, we've rolled out a broader EV charging network to keep powering our fleet (which is now 97% fully electric or plug-in hybrid) and continued to reduce our own operational emissions. Our people helped to raise a record \$1.45m for New Zealand's rescue helicopters, as well as raising the bar in contributing to our communities, using more than 35,000 volunteer hours to support numerous great causes.

A final, but significant highlight, has been welcoming Debbie Birch as an independent non-executive director to the Westpac NZ Board. Debbie has a huge depth of knowledge and expertise, with more than 30 years of financial markets experience. In addition to managing global investment portfolios, she has held a wide range of

governance positions. She is of Ngāti Tūwharetoa and Ngāti Raukawa ki te Tonga descent and last year won the INFINZ Māori Leadership in Finance Award for her contribution to growing the Māori economy in her governance and advisory roles. Debbie's insights have already proved valuable, bringing another viewpoint to our governance.

We know there's much more work to be done, and our new 2027 Sustainability Commitments are a continuation of our journey. As well as our affordable housing target, we've committed to continuing to improve financial capability and inclusion for New Zealanders. We've also set new targets to help NZ businesses to lower their emissions as well as to lower our own. Finally, we have set goals focused on improving social outcomes and continuing our strong focus on volunteering in our communities.

We are grateful for the input of our Sustainability Advisory Panel, who, as a group of hugely brilliant and passionate leaders in their own fields, have done such a wonderful job of challenging our thinking over many years, encouraging us to look deeper and go further to make a tangible difference to the future of Aotearoa New Zealand. A huge thank you to Chair Abbie Reynolds, and panel members Alistair Davis, Emeline Afeaki-Mafile'o, Rangimarie Hunia, Sam Johnson and Shruthi Vijayakumar, for your commitment. All representatives have now come to the end of their term on our panel and we will be involving external perspectives in a different way moving forward.

Finally, we'd love to hear your thoughts on what we're doing well and what more we could do – please feel free to get in touch at sustainability@westpac.co.nz

Catherine McGrath

Q&A WITH ABBIE REYNOLDS

Westpac NZ Sustainability Advisory Panel Chair

I finish up as the Chair of Westpac's Sustainability Advisory Panel this year, so this is my last review for the Annual Sustainability Report. It's an opportunity to reflect on the last three years of the panel and where we've seen progress as well as areas where I think progress still needs to be made.



Q. What have you seen change in your time as Chair?

A. During my time as Chair I've enjoyed working with three different CEOs, all with their own unique connection to sustainability and areas of interest. Under Catherine McGrath's leadership, the panel has seen the greatest growth in sustainability capability within the business, driven both by the demands of climate-related disclosure and deepening understanding, and action on efforts to support customers to understand and transition their businesses. I was especially pleased by last year's launch of the Westpac Sustainable Farm Loan, and its potential to support farmers to be better prepared for the future.

I have also seen out a full sustainability strategy cycle. When I joined the panel the 2020–2025 Sustainability Strategy had just been established and the team was delivering against it. They achieved many of their goals early, and it is pleasing to see the development of the next strategy.

Q. What do you see as the challenges and opportunities ahead for Westpac NZ?

A. Over the past three years, the panel has focussed on three areas we thought the bank had an opportunity to take a lead on. Climate adaptation, the necessity of which was made very clear by Cyclone Gabrielle and the very real impact it had on the bank's customers; access to housing; and how the bank might think about Te Tiriti o Waitangi. Progress has been made on all three fronts, although they remain areas where more can be achieved.

Given the bank's role as a financier of housing through mortgages, there's more opportunity to catalyse practical ways of getting more New Zealanders into houses at scale – the recent Westpac NZ Shared Home Ownership Study, authored by Deloitte, along with Westpac NZ's new target to lend \$1b to affordable housing solutions, is a good start. Some positive work has also been done on enabling financing for Māori development where land is held jointly and it would be good to see this continue. Finally, while the work on climate adaptation has rightly focussed on enabling customers to invest in capacity to adapt, the increasing challenges for insurers to provide cover in areas of high climate impact risk will in turn create challenges for the bank.

Q. Any final thoughts?

A. It's been a privilege to work with a diverse group of 'critical friends' on the panel. My thanks to Sam, Emeline, Rangimarie, Alistair and Shruthi. Westpac NZ was one of the first businesses in Aotearoa New Zealand to establish a sustainability advisory panel – a significant leadership step. Taking a decisive leadership position on sustainability is very much harder now. The goal posts have shifted substantially from those early days, and Westpac NZ will need to continue investing, and growing in this space. They will also need to decide how they draw on sustainability expertise going forward, as differentiated leadership on sustainability is not something that can be easily achieved.

HIGHLIGHTS



Westpac NZ employees **volunteered 35,791 hours** in our communities – a 48% increase on 2023.



97% of our vehicle fleet is now electric or plug-in hybrid vehicles.



Raised \$1.45m for New Zealand's rescue helicopters, in a record-breaking year for the Westpac Chopper Appeal.



Lent \$4.18b through our Sustainable Farm and Sustainable Business Loans – supporting customers to invest in positive sustainability and social outcomes.



Launched Sustainability Learning Programme for all employees – to date, more than 700 employees are underway with the programme.



Helped grow financial confidence of 12,143 people through our financial wellbeing programme, including 8,055 attending in-person workshops.



Published the Westpac NZ Shared Home Ownership Study, authored by Deloitte and **announced a \$1b affordable housing target**.



Received 2024 INFINZ Corporate ESG Award and BTNZ named a 2024 Responsible Investment Leader by the RIAA.



Provided lending for the construction of almost three-quarters of all grid scale solar generation capacity either completed to date or currently in progress across New Zealand.



Developed new 2025-2027 Sustainability Commitments.

ABOUT THIS REPORT

For Westpac NZ, sustainability means incorporating our financial, social and environmental responsibilities to our customers, communities and people into our business. We strive to be open, honest, fair and transparent in everything we do.

Our 2024 Sustainability Report provides:

- A final update on our 2025 Sustainability Strategy targets (pages 8-25).
- An update on our Natural Capital and Human Rights action plan progress (pages 26-29).

It also details our Material topics (pages 31-33) that have been identified through Westpac NZ's sustainability materiality assessment process, which aims to better understand what matters most to our stakeholders.

This report supplements Westpac Group's reporting suite which aligns with global reporting standards such as the Global Reporting Initiative (**GRI**) and the Task Force on Climate-Related Financial Disclosures (**TCFD**).

For more information, please refer to:

[Westpac New Zealand Environmental, Social, Governance Dashboard](#)

[Westpac New Zealand 2025 Sustainability Strategy \(ceasing end of 2024\)](#)

[Westpac New Zealand 2027 Sustainability Commitments \(commencing in 2025\)](#)

[Westpac Group 2024 annual reporting suite](#)

[Westpac New Zealand Climate Report 2024](#)

[BT Funds Management \(NZ\) Ltd – Sustainable Investment Report 2022](#)

All figures and commentary are for the 12 months ended 30 September 2024 unless otherwise stated. All dollar amounts are in New Zealand dollars, unless otherwise indicated. All references to years refer to our financial year which is 1 October to 30 September.



OUR SUSTAINABILITY STRATEGY

Our 2025 Sustainability Strategy, He rau ringa manaaki – Many hands working together, outlines our commitment to Manaaki te ao – Care for the planet, Manaaki te tāngata – Care for people, and E tipu pūtea ora – Grow financial wellbeing.

Our sustainability targets, which are informed by the United Nations Sustainable Development Goals, are where we believe we can have a positive impact.

This report outlines our progress towards these targets.

The next phase of our journey.

During 2024 we developed our new 2025-2027 Sustainability Commitments, which outlines the next evolution of Westpac NZ’s sustainability journey. The development was undertaken a year earlier than originally expected, as 6 of our 9 targets were met or exceeded in the 2023 financial year.

The materiality assessment outlined on [page 31](#) underpinned the development of the 2027 Sustainability Commitments. The 2027 Sustainability Commitments are aligned with our enterprise strategy and focus on how we care for our customers and communities, are fierce advocates for inclusion and help power a sustainable Aotearoa New Zealand.

This report does not include progress on the 2027 Sustainability Commitments, which will be referred to in future updates. More information about our 2027 Sustainability Commitments can be found on our [Sustainability Commitments](#) webpage.

Guided by United Nations Sustainable Development Goals (SDGs)



Our strategy is underpinned by good governance, transparent reporting, and open conversations with everyone we interact with.

2025 Sustainability Strategy summary



Manaaki te ao Care for the planet

Support Aotearoa’s transition to a resilient, net-zero economy for the benefit of all New Zealanders.

> See pages 8 – 13



Manaaki te tāngata Care for people

Help create thriving local communities, a workforce and society where everyone feels valued.

> See pages 14 – 19



E tipu pūtea ora Grow financial wellbeing

Enable all New Zealanders to be financially secure and independent.

> See pages 20 – 25

Goals	Targets
<p>Net-zero operations. Measure, reduce and report our footprint and encourage suppliers and employees to do the same.</p>	<ul style="list-style-type: none"> Reduce operational CO₂e by 30% (vs 2019). Offset remaining emissions to stay carbon neutral.
<p>Help Aotearoa take action on climate change. Build in climate change risk and opportunity to our lending and investment decisions, and help our customers do the same.</p>	<ul style="list-style-type: none"> Enable \$10b in sustainable finance. Manage our climate-related financial risks.
<p>An inclusive culture and diverse leadership. Increase the cultural diversity of our leadership team.</p>	<ul style="list-style-type: none"> Set a cultural diversity in leadership target.
<p>Thriving communities. Improve the financial, environmental and mental wellbeing of our communities through partnership, volunteering and sponsorships.</p>	<ul style="list-style-type: none"> 1% pre-tax profits invested in communities.
<p>Healthy and affordable homes. Integrate social and environmental factors into our finance offerings for housing.</p>	<ul style="list-style-type: none"> \$700m in lending to healthy, affordable and social housing.
<p>Financial capability. Grow the financial capability of our customers, communities and our people.</p>	<ul style="list-style-type: none"> 25,000 people to participate in Westpac NZ-facilitated financial education workshops.
<p>Inclusive financial services. Help New Zealanders to avoid exploitation and be part of the mainstream financial system.</p>	<ul style="list-style-type: none"> Help 15,000 New Zealanders who are at risk of financial exploitation and exclusion.
<p>Diverse supply chain. Help New Zealanders participate in the economy and grow their financial independence.</p>	<ul style="list-style-type: none"> Source 25% of spend from local small and medium sized businesses, including businesses owned by diverse and under-represented communities.



Manaaki te ao

Care for the planet

Support Aotearoa's transition to a resilient, net-zero economy for the benefit of all New Zealanders.

We recognise climate change is a major threat to our wellbeing. We believe businesses and the financial sector have a major role to play to reduce emissions and prepare communities for the impacts of climate change. We need to address climate change with urgency, understand the risks to our customers and our business, and help our communities to respond.

This year we have made further progress in reducing our business's emissions as well as in supporting our customers to transition. We have also continued to offer products designed to support better environmental and social outcomes.

Our approach to addressing the impacts of climate change additionally recognises the interconnectedness of nature and human rights and the need for overarching solutions. More detail can be found in [Westpac Group's Climate Change, Human Rights](#) and [Natural Capital](#) Position Statements.





Net-zero operations

Measure, reduce and report our footprint and encourage suppliers and employees to do the same.



Target

Reduce operational CO₂e by 30% (vs 2019) by 2025. Offset remaining emissions to stay carbon neutral.

Reduce scope 1, 2, and 3 mandatory emissions¹ to 4,359 tCO₂e.



Performance against target

46.0% reduction in 2024 vs 2019 baseline.²

This year, Westpac NZ has again remained Toitū net carbonzero certified by purchasing NZ native forestry carbon credits to offset our residual emissions.

This target was to be met by 2025. We have exceeded this target annually since 2021.

In 2025, we will begin reporting against our new [2027 Sustainability Commitments and targets](#).

Key activities and achievements in 2024.

- Made further progress on our vehicle fleet conversion, with electric and plug-in hybrid vehicles comprising 97% of our total fleet.
- Moved to a new and more energy efficient corporate site in Wellington, that has a number of sustainable features including LED lighting and efficient air conditioning units that do not use gas energy.
- Upgraded to more energy efficient LED lights in a number of sites across our branch network.
- Conducted a pilot using a new water consumption measurement tool across our branch network, which helped to identify faults in our plumbing systems which we were able to fix.
- Purchased native forestry carbon credits from Spray Point Station in Marlborough to offset our residual operational emissions.

Challenges.

- Data accessibility is a challenge, especially in relation to expanding scope 3 categories required by the Climate-related Disclosure regime and the Toitū net carbonzero programme.
- This year, we changed operational emission reporting standards from the ISO14064-1 standard to the Greenhouse Gas Protocol. Additionally, we transitioned from an environmental reporting year (June – July), to our financial year (October – September).
- Not all of our branches are suitable for solar panel installation.

What we have planned in this area for 2025.

- Expand installation of solar energy systems at applicable branch locations across the county.
- Focus on fuel reduction within our fleet via optimisation of our charging infrastructure.
- Encourage and educate our employees to choose lower emission travel options, such as Uber Green and sustainable hotels.
- Continue to educate our employees on how to best utilise their hybrid fleet vehicles.

What you should know

1. Scope 3 mandatory emissions are specified by the Toitū standards. These include business travel, waste and transmission & distribution losses. It does not include Scope 3 additional emissions which include accommodation, paper usage and data centres.
2. Environmental year runs 1 July to 30 June. tCO₂e results include all Westpac business units based in New Zealand.



Help Aotearoa act on climate change

Build climate change risk and opportunity into our lending and investment decisions, and help our customers do the same.



Target

Enable \$10b in sustainable finance by 2025.³

Provide \$6b of sustainable lending to customers (e.g. renewable energy, education, low carbon transport).

Facilitate \$4b of sustainable bonds for our customers and Westpac NZ.



Performance against target

This cumulative target was exceeded in 2023 (\$11.7b) and we are no longer reporting against this target. We have continued our efforts on growing sustainable finance and moving forward, we are changing the methodology we use to measure our sustainable finance.

In 2025, we will begin reporting against our new 2027 Sustainability Commitments and targets.

Key activities and achievements in 2024.

- Provided \$3.58b in **Sustainable Farm Loans** to encourage agribusiness customers to build resilience to climate change impacts and improve environmental outcomes, as guided by our **Sustainable Farm Standard**. 43% of total Westpac NZ agribusiness term lending is now classified as a Sustainable Farm Loan.
- Provided \$603m in **Sustainable Business Loans**, to support business customers in a range of sustainable initiatives including energy efficiency, waste and pollution reduction, low carbon transport, renewable energy, increasing social and affordable housing and improving access to medical care.
- To date we have provided lending for the construction of almost three-quarters of all grid scale solar generation capacity either completed to date or currently in progress across New Zealand.
- Continued regular and active engagement with our people to increase their sustainability awareness, and to improve the capability of our people to support our customers with their climate transition. For example, delivered tailored in-person and video education to our customer-facing business bankers, focused on our sustainable lending products.
- Launched a Sustainable Equipment Finance Loan, to help businesses to invest in lower emissions, more energy-efficient equipment.
- The Westpac NZ Green Bond (issued by Westpac Securities NZ Limited) matured in June 2024. The Green Bond proceeds supported customers to avoid an estimated 507,769 tCO₂e greenhouse gas emissions and supply 5,322 GWh of renewable energy across the five-year tenor of the Green Bond calculated by aggregating each of the relevant impact metrics disclosed in prior Westpac NZ Green Bond Impact Reports.
- Supported Toitu Tahua, the Centre for Sustainable Finance, where two Westpac NZ employees were members of Toitū Tahua’s Independent Technical Advisory Group (ITAG), established to provide recommendations to the government on the design of **a sustainable Finance Taxonomy for Aotearoa**. A green taxonomy is a standardised framework for classifying economic activities according to their environmental performance. A green taxonomy helps investors identify and invest in green activities while avoiding those that cause significant harm to the environment.
- BTNZ, which is responsible for the investment of the Westpac NZ KiwiSaver Scheme, recently released its first standalone climate statements. These statements, along with its Sustainable Investment Report, showcase the progress BTNZ has made in line with its sustainable investment commitments under its **Sustainable Investment Policy**.

Challenges.

- Supporting customers to prioritise sustainability in challenging economic conditions.
- The access, pace and scale of sustainability solutions required to support decarbonisation in some sectors are challenging due to the availability, or economic viability of technology.

What we have planned in this area for 2025.

- Accelerate our customer engagement to increase our sustainable finance reach and help our customers to understand the relevant issues.
- Continue with product innovation to expand our sustainable finance offerings.
- Support customers to explore the inclusion of natural capital targets into sustainable finance offerings.

What you should know

3. This is a cumulative target which comprises (a) \$5b for lending to Climate Change Solutions, \$700m for lending for healthy, affordable and social housing, and other sustainable lending (building on Westpac NZ’s FY20 exposure), and (b) facilitation of sustainable bonds by Westpac Banking Corporation – New Zealand Branch from 1 October 2020 to 30 September 2025. All sustainable finance reported is informed by global sustainable finance market standards, principles and guidance that are commonly used to label or categorise loans and bonds as sustainable. The sustainable finance target includes finance for social and non-climate sustainability initiatives which may not reduce climate change risk.



Help Aotearoa act on climate change

Build climate change risk and opportunity into our lending and investment decisions, and help our customers do the same.



Target

Manage our climate-related financial risks.

Help our customers and communities transition to a low emissions economy and adapt to climate change.



Performance against target

Details on how we manage our climate-related risks, can be found in our [2024 Climate Report](#). This year's Climate Report is our first mandatory climate-related disclosure that complies with the new Aotearoa New Zealand Climate Standards.

We have also published climate risk reports on a voluntary basis since 2020, based on recommendations from the TCFD.

We have met this target annually since 2021.

In 2025, we will begin reporting against our new [2027 Sustainability Commitments and targets](#).

Key activities and achievements in 2024.

- Developed Westpac NZ's Climate Transition Plan which sets out how we intend to address our climate-related risks and opportunities, and how we will support our customers in their transition to a low emissions economy.
- Established a Customer Transition Plan assessment framework for reviewing and engaging with our customers on their climate transition plans. We use this framework to assess a selection of our emissions-intensive customers, and/or customers who are subject to higher climate-related risks. This helps us understand our customers' progress on their transition journeys and how we can further support them, for example, through additional lending, targeted products or specialist advice.
- Westpac Banking Corporation (**WBC**) is a member of the Net-Zero Banking Alliance (**NZBA**). Westpac Group has set targets for the nine priority sectors set out by the NZBA. The nine NZBA priority sectors are agriculture, upstream oil & gas, aviation, cement production, real estate, power generation, steel production, thermal coal mining and aluminium. These targets include two targets for Westpac NZ's lending to the agricultural sector which relate to the emissions intensity of our portfolio. We have continued engagement with customers in the priority sectors to support them in their transition to a low emissions economy.
- Enhanced the Environmental, Social and Governance (**ESG**) Credit Policy, assessment and process to help employees consistently assess and manage ESG credit risks in lending applications over \$1 million.
- Developed a WNZL Climate Risk Policy to provide an overarching policy structure for the management and disclosure of climate risk at Westpac NZ.
- Made an online sustainability learning programme developed by EY, available for all employees, equipping them with knowledge to help support our customers. The programme consists of six online modules covering topics like climate change, sustainable business and circular systems. To support as many of our people as possible to complete the programme, we've integrated it into the personal development plans for all of our customer-facing business bankers.
- Delivered a sustainability focused learning week across the organisation, giving all employees the opportunity to broaden their understanding on different sustainability topics.
- Undertook a targeted pilot training programme for a group of business bankers, enabling them to be "ESG champions" and better support their peers and customers on ESG-related matters.
- Continued to build on our in-house financed emissions calculator and sought more accurate data to better assess our climate risk. More accurate calculations can better guide our conversations with customers. This can assist with their planning to transition towards a low emissions economy.

Challenges.

- Building internal systems which will integrate climate and nature data, to inform internal policies and guide our approach to supporting customers on climate and nature challenges.
- Building capability at all levels of the bank to better understand, manage and prepare for future climate-related risks.

What we have planned in this area for 2025.

- Continuing to expand our engagement approach with customers, particularly in emissions-intensive sectors.
- Continuing to uplift banker capability on net-zero pathways and transition planning for our customers.
- Continuing to implement our internal Natural Capital Action Plan and our Climate Change Plan to continue our journey and better support our customers.

OUR STORIES

Powering our fleet.

We've made great progress this year in the installation of Electric Vehicle (EV) charging stations at Westpac NZ locations throughout the country.

In 2016, we began to introduce hybrid, plug-in hybrid and EVs to our fleet, as part of our commitment to reduce our business's operational emissions.

Introducing EVs meant we needed to also think about how our people would charge their vehicles.

“To support employees with the transition to using EVs, we wanted to make it easy and convenient for them to charge the vehicles. Over the past few years, we've been working to install EV charging stations throughout Westpac NZ worksites,” Colin Trenwith, Westpac NZ Senior Manager National Facilities and Operations

In 2024, an additional 82 EV charging stations have been installed at Westpac NZ worksites all over the country, bringing the total number of charging stations in our network to 153.

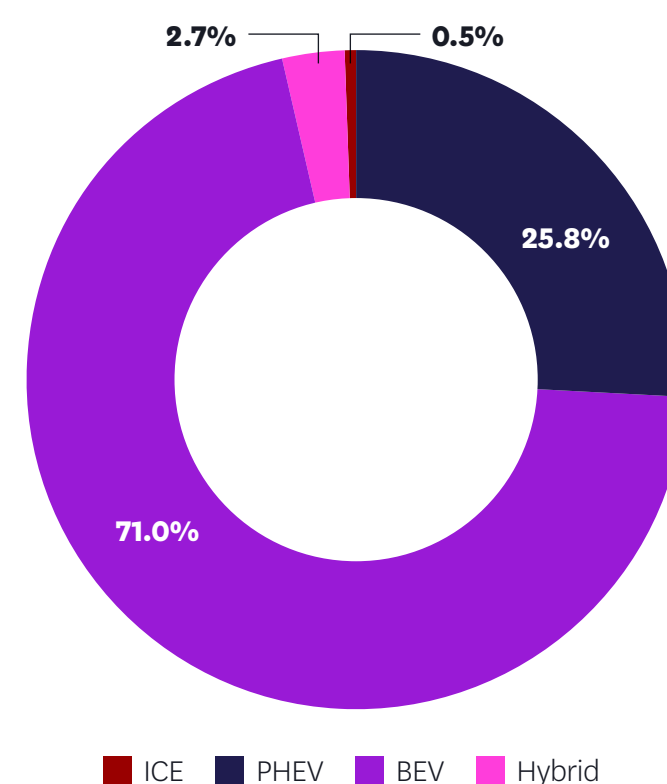
Our properties team has worked hard to provide this infrastructure, including making EV charger



requirements a standard part of new lease agreements and securing extended carpark licenses to accommodate the stations.

Our fleet is now 97% plug-in hybrid or fully electric. The successful establishment of our EV charging station network has been critical in supporting the transition.

Fleet as at 30 September 2024.



Investing in our environment.

One of our Sustainability Strategy targets is to reduce operational CO₂e by 30% (vs 2019) and to offset the remaining emissions to stay carbon neutral.

To achieve our Toitū net carbonzero certification, we work to reduce our business's gross emissions and purchase carbon credits to offset our residual emissions. It's important to us that our carbon credit investment stays in Aotearoa and supports native forestry, which is why we've been purchasing credits from a number of local suppliers, including Marlborough's Spray Point Station.

Spray Point Station is focused on protecting and enhancing the natural environment and indigenous biodiversity. Since purchasing the property in 2004, the owners have set aside more than 1000ha of land as an open space covenant (registered with the QEII National Trust), with the aim of restoring the land to support indigenous fauna and flora.

“A lot of the land, which is marginal anyway, it wants to revert into native. So this [carbon farming] is a brilliant opportunity. We can step back and let nature take its course. It gives us an alternative income stream that keeps the farm going and allows us to diversify.

We've got to fence the boundaries. We've got to keep wild animals under control as best we can. That's an ongoing battle.”

Jenny Bevan, Spray Point Station.

Our Head of Sustainability, Belinda van Eyndhoven, recently visited Spray Point Station to see first-hand what carbon farming looks like on the property. We're pleased to be able to support with such a diverse operation.



Head of Sustainability Belinda van Eyndhoven (in red) with Spray Point Station owners, Marlborough

OUR STORIES CONT.

Forging ahead on the farm.

Omana Farms is a Central Canterbury dairy farm that has been a Westpac NZ customer since 2009. Senior Agribusiness Manager Riley Wilson has worked closely with owner Andrew Slater over more than a decade and said the farm was an obvious candidate for the Sustainable Farm Loan.

Omana Farms joined the Sustainable Farm Loan programme shortly after its launch in June 2023. As part of their application, Slater was required to provide information on how Omana Farms was working to protect natural resources. This included details on how the farm was managing irrigation, effluent and nutrient application as well as how it was assessing livestock and employee welfare considerations.

“What I liked about the Westpac Sustainable Farm Loan was its holistic approach to the whole farm.”

Andrew Slater, Omana Farms

In May 2024, AsureQuality audited Omana Farms’ progress in meeting the requirements of the Westpac Sustainable Farm Loan Standard. While customers usually have two years to meet the requirements, Omana Farms went through the assessment early in recognition of its progress.

Among other things, the assessment looked at Omana Farms’ Farm Environment Plan. This is a requirement of the Westpac Sustainable Farm Loan Standard and includes documentation on things such as greenhouse gas emissions, animal welfare, the management of chemicals/nutrients, waste, land and water, and climate change adaptation.



Omana Farms’ Andrew Slater

In the year since he became part of the programme, Slater has begun a native planting plan at Omana Farms, as well as worked through the Climate Change Adaptation assessment and plan provided by Westpac NZ and AsureQuality. This involves giving consideration to the risks and opportunities presented by climate change, documenting those considerations, and laying out plans for the farm to make its operations more resilient.

“I know sustainability considerations are really important to Omana Farms. It’s fantastic to see the progress Andrew has made and I look forward to seeing his operations continue to strengthen.” Riley Wilson, Westpac NZ Senior Agribusiness Manager

In July this year, Westpac NZ provided Omana Farms with additional Sustainable Farm Loan funding to upgrade the farm’s irrigation system. The upgrade will lead to reductions in nutrient leaching, water and power usage, and greenhouse gas emissions.

Supporting the transition.

Supporting the transition of Aotearoa to a lower emissions economy is integral to our Sustainability Strategy. A highlight this year has been helping Pāmu Farms of New Zealand (**Pāmu**) commit to new and ambitious sustainability targets.

Pāmu is a State Owned Enterprise and oversees more than 100 farms across the motu (country). In September 2024, it announced that it had entered a new sustainability-linked loan structure, with terms that require Pāmu to support farming activities that will deliver positive social and environmental outcomes.

Westpac NZ is one of the lenders supporting the new Pāmu Sustainability-Linked Loan – the facilities total \$225m and Westpac NZ is providing \$85m of that. Through the terms of the loan, Pāmu has

committed to reduce emissions, improve methane efficiency of sheep, uplift animal welfare and increase gender diversity across its operations. The targets are assessed each year and Pāmu will then either receive a discount on the interest rates or pay the full interest rate if targets are not met.

“These targets align with what our customers are expecting of us and give us a financial mandate to prioritise wider sustainability goals.”

Mark Leslie, Pāmu CEO

“The focus on agritech and emissions reduction in the commitments of Pāmu reflect the insights we’re capturing through our own sector data – it’s clear that New Zealand farmers and growers are embracing innovation to make their operations more sustainable, and we’re committed to supporting them to do so.” Joanna Silver, Westpac NZ Head of Sustainable Finance

Sustainable Equipment Finance Loan.

This year we launched a new Sustainable Equipment Finance Loan, supporting New Zealand businesses to reduce their climate impacts.

So far we’ve seen customers use it to help purchase equipment including electric vehicles, electric forklifts and electric elevating platforms.

“We know that more efficient assets can help businesses’ bottom line by reducing operating costs and contributing to better efficiency and productivity.” Reuben Tucker, Westpac NZ GM Institutional & Business Banking



Manaaki te tāngata

Care for people

Help create thriving local communities, a workforce and society where everyone feels valued.

We know that as a large business, employer and corporate citizen we have the responsibility to care for our people and the communities we've been part of for more than 160 years.

Supporting local communities throughout Aotearoa has again been a focus in 2024. We have worked hard to help more New Zealanders to access affordable housing, while our people have used their volunteer leave to lend a hand to numerous great causes, including our annual Chopper appeal. We've also continued our efforts to grow our people's confidence in sustainability, helping them to better support our customers and communities.

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Bank Manager Operations & Customer Experience Phindy Tafeamali (left) and Banking Specialist Chandara Honn, volunteering at Auckland Women's Refuge



An inclusive culture and diverse leadership

Increase the cultural diversity of our leadership teams.



Target

Set a cultural diversity in leadership target.



Performance against target

The target was set in 2024 and is as follows: ‘target ethnic diversity of the workforce at all levels of the organisation in line with ethnic diversity of the NZ labour force’.

Work to improve quality of data continues.

We met this target in 2024.

In 2025, we will begin reporting against our new 2027 Sustainability Commitments and targets.

Key activities and achievements in 2024.

- Continued to support accessible pathways into banking for Māori and Pasifika rangatahi through our High School Graduate programme and the administration of Te Waiu O Aotearoa Trust’s Māori tertiary study scholarships.
- Evolved our University Graduate and High School Graduate programmes to include 10 months of personal and professional development, including leveraging the support of former graduates and other employees as mentors.
- Established an internal Pasifika community group to harness their collective strength to help us better understand Pasifika people’s needs, and identify opportunities to uplift financial wellbeing and career development for Pasifika people.
- Introduced a tikanga Māori (Māori customs) programme for our employees, delivered by Te Wānanga o Aotearoa. Following a successful pilot, we delivered two tikanga Māori courses in 2024.
- Continued to provide introductory and beginner’s te reo Māori classes, both in person and virtually. This year, 120 of our employees took part in these programmes.
- Took the Gold Pride Pledge to reaffirm our commitment to Rainbow Inclusion and published Gender Affirmation and Transitioning at Work Guidelines to support our transgender whānau.

- Received the 2024 INFINZ Corporate ESG Award for our efforts in enhancing diverse representation and inclusion at all levels, improving the mental health and working conditions of employees and suppliers, and working to meet our climate change goals.
- Introduced ‘Hero Months’ to spotlight the work of our Employee Action Groups (EAGs). Highlights include hosting the Rainbow NZ Charitable Trust Scholarship awards, organising events for International Women’s Day and running a community garden competition during Matariki.
- Delivered the second year of our structured mentoring programme, sponsored by the Women of Westpac Employee Action Group, with 163 mentor pairs matched and supported throughout a six-month programme.

Challenges.

- Initial programmes have seen enthusiastic participation from early adopters, however we now need to look at how to engage more of our people and reach deeper into our organisation.
- As our diversity, equity and inclusion initiatives expand, the capacity of our people to engage with our programmes while also balancing their primary roles remains a challenge.

- Making sure our programmes can be accessed by employees in different regional areas throughout the country, and that they’re relevant to different geographical communities.
- While the new target on ethnic diversity at all levels of the organisation was set in 2024, it remains an area of sustained focus to better reflect the ethnic diversity of the NZ labour force at the GM level and other senior leadership levels.

What we have planned in this area for 2025.

- Aiming to double participation in our EAGs to empower diverse voices, shape a more equitable workplace and foster inclusion and belonging.
- Develop and implement an EAG Playbook to enhance governance, transparency and long-term sustainability.
- Advance our commitment to growing diverse talent by evolving and strengthening our High School Graduate programme.
- Explore new avenues for innovation and simplification of existing programmes of work.



Thriving communities

Improve the financial, environmental, and mental wellbeing of our communities through partnership, volunteering and sponsorships.



Target

1% pre-tax profit invested in communities by 2025.⁴



Performance against target

0.80% (\$13.5m) in 2024.

This target was to be met by 2025. Despite exceeding this target in 2023 (1.16%, \$17.1m), we did not meet this target in 2024.

In 2025, we will begin reporting against our new **2027 Sustainability Commitments and targets**.

Key activities and achievements in 2024.

- Westpac NZ team members volunteered 35,791 hours in our local communities in 2024, a 48% increase on 2023.
- Established a volunteering champion working group to support employee engagement.
- Explored the expansion of employee volunteering opportunities including skilled and pro-bono placements.
- Continued to provide funding and support to community organisations in the Gisborne and Hawke’s Bay regions to support those impacted by Cyclone Gabrielle.
- Collaborated with other partners to support and fund Ngaa Tai Tini, a whānau-led initiative in Manurewa, South Auckland, which has now helped 35 families. Kaiaraahi (navigators) work with students and their whānau, aiming to enhance their cultural, social, wellbeing and economic connections.
- Established 10 internal working groups (Whiri Tekau) made up of local team members across Aotearoa, to create opportunities for our people to connect, provide resources and funding to support local communities.
- Provided \$60k of funding to our partner NZ Landcare Trust to distribute six \$10k grants to catchment groups around the country. The grants are used to help improve local waterways through initiatives such as native plantings and water quality monitoring.
- Matched employee donations of \$97k across 80 charities via our employee matched giving programme.
- Took our mental health ambassador Sir John Kirwan to visit 10 regions across Aotearoa, supporting him in connecting with approximately 1,500 people in rural, business and school communities.
- Distributed more than 3,000 Westpac Rescue Rashies to children in our communities in conjunction with a water safety education campaign. Rashies were either donated by Westpac NZ to communities, or purchased externally with 100% of the purchase price going to local chopper trusts.
- Fundraised \$1.45m through our annual Chopper Appeal campaign to support NZ’s rescue helicopters.⁵ \$602k of that total was through employee fundraising initiatives.
- Took environmental sustainability educators to 216 schools across NZ, delivering 1,119 virtual reality ocean sessions to 33,904 intermediate and primary school students. This was part of our long-standing partnership with the BLAKE Trust.
- Work begun to explore additional financial crime screening for how we give to charities including how we give to our employee matched giving programme. A review of the programme for expansion will now happen after our new processes are in place.

Challenges.

- Enabling all employees to utilise their volunteering days.
- Measuring the impact of our investments in the community.

What we have planned in this area for 2025.

- Continue to support an uplift of employee volunteering.
- Continue work to implement a new financial crime screening programme for the charities we give to.
- Exploration of a social impact framework to better understand the impact of our investments.

What you should know

4. For the purposes of this target, investment in communities includes both community investment and emergency relief. Community investment includes monetary contributions (including charitable gifts, matched giving and community partnerships), time contributions, in-kind gifts and donations, and management costs. It excludes commercial sponsorships. Emergency relief includes, but is not limited to, cash grants with no commercial intent that are provided to individuals or other entities in response to social or environmental disasters. Where it meets the criteria, support provided to community organisations in response to social or environmental disasters will be counted as community partnerships or charitable gifts, rather than as emergency relief. Employee fundraising amounts are not counted in our Community Investment total.
5. The \$1.45m raised for the annual Chopper Appeal campaign does not count towards our Community Investment target.



Healthy and affordable homes

Integrate social and environmental factors into our finance offerings for housing.



Target

\$700m in lending to healthy, affordable and social housing by 2025.⁶



Performance against target

This cumulative target was exceeded in 2023 (\$810m) and we are no longer reporting performance against this target. We have continued our lending to healthy, affordable and social housing lending and moving forward, we are changing the methodology we use to measure our lending to affordable housing.

In 2025, we will begin reporting against our new [2027 Sustainability Commitments and targets](#).

Key activities and achievements in 2024.

- Established a dedicated affordable housing function, focussed on delivering social and affordable housing for our partners and customers.
- Commissioned the **Westpac NZ Shared Home Ownership Report** from Deloitte, to promote further discussion on affordable housing solutions and the existing demand for these options in Aotearoa.
- The previous work created through our partnerships with Queenstown Lakes Community Housing Trust (QLCHT) and NZ Housing Foundation has been instrumental in providing the groundwork for change in the way that we are able to support the provision of affordable homes. This has enabled us to continue to partner with community housing providers, to develop new solutions or adapt our existing models to suit the strategy or the kaupapa our partners wish to follow including:
 - Worked closely with Ngāti Whātua Ōrākei to develop a bespoke home ownership solution for members of their iwi.
 - Continued to build on the Secure Homes leasehold model, developed in partnership with QLCHT. We adapt models to focus on each partner’s home ownership programme delivery strategy. In 2024, we entered into new leasehold partnerships with Ōtautahi Community Housing Trust and Bridge Housing Charitable Trust.
- Enabled over 278 families to afford a home in their community of choice through our shared equity and leasehold offerings in the year ended 30 September 2024.
- As at 30 September 2024 we have \$169m of lending to customers through our Greater Choices Home Loan, supporting NZ households to invest in making their homes warmer, drier and more energy efficient, as well as supporting the uptake of electric vehicles.
- Through the Sustainable Business Loan, Westpac NZ has financed, or refinanced, more than 500 affordable or social houses in the year ended 30 September 2024.

Challenges.

- The lack of a cohesive nationwide affordable housing strategy, along with changing policy and regulatory settings, and supply challenges, are all factors that continue to restrict the potential for scaling shared ownership solutions.
- Awareness of alternative home ownership pathways is currently limited in aspiring home buyers. Buyer appetite for leasehold ownership options is limited, but popularity is growing.

What we have planned in this area for 2025.

- Continue to work with a range of community housing providers to increase affordable housing opportunities.
- Continue to work on scaling our Secure Home Leasehold, Shared Equity and First Home Loan initiatives (low equity loans guaranteed by a third party) alongside any further first home products that might be launched.

What you should know

6. This is a cumulative target from 1 October 2020 to 30 September 2025. This target is included within our other target: Enable \$10b in sustainable finance by 2025.

OUR STORIES

Growing our people.

As part of our commitment to power a more sustainable Aotearoa, we've been working to grow our people's knowledge of sustainability. We want to increase capability and confidence throughout our organisation, supporting our people to incorporate an awareness of sustainability into their work and share the knowledge with our customers and communities to support their journeys.

In early 2024 we made an external sustainability learning programme, developed by EY, available to all our employees.

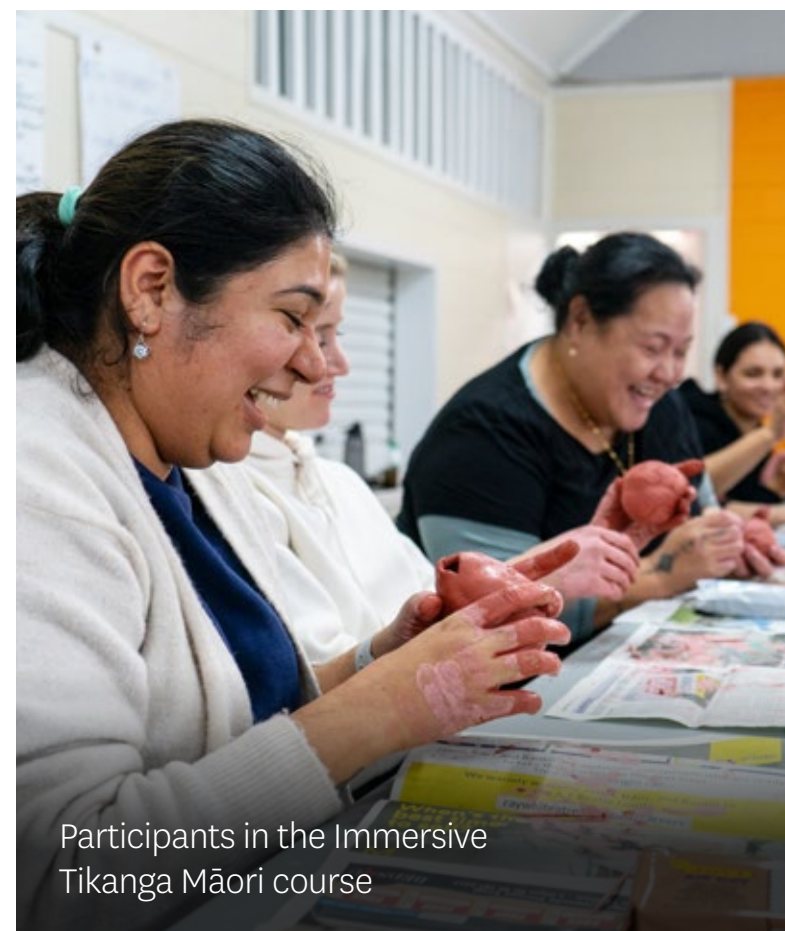
Over the course of six modules, the programme provides learners with an understanding of global sustainability concepts, contextualised with a local lens drawing on te ao Māori perspectives.

To date, more than 700 employees across our business have completed the fundamentals learning module and we can see the positive impact the learning is having on our customer interactions.

“The insights gained from the course have empowered me to enrich discussions with customers, adding depth and value. Engaging in these conversations has transformed my relationships with customers into more of a business partnership rather than a traditional customer-banker dynamic.”

Matt Featherstone, Westpac NZ Senior Business Manager

This year we also continued to support our people to grow their knowledge and understanding of te ao Māori, partnering with AUT and Te Wānanga o Aotearoa (TWOA) to



Participants in the Immersive Tikanga Māori course

deliver their respective courses, Introductory te reo Māori and Immersive Tikanga Māori (Māori customs).

Through undertaking these courses and engaging in learning about te ao Māori, our people have gained new perspectives and knowledge, supporting the growth of a more inclusive and culturally diverse organisation.

“I was amazed at the depth and warmth of tikanga Māori, and how instantly comfortable I felt within the wānanga and marae environments. I learned not only what tikanga is, but why tikanga is important in both the traditional and contemporary contexts. I'm really glad I took the course and encourage other members of the Westpac whānau to take their own steps to learn more.” Heiko Jonkers, Westpac NZ Senior Product Manager

A “life-changing” path to home ownership.

This year Papamoa's Ashlei McMahon fulfilled her dream of becoming a home-owner, thanks to an innovative shared homeownership model.

The Ngā Pōtiki Long Term Lease programme is a joint initiative between Manawa Community Housing Trust – a registered Community Housing Provider and the housing provider for Nga Pōtiki – and the Whai Kāinga Whai Oranga Government programme, established to speed up the delivery of Māori-led housing. Westpac NZ partnered with the Manawa Community Housing Trust to deliver the programme.

Ngā Pōtiki provides a cash subsidy to help with a deposit and the land via a perpetual lease to assist whānau like Ashlei's into home ownership. Ashlei owns the house and now pays ground rent, set at an affordable level.

She found out about Manawa through social media, registered online, and attended workshops to understand how the programme worked, and the obligations on her as a homeowner.

“It has been a massive learning journey. I asked a lot of questions – and I would recommend everyone ask lots of questions, because there are no dumb ones.”

Ashlei sees her Manawa home as a stepping stone on the home ownership journey and encourages others to look at different ownership models.

“This is the only way I could have done it. We can now be secure in our own home, and we don't have to worry about the house being sold or having to move.”

“Before I found out about this option, I didn't think I'd end up owning a home at all. But I put myself on the waiting list, and then I got the phone call to say I'd been accepted. It was life-changing.”



Ashlei McMahon and Westpac NZ Home Loan Expert Dyllan Turnbull

OUR STORIES CONT.

The million-dollar Chopper Bike Ride.

This year marked the 13th year of the Westpac Chopper Bike Ride – a bike ride through Otago and Southland that has raised more than \$1.065m over the 13 years for the Lakes District and Otago Regional Rescue Helicopter Trusts. Fundraising and community engagement have gone from strength to strength over that time.

This year, 87 riders cycled 235km from Queenstown to Invercargill, stopping in at six schools along the way. The school drop-ins were added in the second year of the ride, with a slightly different route chosen each year to visit different schools, and are always a highlight.

“A memory that sticks with me is from Lumsden School, when the teacher said, do you mind if this little girl says a few words. And she got up and told us how six months ago the Chopper had saved her life. There were definitely a few cyclists tearing up – those kinds of things remind you why we do it.” Phil Taylor, Westpac NZ Otago and Southland Regional Manager

Over the years the organising crew have formed strong relationships with the helicopter trusts in the region and for the past four years a Chopper has flown in to pay a visit to one of the schools at lunchtime.

Having Chopper paramedics and pilots join the peloton, along with other local emergency services workers, adds to the meaningful nature of the day.

Roping in well-known figures from the community and further afield has also become a big part of the ride – this year Westpac NZ ambassador Richie McCaw and Black Sticks

champion Gemma McCaw were among the cyclists, as were broadcaster Paddy Gower and Olympic rower Nathan Cohen.

“It’s a special part of the world and we’re so grateful for all the schools and communities who come out to cheer us on and donate to the cause.”

Richie McCaw, Westpac NZ Ambassador and Chopper bike ride participant

Sadly, just a few months after this year’s Chopper Ride, long-time supporter and participant Reece McDonald passed away. The Westpac NZ team had proudly celebrated with Reece when he was presented with his 10-year plate by Gemma and Richie McCaw during this year’s ride. Reece was the Southland Chamber of Commerce president and a huge supporter of the region. We continue to be grateful for the role he played in the Chopper Ride over the past 10 years.



MD Institutional & Business Banking
Reuben Tucker, GM HR & Communications
Marc Figgins and Chief Transformation
& Operations Officer Martin Gaskell





E tipu pūtea ora Grow financial wellbeing

Enable all New Zealanders to be financially secure and independent.

We want all New Zealanders to be financially secure and independent, enabling them to reach their full potential. Increased economic participation and inclusive prosperity is beneficial to all.

Increasing the financial wellbeing of our customers and communities is a continued focus for us. This year we delivered our Managing Your Money workshops in communities throughout Aotearoa, working to increase New Zealanders' financial capability as well as providing education on important topics such as fraud and scams. Our Extra Care programme has worked hard to support New Zealanders experiencing vulnerability, while also introducing a number of initiatives to improve banking inclusion.





Financial capability

Grow the financial capability of our customers, communities, and our people.



Target

25,000 people to participate in Westpac NZ facilitated financial education workshops by 2025.⁷



Performance against target

44,762 people participated in Westpac NZ facilitated financial education workshops.

This cumulative target was exceeded in 2023 (32,619 people participated).

In 2025, we will begin reporting against our new [2027 Sustainability Commitments and targets](#).

Key activities and achievements in 2024.

- 12,143 people accessed financial education through 91 online and 390 in-person Managing Your Money workshops. Initiatives related to this included:
 - Partnering with the NZ Police to educate youth on fraud and scams through workshops.
 - Collaborating with Deaf Aotearoa on specialised Managing Your Money workshop content for those who are hard of hearing.
 - Designing and building new financial wellbeing content aimed at carers and other marginalised groups, and held our first workshop with Dementia NZ.
 - Delivering Managing Your Money workshops for 287 tribal members in the Te Ika-a-Māui area (North Island), both online and in person.
 - Supporting 1,056 employees of workplaces with online Managing Your Money quarterly classes.
- Trained 176 new volunteer facilitators throughout Westpac NZ to increase the number of Managing Your Money workshops we can offer.
- Collaborated with Voyce – Whakarongo Mai on financial education resources for youth including those in care or who have been in care.

- Refreshed the Small Medium Enterprise Managing Your Money Programme which is aimed at year one and two business owners.
- Established a Pasifika Outcomes role, focused on enabling Pasifika New Zealanders to be financially secure and independent. This role has engaged with our local Pasifika communities, providing in-branch pastoral care to Pasifika families who want to own their home, with guidance at different stages of their journey.
- Money Makes Cents (one of our Managing Your Money courses) was a finalist in the 2024 global Money Awareness and Inclusion Awards.

Challenges.

- In a cost-of-living crisis, our customers and communities may not have the capacity to consider budgeting or savings options, while trying to keep up with the current cost of daily life.

What we have planned in this area for 2025.

- Furthering the awareness of the Managing Your Money Programme through our digital channels to drive more engagement.
- Continuing to partner with community groups and organisations to ensure our workshops are delivered to those who need them most.
- Continuing to work with our business customers to support their employees across the country.
- Delivering Managing Your Money workshops to more Pasifika audiences.

What you should know

⁷ This is a cumulative target from 1 October 2020 to 30 September 2025. Westpac NZ facilitated financial education workshops includes those run by Westpac NZ Managing Your Money facilitators and financial education workshops facilitated by our partners using Westpac NZ materials.



Inclusive financial services

Help New Zealanders avoid exploitation and access the mainstream financial system.



Target

Help 15,000 New Zealanders at risk of financial exploitation and exclusion by 2025.⁸



Performance against target

Helped 10,841 New Zealanders at risk of financial exploitation and exclusion.

This cumulative target was to be met by 2025. We have not yet met this target in 2024 but will continue to focus on this area in our new 2027 Sustainability Commitments.

In 2025, we will begin reporting against our new 2027 Sustainability Commitments and targets.

Key activities and achievements in 2024.

- Supported 2,970 New Zealanders experiencing vulnerable circumstances, including supporting 1,508 complex customer escalations, requiring the combined efforts of various teams across the business. Some escalations involved collaborating with external parties, including Age Concern, Women’s Refuge, SeniorNet, Good Shepherd, Dementia NZ and iSign.
- Simplified the standard onboarding process to increase access to banking services for 15–17-year-old youth in the care of Oranga Tamariki. This process became business-as-usual this year, following a successful pilot, and Oranga Tamariki has subsequently spoken to other banks about also updating their processes.
- Created a gambling block, supporting customers with problem gambling habits to prevent online credit or debit transactions with gambling merchants. The block has been utilised by 178 customers.
- Partnered with the Language Loop interpreting service, who offer phone-based translation services in 190 languages, supporting customers who prefer to communicate in languages other than English. 245 translations have been completed.
- Worked collaboratively with external agencies, including Shine NZ and Good Shepherd, to help individuals who experience family and domestic violence to meet their financial needs.

- Further embedded our set of principles to support consistent decision-making when we consider providing banking services to those who typically would be excluded from banking services.
- Improved our document signing process to help certain customers with physical disabilities access a bank account and make changes to their existing accounts and lending.
- Created and delivered new Extra Care training across Westpac NZ, to uplift banker capability and expand the awareness of tools and resources when supporting customers experiencing vulnerable circumstances.
- Provided ongoing support for Recognised Seasonal Employer (RSE) workers when they arrive in New Zealand through supporting them to open bank accounts as well as delivering financial education via bespoke videos in different languages.
- Westpac NZ’s Extra Care Team were finalists in the Contribution to Community Award category at the 2024 Financial Services Council NZ awards.

Challenges.

- The continuing need to uplift employee capability and further embed Extra Care policies and processes to support our customers experiencing a vulnerable circumstance.
- Opportunity to improve community awareness of the work our Extra Care team does and how we can support different groups with their banking journeys.

What we have planned in this area for 2025.

- Continue to work with our customers and communities to provide support for customers requiring extra care (including at-risk youth, homeless persons, prisoners, sex workers and refugees), helping them to access safe and equitable banking services.
- Deliver educational content about the risks of financial exploitation to marginalised communities, to help them to become more financially resilient.
- Enhance processes and training to proactively show care to elderly customers at risk of financial abuse.
- Support repeat scam victims who we recognise as being vulnerable and requiring additional assistance.
- Enhance our support for business customers who are experiencing vulnerabilities to help them financially during difficult moments.
- Continue to advocate for equal access to financial services for marginalised groups by collaborating with Government agencies and taking a leadership stance in the financial services industry.

What you should know

8. This is a cumulative target from 1 October 2020 to 30 September 2025. The number of people at risk of financial exploitation and exclusion measures the number of people supported through most escalations to the Extra Care team or through Extra Care initiatives.



Diverse supply chain

Help New Zealanders participate in the economy and grow their financial independence.



Target

Source 25% of spend from local small and medium-sized businesses, including businesses owned by diverse and under-represented communities, by 2025.



Performance against target

This year, 15.5% of our purchasing spend against our 25% target.

This target was to be met by 2025. In 2024, we did not meet this target. In 2025, we will begin reporting against our new 2027 Sustainability Commitments and targets.



Key activities and achievements in 2024.

- Continued to collaborate with local supplier intermediaries, Amotai and Ākina, to develop our diverse supplier strategy and establish key connections.
- Conducted a survey with our suppliers to gain deeper insights into their ownership, structure, values and capacity to collaborate with us. These insights were used to inform our internal supplier diversity and inclusion workplan.
- Engaged with some of our key direct suppliers (Tier 1) to implement a process for regular reporting on our direct suppliers' suppliers or subcontractors (Tier 2) to enable us to measure and influence engaging with more diverse suppliers indirectly. For example, we directly engage Paramount (Tier 1), who in turn source and use products from Will&Able (Tier 2), a social enterprise employing New Zealanders with disabilities, on our behalf.

Challenges.

- There are a number of spend categories where selecting diverse suppliers continues to be difficult (such as technology, travel and infrastructure), due to limited options in the market that fit our complex compliance requirements. For this reason, we have focused on increasing our local and diverse spend in sectors including facilities maintenance, consultancy and consumables. Excluding technology spend, 29.7% of our spend is with local and diverse suppliers and this year we engaged more than 250 of these suppliers.

What we have planned in this area for 2025.

- Continue enhancing our engagement with New Zealand owned and operated businesses and businesses owned and operated by underrepresented communities in our supply chain.
- Building and promoting a diverse supplier database to help our people connect with suppliers who share our social and environmental values.
- Improving the incorporation of sustainability considerations into our engagement with suppliers, through collaboration across business units.
- Working with our direct suppliers (Tier 1) to increase engagement and the use of diverse suppliers at a Tier 2 level.

OUR STORIES

Working together to boost financial wellbeing.

Westpac NZ and Waikato-Tainui both recognise the important role that financial education plays in empowering people and communities to build sustainable financial futures.

In previous years, we have collaborated with Waikato-Tainui to deliver Managing Your Money financial capability workshops on marae. These courses were customised for marae trustees and those seeking to go into business.

This year we've again collaborated with Waikato-Tainui to support tribal members to attend a series of workshops focused on financial topics.

Marae Tukere, GM Oranga, Waikato-Tainui, says improving financial wellbeing is a key focus for the iwi and it was great to have content tailored for the needs of attendees, with topics ranging from saving and investing through to buying your first home.

“These workshops were intended to provide a safe, welcoming place for our people to learn. It was really positive to see whaanau having the confidence to share their stories in a supportive environment.”

Marae Tukere, GM Oranga, Waikato-Tainui

Warren Ngan-Woo, Westpac NZ Programme Manager Financial Wellbeing, hosted the workshops. He says the sessions were scheduled in the evenings in an online format to make it easy for as many people as possible to attend.

“People were able to dial in after work once their kids were in bed and we also recorded the sessions to post on Waikato-Tainui’s website. Waikato-Tainui has people throughout the motu, so it was awesome to have people everywhere from Queenstown to Kerikeri joining us,” Mr Ngan-Woo says.

Feedback on the series was positive – following the Saving & Investing session, one attendee commented:

“The workshop made me feel Westpac is not only promoting money literacy, but assisting and really engaging with people to learn about what they can do to improve their situations.”

Managing Your Money session attendee

Supporting tribal members’ aspirations for financial independence through our continued partnership with Waikato-Tainui is a reflection of the enduring relationship between our organisations.

Managing Your Money 2024 highlights.



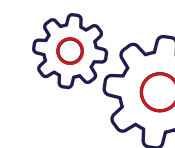
Delivered workshops to **12,143** participants in total – 19% increase on 2023



Delivered in-person workshops to **8,055** participants: schools (3,426), community groups (2,515) and workplaces (2,114) – 29% increase on 2023



Helped raise awareness of fraud and scams to more than **1,500** participants through our in-person workshops



Trained **176** new Westpac NZ facilitators through our online and face-to-face training course



Programme Manager Financial Wellbeing Warren Ngan Woo facilitating a Managing Your Money workshop

OUR STORIES CONT.

Supporting financial inclusion.

Our Extra Care team is always looking for opportunities to improve accessibility and inclusion.

A recent example of this is the update to our bankruptcy policy. The Extra Care team had seen an increase in the number of customers who were being referred for support after having their accounts closed because they were in bankruptcy. Without a bank account, it's difficult to receive a benefit or job payments, pay bills and conduct numerous day-to-day tasks.

Most major New Zealand banks have had bankruptcy policies requiring them to close the accounts of people in bankruptcy, meaning this was an issue throughout the industry.

Having identified that our bankruptcy policy was causing some customers to experience greater vulnerability, the Extra Care team began to work with teams throughout Westpac NZ to update it. The [Westpac NZ Access to Banking in Aotearoa Report](#), published in 2023, also found

that people in bankruptcy could face exclusion from the banking system, making it clear there was a real need for change.

Following the change, customers in bankruptcy and other forms of insolvency can now continue to operate transactional accounts, open new transactional or savings accounts and retain or apply for a debit card.

We've already seen the change result in better outcomes for people going through tough times. One customer who has banked with Westpac NZ for 16 years recently lost his job and went through a separation. He subsequently experienced financial pressure, which led to him being admitted into the No Asset Procedure (a form of insolvency). One of Westpac NZ's Customer Care team members called the customer to let him know Westpac NZ had been notified of his situation, but that we weren't going to close his accounts. The customer said,

“That’s really nice... I have no family in New Zealand so thank you for your help”.

Westpac NZ has received feedback from the Insolvency and Trustee Service that this change in policy has led to other banks also now taking a more considered approach to closing the accounts of people in bankruptcy.

Ko au tēnei – know me, I have a name.

In June 2024, we updated our processes to make it easier for young people in the care of Oranga Tamariki to open bank accounts.

This followed a successful pilot called “Ko au tēnei” with partners The Tindall Foundation, Toitū Tahua – Centre for Sustainable Finance, VOYCE – Whakarongo Mai (the independent advocacy service for children and young people with care experience) and Oranga Tamariki.

Young people in care can face a range of difficulties in accessing banking services, including obtaining consent from a parent or guardian and needing to verify their address.

Our new and current process means young people in the care of Oranga Tamariki are able to open a bank account without needing consent from a parent or guardian, and can use a letter from Oranga Tamariki as a secondary form of ID/ proof of address.

The National Care Standards regulation requires the payment of pocket money to children in care at a level appropriate to their age and circumstances. This money is typically provided to caregivers to pass on – when young people have a bank account, this money can be transferred directly to them.

Tupua Urlich, National Care Experienced Lead, VOYCE – Whakarongo Mai, has direct experience of how access to finances can make a difference for a child in care.

“I began working on this initiative with Westpac NZ and Oranga Tamariki because I understand how important it is to be able to access your pocket money in care,” Mr Urlich says.

“For years I depended on it to maintain communication with my sister who lived in a different part of the country. While I didn't have a bank account at that stage, I was lucky to have a carer who would give me my pocket money so I could buy a prepaid envelope to write to my sister.

“Having a bank account and knowing how to use it, and how money works are such important things to have... you just must have a bank account and financial literacy to have a fair chance in life.”

Tupua Urlich, National Care Experienced Lead, VOYCE – Whakarongo Mai

Kiri Milne, General Manager Voices, Oranga Tamariki, agrees that ensuring young people in care can access a bank account is important to set them up for the future.

“Without a bank account, it’s hard for young people to get paid, they can’t receive an allowance or benefit, they have less opportunity to learn about managing their money and they can’t pay for things with a bank card like most young people do.”

Kiri Milne, General Manager Voices, Oranga Tamariki.



Westpac's Extra Care team

NATURAL CAPITAL AND HUMAN RIGHTS ACTION PLAN PROGRESS

We acknowledge the interconnectedness of climate change, nature and human rights and the need for overarching solutions. As part of our ongoing work, we incorporate climate change, human rights and nature into how we operate. Our approach to these is guided by Westpac Group's [Climate Change, Human Rights and Natural Capital Position Statements](#).

Westpac NZ has internal action plans to ensure a robust approach in implementing these position statements across our business. We provide an update on our Natural Capital and Human Rights progress against our action plans below. Details on our progress against our climate change action plan (Climate Transition Plan) can be found in our annual Climate Report.

Our role in helping protect Aotearoa’s natural capital.

Westpac NZ refers to nature as the natural world, with an emphasis on the diversity of living organisms, including people, and their interactions among themselves and with their environment.

Natural capital refers to the earth’s stock of renewable and non-renewable natural resources – including plants, animals, air, water, soils and minerals – that combine to produce a flow of benefits to people.

According to the World Economic Forum Global Risks Perception Survey 2023 – 2024, environmental risks (extreme weather events, critical change to earth systems, biodiversity loss and ecosystem collapse and natural resource shortages) are four of the top five risks facing the world over the next decade.⁹

We understand that globally there is increasing interest from investors, regulators and the wider community in organisations’ nature-related dependencies, impacts, risks and opportunities. In 2024, PwC reported that compared to other stock exchanges in Asia Pacific, the New Zealand Stock Exchange has the highest share of stock market capitalisation from listed companies that are highly or moderately dependent on nature.¹⁰

We understand that reporting requirements in relation to nature-related topics are increasing, and that new nature-related reporting frameworks are being implemented internationally.

As a major financial institution in Aotearoa, we want to support our customers to manage their nature-related risks and opportunities.

Natural Capital Action Plan.

Last year Westpac Group released a Natural Capital Position Statement. To help deliver on this, Westpac NZ has developed its own internal action plan. This is the first year of implementation of the plan. Our progress on the five strategic focus areas of the plan is outlined in the adjoining table:

What we have planned for 2025.

- Build understanding and define data requirements (including geospatial data) to support uplifting our existing systems so that we can report on natural capital issues in accordance with TNFD standards.
- Continue building capability for our people on nature-related risk, issues and opportunities.
- Continue engagement with our customers to support their understanding and management of nature-related risks and opportunities.
- Continue updating our risk tools and processes to take into consideration nature-related risks.

What you should know

9. World Economic Forum: [Global Risks Report 2024](#)

10. PwC 2024: [How to manage nature-related risks in Asia Pacific](#)

Strategic focus areas	2024 progress against Natural Capital Action Plan
<p>1. Embedding nature-related risks into strategy, and risk management frameworks and policies.</p>	<ul style="list-style-type: none"> • Reviewed our ESG Credit Policy and assessment to include nature-related aspects to ensure our lending activities operate within the requirements of Westpac Group-wide strategy and Position Statements.
<p>2. Educating our people on nature-related risks and opportunities as relevant to their roles.</p>	<ul style="list-style-type: none"> • Made a sustainability learning programme available to all employees and piloted a targeted ESG training programme (including nature-related content) for our business bankers. • Held an ESG training day (including nature-related content) for Westpac NZ Executive Team and Directors.
<p>3. Supporting customers to manage their nature-related risks and opportunities and transition to nature positive outcomes.</p>	<ul style="list-style-type: none"> • Our Sustainable Farm Loan (\$3.58b) and Sustainable Business Loan (\$603m) uptake continued to grow this year. Both of these loans can enable discounted lending for improved environmental outcomes. • Our newly introduced Customer Transition Plan Assessment Framework for emissions-intensive customers includes nature-related questions. This helps us to understand their risks (and as a result our financial risk) and how we can better support them.
<p>4. Engaging with broader stakeholders and participating in external forums to develop our nature-related ambitions.</p>	<ul style="list-style-type: none"> • Sponsored the Sustainable Business Network’s Nature and Business Symposium, with Westpac NZ representatives speaking on the role of the finance sector in enabling New Zealand companies move towards being nature positive. • Participated in the United Nations Environmental Programme Financial Institutions’ capacity building programme on Nature for Banks.
<p>5. Establishing governance and processes.</p>	<ul style="list-style-type: none"> • Reviewed Westpac NZ’s Natural Capital Action Plan in line with Group updates. • Reviewed governance gaps between current practice and the TNFD guidance. • Established reporting process including 6 monthly progress update to our ESG Committee. • Updated our Board and Board Committee charters to reflect their responsibilities on approving material actions plans (including natural capital).

Westpac NZ’s exposure to Task Force on Nature-Related Financial Disclosures (TNFD) defined sectors for financial institutions.

The following table shows that 15% of Westpac NZ’s lending is to sectors considered by TNFD to have material nature-related dependencies and impacts. Our greatest lending exposure is to the agriculture sector, which is part of the beverages and food products industry category under the TNFD material sectors. We are continuing to build internal capability to help customers understand their nature-related risks, as well as developing products that can support restoring and regenerating nature, such as our Sustainable Farm Loan.

TNFD Global Industry Classification Standard categories	% of Westpac NZ's Total Committed Exposure
Automobiles & Components	0.01%
Consumer Durables & Apparel	0.29%
Consumer Services, Consumer Staples Distribution & Retail	1.10%
Energy	0.48%
Food & Beverage	7.70%
Household & Personal Products	0.00%
Materials	0.78%
Pharmaceuticals & Biotechnology	0.06%
Real Estate Management & Development, Equity Real Estate Investment Trusts (REITs), Homebuilding and Capital Goods	1.19%
Semiconductors & Semiconductor Equipment	0.05%
Transportation	1.20%
Utilities, Commercial & Professional Services	1.77%
TOTAL	15%



Our role in helping protect and advance human rights.

People are at the heart of our business. As a large bank interacting with people in a variety of ways, we recognise we have an important role to play in respecting and advancing human rights.

Human rights are the basic rights and freedoms all human beings are entitled to, without discrimination.

We are guided by the UN Guiding Principles on Business and Human Rights (UNGPs) which provides us with a framework on how to undertake our responsibility to respect human rights.

When considering how we impact on human rights, we think about our role as a:

1. Financial services provider;
2. Lender;
3. Employer;
4. Purchaser of goods and services; and
5. Supporter of communities.

This means considering things such as ensuring our products and services are inclusive and accessible to meet the diverse needs of our customers, considering and mitigating negative human rights impacts of our lending and purchasing spend, and ensuring we have a discrimination-free workplace.

Human Rights Action Plan.

Westpac Group’s Human Rights Position Statement and Action Plan sets out our commitments and the approach to respecting

and advancing human rights, as well as the key actions we are taking.

Westpac NZ has an internal three-year Westpac NZ Human Rights Action Plan (from June 2023 to May 2026) aligned with Westpac Group’s Human Rights Position Statement and Action Plan. Our progress on the five strategic focus areas of the plan is outlined in the adjoining table.

The main focus in the first year was identifying and understanding our salient human rights issues and strengthening the foundations of our human rights approach.

Westpac NZ was also represented on two external panel discussions to help guide other businesses on how to manage modern slavery risks.

What we have planned for 2025.

- Complete an effectiveness review of our existing grievance mechanisms against the UNGP’s Principle 31 effectiveness criterion.
- Continue to provide training and resources to frontline and specialist teams on human rights risks.
- Provide support for customers experiencing vulnerable circumstances with access to safe and equitable banking services.
- Proactively educate marginalised communities about the risk of financial exploitation.

Strategic focus areas	2024 progress against Human Rights Action Plan
<p>1. Addressing our salient human rights issues.</p>	<ul style="list-style-type: none"> • We worked with Westpac Group on a Human Rights Risk Assessment to help us identify and address our most salient human rights issues – those at risk of causing the most severe negative impacts on people due to our activities and business relationships. The assessment enabled us to identify ways to strengthen our human rights risk management through our lending and purchasing and we have commitments across the business to embed the findings (see: What we have planned).
<p>2. Strengthening grievance mechanisms and approach to remedy.</p>	<ul style="list-style-type: none"> • To be progressed in 2025.
<p>3. Supporting and advancing human rights through a just and inclusive transition.</p>	<ul style="list-style-type: none"> • Began exploring ways to support customers and communities vulnerable to or affected by climate change.
<p>4. Strengthening a focus on child safeguarding.</p>	<ul style="list-style-type: none"> • To be progressed in 2025.
<p>5. Strengthening the foundations of our human rights approach.</p>	<ul style="list-style-type: none"> • We reconvened our Human Rights Working Group; an internal cross-functional group that meets monthly to support the delivery of the Human Rights Action Plan. The group’s initial focus is to build capability across the bank in identifying and managing modern slavery and human rights risks. • ESG training sessions (including human rights) were delivered to our Board of Directors, Executive Team, and other specific customer-facing teams. All our people now have access to our Sustainability Learning Programme, which includes content on human rights and modern slavery. • We have implemented a stand-alone Sexual Harassment Policy, setting out expectations about workplace behaviours and our zero-tolerance position. • Our credit assessments now include specific questions related to human rights, ensuring our bankers are considering these aspects in their assessments. Where required, our ESG Advisory team can guide our bankers on how to manage ESG risks that may arise. • We contributed to Westpac Group’s Modern Slavery Statement (annual disclosure) which describes actions taken to address modern slavery risk in our operations and supply chains. The 2024 Statement will be published early 2025.

APPENDICES



WESTPAC NZ'S MATERIAL TOPICS

Westpac NZ's material topics help inform our annual sustainability reporting and this year, have helped inform our new 2027 Sustainability Commitments.

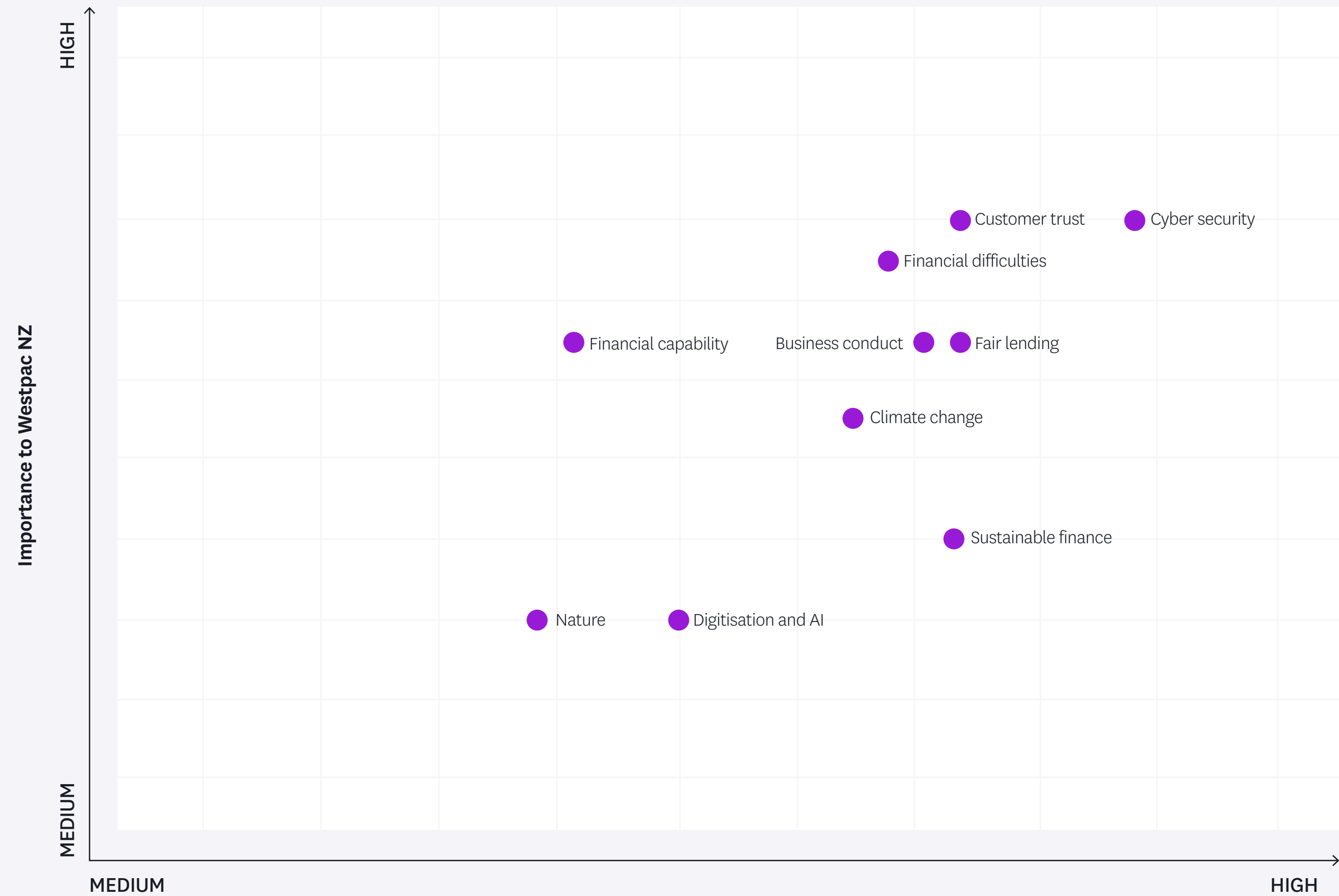
In 2024, Westpac NZ undertook a review and update of topics that matter most to our external stakeholders and Westpac NZ. This process was undertaken by an external consultant, using a methodology aligned with the GRI and emerging international reporting standards.

The sustainability materiality assessment process started with a review of stakeholder feedback, internal risk registers, market scanning, media "hot topics", industry reports, peer reports, the Sustainable Development Goals and global megatrends to identify a "long list" of relevant topics. These topics were then used to underpin a survey and interviews with 17 external and 10 internal stakeholders. External stakeholders included customers, partners, suppliers, community, non-governmental organisations and government agencies. Internal stakeholders included selected Westpac NZ Executives alongside members of the wider Westpac NZ team.






We mapped the top 10 topics by importance to Westpac NZ internal and external stakeholders, as seen in the matrix on this page.






We've also included a table on the following page that outlines examples of how we're responding to our top 10 material topics.

2024 Top 10 Material Topics Matrix



HOW WE'RE RESPONDING ON OUR MATERIAL TOPICS

Topic	Description	How we're responding
 <p>Cyber security, data privacy and financial crime prevention</p>	<p>Prioritising cyber resilience and security to protect customer data, including data shared with third parties, and prioritising fraud and scam protections for customers.</p>	<ul style="list-style-type: none"> • Increased the headcount of our Financial Crime team and continued to upskill people working in this space. • Continued to invest in systems and processes to protect customers from fraud and scams. • Worked with the banking industry to establish the Anti Scam Centre, delivering initiatives to protect customers from financial crime, including sharing information on mule accounts. • Worked to improve our cyber security through API scanning, enhanced threat intelligence, detect and response automation and continued uplift of access management controls. • Continued to scope and prepare for emerging risks, including the evolution of criminal data capture (ransomware) and the unmanaged usage of generative artificial intelligence. • Worked to comply with the RBNZ's cyber resilience reporting requirements. • In the past 12 months, for every \$10 of known fraud and scams that touched our systems, we prevented, recovered or reimbursed \$9. • Implemented new tools to support data management and data privacy.
 <p>Customer trust and expectations</p>	<p>Maintaining customer satisfaction and trust as societal expectations rise. Understanding customer needs and offering safe and secure solutions.</p>	<ul style="list-style-type: none"> • Partnered with the Language Loop interpreting service, who offer phone-based translation services in 190 languages, supporting customers who prefer to communicate in languages other than English. • Created and delivered new Extra Care training across Westpac NZ, to uplift banker capability and expand the awareness of tools and resources when supporting customers experiencing vulnerable circumstances. • Simplified the standard onboarding process to increase access to banking services for 15–17-year-old youth in the care of Oranga Tamariki. • Created guides for customers using simple, easy-to-understand language to increase awareness on topics including elder financial abuse, family violence, financial difficulty, making a complaint, and scams/fraud. • Continued our commitment to delivering fair customer outcomes by creating a Fair Conduct Programme to guide the creation, management and provision of products and services. • Continued to focus on building capability and supporting our digital teams to ensure our channels are accessible to people with disabilities.
 <p>Financial difficulties</p>	<p>Supporting our customers in times of financial hardship and vulnerable circumstances. Supporting communities and charity partners including in times of emergency.</p>	<ul style="list-style-type: none"> • Supported 2,970 New Zealanders experiencing vulnerable circumstances, including supporting 1,508 complex customer escalations, requiring the combined efforts of various teams across the business. • Created a gambling block, supporting customers with problem gambling habits to prevent online credit or debit transactions with gambling merchants. • Worked collaboratively with external agencies, including Shine NZ and Good Shepherd, to help individuals who experience family and domestic violence to meet their financial needs. • Further embedded our set of principles to support consistent decision-making when we consider providing banking services to those who typically would be excluded from banking services. • Improved our document signing process to help certain customers with physical disabilities access bank accounts and make changes to their existing accounts and lending.
 <p>Fair lending</p>	<p>Applying fair, transparent and easy-to-understand terms and conditions, being clear about fees and charges, and providing responsible lending.</p>	<ul style="list-style-type: none"> • Revised our Product Service Life Cycle Policy to gain better insights into our target markets and customer needs. • Reviewed our lending document controls to help simplify customer documents. • Revised 30 business and consumer card documents to include everyday language and clearer definitions of banking terms, with clear examples and links for more information where appropriate. • Updated lending policies to make it easier for borrowers who are looking to refinance, as well as those who can afford new lending.
 <p>Business conduct</p>	<p>Embedding a culture of good governance and ethical business conduct, including risk management, compliance, transparent leadership and disclosure, anti-bribery and corruption and anti-money laundering/counter-terrorism financing.</p>	<ul style="list-style-type: none"> • Made an online sustainability learning programme developed by EY available for all employees, equipping them with knowledge to help support our customers. • Launched an internal constructive challenge skills boost series and delivered communications to support our employees to safely challenge ideas, decisions and behaviours. • Ran a full-day ESG training session with our Board and Executive Team. • Developed a WNZL Climate Risk Policy to provide an overarching policy structure for the management and disclosure of climate risk at Westpac NZ. • Enhanced the ESG Credit Policy, assessment and process to help employees consistently assess and manage ESG credit risks in lending applications over \$1m. • Undertook a targeted pilot training programme for a group of business bankers, enabling them to better support their peers and customers on ESG-related matters.

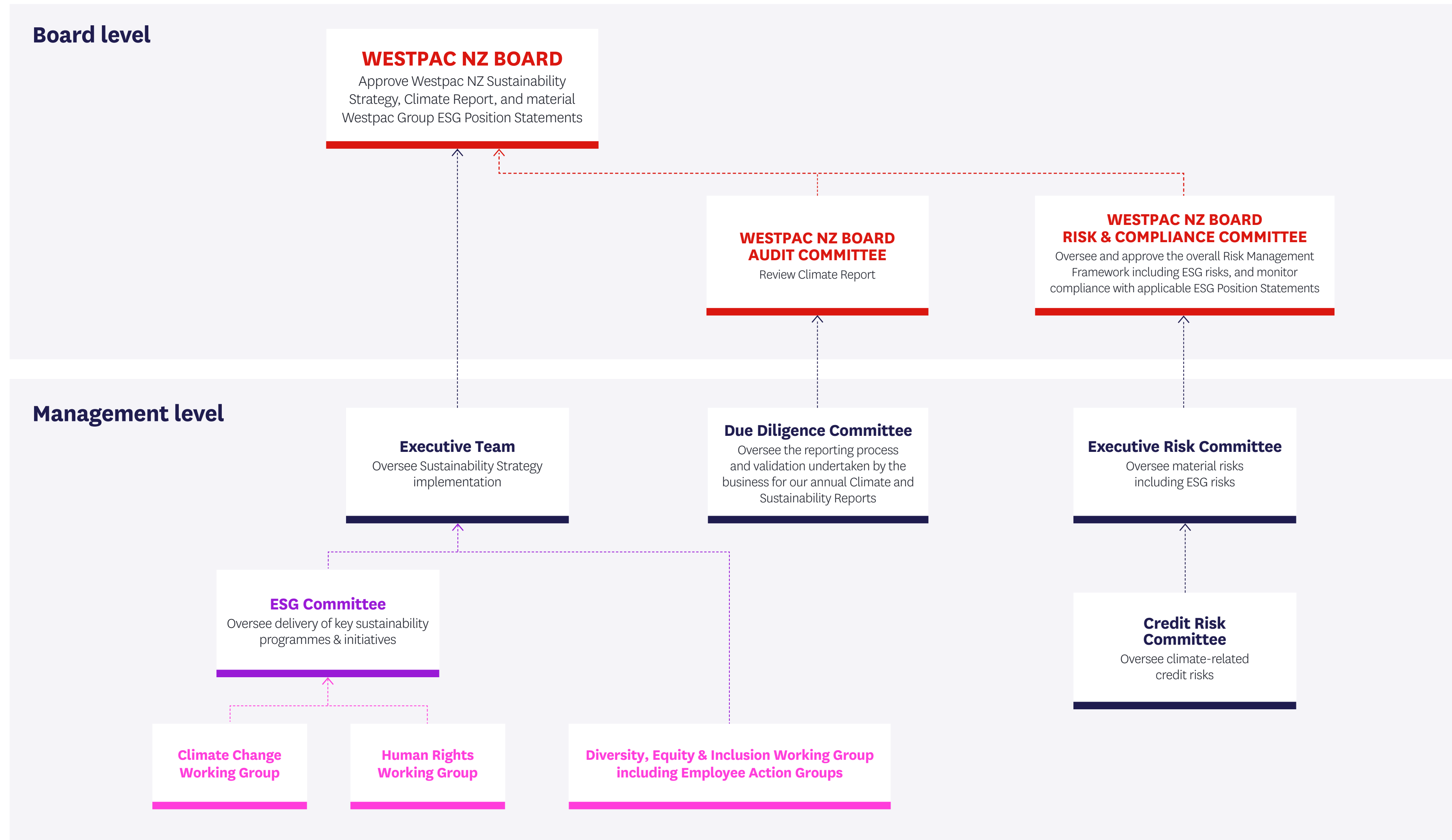
Topic	Description	How we're responding
 <p>Climate change</p>	<p>Playing our part in achieving net-zero carbon emissions in New Zealand with our own direct action, encouraging suppliers to do the same and helping customers and communities achieve a just transition.</p>	<ul style="list-style-type: none"> • 46% reduction in operational emissions in 2024 vs 2019 baseline.¹¹ • Offset remaining emissions in line with Toitū net carbonzero certification, by purchasing NZ native carbon credits. • Upgraded to more energy efficient LED lights in a number of sites across our branch network. • Made further progress on our full vehicle fleet conversion, with electric and plug-in hybrid vehicles comprising 97% of our total fleet as at 30 September 2024. • Moved to a new and more energy efficient corporate site in Wellington, that has a number of sustainable features including LED lighting and efficient air conditioning units that do not use gas energy. • Conducted a pilot using a new water consumption measurement tool across our branch network, which helped to identify faults in our plumbing systems which we were able to fix. • Completed separate scenario analysis sessions with our Executive Team and Board to capture insights on climate-related risks and opportunities. • Developed Westpac NZ's Climate Transition Plan which sets out how we intend to address our climate-related risks and opportunities, and how we will support our customers in their transition to a low emissions economy. • Established a Customer Transition Plan Assessment framework for reviewing and engaging with our customers' transition plans. This helps us to understand where customers are on their transition journeys and how we can further support them. • Continued to build on our in-house financed emissions calculator and sought more accurate data to better assess our climate risk.
 <p>Sustainable finance</p>	<p>Supporting our customers to build more sustainable and resilient businesses, and achieve a pathway towards an inclusive and thriving net-zero emissions economy.</p>	<ul style="list-style-type: none"> • Total sustainable lending to our business customers is \$7.02b, including \$3.58b of sustainable lending to agribusiness customers, as at 30 September 2024. • 43% of total Westpac NZ agribusiness term lending is now classified as sustainable lending under the Westpac NZ Sustainable Farm Loan. • To date we have provided lending for the construction of almost three-quarters of all grid scale solar generation capacity either completed to date or currently in progress across New Zealand. • Launched a Sustainable Equipment Finance Loan. All eligible business customers can now access discounted lending to fund sustainable assets and outcomes across their business. • The Westpac NZ Green Bond (issued by Westpac Securities NZ Limited) matured in June 2024. The Green Bond proceeds supported customers to avoid an estimated 507,769 tCO₂e greenhouse gas emissions and supply 5,322 GWh of renewable energy across the five-year tenor of the Green Bond. • BTNZ, which is responsible for the investment of the Westpac KiwiSaver Scheme, recently released its first standalone climate statements. These statements, along with its Sustainable Investment Report, showcases the progress BTNZ has made in line with its climate commitments under its Sustainable Investment policy. • BTNZ was named a Responsible Investment Leader by the Responsible Investment Association Australasia and was a finalist for the 2024 Financial Services Council Excellence in Sustainability Practices award.
 <p>Financial capability and resilience</p>	<p>Improving the financial education, capability and resilience of New Zealanders.</p>	<ul style="list-style-type: none"> • 12,143 people accessed financial education through 91 online and 390 in-person Managing Your Money workshops. New Managing Your Money initiatives included partnering with the NZ Police to educate youth on fraud and scams, collaborating with Deaf Aotearoa and iSign on specialised content for those who are hard of hearing, and delivering new financial wellbeing content to Dementia NZ. • Refreshed the Small Medium Enterprise Managing Your Money Programme which is aimed at year one and two business owners. • Established a Pasifika outcomes role, focussed on enabling Pasifika New Zealanders to be financially secure and independent, through providing in-branch pastoral care to Pasifika families who want to own their home, with guidance at different stages of their journey.
 <p>Nature</p>	<p>Being a bank that supports nature positive outcomes by, developing our understanding of nature-related risks and opportunities to our business and customers, and developing processes to have regard to nature positive outcomes and support customers.</p>	<ul style="list-style-type: none"> • Our Sustainable Business Loan can be used to fund improved environmental outcomes such as native forest planting, water quality improvements and biodiversity conservation. • Our Sustainable Farm Loan incorporates Westpac New Zealand's Sustainable Farm Standard that requires water, soil, waste, land and biodiversity management. • Reviewed our ESG Credit Policy and assessment to include natural-related aspects to ensure our lending activities operate within the requirements of Westpac Group-wide strategy and Position Statements. • Partnered with the Sustainable Business Network to deliver a Nature and Business Symposium, at which Westpac NZ representatives spoke on the role of the finance sector in enabling the nature positive transition. • Provided \$60k of funding to our partner NZ Landcare Trust to distribute six \$10k grants to catchment groups around the country to help improve local waterways.
 <p>Digitisation of banking services and management of generative AI</p>	<p>Supporting the digital transformation of banking in New Zealand by moving services online and harnessing digital innovations such as open banking and AI.</p>	<ul style="list-style-type: none"> • Piloted an Artificial Intelligence tool for our fraud team to help differentiate between legitimate customer interactions and cybercriminal activities. • Conducted educational sessions for teams on the benefits and risks of Artificial Intelligence. • Maintained controls in relation to our Artificial Intelligence work. These controls reflect many of our values including wellbeing, privacy, transparency and accountability. • Integrated our open banking platform with a number of third-party service providers, meaning customers can now easily and safely make payments with approved service providers. • Delivered improvements to our digital banking channel Westpac One, including new personalised messages and notifications, enhanced security, accessibility features, the ability to add a new card instantly to Google and Apple Pay, and the ability to use hotpoints for everyday payments with retailers.

What you should know

¹¹. Environmental year runs 1 July to 30 June. tCO₂e results include all Westpac business units based in New Zealand.

SUSTAINABILITY GOVERNANCE

Westpac NZ’s governance ensures sustainability is overseen at the highest levels of our organisation and embedded throughout our everyday operations.



GRI CONTENT INDEX

Westpac NZ has reported the information cited in this GRI content index for the period 1 October 2023 to 30 September 2024 with reference to the GRI Standards.

GRI Standard Disclosure	Disclosure	Description and/or page number
Organisational profile	2-1-a	Legal name of the organisation Westpac New Zealand Limited
	2-6-a	Operations Full-service bank with retail and commercial financial services including home and business lending, funds management and government banking services
	2-1-c	Head office 16 Takutai Square, Auckland, New Zealand
	2-1-d	Country of operation New Zealand
	2-1-b	Legal type of entity Limited liability company
	2-1-d	Markets served New Zealand
	2-1-d	Scale of the organisation National
	2-7-a	Workforce 5,224 Employee and contractor FTE
Strategy	2-22-a	CEO statement Page 3
	2-23	Policy commitments See our Positions & perspectives
	2-24	Embedding policy commitments Page 34
	2-26	Mechanisms for seeking advice and raising concern See our Making complaints
	2-27	Compliance with laws and regulations See our WNZL Disclosure Statement September 2024 – Pending proceedings or arbitration, page 83
Ethics and integrity	2-22-a	Values, principles, standard See our Code of Conduct
Governance	2-9-a	Governance structure and composition Page 34
	2-11	Chair of highest governance body See Our Board of Directors
	2-12-a	Role of governance Page 34
	2-13	Delegation of responsibility for managing impacts Page 34
	2-15	Conflicts of interest See our Group Annual Report 2024 – Conflicts of interest framework, page 51
	2-16	Communication of critical concerns See our Group Annual Report 2024 – Concern reporting, page 51
	2-17	Collective knowledge of the highest governance body See Our Board of Directors
Stakeholder engagement	2-29-a	Stakeholders See our Material Topics – Page 31
Reporting practice	2-2-a	Entities included Westpac New Zealand Limited, BT Funds Management (NZ) Limited
	3-2	List of material topics Pages 32-33
	2-3-a	Report period 1 October 2023 to 30 September 2024
	2-3-c	Report date December 2024
	2-3-a	Reporting cycle Annual
	2-3-d	Contact information sustainability@westpac.co.nz

GRI CONTEXT INDEX CONT.

Material topics	Related indicators		
Economic	201-2	Financial implications and other risks and opportunities due to climate change	Pages 10 & 11 , and see our Climate Report 2024
Energy	302-1-a	Energy consumption within organisation – non-renewable	See our 2024 Group Sustainability Index and Datasheet – Environment tab
	302-1-b	Energy consumption within organisation – renewable	See our 2024 Group Sustainability Index and Datasheet – Environment tab
Environmental	305-1	Scope 1 GHG emissions	Page 37
	305-2	Scope 2 GHG emissions	As above
	305-3	Scope 3 GHG (upstream) emissions	As above
Diversity and Equal Opportunity	405-2	Ratio of basic salary and remuneration of women to men	See our 2024 Gender Pay Analysis



KEY SUSTAINABILITY DATA

	2024	2023	2022	
 Care for planet Manaaki te ao	Sustainable Finance (\$b), towards our \$10b 2025 goal	NR ¹	11.7	7.3
	Total operational emissions tCO ₂ e (tonnes of carbon dioxide equivalent) ²	4,061	4,705	4,950
	Total Scope 1 emissions (tCO ₂ e)	849	989	982
	Total Scope 2 emissions (tCO ₂ e) ³	943	897	1,812
	Total Scope 3 emissions mandatory (tCO ₂ e)	1,571	2,051	1,020
	Total Scope 3 emissions additional (tCO ₂ e)	698	769	1,136
 Care for People Manaaki te tāngata	Funds raised for Rescue Helicopter (\$m)	1.45	1.40	1.28
	Women in Senior Leadership (%) ⁴	40.0	43.8	43.9
	Women as a % of the workforce ⁵	56	52	51
	Gender pay ratio (%)	25.8	27.8	27.4
	Investment in communities (including emergency relief) (\$m) ⁶	13.54	17.11	8.32
	Investment in communities (including emergency relief) (\$m) as a % of pre-tax profit ⁷	0.80	1.16	0.57
	Volunteering (value of hours in \$m)	2.31	1.60	0.54
	Lending to social and affordable housing (\$m), towards our \$700m 2025 goal	NR ¹	810	677
 Grow financial wellbeing E tipu pūtea ora	Financial education workshop participants	12,143	10,241	7,760
	Number of people at risk of financial exploitation and exclusion helped ⁸	2,970	1,609	4,302
	Percentage of purchasing spend from local small- and medium-sized businesses, including businesses owned by diverse and under-represented communities (%)	15.5	17.5	14.6

What you should know

1. These cumulative targets were exceeded in 2023. We have ceased measuring performance against this 2025 target.
2. Environmental year runs 1 July to 30 June. tCO₂e results include all Westpac business units based in New Zealand.
3. Due to an update in the Ministry for the Environment’s emission factor for Scope 2 electricity emissions in 2023, Westpac NZ restated electricity emissions for previous environmental years (EY20-EY22) to reflect material impacts to our footprint as per the Toitū net carbonzero programme requirements.
4. Women in leadership (which includes CEO-GM2, GM3 with 3+ Direct Reports, Bank Managers and Asst Bank Managers – population of ~850 people) was replaced in all Group reporting in 2023 with Women in Senior Leadership (CEO-GM1 – ~80 people).
5. In previous Sustainability reports, this figure included third party staff engaged under statements of work. It was updated to include only employees and contractors in 2023, in line with other headcount metrics.
6. Investment in communities includes community investment and, from FY23, emergency relief. Community investment includes monetary contributions (including charitable gifts, matched giving and community partnerships), time contributions, in-kind gifts and donations, and management costs. It excludes commercial sponsorships. Emergency

- relief includes, but is not limited to, cash grants with no commercial intent that are provided to individuals or other entities in response to social or environmental disasters. Where it meets the criteria, support provided to community organisations in response to social or environmental disasters will be counted as community partnerships or charitable gifts, rather than as emergency relief.
7. Includes both community investment and emergency relief.
 8. The number of people at risk of financial exploitation and exclusion measures the number of people supported through most escalations to the Extra Care Team or through Extra Care initiatives. Extra Care initiatives include our New Start initiative for released prisoners, SeniorNet learners accessing Managing Your Money financial wellbeing programme to improve their digital literacy and online safety, FinCap referrals, iSign service uses, tracking abusive messages in payment references, Foxtan Budgeting Service Emergency-Loan, young people in care supported to open bank accounts, Family and Domestic violence individuals supported to open a bank account, RSE workers supported to open a bank account, Gambling Blocks requested by customers and loaded, customers onboarded via High Risk principles, accounts opened for those in Youth Services, onboarding of customers that might otherwise have been excluded, customers experiencing vulnerable circumstances being provided phones, Language Loop uses, and ID Care referrals.



Mō tātou, ā, mō kā uri ā muri ake nei

For us and our children after us.

As New Zealanders we have the immense privilege of calling Aotearoa home. Our intention is to look after this land and us, the people, for now and for those after us.



**TOGETHER GREATER
MAHI TAHI TĀTOU
KAHA AKE TĀTOU**

Product Disclosure: Where loan products are discussed in this document, lending criteria, terms and conditions apply to these products, which may be subject to change from time to time. Fees and charges may also apply. See westpac.co.nz/home-loans-mortgages/options/greater-choices-home-loan/ for further details on Westpac NZ's Greater Choices Home Loan, see westpac.co.nz/business/products-services/loans-overdrafts/sustainable-business-loan/ for further details on Westpac NZ's Sustainable Business Loan, see westpac.co.nz/agribusiness/sustainable-farm-loan/ for further details on Westpac NZ's Sustainable Farm Loan, see westpac.co.nz/business/products-services/loans-overdrafts/sustainable-equipment-finance-loan/ for further details on our Sustainable Equipment Finance Loan, and see westpac.co.nz/personal-loans/ev-loan/ for further details on our EV loan.

This sustainability report contains forward looking statements. These statements are not certain and are subject to known and unknown risks and uncertainties, which are, in many instances, beyond our control. We give no representation, guarantee, warranty or assurance about the future business performance of Westpac NZ, or that the outcomes expressed or implied in any forward-looking statement made in this document will occur.

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