

# Sustainability Report 2024



# Our approach to sustainability



**Helia is committed to sustainability and is continuing to embed ESG into our strategy and operations as we seek to make a positive impact on our stakeholders, society and the environment.**

## Governance and strategy

Helia's Board has responsibility and oversight of sustainability strategy, including climate risks and opportunities and all our material disclosures.

Our management team provides regular updates to the Board on our progress and delivery against our sustainability priorities. Sustainability topics covered in 2024 included: insight sessions on climate trends, regulations and disclosures, current and emerging environmental, social and governance (ESG) risks and opportunities, climate change scenario analysis and updates on AI and emerging technology.

Helia's Investment Committee is the management committee responsible for overseeing the governance of the investment portfolio, working closely with our investment managers.

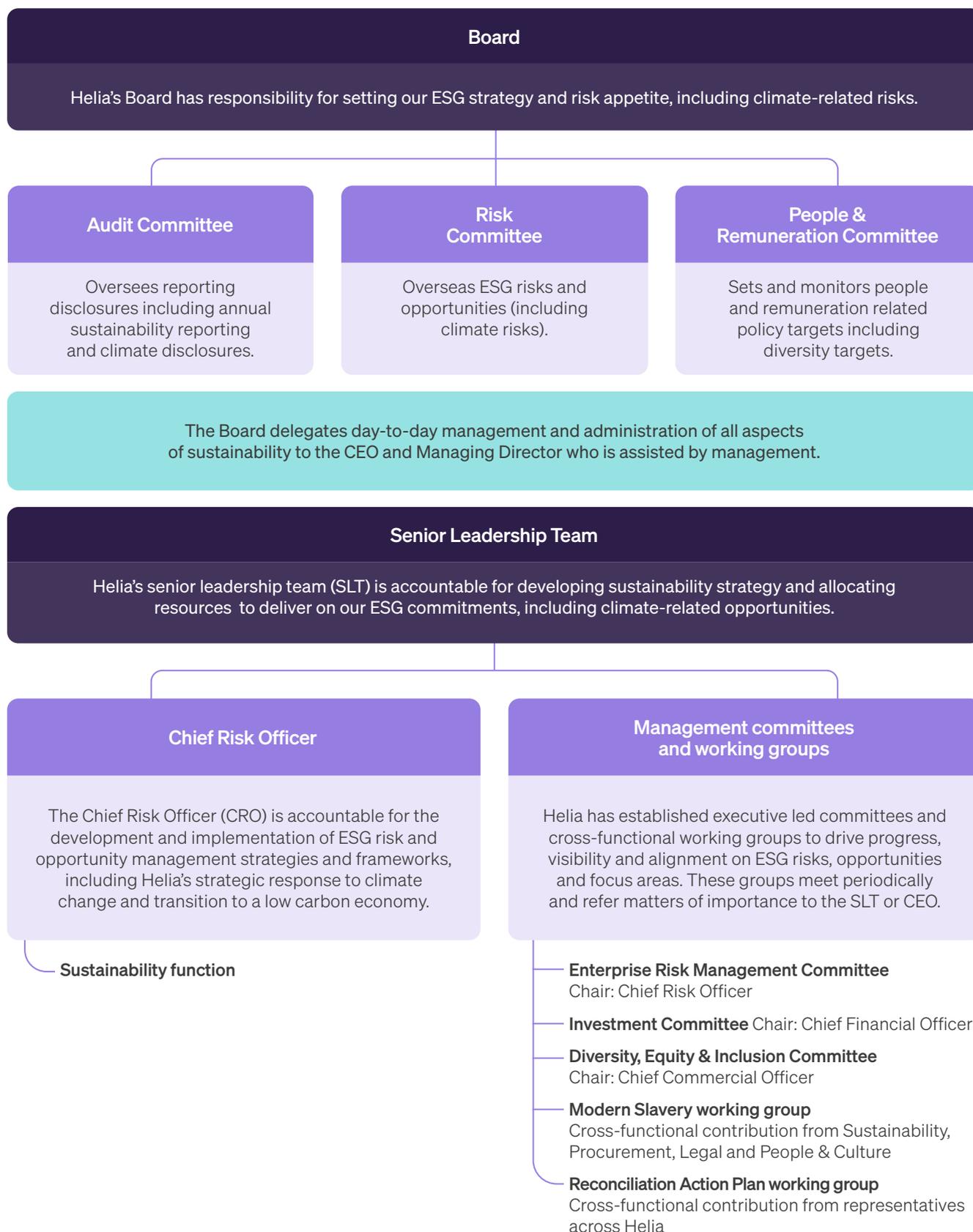
This Committee is continuing to evolve its sustainable investments strategy and governance including building our systems to measure and establish any future scope 3 emission targets or investment opportunities. Our investment mandates do not allow investing in companies with revenue from the manufacture of Controversial Weapons, and to not knowingly invest in companies involved in modern slavery or human trafficking.

This year we have undertaken a sustainability governance and strategy refresh. We have reviewed our governance approach as we work to increasingly integrate sustainability within our business strategy, policies, risk management framework and systems, and embed ESG considerations in our organisation.

The delivery of our sustainability framework is supported by cross-functional working groups and Committees to harness and align dedicated expertise and resources for key priorities and initiatives.

For more information, see our [2025 Corporate Governance Statement](#) and our [Helia policies](#).

## Our sustainability governance framework



Note: The governance framework explains how Helia governs sustainability. Refer to Helia's 2025 Corporate Governance Statement for its full governance framework.

## Our approach to sustainability (continued)

### Aligning our approach to sustainability

Helia acknowledges the role we can play in making a positive contribution to sustainable outcomes.

We are committed to:

- Supporting Australia’s decarbonisation commitments, aligned to the Paris Agreement, by minimising our environmental impact.
- Transparent sustainability reporting, with reference to relevant frameworks such as:
  - Global Reporting Index (GRI)
  - Taskforce on Climate-related Financial Disclosures (TCFD)
  - Australian Sustainability Reporting Standards (ASRS) S2 as it emerges.
- Aligning strategic focus areas to United Nations Sustainable Development Goals most relevant to where we can help to make impact. For Helia, these include:



### Identifying our material themes

In 2024, we conducted a materiality assessment to identify and prioritise ESG factors that are most relevant to Helia’s operations and stakeholders.

While we plan to conduct a formal materiality assessment at least once every three years, ongoing engagement with stakeholders helps us continuously monitor and respond to material issues impacting our business. For more information on stakeholder engagement, see our [FY24 ESG databook](#).

In 2024, our material ESG themes remain largely consistent with our 2022 review.

Our top five material themes are:

- housing accessibility
- employee culture and wellbeing
- climate risk and resilience
- data privacy and security
- legal and regulatory compliance.

Climate continues to be a focus for our customers, employees and regulators with the upcoming ASRS disclosure requirements. Housing accessibility remains a key area where Helia can make social impact through our products, education and policy advocacy.



## Our sustainability framework

Our sustainability framework guides Helia's efforts to create long-term ESG value for our business, customers and the community. It reflects our material themes, aligned to relevant sustainability frameworks, goals and regulatory requirements, and focuses on the areas where Helia can have the biggest impact.

**Helia's purpose:** Accelerate financial wellbeing through home ownership, now and for the future.

**Our sustainability approach:** We consider our impacts on people and the planet, and strive to deliver social, economic and environmental value through what we do and how we operate.



## Social impact

Helia's commitment to social impact is at the core of how we operate. We understand how important safe and accessible housing is for the wellbeing of individuals and families. We are committed to enabling home ownership through our products, and to partnering with our customers and charity partners to support vulnerable members of our community overcome barriers to housing.

For our people, we are committed to driving innovation, strengthening our culture and developing skills and capabilities to support individual growth and success. Championed by our Diversity, Equity and Inclusion Committee, we are focused on equal opportunities for our people and building teams that reflect the diverse communities in which we operate. For more information on how we create social impact, see page 10 of the [2024 Annual Report](#).

## Sustainability progress

### 2024 activities

<b>Social</b>	<ul style="list-style-type: none"> <li>Supported more than 31,000 home buyers into home ownership.</li> <li>Provided over 130 hours of training and development to mortgage brokers and lending specialists.</li> <li>Achieved employee engagement score of 78%.</li> <li>Achieved gender pay parity for second consecutive year.</li> <li>Partnered with CoreData on First Nations housing accessibility research.</li> </ul>
<b>Environment</b>	<ul style="list-style-type: none"> <li>Maintained net zero for scope 1 and 2 emissions.</li> <li>Continued to develop measurement of scope 3 emissions.</li> <li>Climate risk enhanced to property level.</li> </ul>
<b>Governance</b>	<ul style="list-style-type: none"> <li>Governance review and update of charters and policies.</li> <li>Target of 40% female representation of women on the board, on the SLT and in other management positions. Target exceeded at board level with 50% female representation, women on SLT was 38% and women in other management roles was 38%.</li> <li>Achieved employee risk culture score of 79%.</li> </ul>

# Climate

## Governance

We are focused on integrating climate-related risks and opportunities through our corporate governance and risk management frameworks, policies, business strategy and operations.

Helia's Board has responsibility for setting our sustainability strategy and risk appetite, including climate-related risks. Climate-related disclosure responsibilities are delegated to the Board Audit Committee and the Board Risk Committee oversees our response to climate risks and opportunities.

In 2024, climate updates were presented to Directors via Board or Committee meetings on at least a quarterly basis.

Management is accountable for developing strategy and allocating resources to deliver on our climate-related commitments. Our CRO provides executive ownership of our sustainability function, including managing Helia's strategic response to climate change.

See page 2 for our sustainability governance structure and our [2025 Corporate Governance Statement](#) for more information.

## Reporting

We are committed to transparent reporting and are continuing to enhance Helia's disclosures on climate risk, with reference to APRA's Prudential Practice Guide CPG 229 Climate Change Financial Risks and TCFD.

In 2024, we continued to prepare Helia for ASRS S2 disclosure requirements through a targeted uplift in our approach to climate reporting.



## Strategy

Helia is committed to addressing climate-related risks and opportunities, as part of our broader environmental commitments, to enable sustainable outcomes for our business, customers and the community.

### Enhancing climate resilience



#### Minimise our impact

**To protect the environment in which we operate and support Australia's decarbonisation commitments.**

- Maintain net zero for scope 1 and scope 2 emissions.
- Build understanding and measurement of scope 3 emissions.
- Develop targets and reduction strategies.



#### Build climate resilience

**To protect our business against the medium and long-term impact of transition and physical climate risk.**

- Enhance climate risk scenario modelling and analysis.
- Integrate climate considerations across our business.
- Enhance the capabilities of our people.



#### Explore impact opportunities

**To help our business benefit from emerging climate-related opportunities.**

- Support customers with climate insights.
- Explore potential investment opportunities.
- Technology solutions to support carbon transition commitments.

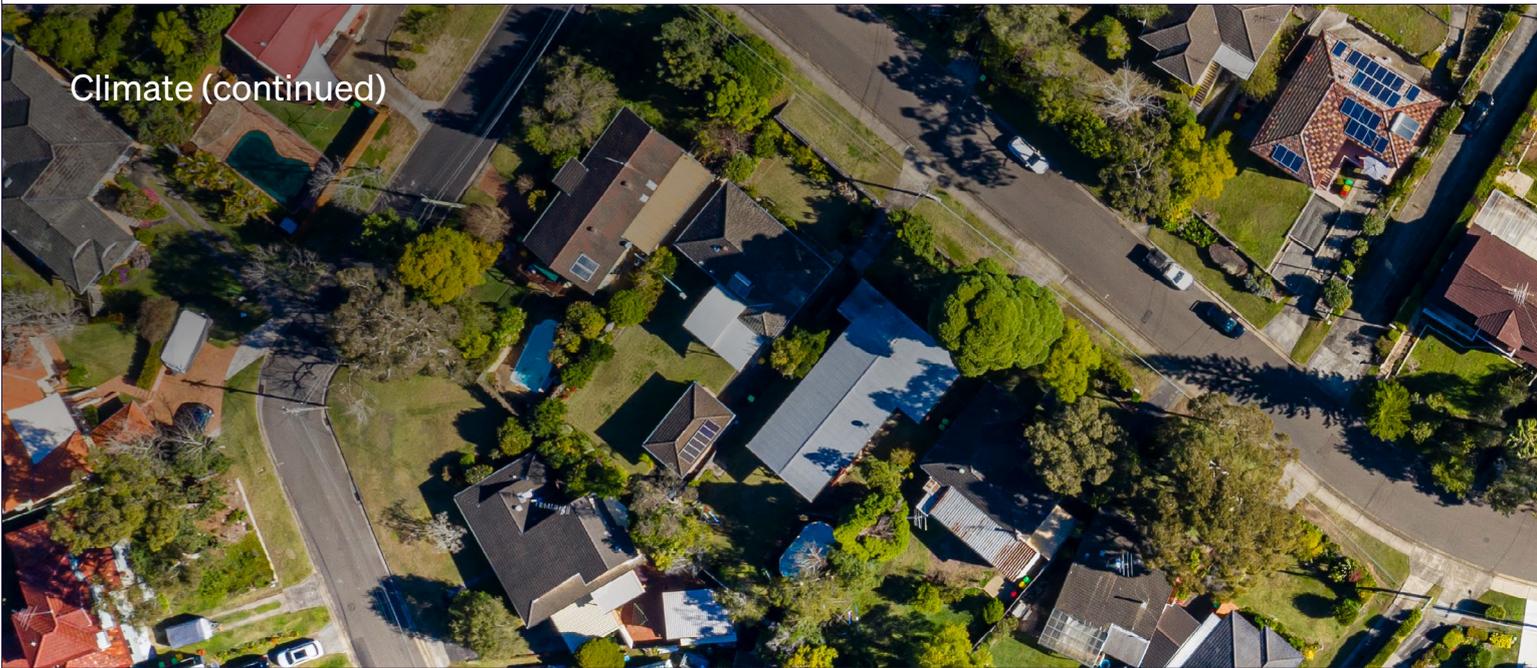
### Minimising our impact

Helia's approach to managing our environmental impact is focused on understanding our emission sources, enhancing our data accuracy, and setting targets and reduction strategies to minimise our overall carbon footprint. For scope 1 and 2 we are maintaining net zero emissions through 100% green power for purchased electricity. We are actively building out our scope 3 emissions inventory, following which we intend to establish a baseline and targets.

#### **Our approach to carbon management is focused on the following key activities in the short to medium term:**

- Maintaining net zero for scope 1 and 2 through green power electricity sources
- Measuring and reducing electricity, waste and water consumption
- Enhancing understanding of operational scope 3 emission measurement and data quality
- Building out investment portfolio measurement and reporting capabilities
- Increasing external assurance on emissions reporting
- Exploring impact investment opportunities
- Establishing a baseline measure and strategy for scope 3 emission reduction targets.

Helia's approach to carbon management is continuing to evolve as we better understand the nature and impact of emissions across our value chain. We will adjust our approach and activities as needed to enable an appropriate response to carbon management, whilst continuing to maintain our commitment to minimising our environmental impact.



## Climate (continued)

### Risk management

#### Understanding climate risk

Australia is particularly vulnerable to extreme weather events such as bushfires, floods, heatwaves and cyclones. Helia recognises that understanding and addressing climate risks and opportunities is key to building a sustainable business for the future.

More frequent and severe weather events are impacting home owners and communities, and could result in increased financial loss for Helia from indirect claims or impairments to financial assets vulnerable to

climate change. Some locations are already experiencing the effects of climate change (both physical and transition risks) impacting local economies and house and land values, which could ultimately result in higher underwriting risk for Helia.

Additionally, increasing focus from key stakeholders particularly regulatory scrutiny and external investor and stakeholder demands, raises commercial, reputational and regulatory risks of non-compliance with best practices that fail to meet community expectations.

Climate risk has been identified as a material risk in Helia's risk management framework and strategy, which is reviewed and approved annually by management and the Board.

Our focus on understanding how climate risks are evolving is helping us to develop our response and mitigations needed to manage potential impacts now, and for the future.

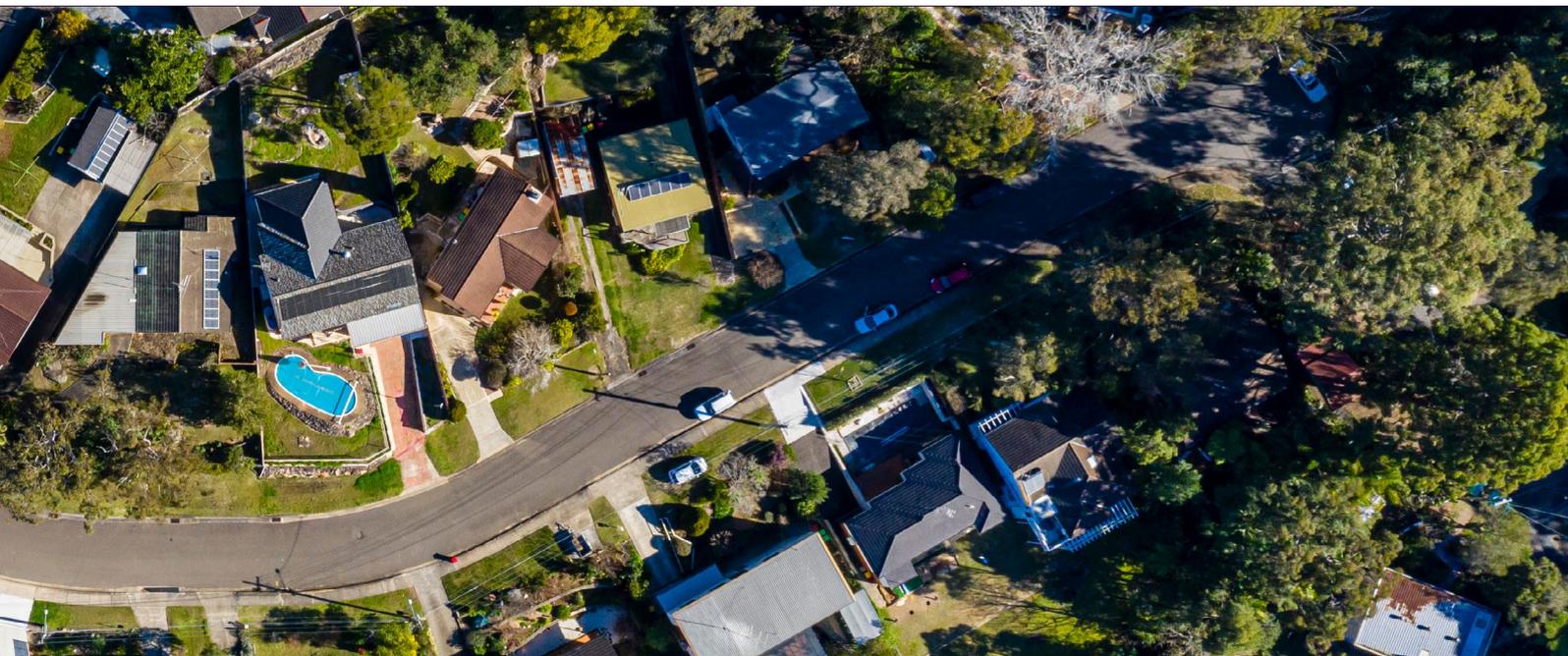
#### Climate-related risks and opportunities

	Potential impact on Helia	Our response	Time horizon
<b>Physical risk</b>	<ul style="list-style-type: none"> <li>Increased frequency and intensity of acute and chronic weather events and climate change.</li> <li>Increased insurance premiums and reduced demand for property.</li> <li>Decline in property values.</li> </ul>	<ul style="list-style-type: none"> <li>Climate scenario analysis on underwriting portfolio.</li> <li>Managing exposures via risk tolerances and underwriting policies for high-risk locations.</li> <li>Enhance internal capabilities and expertise on emerging climate trends, data and analysis.</li> </ul>	<b>Medium to long term</b>
<b>Transition risk</b>	<ul style="list-style-type: none"> <li>Mining and coal location transition may drive higher unemployment and decline in property values.</li> <li>Net zero transition and emission reduction targets.</li> </ul>	<ul style="list-style-type: none"> <li>Climate scenario analysis on underwriting and investment portfolios.</li> <li>Managing exposures via risk tolerances and underwriting policies for high-risk locations.</li> <li>Monitor carbon footprint and allocations of investment portfolio.</li> </ul>	<b>Medium to long term</b>
<b>Regulatory and reputational</b>	<ul style="list-style-type: none"> <li>New regulatory disclosure requirements.</li> <li>National net zero commitments.</li> <li>Evolving customer expectations.</li> </ul>	<ul style="list-style-type: none"> <li>Monitor emerging regulatory frameworks and policies.</li> <li>Preparation underway for ASRS S2 climate reporting.</li> <li>Support customers with climate insights.</li> </ul>	<b>Short to medium term</b>

Short term – 0-1 year    Medium term – 1-3 years    Long term - 3 years onwards

Note Helia's climate risk horizons are aligned with our financial definitions.

Helia is at varying stages of execution and the delivery of our response to identified climate risks.



In response to the climate-related physical and transition risks relevant to Helia, we are continuing to enhance our scenario analysis and assessment capabilities.

#### Understanding climate-related risks

Helia has continued to build the climate resilience of our business by enhancing scenario analysis capabilities for physical climate risk. In 2024, we refined our physical climate risk analysis to assign a risk rating to almost all Australian properties. The insights gained from our risk analysis informs our risk appetite, underwriting policies and strategic approach to managing climate risk within our business.

#### Physical climate risk scenario analysis

In 2024, we assigned a risk rating to 100% of our underwriting portfolio, aligned to a representative concentration pathway 8.5 (RCP8.5) climate scenario. This scenario, which assumes high greenhouse gas emissions and significant global warming, is used to assess the potential impacts of extreme climate change. Using Helia, third-party data and government flood and peril maps, we have assessed the impact of flood, tropical cyclone and bushfire across a 30-year time horizon. As a result, an estimated 3.5% of our portfolio is considered to have a high climate risk.

#### Transition risk

Helia has continued to assess and monitor climate-related transition risk for single-industry coal-mining towns across our underwriting portfolio by modelling house price and unemployment across a 30-year time horizon. Our approach is based on an assessment of the structural risks of each location and historical performance data. We will continue to expand our assessment of climate-related transition risk over the coming period.

#### Limitations

We note that while scenario analysis provides valuable insights, our approach is still evolving. Our approach and findings are based on a range of assumptions and third-party data, and there remains inherent uncertainties due to the unpredictability of future climate conditions, policy developments, and technological advancement.

Helia's approach to climate models has been validated by our internal technical committee.

#### Managing climate risk

In response to our climate analysis, Helia has incorporated climate risk factors in decision-making, policies and processes.

Maximum tolerance thresholds within our risk appetite statement have been set for our exposure to coal mining and high physical climate risk locations. These thresholds are managed through our risk management framework and underwriting guidelines. We regularly monitor and review these risk settings and overall climate resilience of our business.

## Climate (continued)

### Targets and metrics

Helia measures and reports on our greenhouse emissions aligned to the Greenhouse Gas Protocol and on an operational control basis. For more information on our 2024 emissions boundaries, methodology and preparation, refer to the FY24 ESG databook.

#### Scope 1 and 2 emissions

Helia has maintained net zero for location-based scope 1 and 2 emissions through the ongoing use of 100% green power for purchased electricity. Our scope 1 potential for refrigerants remains immaterial for the reporting period.

#### Scope 3 emissions

In 2024, we have continued to build on our understanding, identification, and measurement of our upstream scope 3 emissions. Additionally, we have commenced the measurement and tracking of our investment portfolio emissions, representing a step forward in our efforts to capture our total carbon footprint. We are continuing to refine the measurement of Helia's investment portfolio internally and will commence external reporting as we become comfortable with data accuracy and completeness.

Accessing consistent, accurate and complete emissions data from third parties across our value chain remains a challenging area of our carbon management activity. As industry standards for transparent reporting improve and reliable data becomes more readily available, we will continue to develop our GHG emissions inventory.

See our [FY24 ESG databook](#) for emissions data.

#### Scope 1 and 2 emissions

Total emissions (tCO <sub>2</sub> e)	2024	2023	Change %
Scope 1 emissions	—	—	—
Scope 2 emissions (location based <sup>1</sup> )	92.7	93.7	(1%)

1. Location based emissions refers to gross emissions, all scope 2 emissions are sourced from green power sources.

# Glossary

Gender pay parity	Defined by the Workplace Gender Equality Agency (WGEA) as a gender pay gap between -5% and +5%. This is calculated by dividing the female total remuneration median by male total remuneration median.
GHG emissions	Covers the accounting and reporting of the six greenhouse gases (GHGs) covered by the UNFCCC/Kyoto Protocol — currently carbon dioxide, methane, nitrous oxide, hydrofluorocarbons, perfluorocarbons and sulphur hexafluoride.
IPCC RCP8.5 scenario	Intergovernmental Panel on Climate Change's representative concentration pathway 8.5 describes the development of concentrated greenhouse gas emissions in the atmosphere under the assumption that no further efforts to reduce emissions will be made. It portrays a worst-case emissions scenario.
Scope 1 emissions	Emissions released to the atmosphere from operations that are owned or controlled by an organisation.
Scope 2 emissions	Emissions released to the atmosphere from the indirect consumption of an energy commodity by an organisation.
Scope 3 emissions	Indirect emissions other than scope 2 emissions that are generated in the value chain of an organisation.
Single-industry coal mining town	Definition applies when the proportion of SA2 population employed in the mining sector is >18% and the Australian Bureau of Statistic remoteness score >=2 (see ABS Remoteness Areas for further information).
Women in management	The percentage of roles with direct managerial responsibility for an employee held by women.

