









SUSTAINABILITY STRATEGY METRICS AND GOALS

Refer to our [2030 Sustainability Strategy](#) for more information.

Group Strategic Priority	Theme	Objective	2030 Sustainability Goals	Metrics
Customer	Support in good times and bad	 Enhance financial inclusion and equality	Service accessibility Maintain access to banking services for customer cohorts who are more likely to experience vulnerability.	<ul style="list-style-type: none"> New/improved product features/services supporting vulnerable customers 90-day digitally active customers Customers with access to digital banking
			Women / families Reduce inequality for women/families in financing and encourage saving by under 30s.	<ul style="list-style-type: none"> Customers under age 30 with a savings goal Customers who earned Spend & Save interest at least once in the year
			Home ownership Improve access to residential mortgages for customer cohorts who may otherwise be excluded.	<ul style="list-style-type: none"> Residential mortgage balance of customers using housing inclusion solution
Easy	Simpler, safer banking	 Strengthen data security and protection	Scams Reduce impact of scam losses to customers.	<ul style="list-style-type: none"> Westpac's scam detection rate Total scam prevented loss to customer
			Data Security Maintain controls aimed to prevent exposure of information that could result in serious harm for customer or Group.	<ul style="list-style-type: none"> Data breaches reported to the Australian privacy regulator
Expert	Action on climate and nature	 Become a net-zero, climate resilient bank ¹	Net-zero Reduce emissions consistent with our Net-Zero Banking Alliance (NZBA) commitment.	<ul style="list-style-type: none"> Reduction of scope 1 and 2 direct operational emissions Reduction of scope 3 upstream emissions NZBA sector target tracking
		 Become a nature positive bank ²	Goals and metrics to be developed. We will continue to develop our approach on nature, including actions and metrics, as we seek to become a nature positive bank and as our understanding expands.	<ul style="list-style-type: none"> Sustainable lending and bond facilitation classified as Green or Transition

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Advocate	Equitable and inclusive society	 Respect and advance human rights ³	Indigenous financial inclusion Facilitate a change in financial inclusion for Indigenous individuals, groups and businesses.	<ul style="list-style-type: none"> Indigenous call centre unique customers Spend with Indigenous-owned businesses
		 Enable diversity and inclusion	Child safeguarding Catalyse change in Westpac and be an advocate in Australia for safeguarding children.	<ul style="list-style-type: none"> New product features/solutions with safeguarding Businesses engaged on child safeguarding through the Australian Business Coalition for Safeguarding Children
		 Enable diversity and inclusion	Inclusive workplace Continue to enhance inclusion in our workplace.	<ul style="list-style-type: none"> Organisational Health Index Women in Senior Leadership
		 Enable diversity and inclusion	Leaders and businesses Create jobs and opportunities for those who need it most and invest in a new generation of leaders.	<ul style="list-style-type: none"> Diverse supplier spend Jobs created by Westpac Foundation⁴ supported partners Scholarships awarded by Westpac Scholars Trust⁵

¹ As defined in our [Climate Change Position Statement and Action Plan](#).

² As defined in our [Natural Capital Position Statement](#).

³ As defined in our [Human Rights Position Statement and Action Plan](#).

⁴ Westpac Foundation is administered by Westpac Community Limited (ABN 34 086 862 795) as trustee for Westpac Community Trust (ABN 53 265 036 982). Westpac Community Trust is a Public Ancillary Fund, endorsed by the ATO as a Deductible Gift Recipient. None of Westpac Foundation, Westpac Community Limited nor the Westpac Community Trust are part of Westpac Group. Westpac provides administrative support, skilled volunteering, donations and funding for operational costs of Westpac Foundation.

⁵ Westpac Scholars Trust (ABN 35 600 251 071) is administered by Westpac Scholars Limited (ABN 72 168 847 041) as trustee for the Westpac Scholars Trust. Westpac Scholars Trust is a private charitable trust and neither the Trust nor the Trustee are part of the Westpac Group. Westpac provides administrative support, skilled volunteering, and funding for operational costs of Westpac Scholars Trust.

SUSTAINABILITY STRATEGY METRIC DEFINITIONS

Metric Definitions for our Westpac Sustainability Strategy

Pillar	Metric	Unit	Definition
Customer	New/improved product features/services supporting vulnerable customers	#	Number of new and improved product features and services launched that will support vulnerable customers during the financial year. A new or improved feature or service is only counted once, irrespective of how many products it is available on. These product features and services are designed to support or meet the needs of customers who experience vulnerability as defined in the Westpac Customer Vulnerability Policy.
	90-day digitally active customers	# m	Refer to our 2023 Sustainability Index and Datasheet for the definition of digitally active customers.
	Customers with access to digital banking	# m	Number of Australian consumer and business customers who own at least one product that can be managed via our online platforms (Westpac Live, Compass, Business Banking Online, Corporate Online or myRAMS).
	Customers under age 30 with a savings goal	%	Percentage of customers aged under 30 that have set a savings goal in a Life or Bump account. These accounts provide the ability to set up to six savings goals, including automatic transfers.
	Customers who earned Spend & Save interest at least once in the year	#	Number of customers who have received a Spend & Save bonus interest payment at least once during the year. Spend & Save is a proposition available to customers who are: aged 18-29; and have a Westpac Choice transaction account and Westpac Life Savings account. When customers complete 5 eligible debit card purchases in the month, they will receive the Spend & Save bonus interest.
	Residential mortgage balance of customers using housing inclusion solution	\$ m	Value of home loans drawn under the Home Guarantee Scheme (HGS) and the Head Start Homes Scheme (HSH). The HGS is an Australian Government scheme mostly for first home buyers while the HSH helps some customers that are more vulnerable to own a home. Eligibility criteria apply to both schemes and these criteria are available online.
Easy	Westpac's scam detection rate	%	Percentage of scam cases detected by the bank's systems over total scams.
	Total scam prevented loss to customer	\$	Value of total scam transactions detected and stopped, along with the value of total amounts stopped or recovered and returned to the customer.
	Data breaches reported to the Australian privacy regulator (OAIC)	#	Refer to our 2023 Sustainability Index and Datasheet for the definition of data breaches in Australia.

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Pillar	Metric	Unit	Definition
Expert	Reduction of scope 1 and 2 direct operational emissions	%	Refer to our 2023 Sustainability Index and Datasheet for the definition of scope 1 and 2 emissions.
	Reduction of scope 3 upstream emissions	%	Refer to our 2023 Sustainability Index and Datasheet for the definition of scope 3 upstream emissions.
	NZBA sector target tracking	-	Refer to the appendices in the 2023 Climate Report for our NZBA target methodologies.
	Sustainable lending and bond facilitation classified as Green or Transition	\$ b	Value of Total Committed Exposure (TCE) or balance (for residential mortgages) for lending along with the sum of our proportionate share of qualifying bond issuances facilitated that have been classified as 'green' or 'transition' under our Sustainable Finance Framework.
Advocate	Indigenous call centre unique customers	#	A unique customer is a customer that has called through to the Indigenous call centre at least once during the reporting period.
	Spend with Indigenous-owned businesses	\$ m	Refer to our 2023 Sustainability Index and Datasheet for the definition of spend with Indigenous suppliers.
	New product features/solutions with safeguarding	#	Number of new product/service features (or enhanced features) implemented on our accounts that improve child and young person safeguarding. In Australia, a feature must be endorsed by our youth and family banking team, and includes blocks, controls and notifications.
	Businesses engaged on child safeguarding through the Australian Business Coalition for Safeguarding Children	#	Number of additional Australian businesses, engaged through the Australian Childhood Foundation, that have been reached by face-to-face conversations, online meetings, training activities, and advocacy efforts.
	Organisational Health Index (OHI)	#	Measures organisational health based on McKinsey & Company's OHI methodology. Employees are surveyed to assess organisational health, management practices, and employee experiences. The survey results are provided to McKinsey & Company to calculate our OHI score.

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Advocate	Women in Senior Leadership	%	Refer to our 2023 Sustainability Index and Datasheet for the definition of women in Senior Leadership.
	Diverse supplier spend	\$	Refer to our 2023 Sustainability Index and Datasheet for the definition of spend with diverse suppliers.
	Jobs created by Westpac Foundation supported partners	#	Westpac Foundation is administered by Westpac Community Limited (ABN 34 086 862 795) as trustee for Westpac Community Trust (ABN 53 265 036 982). Westpac Community Trust is a Public Ancillary Fund, endorsed by the ATO as a Deductible Gift Recipient. None of Westpac Foundation, Westpac Community Limited nor the Westpac Community Trust are part of Westpac Group. Westpac provides administrative support, skilled volunteering, donations and funding for operational costs of Westpac Foundation. Includes jobs created through Westpac Foundation's social enterprise partners and inclusive employment grant program for the financial year.
	Scholarships awarded by Westpac Scholars Trust	#	Westpac Scholars Trust (ABN 35 600 251 071) is administered by Westpac Scholars Limited (ABN 72 168 847 041) as trustee for the Westpac Scholars Trust. Westpac Scholars Trust is a private charitable trust and neither the Trust nor the Trustee are part of the Westpac Group. Westpac provides administrative support, skilled volunteering, and funding for operational costs of Westpac Scholars Trust. Includes scholarships awarded by Westpac Scholars Trust for the financial year. Active Scholars includes the total number of individuals awarded a scholarship and have completed or are in the process of completing their degree or fellowship.