

***MONEYME***

# ***2022 Sustainability Report***

**for the year ended 30 June 2022**



# Contents

<b>CEO's address</b> .....	<b>3</b>
<b>Our approach to sustainability</b> .....	<b>5</b>
<b>Governance</b> .....	<b>6</b>
<b>Environment</b> .....	<b>7</b>
<b>Our employees</b> .....	<b>11</b>
<b>Our community</b> .....	<b>13</b>
<b>Our customers</b> .....	<b>15</b>
<b>What's next?</b> .....	<b>17</b>
<b>Independent Assurance Reports</b> .....	<b>19</b>

## Welcome

MONEYME acknowledges the Traditional Custodians of the land throughout Australia where we work and live. We recognise the continued connection Aboriginal and Torres Strait Islander peoples have with land, waterways, seas, and community and pay our respects to Elders past and present. We recognise the systemic discrimination and oppression inflicted on First Nations peoples to eradicate their culture and identity, and their courage, tenacity, and perseverance to keep their culture and sovereignty alive.

We are committed to reconciliation, and we accept the invitation of the Uluru Statement from the Heart, to walk with First Nations peoples for a better future.

## 2.1 CEO's address



**MONEYME remains committed to having a positive impact on people and the planet. In FY22, we further increased our focus on Environmental, Social, and Governance (ESG) concerns, and we are very proud of the improvements we have made.**

We recognise that sustainability is ongoing, complex, and evolving issue, and we are committed to continuous improvement when it comes to our approach. We have set ambitious goals for the future, to ensure we are doing our part to preserve the environment, whilst supporting our customers, employees, and the community.

Being a sustainable and ethical business is intrinsic to who we are at MONEYME. We are committed to balancing profit and purpose; delivering shareholder returns, whilst having an overall positive impact on society and the environment. Our updated company core values reflect this ambition, so that sustainability remains front of mind in everything we do.

### Our Values:

#### **We challenge**

We dare to question, we aim higher, and we fight for better

#### **We move fast**

We exist to save you time, we drive change, and we move in the same direction

#### **We have heart**

We are bold, we lead with purpose, and we are passionate about our people and planet

Our approach to the environment and communities we work in goes beyond just meeting regulations or ticking boxes. We have embedded environmental and social considerations into our decision-making processes and into the wider governance of the company.

ESG is a major focus for the company both now and into the future. This Sustainability Report provides an opportunity for us to formally recognise our ESG initiatives and performance in FY22, and to highlight some of our goals for FY23 and beyond.

**Clayton Howes**  
Managing Director and  
Chief Executive Officer



#### Seeking B Corp Certification

We are aligning our sustainability approach to internationally recognised frameworks and standards, and are progressing well towards B Corp Certification.



#### Remuneration tied to ESG performance

ESG performance accounts for 30% of the CEO and CFO's long-term incentive, and 10% for all employees on our equity incentive plan.



#### Environmental & Social Policy

Our Environmental & Social Policy requires Directors and Officers to consider the impact of their decisions on a range of ESG-related stakeholders.



#### Improving climate disclosures

We included our TCFD-aligned actions scorecard in this Sustainability Report, and we have already achieved a number of those key actions.



#### Measuring our carbon emissions

We measure and report our Scope 1, 2, and 3 greenhouse gas emissions. In FY22, we had minimal Scope 1 and 2 emissions, only 22.82 tCO<sub>2</sub>e.



#### Benchmarking employee engagement

Our employee engagement score of 87% in FY22 is well above relevant industry benchmarks.



#### Improving diversity

Female representation in our workforce is 42%. A key focus for FY23 is to achieve higher female representation at a senior management and board level.



#### Supporting our community

We are the principal partner for Canteen's Education and Career Support Service. In FY22, we contributed >\$110,000 to this partnership.



#### Mitigating modern slavery

We published our inaugural, voluntary Modern Slavery Statement in FY22, and we have implemented a number of actions to mitigate modern slavery risks.



#### Providing financial wellness support for customers

We offer products that support the financial wellness of our customers, including our free Credit Score tool, which has been used by >200,000 customers.

## 2.2 Our approach to sustainability

We approach sustainability with a genuine desire to create change and seize opportunity. Our intention is to be a world-class ESG performer, and although we have some way to go, we are accelerating towards this goal. In order to measure and improve our sustainability, we have aligned our approach to B Corp Certification.

We are aligning our ESG efforts to B Corp as;

- it is well renowned;
- it provides great coverage across the full domain of ESG;
- it uses a very specific and quantitative impact measurement regime; and
- it requires external verification and public disclosure.

In order to seek B Corp Certification a company is required to receive 80+ points on the B Impact Assessment (BIA), B Corp's comprehensive impact management tool. The BIA measures a company's impact across five key areas: Governance, Workers, Community, Environment, and Customers. Our improvement in self-assessed BIA scores across these five areas in FY22 is summarised below:

	Governance	Workers	Community	Environment	Customers	TOTAL
<b>30 June 2022</b>	12.0 (↑94%)	27.2 (↑26%)	21.9 (↑123%)	11.1 (↑517%)	8.2 (↑30%)	<b>80.4 (↑76%)</b>
<b>30 June 2021</b>	6.2	21.6	9.8	1.8	6.3	<b>45.7</b>

Our total score improved by 76% from 30 June 2021 to 30 June 2022, and this reflects the initiatives we have taken in FY22, as summarised in this report. Given that our self-assessed BIA score has now surpassed the 80-point threshold we intend to complete our submission for B Corp Certification in FY23. We also intend to broaden our constitution to meet the B Corp legal requirement. This requirement commits B Corps to a higher standard of accountability in their decisions by including purpose and stakeholder statements in their constitutions. This signals to investors, employees, and Directors that environmental and social considerations are embedded into the core of the business. We intend to seek shareholder approval for the two additions to our constitution at our upcoming Annual General Meeting (AGM) in November 2022.

In addition to B Corp, we are aligning our sustainability approach to a number of other internationally recognised reporting frameworks and standards. In particular, our climate-related reporting, as seen in the Environmental section of this report, is aligned to the Task Force on Climate-Related Financial Disclosures (TCFD) framework. We are also developing the means to report in line with the Global Reporting Initiative (GRI) Standards, and we intend to conduct a thorough materiality assessment in FY23, which will include stakeholder engagement, as is recommended by the GRI Standards.

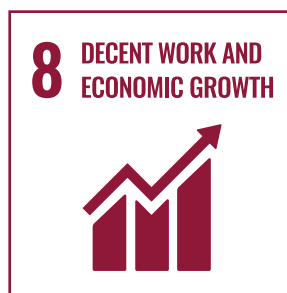
The UN Sustainable Development Goals (SDGs) provide a further lens by which we look to measure and improve our environmental and social impact. The SDGs are 17 global goals set by the United Nations, which are intended to address the global challenges we face and help achieve a better and more sustainable future for all. MONEYLE has identified four key SDGs which are of particular relevance to our business, those are:



We care deeply about supporting our employees' health and wellbeing, and the financial wellbeing of our customers.



We know that diversity helps us win, so we intend to champion gender equality in our workforce and support women in tech.



Our employees make us tick, and we want to provide them with an amazing place to work, especially as we continue to grow.



Climate change represents a very serious threat to our environment and economy, and we will do our part to help counteract this.

## 2.3 Governance

We have continued to improve our corporate governance policies and practices in FY22, maintaining our focus on implementing good governance values and conduct across the Group. MONEYME's August 2022 ASX Corporate Governance Statement outlines how the governance practices of the Group comply with the recommendations made by the ASX Corporate Governance Council in the fourth edition of the Council's Corporate Governance Principles and Recommendations. We also recognise that integrating environmental and social considerations into our Corporate Governance framework is a crucial step to elevate ESG concerns and improve our sustainability performance.

### Linking ESG to Remuneration

One of the key ways we have embedded ESG into our governance is through updating employee remuneration to include ESG performance conditions;

- ESG performance now accounts for 30% of the CEO and CFO long-term incentive, and 10% of their short-term incentive; and
- ESG performance also accounts for 10% of the Employee Equity Incentive Plan for all employees.

Updating Key Management Personnel (KMP) remuneration to include ESG performance conditions is an important initiative, and one that is becoming more common in the market. Including ESG performance conditions in all employees' remuneration is, however, an industry-leading action, and speaks to MONEYME's commitment to embed ESG into everyday decisioning.

The metrics we used to measure our ESG performance for remuneration purposes in FY22 were aligned to the B Corp framework and to improving our BIA score. The targets included in our FY22 ESG scorecard cover a range of key sustainability issues, including, but not limited to:

- improving environmental office management and implementing green product incentives;
- improving diversity and employee engagement in our workforce;
- implementing meaningful community partnerships, and reviewing our major suppliers on ESG matters;
- ensuring high customer satisfaction and responsible lending practices; and
- integrating ESG into our governance framework.

### Our Environmental and Social Policy

In FY22, we implemented a Group Environmental & Social Policy, which was reviewed and approved by the Board. This policy details how the Group manages, measures, and reports environmental and social considerations, including environmental and social risk.

We have included environmental and social risk as one of the Group's 10 Key Risk Areas. As a result, the processes for identifying, assessing, and managing environmental and social risk are integrated into our overall risk management framework. We have implemented specific ESG Key Risk Indicators and are managing environmental and social risk through the Group's Risk, Issues, & Opportunities Register, with oversight from the Board and the Audit and Risk Management Committee.

Perhaps most significantly, our Environmental & Social Policy also requires Directors and Officers of the company to consider the impact of their decisions on a range of ESG-related stakeholders, both internal and external to the company. These stakeholders, which include employees, customers, the community, and the environment, are to be formally considered at all Board, Board Committee, and Management-Level Committee meetings. This is a significant step in integrating ESG into our governance framework and we intend to go further by reflecting these ESG-related considerations in the Group's constitution, which we will seek shareholder approval for at our AGM in November.



Other key governance-related achievements in FY22 include:

- appointing a Board Director with extensive corporate management experience in financial services sector;
- completing an assessment of the Board's performance, skills, and experience, and the performance of all of our Management-level committees;
- appointing an outsourced internal audit function, and developing a 3-year internal audit plan, which is to commence in FY23;
- reviewing and amending the Group's risk management framework;
- reviewing and updating the Group's Board and Committee charters and policies, including integrating the value from SocietyOne's policies into the Group's policy framework;
- completing our 2021 AGM with all proposed resolutions approved in full; and
- continuing to release comprehensive market updates, including issuing insightful annual and interim period reporting, and other market updates covering key items such as funding and product developments.



The Group intends to achieve its target of greater than 30% female representation on the Board by 30 June 2023. In FY22, MONEYME appointed Mr David Taylor as a Director through the acquisition of SocietyOne, and as a result we were unable to complete the appointment of an additional female Board member, as originally intended. As well as appointing an additional female Director, other priority governance-related actions for FY23 and beyond include:

- broadening the Group's constitution to reflect ESG considerations;
- applying for B Corp Certification; and
- continuing to review and improve ESG integration and environmental and social risk management processes.

## 2.4 Environment

**Climate change poses a significant risk to our environment, economy, and community, and we recognise that MONEYME has a role to play in helping Australia meet the targets of The Paris Agreement. We are committed to taking action on climate change, decarbonising our business, and improving our overall environmental impact.**

The nature of our company as a digital lender with no manufactured products means our environmental impact is comparatively minimal. We still care a great deal about this issue; as do our customers, employees, and the communities we work in.

We intend to be carbon neutral certified, utilising renewable energy, and reducing our waste production well before the 2050 Paris Agreement target. We have already measured our Scope 1, 2, and 3 greenhouse gas (GHG) emissions for FY21 and FY22, as is reflected in this report. This is an important step towards improving our environmental impact, and

given we now have this information we can begin setting science-based emissions reduction targets and measuring our progress against these. We will develop this emissions reduction plan over the course of FY23, and this in turn will support us in reaching our goal to become carbon neutral certified in the coming years, as well as developing our net-zero emissions target.



## The Task Force on Climate-Related Financial Disclosures

We have adopted the TCFD framework and are working to align our climate-related reporting to the TCFD recommendations. As a result, we identified a number of key actions in each of the four thematic areas referenced by the TCFD: Governance, Strategy, Risk Management, and Metrics & Targets. We achieved the majority of these in FY22, as outlined in the accompanying table. The remaining actions will be a key focus for FY23 as they are crucial in helping us improve our environmental performance and disclosures.

Area	Current Key TCFD-Related Actions	Pre-FY22	FY22	FY23
 <p>Completed approx. 75% of actions</p>	A dedicated resource appointed to improve ESG outcomes.	✓		
	ESG Scorecard implemented to measure and improve ESG performance, the ESG scorecard is approved by the Board annually, and performance against this scorecard is reported to Board every six months.		✓	🔄
	Environmental & Social Risk identified as one of 10 Key Risk Areas (KRAs) and is considered in quarterly risk management reporting to the Operational Risk & Compliance Committee (ORC), the Audit & Risk Management Committee (ARC), and the Board.		✓	🔄
	Updated employee remuneration to include ESG performance conditions: 30% of the CEO and CFO long-term incentive and 10% of their short-term incentive, and 10% of the Employee Equity Incentive Plan for all employees.		✓	
	Environmental & Social Policy implemented and approved by the Board. This policy not only details environmental and social risk management processes, but also requires Directors and Officers to consider the impact of their decisions on a range of ESG-related stakeholders, both internal and external to the company.		✓	
	Amend the Group's Constitution to reflect the same stakeholder considerations that are detailed in the Group's Environmental & Social Policy.			🎯
 <p>Completed approx. 25% of actions</p>	Material environmental & social risks are reported in the Group's annual Corporate Governance Statement, and currently no material risks have been identified.	✓	✓	🔄
	Conduct further climate-related risk assessments, considering both transition and physical risks over the short, medium, and long-term, and disclose this information in alignment with TCFD recommendations.			🎯
	Capitalise on environmental opportunities, in particular product incentives such as a plastic-free virtual Freestyle credit card, a carbon offset and tree-planting initiative, and an electric vehicle finance incentive through Autopay.		✓	🔄
	Conduct climate-related scenario analysis, including considering a 2°C or lower scenario.			🎯
 <p>Completed approx. 100% of actions</p>	MONEYME's Operational Risk Assessment Matrix is used for identifying and assessing climate-related risks.		✓	
	Climate risk is managed through specific environmental and social risk Key Risk Indicators (KRIs) and through the Group's Risk, Issues, & Opportunities Register, both of which are reported to the ORC, ARC, and Board quarterly.		✓	
	Environmental and social risk is one of the Group's 10 KRAs, and the processes for identifying, assessing, and managing climate-related risks are integrated into the Group's overall risk management framework.		✓	
	Review and update environmental and social KRIs in order to manage rapidly changing nature of climate-related risk.		✓	🔄
 <p>Completed approx. 50% of actions</p>	Aligned ESG performance measurement, including climate-related risks and opportunities, to the B Corp Impact Assessment, which provides detailed and tangible performance measurement and management.		✓	🔄
	Measure the Group's Scope 1, 2, and 3 GHG emissions, and report this to the market.		✓	🔄
	Set science-based GHG emissions reduction targets and report performance against these targets to the market on an ongoing basis.			🎯

✓ Achieved    🎯 Target    🔄 Ongoing

## Our GHG emissions

In FY22, we took the important step of measuring our Scope 1, 2, and 3 GHG emissions. We are proud that our operations have a relatively small impact on the environment. In FY22, we limited our tonnes of carbon dioxide equivalent (tCO<sub>2</sub>e) in the Scope 1 category to 2.09, a very minimal amount. Our Scope 2 emissions reflect the electricity usage in our offices. We currently utilise 100% carbon neutral energy in our Sydney office, which offset more than 35 tCO<sub>2</sub>e in FY22. In FY23, we intend to take this a step further, sourcing renewable energy wherever possible.

Our Scope 1 and 2 emissions decreased by 65% in FY22 to just 22.82 tCO<sub>2</sub>e, despite the business growing significantly in the past 12 months. Our carbon intensity for Scope 1 and 2 emissions per \$1 million of revenue was 0.16 tCO<sub>2</sub>e (1.14 tCO<sub>2</sub>e in FY21), and our Scope 1 and 2 GHG emissions per employee was 0.16 tCO<sub>2</sub>e (0.84 tCO<sub>2</sub>e in FY21). Both figures demonstrate that MONEYME has a minimal impact on the environment. We acknowledge that there is always room for improvement, particularly as we consider our GHG emissions beyond Scopes 1 and 2. We are committed to continuing to decarbonise our business wherever possible, with the intention of becoming carbon neutral certified under the Climate Active Carbon Neutral Standard in the coming years.

Although we have less control over our Scope 3 GHG emissions, we remain committed to measuring and reducing these emissions as much as possible. We also acknowledge that our gross Scope 3 emissions are likely to continue to increase year-on-year as the business grows. Our Scope 3 emissions increased by 137% in FY22 compared to FY21, which was primarily driven by a 198% increase in GHG emissions associated with professional services. This emissions category accounted for 78% of our total net FY22 GHG emissions, and it includes emissions associated with the business' advertising, banking and borrowing costs, accounting, legal, and technical services such as outsourced Manila staffing. Business expenditure in these areas increased significantly in FY22, driven by organic growth, the acquisition of SocietyOne, and the revamping of the MONEYME brand and associated advertising campaigns.

Scope	FY21 (tCO <sub>2</sub> e)	FY22 (tCO <sub>2</sub> e)
<b>Scope 1 Emissions</b>	<b>5.35</b>	<b>2.09</b>
1. Company vehicles – fossil fuels	5.35	2.09
<b>Scope 2 Emissions</b>	<b>60.02</b>	<b>20.73</b>
1. Electricity – direct purchase	60.02	20.73
<b>Scope 3 Emissions (excluding financed emissions)</b>	<b>1,855.90</b>	<b>4,394.77</b>
1. Accommodation	33.28	56.93
2. Air travel	6.87	46.99
3. Base buildings	86.43	100.76
4. Cleaning services & chemicals	51.18	29.68
5. Cloud computing services	61.86	79.85
6. Company owned vehicles (upstream emissions)	1.47	0.59
7. Construction and material services	171.48	52.65
8. Food & catering	59.31	56.00
9. ICT services & equipment	22.96	156.76
10. Non-company owned vehicles	1.32	2.52
11. Office furniture	0.31	2.26
12. Paper	0.04	0.06
13. Postage & couriers	8.86	7.81
14. Printing & stationary	10.41	2.28
15. Professional services	1,162.15	3,467.53
16. Public transportation	0.24	0.30
17. Staff commuting	63.00	82.83
18. Taxi & rideshare	3.02	2.70
19. Telephone & internet	49.08	74.96
20. Venue hire	16.60	86.94
21. Waste	12.47	15.38
22. Working from home	33.56	68.99
<b>Total Net GHG Emissions</b>	<b>1,921.27</b>	<b>4,417.59</b>

The increase in our FY22 Scope 3 emissions is strongly linked to:

- (1). Significant business growth; and
- (2). Our transitioning out of a COVID environment.

FY22 saw MONEYME grow significantly, both organically and inorganically through the March acquisition of SocietyOne. For comparison, in FY22 our revenue increased by 148% compared to the prior year, our customer receivables by 305%, and the number of employees by 88%, so we believe the 137% increase we have observed in Scope 3 emissions is understandable.

Measuring and reporting our GHG emissions was a major ESG-related focus for FY22, and we believe that being able to achieve this in just one year demonstrates MONEYME's strong commitment to sustainability. Particularly considering that Deloitte's Sustainability & Climate Change Team conducted a Limited Assurance over the source activity data that was used to calculate our Scope 1, 2, and 3 GHG emissions for FY22.

We also engaged Pathzero to calculate our emissions in accordance with the GHG Protocol. Leveraging their online platform and team of Climate Active registered consultants, we were able to verify our source activity data and emissions boundary. This process ensured that all emission sources relevant to our business operations were included in our measurement for FY21 and FY22.

We intend to set FY22 as our base year for our emissions reduction targets and initiatives, and this is due to the fact that we have a higher level of assurance over the activity data for this year, having engaged Deloitte and Pathzero in this process. We have therefore included our FY21 emissions in this report for demonstrative purposes.

## MONEYME Autopay

We've offset the emissions produced from driving over...

 **9,000,000km**

- ☒ Conserving biodiversity ☒ Restoring natural habitats

In partnership with  **Greenfleet**



### Offsetting our customers' emissions

In FY22, we implemented a carbon-offset initiative for our Autopay customers. We voluntarily offset the carbon emissions produced from the first 1,000 kilometres driven in cars purchased via Autopay. These emissions are offset through a tree-planting project in partnership with the environmental charity Greenfleet. Greenfleet plant thousands of legally protected native trees in Australia, conserving biodiversity and restoring habitat for wildlife. In FY22, we offset the emissions produced from over 9 million kilometres driven, equivalent to over 224 laps around the world, or 11 laps to the moon and back.

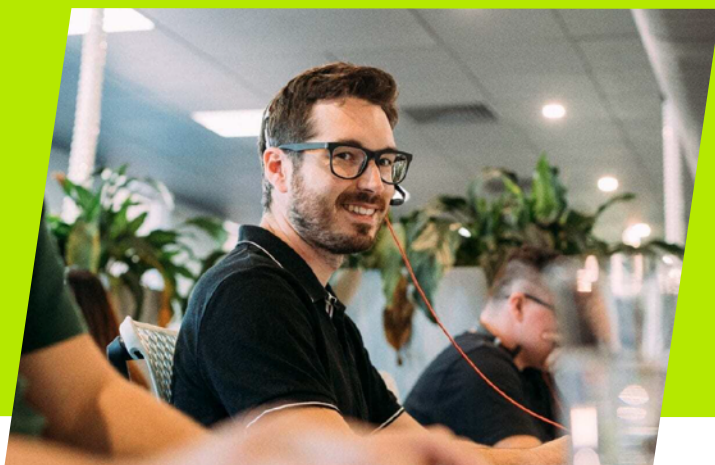


A key environmental target for FY23 and beyond is to capitalise on the opportunities we see in Australia's shift to a low carbon economy. In particular, we are exploring how our products could not only reward our customers for reducing their environmental impact, but help them do so.

Other key environmental initiatives and achievements in FY22 include;

- implementing an Environmental Policy that includes an environmentally preferable purchasing policy, as well as a list of environmentally preferred vendors for office supplies;
- reviewing the environmental impact of our major suppliers, none of which were assessed as having a significant negative impact on the environment;
- reviewing MONEYME's technology infrastructure and data storage (Microsoft Azure), and default Super provider (Australian Super), both of which were found to be satisfactory given their minimal negative impact on the environment;
- engaging with our building managers and cleaners to improve waste management outcomes, including implementing recycling programs and non-toxic cleaning products;
- engaging with industry bodies such as the Clean Energy Finance Corporation and the Australian Sustainable Finance Institute on climate-related matters; and
- continuing to execute our digital business model with virtual products that minimise our, and our customers' waste production, including our 100% plastic-free virtual credit card, MONEYME Freestyle.

## 2.5 Our employees



**MONEYME's employees and culture are core to who we are. We know that without a high-performing and engaged Team MONEYME, we will not achieve our ambitious goals for the future. In FY22, we implemented a series of employee-related initiatives to continue to cultivate our great culture.**

### Measuring our engagement

Our employee engagement program involves conducting engagement surveys of all staff, to measure and benchmark employee engagement every six months. Our overall engagement scores were 89% in September 2021 and 87% in March 2022, both of which are significantly higher than the Australian benchmark of 72%, the Australian financial industry benchmark of 73%, and the international Fintech benchmark of 72%. We will continue to measure engagement and benchmark ourselves against relevant industry standards, and we intend to maintain scores above 80%.

### Diversity will help us succeed

We understand that a strong diversity, equity, and inclusion (DEI) strategy and performance is crucial to our success. That's why we established a DEI working group in FY22 to help formalise and improve our DEI strategy and performance. This working group implemented anonymous diversity surveys to broaden our measurement of diversity in our workforce, including factors such as racial diversity, sexuality, gender identity, and disability status. We found that >35%

of our staff identified as being from a racial or ethnic minority group, and this figure was 50% at a senior management level.

Female representation in our general workforce is at 42% as of 30 June 2022, which is greater than our 40% target. In FY22, 48% of employees we recruited in Australia were female, and in the Philippines that figure was 49%. We are still progressing towards our target of 20% female representation in our executive team and 30% at a Board level. At 30 June 2022, our rates were 18% and 17% respectively. Our intention was to recruit at least one female into our senior executive team in FY22, however these roles were instead filled by male SocietyOne executives through the acquisition in March 2022. We acknowledge that improving female representation at a senior executive and Board level are key areas of improvement for us, and we intend to achieve >30% female representation on the Board before 30 June 2023.



**87%**

Employee engagement score in FY22



**97%**

Employees believe that our commitment to social responsibility is genuine



**80%**

Employees taking part in our equity incentive plan\*  
(Improved from 69% in FY21)



**88%**

Job growth rate in FY22<sup>~</sup>



**21%**

Employees promoted internally in FY22



**42%**

Female representation in the general workforce<sup>\*</sup>  
(Improved from 41% in FY21)



**>35%**

Employees identify as being from an ethnic minority group



**>10%**

Employees utilising paid community service leave in FY22



**Only 3.8 days**

Average number of sick days taken by employees in FY22  
(Increased from 3.4 days in FY21)

\* as of 30 June 2022

+ excludes ex-SocietyOne employees, who were not included in the plan at 30 June 2022 but are included in the FY23 plan.

~ includes inorganic job growth associated with the acquisition of SocietyOne



## Kulture Klub

Our Kulture Klub was established as a committee in FY22 to assist in developing and maintaining a strong, safe, engaging, and positive Team MONEYME culture. This committee implemented a range of initiatives in FY22, including;

- improving our Champions Awards program, which celebrates exceptional employees every quarter;
- health and wellbeing programs, including the MONEYME Olympics and a 10,000 steps-a-day challenge; and
- engagement events such as Diversity Day which celebrates the different cultural heritages of our employees.



## MONEYME Impact

In FY22, we launched MONEYME Impact, our employee donation and volunteering program. All employee donations made through the program are matched by MONEYME. In FY22, we implemented a policy for three days of paid community service and volunteering leave for all employees: a generous entitlement that encourages our staff to support the charities and causes they are passionate about. More than 10% of employees utilised their paid volunteering leave to support local charities in the first year of the program, and we intend to provide further volunteering opportunities in FY23 and beyond.

**“** Our afternoon at Our Big Kitchen (OBK) was really beneficial to our team who had the chance to bond whilst cooking for a great cause. After hearing from Rabbi Slavin (the founder) about OBK, I left feeling like I do not do enough for my local community, and it's inspired me to seek out opportunities to volunteer. Thankful to MONEYME for Volunteer Days.

**Amanda Davenport,**  
Head of Decision Intelligence



### Our response to COVID

During another year impacted by COVID-19, we were determined to give our team the best possible support in a challenging working environment. Actions included flexible working arrangements and paid leave for covid vaccinations. In the end, 97% of employees said they were satisfied with MONEYME's response to COVID-19.

\*excludes employees not passing their probation period, planned contract cessations, and redundancies related to the acquisition of SocietyOne or the discontinuation of the MONEYME+ product.

Other key employee-related initiatives and achievements in FY22 include;

- successfully integrating the SocietyOne team and their distinct culture into the MONEYME Group;
- implementing a significant employee policy update, including policies for 5 paid days leave for training & development, and up to four weeks leave for non-viable pregnancies such as miscarriages;
- providing ongoing access to a free, anonymous, and independent Employee Assistance Program, and measuring employee usage of the program to ensure that it is adequately meeting the needs of our team;
- prioritising our employees' career development by encouraging internal applications on all job postings, 21% of our employees were promoted internally in FY22;
- publishing a statement outlining our commitment to equal opportunity and diversity in all job postings; and
- maintaining an acceptable turnover rate of 16%, which is unchanged from the previous year despite the 'Great Resignation' that the market has observed in the past 12 months.

## 2.6 Our community



**MONEYME strives to be an active and supportive member of the communities we operate in, and in FY22 we implemented a number of community initiatives.**



### **Our partnership with Canteen**

In FY22, we underwent a thorough selection process for our new major charity partnership, including careful due diligence, employee voting, and interviews. We are delighted to have partnered with Canteen for 2022 and beyond.

Canteen is the only organisation in Australia dedicated to providing tailored support for young people impacted by cancer. Every year, another 23,000 people aged between 12 and 25 are impacted by cancer, either through a close family member's diagnosis or their own. Canteen offers both practical and emotional support to help them through a very difficult time in their lives.

MONEYME is the principal partner for Canteen's Education and Career Support Service (ECS), a service that helps young people impacted by cancer return to their educational or vocational plans. Almost 50% of young cancer patients do not return to their pre-cancer plans; a number we are hoping to help Canteen change!

Whilst our financial contribution to Canteen exceeded \$110,000 in FY22, the partnership is not purely financial. We have implemented a highly engaged and holistic partnership with Canteen, which includes opportunities for MONEYME employees to hear from Canteen's inspirational young ambassadors. Our Talent Acquisition Manager has joined

Canteen's ECS Steering Group, to help guide the service in providing the right recruitment opportunities. As principal partner of the ECS, we are playing a key role in supporting Canteen's young members in achieving their educational goals and securing employment following their cancer treatment.



**“Canteen’s mission is to be in a young person’s corner when cancer crashes into their world. After just six months of support from Canteen, almost two-thirds of young people impacted by cancer report improvements in their mental health and overall wellbeing,”**

**“Young cancer patients are often stuck in hospital having treatment while their friends are graduating and embarking on their careers. Thanks to MONEYME’s support, Canteen’s Education and Career Support Service can help young people with cancer get their education and career goals back on track.”**

**Peter Orchard, CEO of Canteen Australia**



### Our response to modern slavery

In FY22, we voluntarily submitted our inaugural Modern Slavery Statement to the Australian Border Force’s Modern Slavery Register. The statement publicly acknowledges our commitment to understanding and mitigating the modern slavery risks in our operations and supply chains. We are committed to continuously assessing and improving our modern slavery mitigation actions, and we took several steps to do so in FY22. In particular, we reviewed all of our significant suppliers based on their publicly available ESG and modern slavery related information. Following the review, we developed modern slavery and ESG questionnaires, which will be used to inform our supplier assessments in FY23 and beyond, to ensure we continue to improve our supply chain.

Other community-related initiatives and achievements in FY22 include;

- growing Team MONEYME by 110 new jobs, 68 of which were in Australia at a job growth rate of 88%, and a further 42 were created in Manila;
- continuing our investment in Newcastle by leasing and fitting out a new office, which will seat up to 70 employees, providing job opportunities outside of the major cities;
- undertaking a rigorous selection process, including employee voting, for our major charity partner in the Philippines, which we are proud to announce is HOPE Worldwide Philippines;

- supporting other charities, including OzHarvest and Greenfleet; and
- including an Acknowledgement of Country as a standing item at companywide updates; this is just a first step and implementing a Reconciliation Action Plan is a key focus for FY23.

\*includes inorganic job growth associated with the acquisition of SocietyOne.

## 2.7 Our customers

**MONEYME would not exist without our customers, and we are determined to back their ambitions and support their financial wellbeing.**



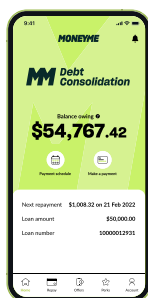
### Supporting financial wellbeing

We recognise that the financial wellbeing of our customers is directly related to the core offering of our business, and is therefore an important sustainability topic for us. MONEYME offers a number of products that explicitly support our customers' financial wellbeing.

The Credit Score product is an important addition to our financial wellbeing offering as it provides customers with personalised and detailed information about their credit score, educational content, and the ability to track their progress over time. As of 30 June 2022, over 220,000 people have used the product and a recent customer survey highlighted its impact with 93% of respondents finding the credit score service helpful, and 66% reporting an improvement in their score since signing up.

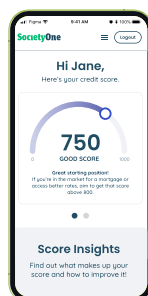
The Credit Score and Bank Account products are both SocietyOne branded products, inherited through the acquisition of the company in March 2022. The Credit Score product will be expanded to service customers under the MONEYME brand in FY23.

MONEYME Freestyle, our virtual credit card, is designed to give customers greater financial control with minimum repayments scheduled over a maximum of 5 years, compared to traditional credit cards with repayments that stretch over decades to compound interest.



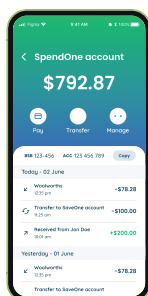
### **MONEYME** Debt Consolidation

Allows customers to consolidate outstanding debts into one simple monthly repayment with rates starting lower than major banks.



### **Credit Score**

Gives customers unlimited access to check their credit score, as well as providing helpful insights from their credit report, and tips on how to improve it.



### **SpendOne** **SaveOne**

Savings and transaction accounts with auto-save features to help customers' save as they spend and repay debt faster.

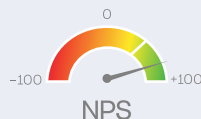
### Our focus on data and cyber security

Protecting our customers data, and the cyber security measures we use to do so, are also both key ESG matters for MONEYPE. Our multi-layered approach to data protection includes;

- threat detection systems to detect anomalies and high-risk behaviour;
- end point device management for protection against viruses, trojans, malware and ransomware, and ensuring data is not copied without authorisation;
- vulnerability protection that checks for patch and update gaps in the systems we manage, and email protection to block targeted data mining like phishing or whaling attacks;
- policies and practices to ensure staff maintain strong data management practices; and
- encrypted data protection of all data assets we govern.

During FY22 we implemented a security enhancement program that progressed the hardening of our data assets and processes. We have built new processes and policies to govern this, and have rolled out sensors and scanners to help establish and monitor the security measures required to achieve ISO 27001 and Zero Trust certifications. These represent the gold standard for companies of our stature and ambition, and we are aiming to achieve both in the next 12 months. These measures will allow MONEYPE to continue to grow and develop future assets, without the concern of data breaches or incidents.

Other key customer-related achievements in FY22 include;



Achieving a Customer Net Promoter Score in FY22 of;

- 76 for MONEYPE (78 in FY21); and
- 64 for SocietyOne.



Achieving a Google Reviews rating of;

- 4.7/5\* from 1,457 reviews for MONEYPE (4.8 in FY21); and
- 4.8/5\* from 660 reviews for SocietyOne.



Achieving a Product Review rating of;

- 4.7/5\* from 1,363 reviews for MONEYPE (4.7 in FY21); and
- 4.8/5\* from 2,361 reviews for SocietyOne.



Having very low complaint rates, with only;

- 0.15% of active customers with a complaint to The Australian Financial Complaints Authority for MONEYPE (0.1% in FY21); and
- 0.12% of active customers with a complaint to The Australian Financial Complaints Authority for SocietyOne\*.



- Maintaining our commitment to providing affordable credit, with interest rates that range from 6.25% to 25.99%\* across the MONEYPE and SocietyOne products; and
- Continuing to champion responsible lending practices with less than 3% of our revenue in FY22 coming from late repayment fees (<5% in FY21), this is because we offer customers flexible repayment schedules with no early repayment fees or breakage costs.

\*As of 30 June 2022

## 2.8 What's next?

Our sustainability areas of focus for FY23 and beyond are ambitious, and we believe they will help us become a world-leader in ESG performance.



### Governance

- (1). Achieving our target of greater than 30% female representation on the Board by appointing an additional female Director by 30 June 2023.
- (2). Seeking shareholder approval at the 2022 AGM to broaden the Group's constitution to reflect the B Corp Legal Requirement's purpose and stakeholder statements.
- (3). Applying for B Corp Certification.
- (4). Conducting a thorough materiality assessment, which includes stakeholder engagement, as is recommended by the GRI Standards.
- (5). Continuing to review and improve ESG integration, and environmental and social risk management processes.
- (6). Commencing our 3-year internal audit plan with BDO.



### Environmental

- (1). Conducting further climate-related risk assessments, considering both transition and physical risks over the short, medium, and long term, and disclosing this information in alignment with TCFD recommendations.
- (2). Capitalising on environmental opportunities, in particular product incentives that reward our customers for reducing their environmental impact, such as an electric vehicle finance incentive through Autopay.
- (3). Conducting climate-related scenario analysis, including considering a 2°C or lower scenario, as is recommended by the TCFD.
- (4). Sourcing renewable energy for our offices wherever possible.
- (5). Setting science-based GHG emissions reduction targets and measuring our progress against these to support us in reaching our carbon neutral certification goals.



### Employees

- (1). Maintaining employee engagement scores of greater than 80%, even as we continue to grow.
- (2). Continuing to progress towards our female representation targets of 40% in our workforce, 20% in our senior executive team, and 30% on our Board.
- (3). Providing further volunteering opportunities for employees to help increase the utilisation rate of the 3 days paid volunteering leave entitlement.

**“ We recognise that sustainability is an ongoing, complex, and evolving issue, and we are committed to continuous improvement when it comes to our approach.**

**Clayton Howes, Managing Director  
and Chief Executive Officer**



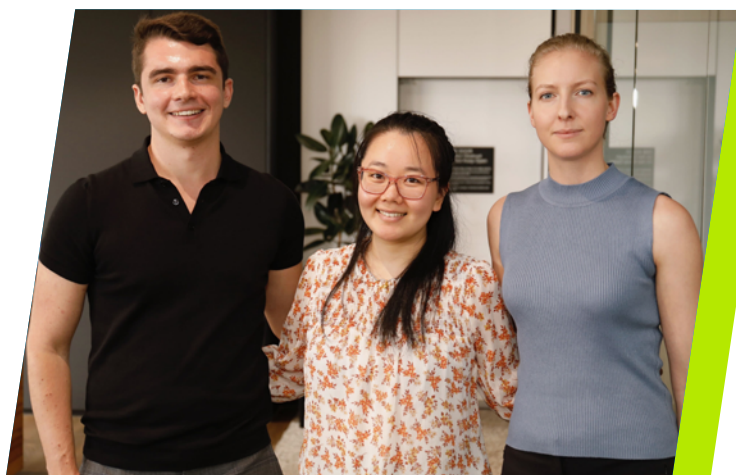
### Community

- (1). Continuing our highly engaged partnership with Canteen, including supporting them through several fundraising initiatives.
- (2). Submitting our 2022 Modern Slavery Statement to the Australian Border Forces' Modern Slavery Register.
- (3). Distributing our ESG questionnaire to our major suppliers to seek further information regarding their ESG and modern slavery policies and practices.
- (4). Implementing our inaugural Reconciliation Action Plan to address and improve our engagement with First Nations Australians.



### Customers

- (1). Extending our financial wellness support for customers, including expanding our Credit Score product to service customers under the MONEYME brand.
- (2). Achieving ISO 27001 and Zero Trust security certifications.
- (3). Continuing to monitor and improve our responsible lending practices, including maintaining less than 1% of active customers with a complaint to The Australian Financial Complaints Authority.



# Independent Auditor's Report



Deloitte Touche Tohmatsu  
ABN 74 490 121 060  
Grosvenor Place  
225 George Street  
Sydney NSW 2000  
PO Box N250 Grosvenor Place  
Sydney NSW 1220 Australia

Tel: +61 2 9365 7000  
Fax: +61 2 9322 7001  
www.deloitte.com.au

## Independent Limited Assurance Report to the Directors of MoneyMe Limited

### Conclusion

We have undertaken a limited assurance engagement relating to Subject Matter Information. Based on the procedures performed and the evidence obtained, nothing has come to our attention that causes us to believe that, the accompanying Subject Matter Information has not been prepared, in all material respects, in accordance with the Reporting Criteria detailed below for the period 1 July 2021 to 30 June 2022.

### Subject Matter Information and Reporting Criteria

The Subject Matter Information and Reporting Criteria in scope for our limited assurance engagement for the year ended 30 June 2022 is as follows:

Sustainability Activity Data (Subject Matter Information)	Reporting Criteria
<b>Scope 1 Emissions Activity Data</b> <ul style="list-style-type: none"> <li>Car Mileage (km) – 11,112</li> </ul>	MM's internal sustainability policies and procedures
<b>Scope 2 Emissions Activity Data</b> <ul style="list-style-type: none"> <li>Electricity usage (kwh) – 70,013</li> </ul>	
<b>Scope 3 Emissions Activity Data</b> <ul style="list-style-type: none"> <li>Accommodation &amp; venue expenses (\$) – 202,815</li> <li>Air travel (# of passenger flights) – 84</li> <li>Base buildings net lettable area (sqm) – 1,547</li> <li>Cleaning services and chemicals expenses (\$) – 76,857</li> <li>Cloud computing services expenses (\$) – 581,746</li> <li>Construction and materials expenses (\$) – 208,676</li> <li>Employee numbers (# of full-time and part-time employees) – 145</li> <li>Food &amp; catering expenses (\$) – 144,374</li> <li>ICT services &amp; equipment expenses (\$) – 1,133,715</li> <li>International Accommodation (\$) – 8,132</li> <li>Office furniture expenses (\$) – 7,126</li> <li>Paper GSM – 80</li> <li>Paper (# of sheets) – 10,000</li> <li>Paper size – A4</li> <li>Paper type – Recycled &amp; Virgin Paper</li> <li>Postage &amp; courier expenses (\$) – 21,650</li> <li>Printing and stationary expenses (\$) – 8,830</li> <li>Professional services expenses (\$) – 29,526,994</li> <li>Public transport expenses (\$) – 131</li> <li>Taxi &amp; rideshare usage (# of trips) – 562</li> <li>Telephone &amp; internet expenses (\$) – 474,178</li> </ul>	

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# Independent Auditor's Report



## *Basis for Conclusion*

We conducted our limited assurance engagement in accordance with Australian Standard on Assurance Engagements ASAE 3000 *Assurance Engagements Other than Audits or Reviews of Historical Financial Information* ("ASAE 3000"), issued by the Australian Auditing and Assurance Standards Board.

We believe that the evidence we have obtained is sufficient and appropriate to provide a basis for our conclusion.

## *Management's Responsibilities*

The management of MM are responsible for:

- ensuring that the Subject Matter Information is prepared in accordance with the Reporting Criteria;
- confirming the measurement or evaluation of the underlying subject matter against the applicable criteria, including that all relevant matters are reflected in the Subject Matter Information;
- designing, establishing and maintaining an effective system of internal control over its operations and financial reporting, including, without limitation, systems designed to assure achievement of its control objectives and its compliance with applicable laws and regulations;
- selecting and applying measurement methodologies in accordance with the Reporting Criteria, and making estimates that are reasonable in the circumstances;
- referring to or describing in its Subject Matter Information the applicable criteria it has used and, when it is not readily apparent from the engagement circumstances, who developed them; and
- the electronic presentation of the Subject Matter Information and our limited assurance report on their website.

## *Our Independence and Quality Control*

We have complied with the independence and other relevant ethical requirements relating to assurance engagements, and applied Auditing Standard ASQC 1 *Quality Control for Firms that Perform Audits and Reviews of Financial Reports and Other Financial Information, Other Assurance Engagements and Related Services Engagements* in undertaking this assurance engagement.

## *Assurance Practitioner's Responsibilities*

Our responsibility is to express a limited assurance conclusion on the Subject Matter Information as evaluated against the Reporting Criteria based on the procedures we have performed and the evidence we have obtained. ASAE 3000 requires that we plan and perform our procedures to obtain limited assurance about whether, anything has come to our attention that causes us to believe that the Subject Matter Information is not properly prepared, in all material respects, in accordance with the Reporting Criteria.

A limited assurance engagement in accordance with ASAE 3000 involves identifying areas where a material misstatement of the Subject Matter Information is likely to arise, addressing the areas identified and considering the process used to prepare the Subject Matter Information. A limited assurance engagement is substantially less in scope than a reasonable assurance engagement in relation to both the risk assessment procedures, including an understanding of internal control, and the procedures performed in response to the assessed risks.

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed. Accordingly, we do not express a reasonable assurance opinion about whether the Subject Matter Information has been properly prepared, in all material respects, in accordance with the Reporting Criteria.

Our procedures included:

- Inquiring with the respective Subject Matter Information owners to understand and assess the approach for collating, calculating and reporting the respective Subject Matter Information across the reporting period ending 30 June 2022;
- Undertaking walkthroughs of key systems and processes for collating, calculating and reporting the Subject Matter Information;
- Inspection of the supporting process documentation developed to support the collation, calculation and reporting process of the Subject Matter Information in accordance with the Reporting Criteria;
- Selection on a sample basis items to test from the Subject Matter Information and agree to relevant supporting documentation;
- Agreeing overall data sets for the Subject Matter Information to the final data used to support the calculation of Scope 1,2 and 3 carbon emissions contained in MM's 2022 Sustainability Report.

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# Independent Auditor's Report



## *Inherent Limitations*

Because of the inherent limitations of an assurance engagement, together with the inherent limitations of any system of internal control there is an unavoidable risk that it is possible that fraud, error, or non-compliance with laws and regulations, where there has been concealment through collusion, forgery and other illegal acts may occur and not be detected, even though the engagement is properly planned and performed in accordance with Standards on Assurance Engagements.

Additionally, non-financial data may be subject to more inherent limitations than financial data, given both its nature and the methods used for determining, calculating and sampling or estimating such data.

## *Restricted use*

The applicable criteria used for this engagement was designed for a specific purpose of assisting the directors and management report on the Subject Matter Information presented in the 2022 Sustainability Report, as a result, the Subject Matter Information may not be suitable for another purpose.

This report has been prepared for use by the directors and management of MM for the purpose of reporting on the Subject Matter Information presented in the 2022 Sustainability Report. We disclaim any assumption of responsibility for any reliance on this report to any person other than the directors and management of MM or for any purpose other than that for which it was prepared.

DELOITTE TOUCHE TOHMATSU

A handwritten signature in black ink, appearing to read "Wibishana Rockwood".

Wibishana Rockwood  
Partner  
Melbourne,  
29 September 2022

# Independent Verification Statement

## Pathzero Verification Statement FY2021-2022 MoneyMe Limited

### Conclusion

Based on the procedures performed and the evidence obtained, nothing has come to Pathzero's attention that causes us to believe that MoneyMe Limited's ('MoneyMe') reported GHG emissions are incorrect, in all material respects, for the period 1 July 2021 to 30 June 2022.

### Report of factual findings

The procedures set out below have been applied to the documentation that forms and supports the GHG emissions inventory. We do not express any conclusion, nor do we provide any assurance regarding the overall accuracy of the GHG emissions inventory.

Pathzero confirms that we are not aware of any actual or perceived conflict of interest in having completed this engagement.

Agreed-upon procedures	Factual findings	Errors, exceptions, or contraventions identified
Verification of emissions boundary of MoneyMe to ensure all relevant emissions sources are included. This step has been completed in accordance with <i>Climate Active's Technical Assessment Version May 2021</i> .	Based on the information provided, all relevant emission sources were included in MoneyMe's emissions boundary.	None
Validation of emissions activity data against supporting evidence and assessing the reasonableness of assumptions made specifically for base buildings, waste, working from home, non-company owned vehicles and staff commuting emissions.	Sufficient and appropriate evidence was provided, and assumptions made were deemed reasonable and appropriate.	None
Review Deloitte's Independent Limited Assurance Report against source data used to calculate MoneyMe's final GHG emissions inventory.	The information on Deloitte's Report matches the source data used to calculate MoneyMe's final GHG emissions inventory.	None

### Purpose of this Report and Restriction on Use

This report is intended solely for the specific purpose of assisting the directors and management report MoneyMe's GHG emissions inventory for the year ended 30 June 2022 in MoneyMe's 2022 Sustainability Report. Accordingly, we expressly disclaim and do not accept any responsibility or liability to any party other than these intended users for any consequences of reliance on this report for any purpose.

Verena Schubert



Sustainability Lead  
Pathzero  
28 September 2022



# Corporate Directory

## COMPANY'S REGISTERED OFFICE

MoneyMe Limited  
Level 3  
131 Macquarie Street  
Sydney, New South Wales 2000

## SHARE REGISTRY

Link Group  
Level 12  
680 George Street  
Sydney, New South Wales 2000

## DIRECTORS

Peter Coad (Chair and Independent Non-Executive Director)  
Jonathan Lechte (Independent Non-Executive Director)  
Susan Wynne (Independent Non-Executive Director)  
David Taylor (Independent Non-Executive Director)  
Scott Emery (Non-Executive Director)  
Clayton Howes (Managing Director and Chief Executive Officer)

## AUDITOR

Deloitte Touche Tohmatsu  
Level 9  
255 George Street  
Sydney, New South Wales 2000

## COMPANY SECRETARY

Jonathan Swain

## WEBSITE

[www.moneyme.com.au](http://www.moneyme.com.au)

## INVESTOR RELATIONS

[investors@moneyme.com.au](mailto:investors@moneyme.com.au)

ASX: MME

ACN: 636 747 414





MoneyMe Limited  
Level 3, 131 Macquarie Street  
Sydney, New South Wales 2000  
[www.moneyme.com.au](http://www.moneyme.com.au)