

# 2025 SUSTAINABILITY UPDATE SNAPSHOT





# OUR 2027 SUSTAINABILITY COMMITMENTS

Progress as at 30 September 2025.

	Commitments	Progress
<div><div><b>POWER A SUSTAINABLE NEW ZEALAND</b> Whiria te muka tāngata</div><div><b>OUR AIM:</b> Support a low-emissions, climate-resilient and nature positive future.</div></div>	Increase sustainable lending to \$9 billion at 30 September 2027 to support our business customers to achieve positive social and environmental outcomes.	• \$7.6b in sustainable lending as at 30 Sep 2025 <sup>1</sup>
	Continue to reduce operational emissions in line with 1.5°C, reduce our financed emissions, and support our customers to transition towards net-zero.	• 48% reduction in operational emissions from a 2019 baseline <sup>2</sup>
<div><div><b>FIERCE ADVOCATES FOR INCLUSION</b> Whiria te kotahitanga</div><div><b>OUR AIM:</b> Enhance financial inclusion and independence of New Zealanders.</div></div>	Support the financial wellbeing of New Zealanders through 40,000 interactions providing education, additional safe and equitable banking services, and extra care to customers in need between 1 October 2024 and 30 September 2027.	• 17,134 financial wellbeing interactions <sup>3</sup>
<div><div><b>CARE FOR CUSTOMERS AND COMMUNITIES</b> Whiria te manaaki tāngata</div><div><b>OUR AIM:</b> Help our customers and local communities thrive.</div></div>	Invest \$30 million in the community, including Westpac NZ staff using 100,000 hours of volunteer leave, between 1 October 2024 and 30 September 2027.	• \$11.6m in community investment including 35,820 hours of volunteering leave <sup>4</sup>
	Increase lending in support of affordable housing solutions by \$1 billion at 30 September 2027.	• \$730.7m increase in lending to affordable housing since 30 Sep 2024 <sup>5</sup>



# HIGHLIGHTS



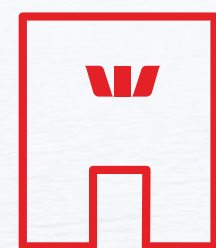
Helped our customers shop more safely online with our new digital debit and credit cards with dynamic security codes (CVC).



Increased banking access for customers experiencing vulnerability via our new basic bank account pilot.



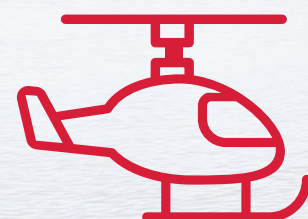
Supported Australasia’s first Sustainability-Linked Bond linked to a nature-based target, issued by Auckland Council.



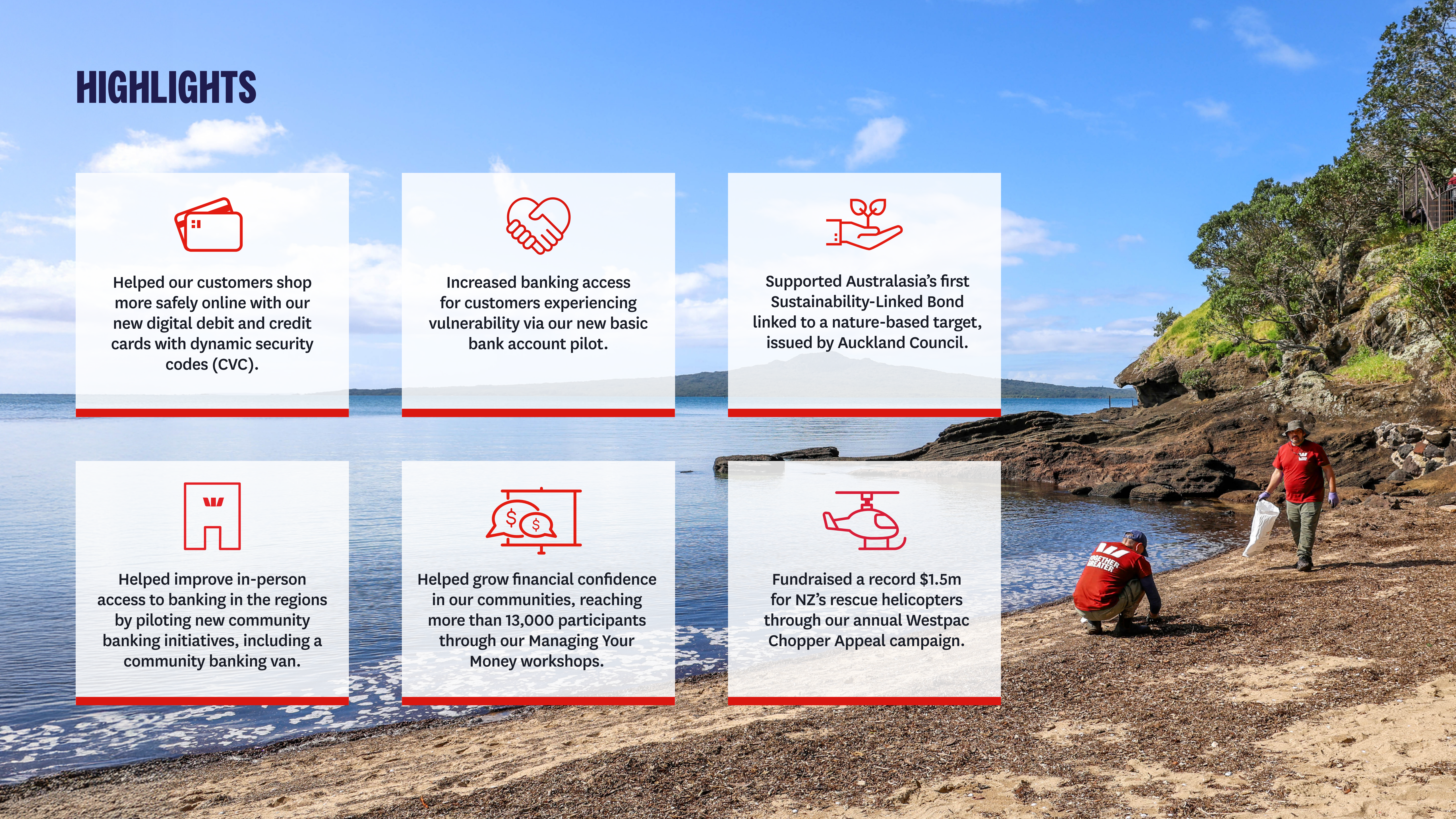
Helped improve in-person access to banking in the regions by piloting new community banking initiatives, including a community banking van.



Helped grow financial confidence in our communities, reaching more than 13,000 participants through our Managing Your Money workshops.




Fundraised a record \$1.5m for NZ’s rescue helicopters through our annual Westpac Chopper Appeal campaign.






# OUR MATERIAL TOPICS


Westpac NZ’s material topics help inform our annual Sustainability Update and our 2027 Sustainability Commitments. Material topics are the areas of our business which matter most to our stakeholders. We identify material topics through a sustainability materiality assessment every two years.

Pillar	Topic & Description	How we respond to this topic at Westpac	2025 highlights and challenges
 <b>POWER A SUSTAINABLE NEW ZEALAND</b>	<b>Climate change</b> 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.	At Westpac NZ, climate-related risks and opportunities are regularly considered in our operations, guided by our Climate Transition Plan, ESG Credit Policy and the Westpac Group Climate Change Position. Our <b>Westpac NZ Climate Report 2025</b> (PDF) provides further details on how we identify, assess and manage climate-related risks to our business. We also have an overview on how we consider climate change on our <b>Climate Change page</b> .	<b>2025 highlights:</b> <ul style="list-style-type: none"><li>Formalised a climate adaptation workstream aimed at reducing our risk from climate impacts, increasing staff education and awareness, while also exploring ways to support customer resilience and adaptation through our products and services.</li><li>Introduced a new physical climate risk assessment with newly sourced data. The assessment looks at major physical risks across our residential mortgage, agriculture and commercial real estate lending portfolios. This data helps us better understand the risk to properties due to extreme weather events and how this may develop over time as the climate continues to change. Details on this can be found in the ‘Physical risk’ section of the <b>Westpac NZ Climate Report 2025</b> (PDF).</li><li>Assessed and engaged with 22 corporate and institutional customers using the Westpac Climate Transition Plan Framework. We believe these engagements result in a greater ability to provide targeted support, while also providing us with insights across a broad range of sectors. Read more in the ‘Taking climate action’ section of the <b>Westpac NZ Climate Report 2025</b> (PDF).</li><li>Released the <b>Powering New Zealand report</b> (PDF) to share insights on the barriers and opportunities in scaling up solar energy generation in New Zealand. A recent <b>Westpac NZ survey</b> showed that almost half of New Zealanders have installed or are considering installing solar panels, with 79% of these respondents citing a reduction in their household energy costs as a driver.</li><li>Our operational emissions have reduced 48% in 2025 vs our 2019 baseline, helped through a number of initiatives since 2019, including our vehicle fleet transition to 98.5% electric and plug-in-hybrid (up from 97% in 2024 and 74% in 2023), moving into a more energy efficient corporate site in Wellington and the installation of solar energy systems at two sites.</li><li>Steadily improved the data quality in our financed emissions intensity calculation for the NZ Agriculture emissions targets, which helps build portfolio and regional insights that we can share back with customers over time. Details on how these targets are tracking can be found on page 67 of <b>Westpac Group 2025 Sustainability Report</b> (PDF).</li></ul> <b>2025 challenges:</b> <ul style="list-style-type: none"><li>Data accessibility continues to be a challenge, especially in relation to certain Scope 3 categories such as purchased goods and services and financed emissions, required by the Climate-related Disclosure regime and the Toitū net carbonzero programme.</li></ul>
	<b>Sustainable Finance</b> Supporting our customers to build more sustainable and resilient businesses, and achieve a pathway towards an inclusive and thriving low-emissions economy.	At Westpac NZ, we have developed a suite of sustainable finance products to suit all types of customers, from individuals through to large businesses. Our award-winning Sustainable Finance team collaborate with customers on innovative financing solutions that fund sustainable assets or outcomes supporting long-term resilience and prosperity for New Zealanders.	<b>2025 highlights:</b> <ul style="list-style-type: none"><li>Supported Bluecurrent, as Joint Sustainability Coordinator, to secure a NZ\$2.5b Green Loan, certified by the Climate Bonds Standard. The Green Loan supports investment in electricity smart metering and the expansion into digital water metering across Australasia, with both technologies enhancing energy and water efficiency.</li><li>The Mātai Pacific Iwi Collective joined our Westpac NZ Sustainable Farm Loan programme. The Collective found the application process a positive reflective experience; celebrating the on-farm sustainability and resilience work they had achieved so far, and identifying opportunities to strengthen environmental stewardship and Māori capability in the industry. <b>Read more in our case study on the Mātai Pacific Iwi Collective.</b></li><li>Continued to support the growth of affordable housing solutions through bespoke deal structuring, shared equity, and leasehold lending offerings that help more families realise their home ownership ambitions. For example, our lending arrangements have supported:15 whānau into their new homes within Hawaiki, Ngāti Whātua Ōrākei papa kāinga housing development; Ōwhata Kōhanga Rākau, development in Rotorua on whenua Māori to build 93 new, well designed warm homes for the community.</li><li>As at 30 September 2025 we have a combined \$207m of lending to customers through our Greater Choices Home Loan and EV 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.</li></ul> <b>2025 challenges:</b> <ul style="list-style-type: none"><li>Supporting customers to prioritise sustainability in challenging geopolitical and economic conditions.</li><li>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.</li></ul>




Pillar	Topic & Description	How we respond to this topic at Westpac	2025 highlights and challenges
	<b>Nature</b> 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.	At Westpac NZ, we’re working towards nature positive outcomes guided by the <b><u>Westpac Group Natural Capital Position Statement</u></b> and Westpac NZ Natural Capital Action Plan. We have an overview of how we consider nature on our <b><u>Natural Capital page</u></b> .	<b>2025 highlights:</b> <ul style="list-style-type: none"><li>Published a <b><u>Sustainable Marine Sector report</u></b> (PDF), highlighting strong growth potential and key drivers for transitioning to a sustainable blue economy.</li><li>Supported Auckland Council as Sole Sustainability Coordinator to issue Auckland Council’s \$250m inaugural Sustainability-Linked Bond (SLB). The SLB is the first in Australasia to link a bond to a nature-based target. If the nature-based target is missed, Auckland Council will make a donation payment to organisations that support native ngahere (forest) outcomes. <b><u>Read more in our case study on Auckland Council’s Sustainability-Linked Bond</u></b>.</li><li>Took environmental sustainability educators to 251 schools across NZ, delivering 1,161 virtual reality ocean sessions to 29,222 intermediate and primary school students. These sessions, delivered as part of our long-standing partnership with the BLAKE Trust, enable students to learn about marine conservation and how they can help protect Aotearoa’s precious ecosystems.</li><li>Continued our Landcare Trust partnership, by providing \$60k of funding to the Westpac Watercare Project to distribute grants to support sustainable initiatives for biodiversity, river health and wetlands throughout the country. <b><u>Read more in our case study on Landcare Trust</u></b>.</li></ul> <b>2025 challenges:</b> <ul style="list-style-type: none"><li>Defining nature data requirements remains challenging. Unlike climate data, there’s no universal standard metric like carbon dioxide equivalent for nature. To help us determine which types of data are most relevant and useful for assessing our nature risk we trialled several data providers this year to start building our understanding of what’s needed to improve our risk assessment capabilities.</li></ul>
 <b>FIERCE ADVOCATES FOR INCLUSION</b>	<b>Financial difficulties</b> Supporting our customers in times of financial hardship and vulnerable circumstances. Supporting communities and charity partners, including in times of emergency.	At Westpac NZ, our specialist Extra Care team supports customers who need a deeper level of support and solutions which take into account their specific vulnerabilities and complex situations. We also have teams who support in times of bereavement to simplify the settlement of financial matters and who work with customers to provide breathing space when it is hard to make repayments on loans or credit cards. In addition, we collaborate with government agencies to develop new processes and enhance existing ones, ensuring they better meet the financial needs of all customers.	<b>2025 highlights:</b> <ul style="list-style-type: none"><li>Worked with the Reserve Bank of New Zealand and the banking industry to pilot the basic bank account, ensuring financial inclusion for vulnerable customers who may have difficulty accessing traditional banking services. <b><u>Read the case study for more on our basic bank account</u></b>.</li><li>Worked with Ministry of Social Development (MSD) and Youth Services to establish a process, which supports access to banking services for young people working with Youth Service providers, expanding on our work with Oranga Tamarki in 2024. The new process enables young people who are living independently from family, or have children in their care, to use standard ID or a birth certificate as primary identification, with a letter from MSD able to be accepted as a secondary form of ID.</li><li>Continued our New Start collaboration with Department of Corrections (Corrections) which helps people leaving prison access a basic transaction account – a critical step toward financial independence and long-term stability in the community. We supported Corrections to deliver targeted staff training to raise awareness of the programme. Combined with Corrections assisting prisoner access to the Kiwi Access card as a form of ID, we continued to open bank accounts for people reintegrating into the community.</li><li>Increased staff training, quality assurance, and improved ways of working to enable us to better respond to the needs of our customers with an activated enduring power of attorney, and support our staff to identify and reduce the risk of potential financial abuse.</li></ul> <b>2025 challenges:</b> <ul style="list-style-type: none"><li>The increasing number and sophistication of scams and fraud circulating in the community is impacting our customers, particularly those who experience loneliness and cognitive decline (e.g. dementia; confusion). Ongoing collaboration and partnership across the bank, throughout the industry and within our communities is required to meet these complex needs.</li></ul>



Pillar	Topic & Description	How we respond to this topic at Westpac	2025 highlights and challenges
	<p><b>Financial capability and resilience</b></p> <p>Improving the financial education, capability and resilience of New Zealanders.</p>	<p>At Westpac NZ, we provide free, interactive Managing Your Money (MYM) workshops to help New Zealanders feel more confident about making decisions about money. Our employees facilitate the workshops, engaging with a range of organisations such as schools, businesses, and community groups to build effective money management skills across New Zealand.</p>	<p><b>2025 highlights:</b></p> <ul style="list-style-type: none"><li>• 13,187 people accessed financial education through 56 online and 463 in-person MYM workshops.</li><li>• Created new MYM content to support individuals who are caring for a loved one. The ‘Caring for Carers’ workshop offers practical guidance on wills and enduring powers of attorney, and advice on how to safeguard both carers and those they care for from financial exploitation or coercion, including where to seek help when needed.</li><li>• Updated our MYM content on fraud and scams to meet an increasing demand for this topic with our older audiences, and held workshops in retirement villages and community groups supporting seniors.</li><li>• Collaborated with Netsafe and NZ Police to pilot fraud and scam education sessions to teenagers, focused on sextortion (sexual extortion) awareness; a growing scam type targeting young people.</li><li>• Collaborated with a local Pasifika community group to deliver our first home loan journey sessions, following the successful delivery of these sessions held at branches last year. As a result of this engagement, the community group has continued to refer Pasifika families who are seeking to purchase their first homes to Westpac NZ. These families benefit from the pastoral support provided by the community group, alongside the financial expertise and guidance offered by our Mobile Mortgage Managers.</li><li>• Delivered our Money Makes Cents content to three new business partners. This content provides financial literacy tools which help graduates entering the workforce build confidence and make informed financial decisions.</li></ul> <p><b>2025 challenges:</b></p> <ul style="list-style-type: none"><li>• Our workshop attendees have shared that while some cost-of-living pressures have eased, the lingering effects of earlier economic strain continue to limit their ability to engage in budgeting and savings, as they remain focused on managing daily expenses.</li><li>• Increasing delivery and awareness of the MYM workshops in rural communities, to ensure broader access to essential financial education across New Zealand.</li></ul>
 <p><b>CARE FOR CUSTOMERS AND COMMUNITIES</b></p>	<p><b>Customer trust and expectations</b></p> <p>Maintaining customer satisfaction and trust as societal expectations rise. Understanding customer needs and offering safe and secure solutions.</p>	<p>At Westpac NZ, we’re here for the people and communities we serve. As a large business, we touch the lives of more than 1.5 million customers, over 5,000 employees and communities across Aotearoa. Our aim is to care for customers and communities, helping create a society where everyone thrives. It’s all part of our commitment to being together greater.</p>	<p><b>2025 highlights:</b></p> <ul style="list-style-type: none"><li>• Piloted community banking initiatives to improve banking access in New Zealand’s regions and enable connectivity beyond our traditional ‘bricks and mortar’ branch network. We partner with local communities to co-locate our bankers in community facilities, and have launched the Westpac NZ Community Banking Van. <a href="#">Read the case study for more on our new community banking van.</a></li><li>• Fundraised \$1.5m through our annual Westpac Chopper Appeal campaign to support NZ’s rescue helicopters. \$771k of that total was through employee fundraising initiatives.</li><li>• Released the <b>Westpac NZ Disability and Inclusion in Banking Report</b> to share insights on the barriers disabled people face when accessing banking services and to guide improvements across our customer experience.</li><li>• Entered a three-year partnership with Community Housing Aotearoa to help more Kiwi families into affordable homes.</li><li>• We have been accredited with the Accessibility Tick for more than five years, maintaining our commitment to inclusive employment and accessible practices. As part of this commitment, this year we redesigned our cards to include features like braille, high-contrast details, and directional notches to make them easier to use for blind and low vision customers. We also joined the Hidden Disabilities Sunflower initiative and trained all our customer-facing teams to recognise that those wearing the sunflower have a hidden disability and might need extra assistance.</li></ul> <p><b>2025 challenges:</b></p> <ul style="list-style-type: none"><li>• The affordable housing sector is partly reliant on public sector support to grow, and the current Government’s immediate policy focus is on social rentals over home ownership pathways like shared equity and leasehold.</li><li>• Our Disability and Inclusion in Banking Report has highlighted the need for industry-wide improvements to ensure disabled people can equitably access banking services; for example, more flexible identity and address verification processes. We continue to improve our own customer experience and welcome efforts by our peers and regulators to also consider inclusive alternatives.</li></ul>



Pillar	Topic & Description	How we respond to this topic at Westpac	2025 highlights and challenges
 FOUNDATIONS	<b>Cyber security, data privacy and financial crime prevention</b> Prioritising cyber resilience and security to protect customer data, including data shared with third parties, and prioritising fraud and scam protections for customers.	At Westpac NZ, we manage customer data to ensure it's kept safe, remains accurate and is used ethically. We use Westpac Online Guardian and other innovative technologies to help us detect and prevent potential cases of fraud and scams.	<b>2025 highlights:</b> <ul style="list-style-type: none"><li>Continued to enhance financial crime-fighting technology, which increased fraud prevention rates by 27% over the past year.<sup>1</sup></li><li>Rolled out digital credit and debit cards for customers with dynamic security codes (CVC) that refresh after 24 hours, reducing the chance of fraudulent activity on their card if their details were stolen.</li><li>Helped increase customer awareness of fraud and scams through our Scam Busters video series and a bank impersonations awareness campaign.</li><li>Strengthened our cyber resilience through targeted simulation exercises and proactively addressing system vulnerabilities. We continue to collaborate across the industry to understand the evolving cyber threat landscape and to ensure our customer applications remain secure and reliable.</li></ul> <b>2025 challenges:</b> <ul style="list-style-type: none"><li>Scams remain prevalent and sophisticated, impacting customers across all demographics.</li><li>Banks are the 'offramp' to a successful scam, while social media and online platforms are a major 'onramp', through the use of fake profiles and unregulated marketplaces. We'd like to work with social media companies to stop fraud and scams at their source.</li></ul> <p>1. Refers to the increase in fraud prevented in the 2025 financial year as a percentage of total fraud, compared to the 2024 financial year.</p>
	<b>Fair lending</b> Applying fair, transparent and easy-to-understand terms and conditions, being clear about fees and charges, and providing responsible lending.	At Westpac NZ, we strive to ensure our products, services and communications are clear, accurate and fair. Local legal requirements are the foundations of our <b>Customer Commitment</b> (PDF), <b>Fair Conduct Programme</b> (PDF) and <b>Code of Conduct</b> (PDF).	<b>2025 highlights:</b> <ul style="list-style-type: none"><li>Introduced lifecycle communications to welcome new home loan customers with an easy-to-understand guide including key information, like first repayment amount and date, and instructions on how to manage their loan easily online.</li><li>Business Lending terms are being uplifted to be simpler and more transparent so that they are easier for customers to understand.</li><li>Rolled out DocuSign to our customers, giving them the ability to sign Personal, Choices and Business lending documents electronically. This enhances their digital experience and makes our processes more efficient, which saves time for both bankers and customers.</li></ul> <b>2025 challenges:</b> <ul style="list-style-type: none"><li>Having addressed historic responsible lending issues with some of our products, we're continuing to simplify customer lending processes. In some cases, this means system upgrades are underway to help streamline and improve customer experiences.</li></ul>
	<b>Business Conduct</b> 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.	At Westpac NZ, we're committed to conducting our business with honesty, fairness and integrity. Our <b>Code of Conduct</b> (PDF) outlines the values that guide the decisions we make, to ensure we provide fair outcomes for our customers and communities, and create an inclusive, diverse and safe workplace for our people. We have an overview of how we consider human rights on our <b>Human Rights page</b> .	<b>2025 highlights:</b> <ul style="list-style-type: none"><li>In partnership with Te Whare Wānanga o Awanuiārangi, we have launched one of four new e-learning modules to deepen our understanding of Te Ao Māori - the Māori worldview. The first module of the bespoke cultural learning programme is Te Tiriti o Waitangi – The Treaty of Waitangi. This programme supports our people to grow their cultural understanding of our Māori and Iwi customers and communities.</li><li>Delivered the first year of two new Women's Development Programs – Illuminate and StepUp. These programs are designed to increase the representation of women in senior leadership and in underrepresented areas such as Technology and Business Banking.</li><li>Developed and implemented a mandatory learning module to embed the core principles of the Conduct of Financial Institutions (CoFI) regime, with a focus on fair customer treatment.</li><li>Delivered a series of risk capability uplift training sessions to risk teams and wider business teams, to promote problem solving and help prevent issue and incident recurrence, and to strengthen mitigation of risk through effective controls management.</li></ul> <b>2025 challenges:</b> <ul style="list-style-type: none"><li>Our industry continues to face an evolving regulatory landscape, and we need to carefully consider how we implement these regulatory changes while keeping positive customer outcomes at the heart of what we do.</li></ul>



Pillar	Topic & Description	How we respond to this topic at Westpac	2025 highlights and challenges
	<p><b>Digitisation of banking services and management of generative AI</b></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>	<p>At Westpac NZ, we support the digital transformation of banking through our Westpac One and Westpac One Business digital banking services, and our commitment to enabling open banking, giving New Zealanders more ways to share financial data and make payments. We're also working to integrate generative AI in ways to make serving our customers faster and easier, guided by <b>Westpac Group's Responsible AI Playbook</b> and local experts.</p>	<p><b>2025 Highlights:</b></p> <ul style="list-style-type: none"><li>• Waived API access fees for all existing and new third-party providers for 12 months, in support of the rollout of open banking in New Zealand.</li><li>• Enhanced the user experience in Westpac One by enabling more customers to refix their home loan rates and allowing customers with floating rate home loans to move to fixed rates in either our app or on our website.</li><li>• Enhanced Westpac One Business, creating a Commercial Cards hub to allow customers to self-manage their cards and related credit facilities.</li><li>• Grown our digital experience partnerships with Dosh, to offer a new simple home loan application process, and with Fidelity Life, to offer a guidance tool to help customers applying for life and income protection insurance.</li></ul> <p><b>2025 Challenges:</b></p> <ul style="list-style-type: none"><li>• The speed of change in AI requires continuous learning, experimentation and adaption, often outpacing the time needed to fully implement new solutions.</li><li>• Our operating model for AI is still emerging, as we work to build AI maturity through the understanding of responsible and safe AI practice, which includes balancing efficiency gains against risk management implications.</li></ul>



# NOTES

1. The 2027 \$9b sustainable lending target will be measured on a ‘point in time’ basis as at 30 September 2027. Therefore, only Sustainable Loans committed to business customers at the reporting date will count towards our achievement of the \$9b target. Loans that are repaid, refinanced or no longer sustainable will be excluded. Sustainable Loans include Green, Social, Sustainability, Transition and Sustainability-Linked Loans that are labelled as "sustainable" in accordance with the WBC Sustainable Finance Framework. Sustainable Bonds are excluded from this \$9b target. As at 30 September 2025, total Sustainable Lending to business customers is \$7.6b. At 30 September 2024, Sustainable Lending to business customers was \$7.0b.
2. Operational Emissions include Scope 1, 2 and Scope 3 'baseline categories', reductions progress is the reduction in 2025 vs the 2019 baseline. Our internal ‘baseline categories’ for our absolute Scope 3 operational GHG emissions target are air travel, freight of cash, private car use for business travel, rental cars, taxis, transmission and distribution losses from electricity and natural gas and waste. Our absolute Scope 3 operational GHG emissions target does not include accommodation, capital goods, data centre electricity usage, employee commuting, offsite electric vehicle charging, paper, spend-based purchased goods and services and working from home. As at 30 September 2025, we have achieved a 48% reduction of absolute Scope 1 and 2 operational emissions (2019 baseline), and a 48% reduction of absolute Scope 3 operational emissions for internal baseline categories (2019 baseline).
3. This target counts:
  - Participants attending financial education workshops facilitated by Westpac NZ employees or by external partners who are supported by Westpac NZ (whether through funding, training and/or provision of content) or
  - People accessing an initiative that was led, supported and/or funded by Westpac NZ to support financial inclusion or assist customers experiencing vulnerability. This includes:
    - helping people who are financially excluded to access banking services;
    - referrals to services to meet specific needs arising from vulnerable circumstances;
    - support provided by Westpac NZ teams to customers experiencing vulnerable circumstances with complex needs;
    - services or processes of Westpac NZ or a third party (supported or funded by Westpac NZ) to meet a specific need arising from vulnerable circumstances;
    - enabling safer services through preventing instances of fraud and scams.

Participants may be counted more than once if they access more than one included initiative or financial education workshop, or access an included initiative more than once. The progress value captures interactions in the period 1 October 2024 and 30 September 2025.
4. 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 and support for customers. The progress value captures community investment in the period 1 October 2024 and 30 September 2025.
5. The target is measured as the increase in lending committed or outstanding between 30 September 2024 and 30 September 2027. The target includes lending to customers purchasing a home through a shared ownership model or using the First Home Loan scheme, and lending to community housing providers to build and provide affordable and social housing (ownership and rental). The progress value measures the increase in lending committed or outstanding between 30 September 2024 and 30 September 2025.





We hope you enjoyed our 2025 Sustainability Update snapshot.  
To read more, please visit:  
**[westpac.co.nz/about-us/sustainability-community/sustainability-update/](https://westpac.co.nz/about-us/sustainability-community/sustainability-update/)**  
We encourage you to let us know what you think by contacting us at  
**[sustainability@westpac.co.nz](mailto:sustainability@westpac.co.nz)**



**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/](https://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/](https://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/](https://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/](https://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/](https://westpac.co.nz/personal-loans/ev-loan/) for further details on our EV loan.

This Sustainability Update snapshot 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.

The information in this Sustainability Update snapshot is given in summary form and does not purport to be complete. The material in this update is provided for information purposes only and is not advice, recommendations or opinions in relation to any Westpac NZ products or services. The information in this report is general, and does not take into account the investment objectives, financial position, or needs of any particular investor or customer. Westpac New Zealand Limited.