



# Sustainability Report 2025

Accelerating financial wellbeing through home ownership.



# Sustainability Report

We recognise that to keep delivering on our purpose of accelerating financial wellbeing through home ownership for future generations, we have an important role to play in helping the long-term prosperity of the communities in which we live and operate.

Helia's 2025 Sustainability Report provides an overview of our environmental, social, and governance (ESG) approach and the progress we're making to ensure home buyers can achieve the dream of home ownership well into the future.

## Our sustainability strategy and framework

Helia's sustainability strategy is focused on targeting and prioritising ESG areas where we can have the greatest impact.

Our commitments include:

- Aligning our ESG focus areas to the United Nations Sustainable Development Goals
- Transparent reporting on sustainability with reference to:
  - Australian Sustainability Reporting Standards AASB S2 Climate-related Disclosures as a Group 2 reporter – refer to page 20 of Annual Report for the Climate Report
  - Global Reporting Index (GRI) – refer to our [FY25 ESG Databook](#) for the list of voluntary disclosures.

In 2025, our sustainability framework continued to reflect the ESG matters most relevant to our business. The framework is refreshed through materiality assessments at least once every three years, and informed by ongoing stakeholder engagement to ensure it remains current. For more information on stakeholder engagement, see our [FY25 ESG Databook](#).



Helia's purpose

## Accelerate financial wellbeing through home ownership.



## Environment, social and governance progress

### 2025 activities

<b>Governance</b>	<ul style="list-style-type: none"> <li>Achieved employee risk culture score of 80%</li> <li>Made changes to uplift Helia's governance to continue to meet high standards of transparency, accountability and corporate governance</li> <li>Continued to embed strong governance structures across the Company</li> </ul>
<b>Social</b>	<ul style="list-style-type: none"> <li>Supported more than 36,000 people into homes</li> <li>Supported our lender customers' borrower hardship processes (our lender customers approved hardship arrangements on more than 9,940 LMI policies), and waived \$3.3m worth of debt</li> <li>Donated approximately \$380,000 and provided more than 240 hours of employee volunteering in support of our three major community partners – Habitat for Humanity Australia, Youth Off the Streets and St Vincent de Paul Society</li> <li>Target of 40% female representation of women on the Board, on the Senior Leadership Team (SLT) and in other management positions. Target exceeded at board level with 60% female representation, women on SLT was 25% and women in other management roles was 32%</li> <li>Achieved top quartile<sup>1</sup> culture score of 83%</li> </ul>
<b>Environment</b>	<ul style="list-style-type: none"> <li>Uplifted our readiness to meet Australian Sustainability Reporting Standards AASB S2 <i>Climate-related Disclosures</i></li> <li>Enhanced modelling capabilities on high-risk property locations</li> <li>Continued to build understanding and approach to measuring Scope 3 emissions</li> <li>Reduced paper usage by 30% and total waste by 22%</li> </ul>

1. CultureAmp Finance Australia July 2025 benchmark

## Sustainability Report (continued)

### Governance

Helia's Board has responsibility and oversight of Helia's sustainability strategy and policy, which includes Helia's sustainability governance framework, roles and responsibilities and climate-related reporting.

Day-to-day management and administration of all aspects of sustainability is delegated to Helia's CEO, who is assisted by the Senior Leadership Team (SLT).

Helia's Strategy and Execution team has operational responsibility for execution, monitoring and reporting of ESG impacts, activities and outcomes. The Chief Risk Officer (CRO) is responsible for monitoring and managing climate-related risks relating to Helia's insurance portfolio.

The Chief Financial Officer (CFO) is responsible for monitoring and managing climate-related risks and opportunities relating to Helia's investment portfolio, including tracking and reporting on carbon emissions.

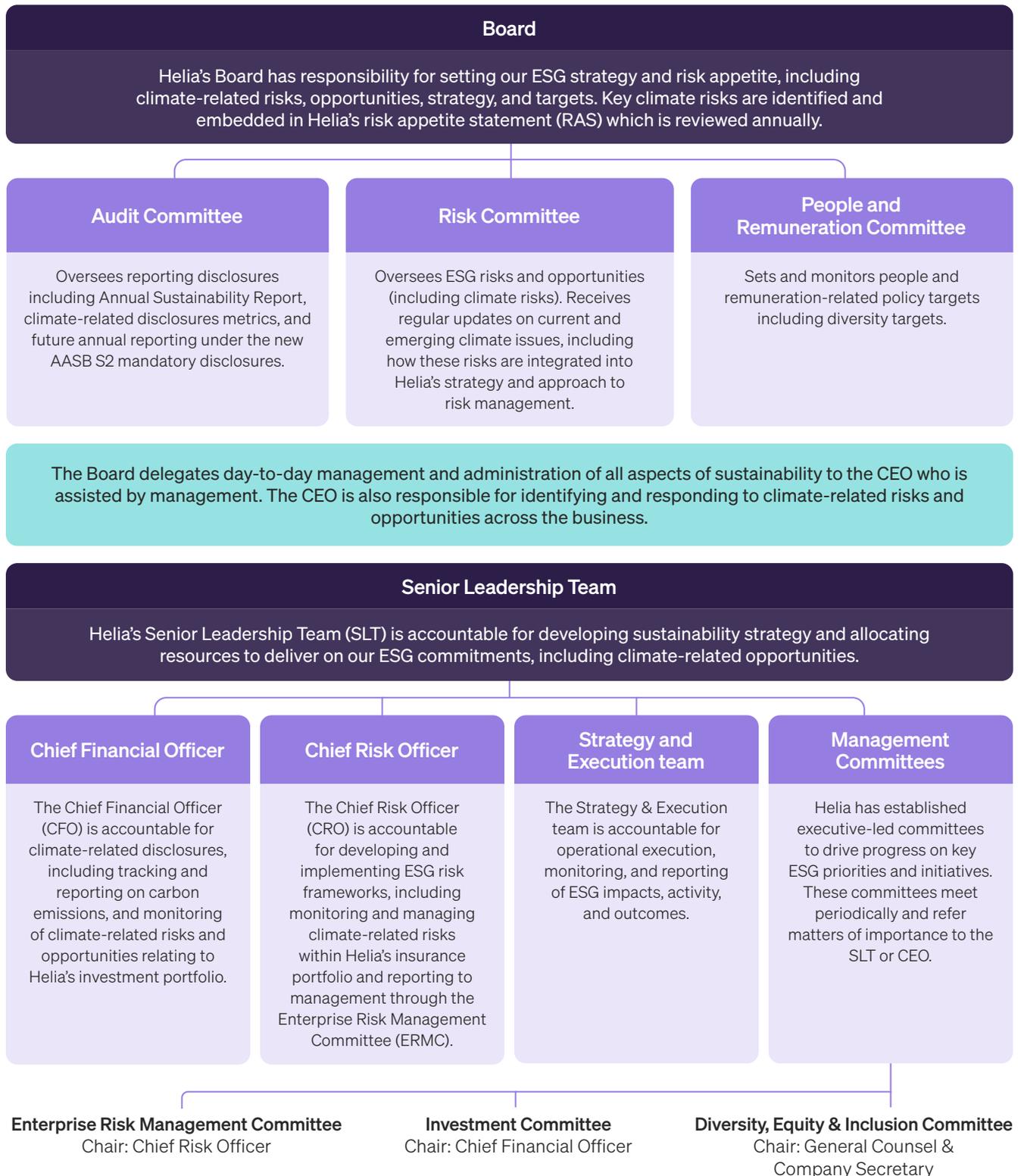
The delivery of our sustainability framework is also supported by executive-led committees that focus on key ESG priorities and initiatives.

Sound corporate governance is also essential to supporting Helia's business performance and sustainability. Helia's Board is committed to continuous improvement of Helia's governance framework. In 2025, the Board led a governance review that uplifted changes to key policies and processes.

For more information on governance overall, see our [2026 Corporate Governance Statement](#) and our [Helia policies](#).



## Overview of Helia's sustainability governance



Note: This overview explains how Helia governs sustainability. Refer to Helia's [2026 Corporate Governance Statement](#) for our full governance framework.

## Sustainability Report (continued)

### Social

Helia continues to prioritise social initiatives and partnerships that support our purpose to accelerate financial wellbeing through home ownership while creating value and having a positive impact for the community and our people.

In 2025, Helia helped more than 36,000 people into homes by enabling them to purchase with <20% deposit.

As part of our commitment to our purpose, we also continue to support our lender customers' borrower hardship processes. In 2025, lenders approved hardship arrangements on more than 9,940 LMI policies. We also waived \$3.3 million of debt for vulnerable borrowers.

### People

We remain focused on maintaining a diverse, inclusive, and supportive environment for our people as part of both our sustainability approach and to drive business performance. Our Diversity, Equity and Inclusion Strategy is championed and monitored by our Diversity, Equity and Inclusion Committee, who meets regularly to monitor and track progress against key pillars of mental health and wellbeing, cultural inclusion, gender equity and the delivery of our 'Innovate' Reconciliation Action Plan (RAP).

In 2025, we achieved a top quartile<sup>1</sup> culture score of 83% in our Employee Engagement and Culture Survey, reflecting strong employee satisfaction about the workplace environment. Our people feel empowered to be their authentic selves at work, supported by hybrid and flexible work arrangements, and role autonomy.



1. CultureAmp Finance Australia  
July 2025 benchmark

## Community

Helia's community partnerships align with our purpose through their focus on providing accessible housing and services to people in need. In 2025, we continued to support Habitat for Humanity Australia, Youth Off the Streets and St Vincent de Paul Society, contributing around \$380,000 and more than 240 hours of employee volunteering.

### Addressing physical barriers to home ownership



Supports low income families and vulnerable groups in accessing safe shelter.

#### 2025 highlights:

- Helia volunteers participated in the Brush With Kindness program to upgrade transitional and long-stay accommodation for vulnerable individuals and families
- Our funding has helped repurpose a vacant three-bedroom home into a space for Aboriginal women and their children escaping violence and to develop new transitional accommodation across Sydney

### Providing services that assist young and vulnerable people in the community who are experiencing or at risk of homelessness



Supports 12-24 year-olds experiencing or at risk of homelessness and complex disadvantage.

#### 2025 highlights:

- Helia funded two youth scholarships providing financial assistance for young people facing barriers to assist them with two years further education
- Our funding enabled vital programs such as StreetWalk, and Helia volunteers actively supported YOTS initiatives including a campus working bee and assisting at two sports events, helping 250+ children and young people in need



Provides a range of different support services for people in need in the community.

#### 2025 highlights:

- Our funding enabled support for:
  - Vinnies Van Services NSW, a service for people to access services, food and other necessities
  - Our Lady of the Way, which aims to empower women on low incomes to build independence and access long-term housing solutions
- Helia volunteers participated in the CEO Sleepout, supported Vinnie's Vans, and managed a BBQ for the Matthew Talbot Centre to serve food to those in need

We also maintained our employee fundraising and dollar-matching program with donations made to a number of other charities including The Cancer Council, The Hunger Project and The Smith Family.

# Climate Report

For the period ended 31 December 2025

## Introduction

This report represents climate-related financial disclosures for Helia Group Limited and its subsidiaries (“Helia”) for the financial year ended 31 December 2025.

Helia’s climate-related disclosures and analysis in this report are based on current methodologies, assumptions and data availability. As a Group 2 reporter under AASB S2 *Climate-related Disclosures* (AASB S2), the Group expects its climate risk framework and reporting to continue to mature over time in preparation for its first mandatory climate related disclosures under AASB S2 for the year ended 31 Dec 2027.

Climate risk and resilience presents a growing challenge to the provision of finance and insurance in the housing sector in which Helia operates. Over the year, Helia continued to deliver on our environment, sustainability and governance commitments, with the goal of enhancing climate resilience for our business and our lender customers.

Helia has maintained net zero for Scope 1 and 2 emissions during 2025. While we are yet to determine a baseline for Scope 3 emissions, we are building our understanding and approach to measurement.

In 2025, we also enhanced our modelling capabilities to enable a more granular identification of high climate risk property locations, allowing us to better manage our portfolio exposure and support our lender customers.

Included in this report is our Climate Transition Plan, which outlines our progress towards transitioning to a lower-carbon economy. It also provides an overview on our climate scenario analyses, identifies climate-related risks and opportunities, and assesses the resilience of our business model.

## Reporting boundary

This climate-related disclosure report includes the activities undertaken by Helia and its Controlled Entities. References in this report to Helia’s ‘current reporting period’ and the ‘current financial year’ are to FY25, which refers to the 12 months ended 31 December 2025.



## 1. Governance

Helia's Board oversees strategic direction, risk appetite and climate-related risks, opportunities, and approves the Sustainability Policy and governance framework. This oversight is supported by the Risk Committee, which receives regular updates on climate issues, and the Audit Committee, which oversees climate-related metrics and reporting. Management accountability sits with the CEO and Senior Leadership Team, supported by the Strategy and Execution team, while the Chief Risk Officer manages climate risks within the insurance portfolio and the Chief Financial Officer oversees climate-related risks, opportunities and emissions reporting for the investment portfolio.

This report represents voluntary climate-related disclosures for Helia for the financial year ended 31 December 2025. The disclosures have been prepared with reference to AASB S2 *Climate-related Disclosures* and are intended to support Helia's proportionate and progressive alignment with emerging Australian sustainability reporting requirements.

Please refer to page 17 for Helia's overall sustainability governance structure.

## Board skills and experience

Helia maintains a Board skills matrix and during the year engaged an external party to independently review Directors' skills, experience and capabilities. External specialists are engaged to provide additional guidance or training as required and during the year Directors and SLT attended training provided by an external consultant on the new climate-related disclosure requirements.

For further information about Board skills assessment, the role of the Board, governance structure, and for information on how Helia's climate response aligns with its strategy see [2026 Corporate Governance Statement](#).

## 2. Strategy

As part of a wider approach to sustainability, Helia is focused on managing the impact of climate change on its operations and minimising its own environmental impact.

In response to growing stakeholder expectations and regulatory reporting requirements, Helia has focused on embedding climate awareness, capabilities and considerations across its business. Helia uses its materiality assessment process and risk management framework, along with ongoing reviews to identify potential climate-related risks and opportunities and set targets.

Through its key climate focus areas, Helia aims to improve its understanding and application of climate insights and build long-term climate resilience.

## Helia's climate focus areas:

### Reducing our footprint

Helia acknowledges the role it can play to support Australia's decarbonisation commitments by minimising its environmental impact. Helia is continuing to evolve its approach by understanding emission sources, enhancing data accuracy, and working to set targets and reduction strategies to minimise the overall carbon footprint of its business.

### Climate risk management

Our strategic approach to climate risk management involves building internal understanding of climate-related risks under different scenarios. Helia has developed climate modelling capabilities and embedded climate insights into our existing processes and decision making. Climate risk is inbuilt to our underwriting risk appetite.

### Exploring opportunities

Helia remains open to climate-related opportunities identified for its business including asset allocation of Helia's investment portfolio and monitoring emerging technology that could potentially help reduce Helia's carbon footprint.

## Climate Report (continued)

### 2. Strategy (continued)

Focus area	FY25 Actions/Progress	
Reducing our footprint	Maintain net zero for Scope 1 and 2	<ul style="list-style-type: none"> <li>• Scope 1 – nil emissions</li> <li>• Scope 2 – Helia has maintained net zero for Scope 2 emissions during 2025 through third-party arrangements for renewable energy sources (i.e. GreenPower &amp; certificates)</li> <li>• Continued engagement with Building Management on 'net positive' commitments e.g. electrification of head office building gas in FY25</li> </ul>
	Build understanding and measurement of Scope 3 emissions	Developing internal measurement of Scope 3 emissions on investment portfolio, with increasing coverage over time
Climate Risk Management	Enhance climate risk scenario modelling and analysis	<ul style="list-style-type: none"> <li>• Analysis run on 100% of insurance portfolio</li> <li>• Commenced climate scenario analysis on investment portfolio</li> </ul>
	Integrate climate considerations across our business	Climate is successfully integrated in Helia's risk appetite
	Enhance the capabilities of our people	SLT / Board / key employees received training in FY25

### Climate-related risks and opportunities

Helia's LMI product has no direct exposure to climate perils, with exposure limited to indirect (secondary) effects on property values and borrower serviceability. The nature of LMI business means that climate impacts are primarily risk-focused. Helia's core function of providing mortgage insurance is not directly enhanced by climate change adaptation or mitigation activities. However, climate change can have indirect impacts on our business through its effects on housing markets, property risk and borrower access to credit, particularly in higher-risk locations.

As a result, our approach focuses on climate-related actions that are appropriate to the scope and scale of our business and our role within the housing and lending ecosystem.

#### Impact of climate risk on Helia

Helia has identified both climate-related transition risks and physical risks as having the potential to impact Helia. Helia's insurance and investment portfolios are the key areas of business most material to generating value and therefore is where climate risk analysis and monitoring is directed. Elements of climate risk is embedded across many of Helia's material risks in the Risk Appetite Statement (RAS), including underwriting, market and reputational risk.

**Physical climate risk:** Refers to financial impacts caused by climate change-related weather events and long-term climate pattern changes. Examples include:

- Increased insurance premiums in high-risk areas (for example, North Queensland cyclone zones) affecting borrowers' ability to service mortgage payments
- Property value depreciation in flood-prone or bushfire-susceptible areas
- Reduced insurability of properties due to repeated extreme weather events
- Increased mortgage default risk in climate-vulnerable locations

**Transition climate risk:** Emerges from the economic and social adjustments required for a low-carbon economy. Examples include:

- Increased unemployment in regions dependent on emissions-intensive industries (e.g. coal)
- Reduced property demand and declining property values in these areas
- Higher mortgage default rates in transition-affected communities
- Reduced property market liquidity in affected areas

The largest three broad risks and Helia's responses to these risks are as follows:

Risk	Regulatory and reputational risks driven by transition risk (Short, medium to long term)
Potential impact on Helia	<ul style="list-style-type: none"> <li>• New regulatory disclosure requirements</li> <li>• National net zero commitments</li> <li>• Evolving customer expectations</li> </ul>
Helia's response	<ul style="list-style-type: none"> <li>• Net zero Scope 1 emissions</li> <li>• Maintain net zero Scope 2 emissions through third-party arrangements for renewable energy sources (i.e. GreenPower &amp; certificates)</li> <li>• Developing measurement capabilities for Scope 3 emissions, particularly in our investment portfolio</li> <li>• Use of RCP 2.6 in scenario analysis which assumes a transition pathway aligned with Australia's net zero commitments</li> <li>• On track to be AASB S2 climate reporting compliant</li> </ul>
Residual impact on Helia	<p>Low</p> <ul style="list-style-type: none"> <li>• Well prepared to comply with AASB 2</li> <li>• As we are not a heavy emitter, there is little regulatory or reputational risk for Helia</li> </ul>
Risk	Insurance risks driven by physical risk (Medium to long term)
Potential impact on Helia	<ul style="list-style-type: none"> <li>• Increased frequency and intensity of acute and chronic weather events due to climate change</li> <li>• Increased insurance premiums in certain locations may impact serviceability of home loans</li> <li>• Decline in property values in certain locations</li> </ul>
Helia's response	<ul style="list-style-type: none"> <li>• Enhanced climate scenario analysis on underwriting portfolio</li> <li>• Helia is currently actively managing exposures via risk tolerances and policy as required</li> <li>• Enhance internal capabilities and expertise on emerging climate trends, data and analysis</li> </ul>
Residual impact on Helia	<p>Low</p> <ul style="list-style-type: none"> <li>• Helia is not liable for event losses (e.g. flood or fire damage)</li> <li>• Increase in losses due to physical risks associated with climate change over the next 25 years in the overall portfolio is predicted to be minor and addressed by limiting exposures to high risk locations</li> </ul>

# Climate Report (continued)

## 2. Strategy (continued)

Risk	Insurance / underwriting risks driven by transition risk (Medium to long term)
Potential impact on Helia	<ul style="list-style-type: none"> <li>• Mining and coal location transition may drive higher unemployment and decline in property values in areas heavily dependent on these industries</li> </ul>
Helia's response	<ul style="list-style-type: none"> <li>• Enhanced climate scenario analysis on underwriting and investment portfolios</li> <li>• Managing exposures via risk tolerances and underwriting policies for high-risk locations</li> <li>• Monitor carbon footprint and allocations of investment portfolio</li> </ul>
Residual impact on Helia	<p>Low</p> <ul style="list-style-type: none"> <li>• High transition risk locations (predominately coal mining locations for Helia) have historically performed worse than non-mining locations due to the single industry reliance of these locations — climate risk is already inherently priced</li> <li>• Increase in losses due to transition climate risks over the next 25 years in the overall portfolio is predicted to be minor and addressed by limiting exposures to high risk locations via underwriting guideline restrictions</li> </ul>

Helia's climate risk horizons are longer term than its financial planning cycles, with short term defined as 0-5 years, medium as 5-15 years and long term as 15 years onward. Where appropriate, Helia then incorporates climate risk into its financial planning forecasts.

Helia uses climate-related scenario analysis to help assess the likelihood and magnitude of physical and transition climate risks on its insurance portfolio, and to help inform its risk appetite and management.

In 2025, Helia continued to refine its approach to climate scenario analysis, including leveraging its Location Risk Model (LRM) to estimate the impact of climate risk on Helia's business at a SA2 level.

The scenarios employed in climate-related scenario analysis depict potential futures, and there is considerable uncertainty surrounding both the qualitative and quantitative results generated. Consequently, the actual impacts could be greater or lesser, depending on the real events that unfold over time.



Helia has undertaken scenario analysis based upon the most severe IPCC RCP (Intergovernmental Partnership for Climate Change — Representative Concentration Pathways) aligned pathways relevant to physical and transition climate-related risks for its business.

- RCP 8.5 assumes continued heavy fossil fuel use and little climate policy action, leading to significant global warming by the end of the century.
- RCP 2.6 assumes strong climate action and rapid reductions in emissions, aiming to limit global warming to below 2°C by the end of the century.

#### Insurance portfolio

Scenario	RCP 8.5	RCP 2.6
Coverage	100% of portfolio	100% of portfolio
Key risk	Physical risk	Transition risk
Time horizon	Through to 2050	Through to 2050
Perils	Tropical cyclone, bushfire, flood	Coal mining
Findings	A minor increase in losses of the total portfolio due to physical climate risk	A minor increase in losses of the total portfolio due to transition climate risk

The two scenarios were chosen to determine the range of losses Helia's in-force portfolio might experience. Modelling out to 2050 also aligns with the contractual agreement of a standard mortgage (25 years).

#### Physical risk

In 2025 Helia continued to assess physical climate risk by assigning a risk rating to the entire in-force portfolio, aligned to the RCP 8.5 climate scenario. Our physical climate risk model estimates property-level impacts under forward-looking climate scenarios by modeling changes in hazard frequency and severity and translating these into expected impacts on insurance costs and property valuations over time. These estimates are then used to model the increase in loss ratio (relative to no climate impact) at a suburb-level. Given the behavioural lifetime of a policy is ~7 years (the average expected duration of risk exposure) and the contractual term is 25-30 years, we currently see the appropriate long-term risk impact to estimate to is 2050.

Under an RCP 8.5 scenario, physical risks to Helia's insured portfolio were assessed as immaterial under flood, fire and cyclone stress events through to 2050. This is due to Helia having no direct exposure to climate perils. Exposure is due to indirect (secondary) effects on the localized economic environment.

Given the immaterial losses modelled under the more severe RCP 8.5 scenario, it is reasonable to assume that losses will remain immaterial under the RCP 2.6 scenario as impacts from climate will be lower with less warming.



## Climate Report (continued)

### 2. Strategy (continued)

#### Transition risk

Transition risks for Helia are predominately driven by a policy shift away from the use and mining of coal. The RCP 8.5 scenario reflects a pathway with minimal global and domestic climate policy response, and as such we do not expect material transition risk exposure in the short to medium term under this scenario.

Therefore, Helia has applied the RCP 2.6 scenario analysis to determine the impact of transition risk on its in-force insurance portfolio. The risk of single-industry coal-mining towns in the portfolio is assessed by modelling house price depreciation and unemployment across a 25-year time horizon. This approach is based on an assessment of the structural risks of each location and historical performance data. Analysis showed that Helia's exposure to coal mining is largely concentrated in regional NSW and QLD.

All single-industry coal mining SA2 areas face significant structural challenges, including limited economic opportunities, lower average income levels, reduced access to education, and geographic remoteness. Helia is already partly mitigating against transition risk through our wider location risk framework by keeping lower exposure in these structurally challenged locations through policy.

Given the very small exposure and the fact that we are already limiting exposures in this cohort, the additional losses modelled under the RCP 2.6 scenario was shown to be immaterial.

Helia will continue to monitor and manage risks and opportunities as they emerge via its existing enterprise risk management processes and controls.

#### Assumptions and limitations

Helia's climate risk assessments continue to be constrained by the availability of reliable data and the evolving nature of climate-related methodologies. Due to these constraints, assessments are limited to selected climate hazards and rely on a combination of external data sources and internal estimates. Helia will progressively enhance the scope and sophistication of its climate risk assessment over time as improved data and modelling capabilities become available.

#### Investment portfolio climate risk analysis

During 2025, Helia has assessed investment portfolio climate risk using MSCI climate reporting to provide analysis across a range of NGFS scenarios through to 2100.

Approximately 45% of market value of debt securities in Helia's investment portfolio has been covered by this analysis. Helia has set an asset class boundary based on the quality of data and only data with a Partnership for Carbon Accounting Financials (PCAF) score 1, 2 or 3 (with 1 being highest score out of 5 for PCAF data quality) will be utilised. The data we receive is often time lagged due to the time it takes for companies to produce reports and third parties to source emissions data. We expect that over time coverage will increase as more and higher quality data is available.

Based on this scenario analysis, Helia has determined that potential losses due to climate risk under the most extreme pathway is not significant enough to require material changes to our investment portfolio. Helia will continue to regularly assess and monitor for changes.

### 3. Risk management

Helia's climate related risks are identified through ESG materiality assessments, annual risk management framework reviews and ongoing engagement with internal and external stakeholders. Climate considerations are incorporated into relevant policies, processes and decision-making through Helia's enterprise risk management framework, including its investment policy.

No material trade-offs have yet been identified due to the low-impact nature of Helia's business.

To manage material climate-related risks, maximum tolerance thresholds within RAS have been set for exposure to high climate risk locations. These thresholds are managed through Helia's risk management framework and underwriting guidelines, which are regularly monitored and reviewed to support the overall climate resilience of Helia.

Reporting and monitoring against the RAS is taken to ERM and Risk Committee to ensure cross functional awareness and alignment is managed across the business. Given that Helia already limits the exposure to high physical and transition risk locations through its high-risk post code list and risk appetite thresholds, management will continue to monitor business volumes in both transition and high physical risk locations and identify options to effectively manage new business in high physical risk locations.

## 4. Metrics and targets

Helia measures and reports on its greenhouse gas emissions on an operational control basis. All metrics calculated align to methodologies such as the GHG Protocol and PCAF, where applicable.

In the FY25 reporting period, Helia continued to focus on establishing baseline emissions data, assessing the materiality of climate-related risks, and building internal capability for climate scenario analysis.

GHG emissions summary (tCO <sub>2</sub> e)	2025	2024
Total Scope 1 emissions	—	—
Total Scope 2 emissions (location-based) <sup>1</sup>	90.5	92.7
Total Scope 2 emissions (market-based) <sup>2</sup>	0	0

1. Location-based emissions refer to gross emissions produced by purchased electricity
2. Market-based emissions refer to net emissions produced by purchased electricity using renewable energy sources and surrendered renewable energy certificates

For more information on Helia's 2025 emissions boundaries, methodology and preparation, refer to the [FY25 ESG Databook](#).

### Targets

Helia is committed to maintaining net zero Scope 1 and 2 emissions. While we are yet to determine a baseline for Scope 3 emissions, we are building our understanding and approach to measurement. As data quality and availability for Scope 3 emissions improves, Helia intends to establish a baseline in the next few years and then develop appropriate targets. Future disclosures will reflect progress toward scenario-aligned transition pathways and decarbonisation targets.

Furthermore, the Board has determined that setting science-based or time-bound climate targets beyond Helia's commitment on Scope 1 and 2 would be premature.

