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Companies Announcements Office
Australian Securities Exchange
20 Bridge Street
SYDNEY NSW 2000

Genworth Mortgage Insurance Australia Limited (ASX:GMA)
2021 Sustainability Report

We attach a copy of Genworth's 2021 Sustainability Report.

The release of this announcement was authorised by the Disclosure Committee.

Yours faithfully

Prudence Milne
General Counsel and Company Secretary

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Genworth

Sustainability Report 2021

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At Genworth, our vision is to be the leading choice for flexible home ownership solutions.

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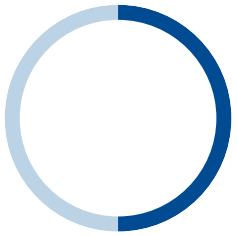
GRI Index

2021 Highlights

Our growing investment in sustainability initiatives is delivering greater benefits to our people, the community and environment.

Our people

3,000+
Training hours delivered to our people



50%
Women in senior leadership

Community

7th edition of 'It's my home' magazine

8,134
Hardship applications approved in 2021

$500,000
invested in the community

Environment

▼ 8%
Reduction in GHG emissions YoY

66%
Waste recycled

▼ 29%
Water consumption

Marketplace

72,512
LMI policies written in 2021

Family assistance product introduced

CEO Message

We are committed to making a positive impact in the communities we serve.

At Genworth, we recognise the ever-growing importance of operating a sustainable business for the benefit of our people, customers, shareholders and the community. We see the opportunity in prioritising climate change, diversity and inclusion, financial wellbeing and home buyer education, as part of our business strategy, and we believe it is our responsibility to focus on addressing these challenges. As a result, our strategic sustainability pillars of Our people, Community, Environment and Marketplace enable us to positively contribute to the community and our own people through targeted initiatives.

I am pleased with the progress we made in 2021 as we continued to invest in the diversity and inclusiveness of our workforce. We are proud to share that we submitted our first Reconciliation Action Plan (RAP) to Reconciliation Australia, and we committed to developing a carbon neutral roadmap for the future.

In response to the ongoing impact of COVID-19 in 2021, we remained sensitive to home owner circumstances and offered COVID-19 related hardship and deferral support to our lender customers to support Australians in need. We also continued to safeguard the health and wellbeing of our people through lockdowns with flexible and supportive working arrangements.

Genworth's role in the housing market offers unique insights into the challenges associated with maintaining housing security and we are proud to have continued our longstanding charity partnerships with St Vincent de Paul Society and Youth off the Streets. These partnerships provide funding to programmes addressing homelessness, emergency shelters, youth support, education and early intervention for at risk members of our community.

This year we have offered our lender customers new and innovative ways to respond to the evolving needs of home buyers through the continued roll out of our Monthly Premium LMI product and the launch of Family Assistance. These products demonstrate our commitment to offering alternative affordable pathways to home ownership. We also invested in new education resources to help home buyers navigate the complexity of purchasing a home or property.

The sale by Genworth Financial Inc (GFI) of its shares in Genworth Australia has given us the opportunity to focus directly on the communities we serve across Australia. We have also taken this opportunity, in a watershed year of change and empowerment for Genworth, to review our approach to Sustainability for the future.

We have commenced work to establish a new sustainability roadmap and to position environmental, social and governance (ESG) interests as a critical and integrated part of Genworth's culture and strategy for the future. In 2022, we will deliver a revised sustainability strategy and framework to define the immediate and long-term actions we will undertake to ensure ongoing progress is achieved in the years ahead.

We are focused on developing an integrated sustainability mindset and philosophy that underpins every business priority, practice and partnership across Genworth. With the support of our Board, senior leadership team and our people, we look forward to delivering a sustainable future for our business.

Pauline Blight-Johnston

Chief Executive Officer & Managing Director

Who we are

We work with our lender customers, regulators and policy leaders to promote a more sustainable housing market in Australia.

Headquartered in Sydney, with offices in Melbourne and Brisbane, Genworth is an Australian company with over 50 lender customers, including major financial institutions and is listed on the Australian Securities Exchange (ASX: GMA).

With over 50 years of experience, Genworth is the leading provider of lenders mortgage insurance (LMI) in Australia and a provider of capital and risk management solutions in the Australian residential mortgage market.

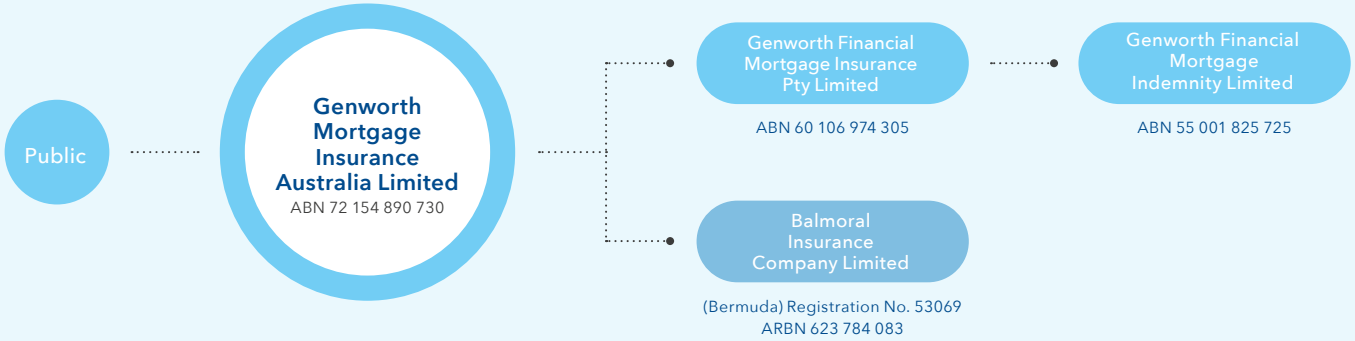
The Group estimates that it had approximately 42% of the Australian high loan to value (HLVR) LMI market[1] by gross written premium (GWP) for the 12 months ended 31 December 2021. As at 31 December 2021, the number of Genworth shares on issue was 411.5 million. In the 2021 reporting period, Genworth provided LMI under authorisation from the Australian Prudential Regulation Authority (APRA).

On 1 March 2021 Genworth Financial, Inc. (GFI) sold its entire holding of fully paid ordinary shares in Genworth, which at that time comprised approximately 52% of the Company's shares on issue.

We believe that the provision of LMI to lender customers has contributed to comparatively high levels of home ownership in Australia, by facilitating residential mortgage loan accessibility and supporting the strength and stability of the financial system.

Genworth's strategic focus over recent years has been on helping more Australians to purchase homes, and remain in their homes during difficult times. In 2021, Genworth delivered the Family Assistance product, which provides a vehicle for family members wishing to help aspiring home owners.

Corporate structure[2]



1. Estimates based on APRA quarterly general insurance statistics and management estimates.
2. Genworth corporate structure as at 31 December 2021.

Our sustainability approach

Our commitment to sustainability supports our business strategy and delivers long term value for our stakeholders and the Australian community.

Our four sustainability pillars, Our people, Community, Environment and Marketplace, set the framework for our sustainability priorities. These pillars reflect the important environmental, social and governance (ESG) interests that we believe are critical to achieving our business objectives and providing long-term value for investors, our customers, home buyers and our people.

In 2021, a new Sustainability council was established to prioritise the inclusion of ESG interests in every business priority, practice, and partnership across our business. We have commenced work towards the delivery of a revised sustainability strategy and framework in 2022 which will define our ESG priorities and commitments for the future.

▶ See our Sustainability Policy

Four pillars of sustainability

Our people

- Culture
- Diversity and inclusion
- Workplace safety and wellbeing
- Training and development

Community

- Borrower education
- Supporting home buyers
- Charitable donations
- Volunteering

Environment

- Energy consumption
- Water consumption
- Waste management
- GHG emissions

Marketplace

- The role of LMI
- Direct economic value generated
- Supporting innovation and collaboration
- Sustainable and ethical business practice

Our people

Genworth's people are the foundation of our success. We are committed to providing a work environment where our people feel safe, empowered and included, within a collaborative and customer-focused culture.

Culture | Diversity and inclusion | Workplace safety and wellbeing | Training and development

Total number of employees by employment contract type & gender

Permanent **88%**
- Male **98**
- Female **85**

Maximum-term Contract **11%**
- Male **11**
- Female **12**

Casual **1%**
- Male **1**
- Female **2**

We recognise that the passion, expertise and dedication of our employees is critical to delivering great outcomes for our stakeholders. In 2021, we continued to implement initiatives to create a safe and supportive work environment that enables our people to perform at their best, and to attract new talent to our company. We continuously invest in training and development opportunities for our employees to help them grow and realise their full potential.

As at 31 December 2021, Genworth directly employed 209 people, comprising a total headcount of permanent employees, fixed term contractors and interns. 98% of Genworth Australia employees were covered by collective bargaining agreements and 2% are covered by an Australian Workplace Agreement.

Genworth takes best practice guidance from the Fair Work Ombudsman regarding consultation and notice periods for operational changes.

Culture

Our culture is underpinned by our Values and Code of Conduct which guide how we interact with our lender customers, borrowers and each other, and helps us to build a working environment and brand that truly reflects the character of our business.

Genworth values

- **Act with integrity**
  have courage. do what's right.
- **Rethink the everyday**
  experiment. embrace change. adapt.
- **One team**
  work together to deliver on our commitments.
- **Own it**
  be accountable, plan and get it done.
- **Focus on your customer**
  listen, stay relevant, be flexible.

Code of Conduct – Integrity First

Our Code of Conduct sets the expected standards of professional behaviour, linked to our Values, that we all need to follow. It guides us to do the right thing in our behaviours, actions and decisions. Our actions and decisions need to stay consistent with our Values and comply with Genworth policies and procedures, and the law.

We have five Code expectations:

1. Behaving ethically
2. Treating all people with dignity and respect
3. Managing conflicts of interest
4. Protecting privacy and confidentiality
5. Speaking up

Our people continued

Diversity and Inclusion

We foster an inclusive culture, grounded in our values and where speaking up is encouraged. We cultivate a diverse and inclusive workforce where differences are valued, and diversity of thought and experience are effectively leveraged.

In 2021, Genworth lodged its first Reconciliation Action Plan (RAP) to Reconciliation Australia which, upon endorsement, will help to guide us on the incremental steps we will take over time as we progress our awareness, actions, and approach to Reconciliation.

In 2021, Genworth's gender pay gap calculations showed on average a 7.5% pay gap between male and female employees. While these figures compare favourably to Australian averages of a 22.8% total pay gap across all industries; and a 29.5% total pay gap in Financial and Insurance Services, they highlight an opportunity for us to improve female employee representation at higher management levels (and therefore higher pay levels) of the Company. Genworth is pleased to have had no incidents of discrimination, harassment or bullying in 2021.

▶ See our Diversity and Inclusion Policy

Employee totals, new hires & departures by age, gender & region (As at 31 December 2021)

	Employee Totals	Board	New Hires	Employee Departures
By age				
<30 years	17 (8%)		15 (19%)	14 (23%)
30–50 years	131 (63%)	2 (25%)	51 (65%)	41 (66%)
>50 years	61 (29%)	6 (75%)	12 (16%)	7 (11%)
By gender				
Male	110 (53%)	5 (62%)	40 (51%)	31 (50%)
Female	99 (47%)	3 (38%)	38 (49%)	31 (50%)
By region				
NSW	188 (90%)	5 (62%)	77 (99%)	60 (97%)
VIC	8 (4%)	2 (25%)	1 (1%)	2 (3%)
QLD	7 (3%)	1 (13%)		
SA	2 (1%)			
WA	3 (1%)			
Other	1 (1%)			

Percentages rounded.

Our data has been compiled from our Human Resource Information System Workday. Workday is a leading provider for HR systems.
Workers who are not employees are not a significant portion of the organisations activities.
There were no seasonal variations in employment numbers during 2021.

WGEA Employer of Choice for Gender Equality

WGEA Employer of Choice for Gender Equality

Citation received for 2021–2023 for the sixth consecutive year

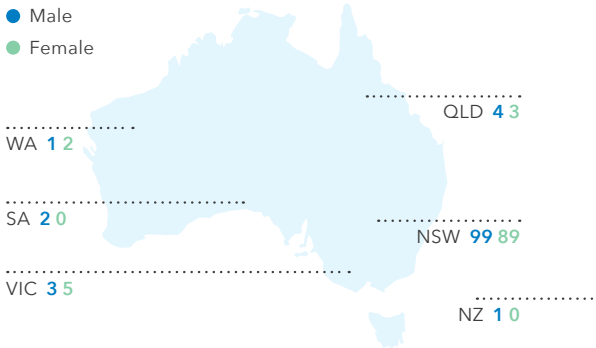
Women in senior leadership

50%

Gender pay gap

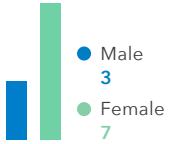
7.5%

Total workforce by gender & region



Employees returned from parental leave

Number on parental leave during 2021



Percentage on parental leave during 2020 still employed by the company December 2021

Our people continued

Workplace safety and wellbeing

We are committed to providing a safe and healthy workplace with a focus on mental and physical wellbeing, flexible working, greater work life balance and supporting our employees who are carers.

Specific benefits provided to full-time and part-time employees include a $600 Health & Wellbeing Allowance and financial support for further education.

Flexible Workplace

Genworth has invested in providing a work environment that helps employees achieve their maximum potential, both at work and in their personal lives. In 2021 all of our employees enjoyed remote working arrangements which will continue into 2022.

We are adopting a hybrid working model to ensure everyone can enjoy the mix of working from the office and working from home which achieves a positive work/life balance for our people, whilst facilitating an efficient and optimised delivery of our business priorities.

Virtual induction

We have supported the induction of new employees during lock-downs and remote working in 2021 via virtual induction and training.

- Work Health and Safety (WH&S) training was provided to all new employees at an instructor-led induction session. An e-learning module is also assigned to all employees as mandatory.
- Induction outlines the policy and legal rights of employees to work in a safe and healthy workplace, free from both physical and psychological harm. It covers the process for recording any incidents, as well as ergonomics, manual handling and what to do in case of an emergency.
- The eLearning module is designed to assist employees with understanding the key compliance obligations required of Genworth as a mortgage insurer, and to ensure employees adhere to the relevant laws and obligations.

All policies and procedures are available to Genworth employees.

Work related injuries and ill health

0 Fatalities
0 High-consequence injuries
1 Recordable injury
0 Recordable ill health

Employee surveys in 2021

We care about the wellbeing of our people and their working environment and seek regular feedback. In 2021 we conducted four employee surveys.

Engagement & Culture Survey June 2021

Our employees felt that managers genuinely care about their wellbeing and give useful feedback on how they are performing as well as keeping them informed

COVID-19 Pulse Survey October 2021

Our employees felt supported and that they received timely communications, stayed connected as teams, and managers were regularly checking in

Gender Equity Survey October 2021

90% of our people who participated in the survey, felt they have the flexibility they need to manage work and other commitments

Engagement & Culture Survey December 2021

94% of our people who participated in the survey, feel genuinely supported if they choose to make use of flexible working arrangements.

Our people continued

Training and Development

Genworth is invested in the individual development of our people to build a capable and effective team for the future success of our business and to ensure our people have the opportunity to reach their full potential. This includes providing access to a range of learning and development opportunities, wellbeing sessions and leadership upskilling programmes.

In 2021 over 3,000 hours of training were delivered across Genworth to help build a high-performing, more inclusive workplace culture. In addition to growth and development opportunities for all of our people, we have invested in developing our leaders to help drive a productive and supportive culture.

Training highlights

- Leadership Expectations training
  encompassing role expectations, strong risk culture, leadership conversations, coaching, feedback, and performance reviews.
- Board Paper Writing training
  for leaders who regularly author board papers.
- Genworth Fundamentals training
  covering courageous conversations, new ways of thinking to support more productive work habits and enabling more meaningful performance and development conversations.
- Agile Fundamentals programmes
  were delivered to 41 TechOps people to support their transition to an agile way of working.
- The Genworth 'Right Start' Orientation programme
  was delivered to all new hires to enable a seamless introduction and a warm welcome.

Learning modules:

- Anti-competitive conduct
- Anti-bullying and Anti-harassment
- Anti-discrimination
- Conflicts of interest
- Continuous disclosure and insider training
- Data breaches – what are they and what can you do
- General insurance code of practice
- Genworth Australia – Code of Conduct
- Modern Slavery
- Privacy
- Privacy Credit Reporting code
- Internal dispute resolution (RG 271)
- Workplace health and safety
- Your call whistleblowing training

Development

100% of permanent employees participate in regular performance review and development discussions as part of our annual performance cycle.

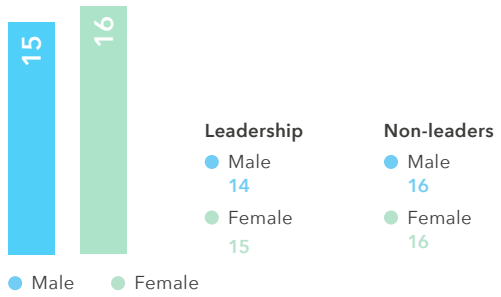
We offer training and development opportunities based on the individual needs of our people and also to equip our future leaders with the skills and experience needed to manage the success of our business and people. In 2021, each employee received an average of 15 training hours across the year. We are committed to increasing this number in the years to come to ensure our people receive more formal development opportunities for continued individual growth.

Genworth provides outplacement services to employees where their employment has been terminated by way of redundancy, through a career outplacement programme. The programme is a personalised support programme, providing confidential and independent career coaching delivered by a team of experts.

Employee training

(Average annual training hours per employee)

All employees



Genworth's annual performance cycle

- Feb — Set performance and development goals
- June — Talent and Succession Planning
- July — Mid Year Performance Development Review
- Nov, Dec — Annual Performance Review
- Jan — Annual Remuneration Review

▶ See our Remuneration Policy

Community

We understand the importance of housing security for the financial and emotional wellbeing of the community. We are committed to helping more people purchase homes sooner, supporting people to stay in their homes through times of hardship and partnering with community organisations that are aligned to our vision and purpose.

Borrower education | Supporting home buyers | Charitable donations | Volunteering

Supporting First home buyers in 2021

Genworth approved

9,609 FHB loans assisting

15,037 home buyers

achieve the dream of home ownership

Borrower education

With the complexity involved in applying for a home loan, we understand that detailed knowledge of LMI for both home buyers and people at the point of sale (sales and credit teams, brokers) may be limited. To help overcome this challenge we provide tools and materials designed to educate home buyers:

- By providing simple, home buyer centric tools to support home buyers and investors to understand LMI and their options
- By providing resources to brokers and lender customers to assist their customers make informed choices and understand LMI facts

All resources can be tailored to our customers' needs to ensure consistency of messaging and to support efficient product delivery.

In 2021, we have redesigned our LMI fact sheet with more accessible language and we continue to provide additional resources for home buyers on our website. We have a detailed resource rollout plan for 2022 which will continue to provide transparent and accessible tools for home buyers, brokers and lender customers.

We conducted an annual research report that surveyed 2,077 prospective First Home Buyers and 1,008 recent First Home Buyers to understand the changing trends and needs. The Genworth First Home Buyer Report (August 2021) is freely available on our website and we have presented the key results in customer engagements and industry conferences.

▶ See our 2021 First Home Buyer Report

Genworth also released It's My Home; an informative home buying magazine that has been produced annually since 2015. The magazine targets home buyers and is distributed to our lender customers, brokers and home loan sales managers to help engage with and educate home buyers.

This free magazine is designed to help first home buyers navigate the home buying journey. The magazine continues to be extremely popular, receiving positive feedback from our brokers and lender customers.

▶ See our It's My Home magazine

Supporting Home buyers

In 2021, Genworth expanded its delegations to align with our customers to ensure more rapid assistance could be provided to home buyers impacted by financial hardship.

As part of Genworth's commitment to supporting vulnerable home owners in times of financial difficulty, Genworth is partnering with our customers to forgo any debt recovery actions for home buyers under specific circumstances.

Genworth has assisted 231 vulnerable home owners by forgoing any action as part of the shortfall recovery process on claims in excess of $12 million.

Each case and its specific circumstances is considered individually.

Throughout 2021, Genworth exceeded all customer service level agreements.

Community continued

Charitable donations

Community partnerships help us to create a holistic impact alongside our purpose to accelerate financial wellbeing through home ownership now, and for the future.

We are proud to have continued our longstanding charity partnerships with St Vincent de Paul Society and Youth off the Streets in 2021.

Through these partnerships we are funding programmes to address the social barriers that can impact housing security and wellbeing in the community. These partnerships also include volunteering, education and engagement opportunities for our people.

We have also supported causes close to the hearts of our people through charity donations. Overall in 2021, we invested almost $500,000 in the community, a significant year on year increase and a reflection of our growing focus on making a positive impact.

Whilst the continued impact of COVID-19 has again limited our ability to physically volunteer – we continued to foster an environment of awareness and advocacy through our community programme.

$500,000

invested in the community

2021 Charity Partners

St Vincent de Paul Society good works

St Vincent De Paul Society

Genworth has been a community partner of the St Vincent de Paul Society (Vinnies) since 2012. Vinnies focuses on addressing social justice issues such as homelessness and poverty. In 2021, Genworth provided funding to the following programmes:

- Breaking the Cycle of Violence – Supporting women and children escaping domestic violence
- Our Lady of the Way – Supporting housing needs of older women in housing stress of homeless
- Metro Van Services – Delivering meals and support to vulnerable members of the community

Father Chris Riley's youth off the streets

Youth Off the Streets

Youth off the Streets (YOTS) assists young people facing challenges such as homelessness, drug and alcohol dependency, exclusion from school, mental health issues, poverty and isolation. In 2021, Genworth provided funding to the following programmes:

- Living Skills Capacity Building programme – Teaching young people life skills
- Domestic & Family Violence Programme – Teaching young people, with limited exposure to healthy family and intimate relationships, how to identify and stop the cycle of Domestic Family Violence
- National Scholarships Programme – Scholarship towards educational or training goals to support two young people from the community to overcome disadvantages

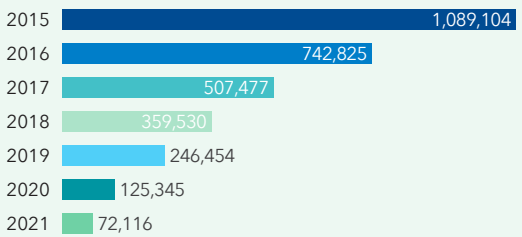
Environment

Our sustainable approach to the environment begins with the recognition that climate change will have significant long-term impacts on our business, customers, people and the community.

We seek to minimise the carbon footprint of our own operations in addition to managing climate change risk (see page 23), Genworth completes an annual materiality review of our environmental impact. For the purposes of this Sustainability Report, we have identified energy consumption and greenhouse gas emissions (GHG) as the areas where we can best mitigate our environment impact and have also highlighted water consumption and waste management as areas that we inherently rely on to run our offices.

Energy consumption | Water consumption | Waste management | GHG emissions

Reduction in paper usage (pages)



In 2021 we committed to the development of a carbon neutral roadmap.

Our reporting processes are continuously reviewed to ensure we accurately measure our environmental footprint. In 2021 our environmental performance continued to be positively impacted by COVID-19 lockdowns, which resulted in the majority of our employees working from home for an extended period.

In 2021 we elected to close our Brisbane office, effective March 2022. This decision will support the further reduction of our environmental footprint.

Leased office space & floor area 2021 (m^2)

3,257

Sydney	2,999
Melbourne	168
Brisbane	90

Environment continued

Energy consumption

Our energy consumption is limited to purchased electricity and, consistent with prior years, we have collected data on actual electricity consumption across our three offices. We receive monthly utility bills and consumption reports directly from our utility providers. Our head office sits within a 5 Star Green Star rated and NABERS energy 5 Star rated office building, 101 Miller Street, North Sydney, NSW.

Water consumption

We are cognisant of our need to minimise water usage and we continuously work with our landlords to better understand and monitor our consumption. In 2021 we saw a reduction in water consumption due to impact from extended COVID-19 lockdowns.

Waste management

We are committed to reducing our waste generated wherever possible through initiatives and policies to recycle, re-use and carefully select materials and products. We measure our results by calculating waste generation and the volume of recycling in our offices.

Genworth has three offices North Sydney (Head Office 89% employees based), Melbourne (5%) and Brisbane (3%). Waste and recycling data for 2021 was provided by landlords for our Sydney and Melbourne offices (Brisbane data not supplied for 2021) and combined to provide an indicator of our annual waste generated.

Genworth continues to implement waste initiatives aimed at diverting waste from disposal including organics waste stream and coffee cup recycling initiatives in our Sydney office.

Due to impacts from COVID-19 in 2020 and 2021, we've seen a reduction in waste produced in the office, therefore reducing the waste needing to be directed from disposal. In 2021 we saw a further reduction in waste disposal (general and recycling) a direct impact from extended COVID-19 lockdowns in the NSW (Head office) and VIC (branch office).

GHG emissions

Our GHG emissions are categorised as direct (Scope 1), indirect (Scope 2) and other indirect (Scope 3) emissions. The focus of the GHG inventory is on Scope 1 and Scope 2 emissions. Our head office does not use natural gas on site, significantly reducing our GHG emissions.

Genworth's direct operations do not use any Direct scope 1 GHG emissions and we do not use direct energy from other fossil fuels. We continue to monitor direct energy consumption in the event it becomes relevant to our operations in the future.

Indirect energy (scope 2) continues to comprise of 100% of Genworth's total direct and indirect energy consumption. Our usage relates to electricity for general business operations (e.g., running of AC, lighting, employee amenities (e.g., kitchen appliances). We do not utilise any renewable indirect energy sources however in 2021 we saw a further reduction in electricity usage as a direct impact from extended COVID-19 lockdowns in the NSW (Head office) and VIC (small office).

In 2021 we made the decision to close our Brisbane office, so a further reduction in our environmental footprint may be expected in 2022.

Other indirect (scope 3) GHG is mostly comprised of waste disposal for Genworth. Throughout 2021 we have continued with our organic waste stream initiative, however as a direct result of extended COVID-19 lockdowns in NSW, our organics waste has reduced, as we have had fewer people onsite.

Scope 3 emission calculations relating to business travel, employee commuting and ground transportation have been omitted from this report due to the impact of COVID-19 in 2021.

Energy consumption performance

Direct energy consumption (scope 1)
2020–2021 direct energy consumption by primary source

Type	2020 Total GJ	2021 Total GJ	Contribution (%)	Change (%)
Non-renewable sources				
Natural gas	37.7	33.2	100.0	(11.9)
LPG	N/A	N/A	N/A	N/A
Diesel/Oil	N/A	N/A	N/A	N/A
Renewable sources	N/A	N/A	N/A	N/A
Total	**37.7**	**33.2**	**100.0**	**(11.9)**

Note: No LPG, diesel or oil sources used in 2020 or 2021.

Direct energy consumption (scope 2)
2020–2021 indirect energy consumption by primary source

Location	2020 Total GJ	2021 Total GJ	Contribution (%)	Change (%)
Non-renewable sources (electricity)				
Sydney	550.2	519.9	93.2	(5.5)
Melbourne	17.4	15.3	2.7	(12.1)
Brisbane	14.2	22.5	4.1	58.3
Total	**581.8**	**557.7**	**100.0**	**(4.1)**

Note: No renewable indirect energy sources were used in 2020 or 2021.

Environment continued

GHG emissions performance

2020–2021 Direct & indirect emissions (scope 1 & 2) by source

Location	GHG emissions MT CO_2 - e 2020 GHG emissions (sum of direct & indirect emissions)	GHG emissions MT CO_2 - e 2021 GHG emissions (sum of direct & indirect emissions)	Contribution of direct & indirect emissions (scope 1 & 2) (%)	Change (%)
Purchased electricity				
Sydney	123.8	112.6	91.4	(9.9)
Melbourne	4.7	3.9	3.1	(21.5)
Brisbane	3.2	5.0	4.1	35.9
Total	**131.7**	**121.5**	**98.6**	**(7.7)**
Natural gas				
Sydney	0	**0**	0	0
Melbourne	1.9	**1.7**	1.4	(11.9)
Brisbane	0	**0**	0	0
Total	**1.9**	**1.7**	**1.4**	**(11.9)**

Note: Gas usage identified for Melbourne. Emissions for 2020 and 2021 captured.
Emissions calculated using state based emission calculation.

Reduction in GHG emissions YoY

▼ 8%

Water consumption

▼ 29%

Waste recycled

66%

Water consumption performance

Water consumption

Genworth office	2020 Total water consumption (m^3/year)	2021 Total water consumption (m^3/year)	Contribution (%)	Change (%)
Sydney	1,606.0	1,099.0	93.1	(31.6)
Melbourne	98.5	81.4	6.9	(17.4)
Brisbane	56.6	N/A	N/A	N/A
Total	**1,761.1**	**1,180.4**	**100.0**	**(29.0)**

Note: No water consumption data available for Brisbane in 2021.

Waste management performance

2020–2021 Breakdown of non-hazardous waste disposal by office

Genworth office	2020 Municipal solid waste (tonnes/year)	2020 Recycling (tonnes/year)	2021 Municipal solid waste (tonnes/year)	2021 Recycling (tonnes/year)	Contribution (%)	Change recycling (%)
Sydney	24.5	17.2	17.6	11.7	100.0	(32.0)
Melbourne	–	–	N/A	N/A	N/A	N/A
Brisbane	–	–	N/A	N/A	N/A	N/A
Total	**24.5**	**17.2**	**17.6**	**11.7**	**100.0**	**(32.0)**

Note: Due to COVID-19 Melbourne building occupancy has been minimal and therefore the reporting has not been obtainable for 2020 and 2021.
No waste breakdown data available for Brisbane in 2021.

Marketplace

We focus on finding the best solutions for each individual circumstance, helping people to overcome barriers in accessing the dream of home ownership.

The role of LMI | Direct economic value generated | Supporting innovation and collaboration | Sustainable and ethical business practice

Net promoter score (NPS)

+75

Over recent years, Genworth has put a new focus on evolving our LMI product to better meet the needs of today's home buyers and help more Australians into homes sooner. To do this effectively, we are committed to understanding the changing needs of our customers, promoting informed decision making and assisting people to stay in their homes during times of vulnerability.

The Role of LMI

Our insurance policies protect lender customers against the risk of financial loss in the event of default by a borrower/home owner. Our LMI offering is typically taken out by our lender customers to cover 100% of the risk of loss on high loan to value ratio (HLVR) loans. Our policies assist lender customers to manage the risk of significant future losses, including from catastrophic economic events or scenarios.

By facilitating a greater spread of risk and diversification of lenders' exposures, we help support the financial stability of the Australian market. As at 31 December 2021, Genworth facilitated 72,512 home loans through policies written during the year, valued at $30.2 billion. Of the insurance in-force we had in place, the majority related to owner-occupied home loans.

Well capitalised for future growth

As at 31 December 2021, the prescribed capital amount (PCA) ratio was 2.03 times on a Group (Level 2) basis, comfortably above the Board's target range of 1.32 to 1.44 times.

We maintained a regulatory capital base of $2.1 billion and the Company's cash and investment portfolio had a market value of $3.7 billion of which 95% was held in cash and bonds rated BBB or above. We have $800 million of reinsurance in place providing Genworth a claims paying ability of $4.5 billion.

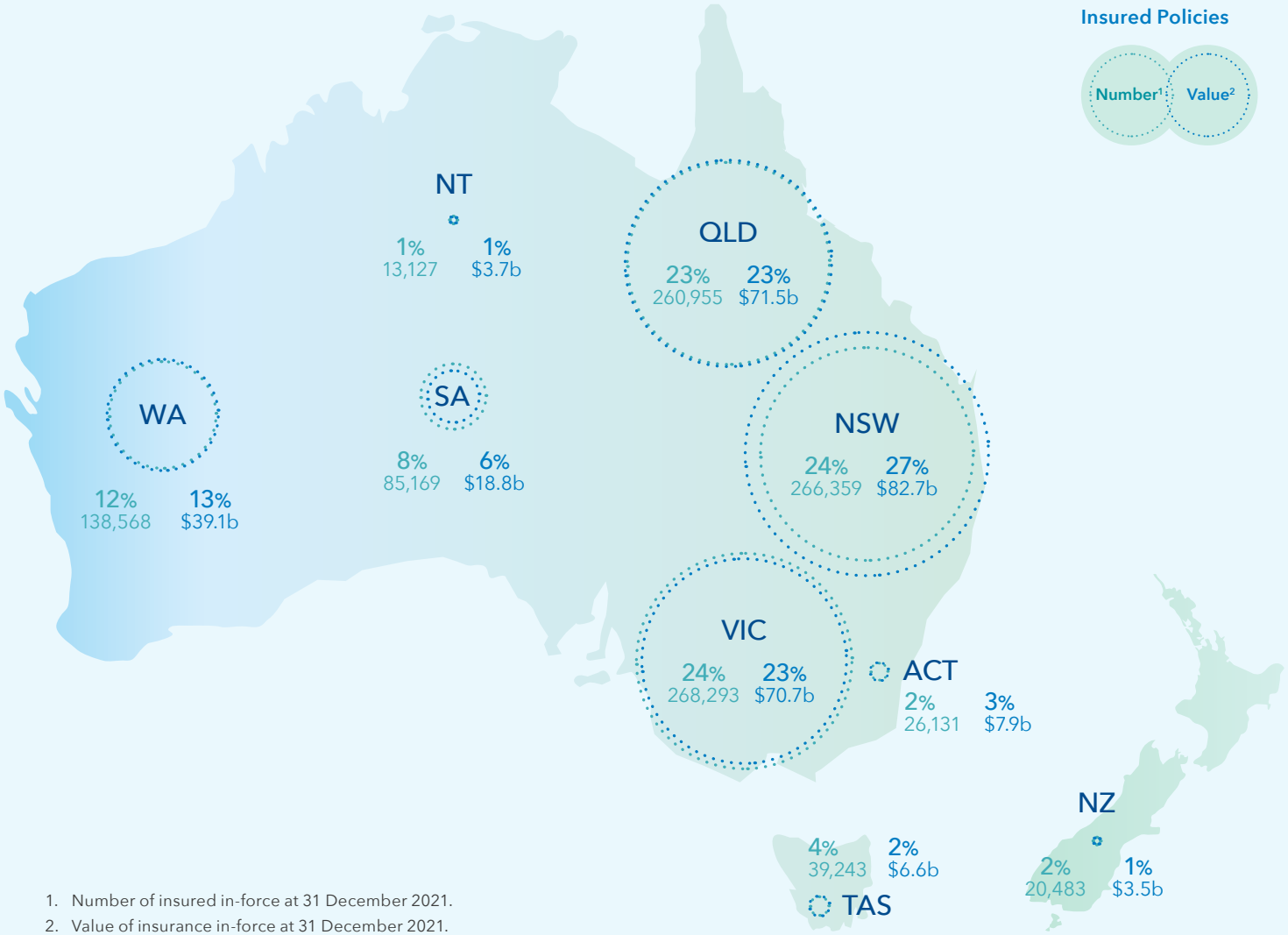
The Company's credit ratings reflect the financial strength of Genworth and demonstrate to our stakeholders this claims paying ability. As at 31 December 2021, Standard & Poor's Ratings Services (S&P) rated Genworth Financial Mortgage Insurance Limited's insurer financial strength as 'A'. The Fitch Ratings was 'A'.

Direct economic value generated

Direct economic value generated and distributed	FY21 ($'000)
Economic value generated	
Revenue	433,670
Economic value distributed	
Operating costs	(20,451)
Employee wages & benefits	(52,938)
Payments to providers of capital	(32,894)
Payments to government	(8,881)
Community investments	(500)
Total economic value distributed	**(115,664)**
Economic value retained	**318,006**

Marketplace continued

Portfolio of insured home loans by state



1. Number of insured in-force at 31 December 2021.
2. Value of insurance in-force at 31 December 2021.

Insured loans in-force

1,118,328

Insurance in-force by home loan type

$304.5b

- Owner Occupier + Principal & Interest **$197.1b** (65%)
- Owner Occupier + Interest Only **$25.9b** (8%)
- Investor + Principal & Interest **$31.2b** (10%)
- Investor + Interest Only **$29.2b** (10%)
- Other **$21.1b** (7%)

Marketplace continued

Supporting innovation and collaboration

Our customers

We support all lender segments in the Australian market from major banks to small customer-owned banks, non-banks and emerging neo lenders.

In 2021, we received business from over 50 different lender customers. A proportion of these lender customers have entered into exclusive arrangements with Genworth which allows for a partnership focussed on delivering solutions to home buyers, whilst operating under our risk management disciplines.

We have detailed engagement programmes with our customers and seek feedback regularly through these forums. We perform our annual survey in November of each year, with the 2021 survey seeking input on education and product needs, including climate and alternate pricing approaches. This feedback will drive our focus areas for 2022.

> "We are committed to understanding the changing needs of our customers, promoting informed decision making and assisting people to stay in their homes in times of vulnerability."

New products & innovation

In 2021, we launched our Family Assistance product which provides a new avenue to home buyers who are seeking support from family members to purchase their home. With Family Assistance, the cost of LMI is reduced by 15% where it is paid for up front by family members and not capitalised into the loan.

▶ For more information on Family Assistance

We successfully transitioned from our monthly premium LMI pilot to expand its use across multiple customers. Monthly premium LMI provides an alternative to up-front premium and rewards home buyers who pay down their mortgage faster.

We continue our focus on reimagining LMI to facilitate earlier entry into the Australian property market for more home buyers, which we recognise as an important step towards building their financial wellbeing through home ownership.

Sustainable and ethical business practice

Data security

Genworth takes the protection of personal information very seriously and maintains clearly defined roles and responsibilities for information security. To ensure that we manage the risks associated with holding personal data, our IT information security controls are aligned to relevant industry frameworks and are continuously reviewed.

As a significant stakeholder within a chain of sophisticated financial processes, it is critical that Genworth maintains good business governance and data management processes to strengthen our privacy and confidentiality procedures. Genworth has multiple cyber security practitioners who manage and operate controls that protect the company and its customers from theft of data and adverse security events.

Our Privacy Policy outlines which information we hold, how we collect it, and information on how our lender customers can reach us. With the rapidly increasing incidence of digitisation and cybercrime, we are well equipped to manage the increased risk of privacy breaches and cybercrime. As part of Genworth's risk management framework, an ongoing programme of testing is performed to validate the design and effectiveness of security controls over time, which is conducted by independent parties, including the internal risk and audit functions and external auditors.

A security operations centre monitors all Genworth systems for potential security threats on a 24x7 basis, using threat intelligence resources. Incident response plans are in place (and tested) to effectively respond to potential breaches in security. No significant security events were reported or detected in 2021.

Modern slavery

At Genworth we respect human rights and take our role in addressing modern slavery seriously through our supplier risk assessment, our whistleblower policy and services and annual employee training. All suppliers have undergone Genworth's modern slavery assessment in 2021.

▶ See our modern slavery statement

Complaints

In response to the new regulatory guidance (ASIC RG-271) on dispute resolution, Genworth has focused on improving our complaints handling process for consumers. In 2021, Genworth has:

- Updated our complaints handling policy and web-page providing consumers with the right tools to lodge a complaint and to be fairly treated during the complaints process.
- Launched a new complaints system to assist in better identifying and resolving consumer complaints.
- Enhanced internal processes to provide greater transparency and accountability to our senior leaders and our board.

Complaint volumes increased in 2021 from 2020 by 19%. This was a result of changes to the definition of a dissatisfied customer, in accordance with regulatory guidance. Complaints to an external dispute resolution, for example the Australian Financial Complaints Authority (AFCA), remained at similar levels to previous years.

Genworth remains a member of AFCA where consumers can escalate their complaint for an independent review.

COVID-19 ongoing impacts

The global pandemic has continued to inform new ways of working and ongoing flexibility at Genworth.

Adapting to new ways of working

In 2021, our COVID-19 response team continued to monitor the changing environment, communicate policy changes and support our people. This includes planning for and addressing impacts on our workforce as a result of changed conditions, technology and demographic trends. Across the year, Genworth continued to invest in our technology and operational infrastructure to better support our people to work remotely.

A Wellbeing at Work series was delivered to 55 people and covered a variety of mental health topics to help people strive for a better work/life balance, particularly through lockdown.

"Genworth continued to maintain regular contact with our major customers to ensure we provided support to lenders and their home buyers as they navigated restrictions and work through their post COVID-19 strategy."

Flexible support for customers

With heavily imposed restrictions and lockdowns impacting the majority of 2021, in particular across NSW and VIC, Genworth continued to maintain regular contact with our major customers to ensure we provided support for both them and their home buyers as they navigate out of these restrictions and work through their post COVID-19 strategy.

In 2021, Genworth

- Supported the payment deferral on 4,204 policies, assisting 6,883 borrowers impacted by the second Wave of COVID-19.
- Provided assistance to home owners who are in financial difficulty and wishing to sell their property by providing financial support to cover, sale costs, relocation costs, financial counselling.
- In 2021 Genworth approved 8,134 hardship and payment deferrals, assisting 12,987 home owners impacted by financial hardship.

Across 2021, Genworth expanded its delegations to align with our lender customers to ensure that more rapid assistance could be provided to borrowers impacted by financial hardship. Genworth welcomed APRA's regulatory support for our lender customers, offering temporary assistance to home buyers impacted by COVID-19. This support package ended 1 October 2021 and Genworth also supported a freeze on forced sales action for home loan deferrals due to COVID-19.

Hardship assistance

8,134

hardship applications approved in 2021

Stakeholder engagement

Overview & engagement frequency

We regularly engage with a range of stakeholders, helping us to make informed and balanced decisions whilst building trust and collaboration for sustainable outcomes. This year, Genworth engaged with the following stakeholder groups on a range of topics and initiatives.

Our people

Regular communication with employees underpins our culture at Genworth. We engage with our people in a variety of ways, including regular touchpoints between managers and individuals/teams, professional development conversations, quarterly Town Halls, lunch and learn sessions, employee surveys, and social and community events.

Engagement: Daily Weekly Quarterly

Community groups

We invest in community programmes run by charitable groups and we support community groups through donations and volunteering programmes.

Engagement: ★ Adhoc

Home buyers

We engage with home buyers through news, digital and social media and consumer publications. As part of our ongoing commitment to educate home buyers on the process and role of LMI, we produce numerous online tools such as our LMI tool kit, Buy or Rent Calculator, and annual magazine, 'It's My Home'.

Engagement: ● Annual ★ Adhoc

Media

We proactively engage with media to keep the market and general public informed on news and business changes and respond to requests for information. Our Media and Public Relations Policy is available on our website.

Engagement: ★ Adhoc

▶ See our Media Relations Policy

Government

We liaise regularly with the Commonwealth and State Treasuries, as well as other Federal and State government departments and agencies, on policy and programmes impacting home buyers.

Total political contributions: $56,000 (direct financial contributions). No indirect contributions. No in-kind contributions.

Recipients as follows (all Australian): Australian Labor Party (ALP) $27,500; Liberal Party of Australia $27,500; Liberal Party of Australia (Victorian Division) $1,000.

Engagement: ★ Adhoc

Suppliers

We engage with our suppliers throughout the provision of services. After a competitive bidding process, we assess their ability to perform a defined scope of work and their approach to sustainability and the prevention of modern slavery. We undertake risk assessments and reference checks and once a supplier is engaged, we conduct regular business reviews for those identified as higher risk. We are committed to complying with all necessary laws, regulations, rules and agreements when engaging suppliers and post onboarding, including where there are changes in the regulatory and compliance landscape. A supplier code of conduct for existing and new suppliers ensures Genworth's ongoing compliance with APRA Prudential Standard CPS 220 (Risk Management).

Engagement: ● Annual ★ Adhoc

▶ See our Supplier Code of Conduct

Landlords

We liaise regularly with our Sydney, Melbourne and Brisbane office landlords or their agents regarding our workplaces. We have regular meetings with our Sydney landlord's Resource Recovery Manager, to collaborate on a specific environmental agenda and track consumption metrics.

Engagement: Quarterly

Stakeholder engagement continued

Overview & engagement frequency continued

Shareholders

Genworth is committed to accurate and timely communication with our shareholders. Our Disclosure Policy is available on our website and outlines how we comply with our continuous disclosure obligations in a timely and transparent manner. We provide half year (June) and full year (December) financial result updates each year and issue an Annual Report and Corporate Governance Statement in February.

▶ See our Disclosure Policy

Retail shareholders

We have dedicated employees in our Head Office responsible for responding to retail shareholder questions and feedback. We also communicate regularly with our retail shareholders through a number of channels including our website, email, mail-outs and at our Annual General Meeting, which provides retail shareholders the opportunity to ask questions and provide feedback directly to the Chairman, Board and Chief Executive Officer (CEO).

Institutional shareholders

Our Investor Relations team, Chief Executive Officer (CEO) and Chief Financial Officer (CFO) are available to answer questions or receive feedback from institutional investors. We meet with our institutional investors on a regular basis as part of our:

- post-results domestic and international roadshows;
- broker-hosted investor briefing sessions; and
- regular meetings on an 'as requested' basis throughout the year.

Investment analysts

Investment analysts are invited to participate in our half and full year result briefings by teleconference. During these briefings, they have an opportunity to ask questions of our CEO and CFO. These briefings are available to all shareholders to listen to live or on replay through our website. These result briefings are followed up with 1:1 investor and analyst roadshow meetings to further discuss our business.

Engagement: ◑ Half year ● Full year ★ Adhoc

Ratings agencies

S&P Global Ratings and Fitch Ratings provide insurer financial strength credit ratings on Genworth Financial Mortgage Insurance Pty Ltd (GFMI). We meet with representatives from both agencies for an annual management meeting and liaise regularly with them including at our financial results updates.

Engagement: ◑ Half year

Lender customers

We value our strong and collaborative relationships with our lender customers. We seek feedback through our annual customer satisfaction survey, that provides insights into customer experiences and how Genworth can continue to support our lender customers and their customers. We also engage with our lender customers through workshops, industry forums, training sessions, digital media platforms and our originations call centre.

Engagement: ★ Tailored per customer

Industry bodies

We contribute to discussions regarding issues facing the industry as members of the Insurance Council of Australia (ICA), and by working with the Customer Owned Banking Association (COBA) and the Mortgage and Finance Association of Australia (MFAA). The ICA – LMI subcommittee meets monthly.

Engagement: ★ Adhoc ◷ Monthly

Regulators

We engage with regulators openly, candidly and in a timely manner. In complying with legislation and regulations, Genworth has regard to relevant community expectations and standards. Genworth is regulated by the Australian Prudential Regulation Authority (APRA), an independent statutory authority that supervises financial institutions across banking, insurance and superannuation and promotes financial system stability in Australia. We regularly meet with APRA supervisory teams throughout the year. Genworth is also regulated by the Australian Securities and Investments Commission (ASIC), Reserve Bank of New Zealand (RBNZ) and the Bermuda Monetary Authority (BMA).

Engagement: ◔ Quarterly

Reinsurers

We engage with our reinsurers regularly throughout the year, including annual reinsurers' updates and an annual reinsurance roadshow.

Engagement: ● Annual ◑ Half year

Governance & Risk management

Corporate governance and Code of Conduct

Genworth recognises the need to establish and maintain corporate governance policies and practices that reflect the legislation and prudential requirements of regulators and the expectations of our stakeholders.

Genworth's corporate governance policies and practices are underpinned by our responsibilities as an ASIC, RBNZ, BMA and APRA regulated and ASX listed entity. Our corporate governance materials are constantly reviewed as regulation and good practice evolve. Key policies, codes of conduct and board committee charters are published on the corporate governance section of our website. For the calendar year ended 31 December 2021, we published a Corporate Governance Statement that is aligned with the ASX Corporate Governance Council's Corporate Governance Principles and Recommendations.

▶ See our Corporate Governance Statement

Code of Conduct

Our Code of Conduct, sets out Genworth's commitment to maintaining high levels of integrity and ethical standards in our business practices. The Code of Conduct sets out the standards of behaviour expected of all directors, management and employees. Our Code outlines five key expectations to ensure that we deliver the right outcomes to all stakeholders. Behaving ethically; Treating all people with dignity and respect; Managing conflicts of interest; Protecting privacy and confidentiality; Speaking up.

The Code includes policies on various matters, including conflicts of interest, media commentary, use of Genworth's resources, security of information, intellectual property and copyright, discrimination and harassment, corrupt conduct, occupational health and safety and insider trading. In addition to obligations under the Corporations Act in relation to inside information, all directors, employees and consultants have a duty of confidentiality to Genworth in relation to confidential information they possess.

All of our people are provided appropriate training on the Code of Conduct and the standards of behaviour befitting their role, both at induction and annually thereafter. This training is supported by a declaration of adherence to our Code of Conduct.

▶ See our Code of Conduct

Managing our supply chain

We recognise the key role of Genworth and our suppliers in positively contributing to the social, economic and environmental wellbeing of the communities that we are part of. We believe mutual commitments to social and environmental sustainability between Genworth and our suppliers creates sustainable value for all our stakeholders. As well as value creation, having a strong relationship with our suppliers enables us to manage the likelihood of human rights abuses throughout our supply chain, and ensures that we have the information that we need to partner with other companies that are pursuing an ethical economy that maintains the health of people and the environment.

In 2020, Genworth published a Supplier Code of Conduct, intended to foster and maintain relationship with suppliers, which we continued to follow in 2021. Underpinning the Code is a requirement for all suppliers to comply with all local legislation and regulation, including the Modern Slavery Act 2018. We maintain a rigorous approach to anti-corruption with all employees required to complete Anti-competitive conduct (Anti-Corruption) Training via an online e-learning module. Genworth had no confirmed incidents of corruption in 2021.

▶ See our Anti-Bribery & Corruption Policy

Tax governance

Genworth has a Tax operational policy, that documents legal and compliance requirements and operating principles and guidelines. The Chief Financial Officer (CFO) is responsible for this policy, which documents the detailed roles and responsibilities of the Corporate Tax Manager and other employees.

Tax calculations are prepared internally and reviewed externally by PwC Australia and any concerns can be raised as part of the Whistleblower policy.

▶ See our Whistleblower policy

Governance & Risk management continued

Risk management & TCFD

Genworth's risk management framework outlines the process for managing risks using a 'three lines' approach that drives accountability and responsibility.

Genworth's Board and Senior Leadership Team are accountable for our risk culture and ensure we continue to develop and improve practices to measure, assess and manage risk at Genworth.

Our business model is designed to provide capital support, reduce risk exposures, and deliver underwriting and loss mitigation services that help our lender customers maintain quality residential lending standards. In developing or introducing new products, and setting investment mandates, consideration is given to their economic, social and environmental impact, giving due focus in areas where we can provide the greatest influence.

In 2021, our Sustainability Council was established to drive our strategic agenda for our commitment to sustainability and the community. It will provide cross-functional capability to harness and build a new strategic framework to guide responsible and sustainable ESG outcomes for the future.

Climate change

A key focus for Genworth has been on assessing physical climate and transition risk and the impacts on Genworth and assisting our lender customers in understanding and assessing the impacts. Genworth initiated Project Celsius in 2019. The objective of this project is to ensure a systematic and thorough review and understanding of the impact of climate change on our business, and to develop a climate change response plan.

Both physical climate risk and transition risk have the potential to impact Genworth's losses and conventional risk classes. Climate change has the potential to interact with economic risks, housing markets and borrower affordability, today and into the future. Genworth's approach to assessing and managing Climate Risk is aligned to APRA's Prudential Practice Guide CPG 229 Climate Change Financial Risks (November 2021) that provides important guidance and sets regulatory expectations.

"Genworth has been focused on assessing the impact of physical climate and transition risk on our business, and on assisting our lender customers in understanding and assessing these impacts."

Physical climate risk

In 2021 Genworth partnered with MunichRe to model and assess our in-force portfolio against their proprietary hazard risk models to identify the portfolio's concentration to four types of hazards – tropical cyclones, flooding, bushfires and sea level rise. The scope of this work was to understand Genworth's current and future exposures to high climate risk regions.

Through this exercise, we now have a view of our portfolio policy concentrations in high climate risk regions. The maps to the right provide a visualisation of these current and projected future high risk climate concentrations at the highest level.

We have developed specific and detailed climate risk scores for our policies in higher risk climate regions.

We have also undertaken a financial risk assessment of our policies in higher climate risk regions which has provided us a view of consumer affordability challenges today and into the future, and the level of under insurance on the General Insurance front.

Diagram 1

Policies in-force (PIF) – Red/Dark Orange representing high PIF counts in high risk climate regions

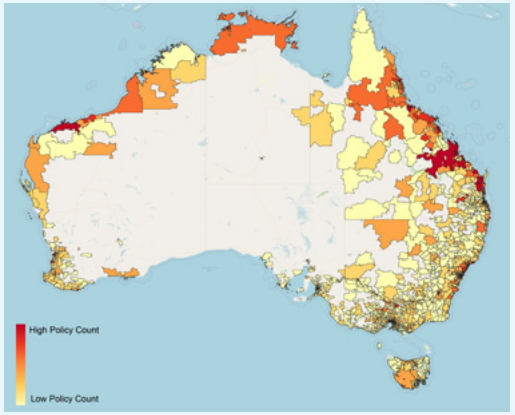
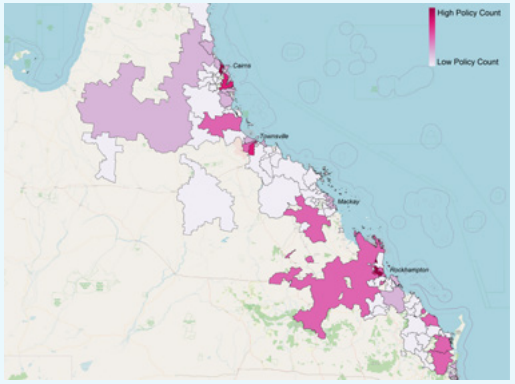


Diagram 2

PIF exposed to tropical cyclone and flood in Northern QLD also high in PIF



Source: MunichRe Climate Assessment undertaken for Genworth, 2021.

Governance & Risk management continued

Risk management & TCFD continued

Understanding our climate related risks

As a financial institution that provides LMI to lender customers, we are constantly looking at the trends that could threaten the financial sustainability of our business. We understand that the risks associated with a changing climate are far reaching and may impact on various parts of the economy.

We operate in line with the Task Force on Climate-related Financial Disclosure (TCFD) and the ASX Corporate Governance Principles and Recommendations (Recommendation 7.4) that companies should mobilise to better understand all economic, environmental and social sustainability risks that may be material to their organisation.

Genworth established Project Celsius to focus on the physical and transition risks associated with climate change, and how they may impact our business.

As part of Genworth's commitment to identify and mitigate climate change related risks in relation to its investment portfolio, management engaged Mercer Australia to support it in developing its approach to ESG integration, with a particular focus on climate change. Following this review we revised our investment philosophy and policy to include the consideration of material ESG risks in the investment decision process for our investment mandates.

The next phase of Project Celsius will be to model the impact of the physical climate variables through our loss forecasting models and determine how climate risks will interact with traditional mortgage risks and losses. This work will be undertaken through 2022.

TCFD Focus area	Approach
Governance	Genworth's existing governance processes cover climate related risks. The Board is ultimately responsible for all risk, and the organisation provides regular updates to the Risk Committee and management on its progress towards understanding climate-related risk.
Strategy	Genworth's approach to disclosure is to: • Firstly understand and assess the impact of climate related risks that impact prospective business, existing risk in-force and our investments; • Design and implement mitigation strategies to respond to the risks and support opportunities that may arise; • Reduce and report on our operational environmental impact; and • integrate our sustainability and climate change risk reporting into our Annual Report. This work also involves: • Framing our research to better understand the true impact of climate change on liability risk; and • develop options for future strategies to mitigate risk, including broadening data sources.
Risk management	Annual reviews of the Risk Management Framework help us to consider various matters such as the framework's effectiveness in managing risk, the alignment of Genworth's strategy and risk appetite, the risk culture of the organisation, the appropriateness of policies that identify risks and controls, risk-related reporting and how remediation recommendations are actioned. Each of these components were covered as part of the 2021 annual review process. Genworth has commenced work to understand the impact of physical climate change on our insurance portfolio and how we may need to manage and mitigate this risk. This work will also help inform the materiality of climate change risk on the portfolio.
Metrics and targets	Genworth discloses carbon, water and waste-related metrics each year to understand our own performance and any opportunity for mitigation. Genworth's work on physical climate risk will enable us to report on climate concentrations in relation to our policies in-force in 2022 and overlay that with existing reporting across various portfolio performance metrics.

Transition risk

We have developed an initial view of the transition risk impacts and how this will impact on industries in Australia and our policies in-force in these industries.

Our initial focus has been on identifying, at a macro level, which industries are at risk from transition risk and then to assess our exposures to these industries. This industry level work has commenced with our initial focus being on the coal and coal fired power generation industries to understand our risk in-force in these industries.

We are still in the assessment phase of addressing the impact of transition risk on our portfolio, prior to determining the appropriate and proportionate responses.

Organisational risk management

Genworth is committed to actively identifying, assessing, monitoring and managing all enterprise risks associated with our business activities. The Board and Senior Leadership Team are accountable for our risk culture and ensure we continue to develop and improve practices to measure, assess and manage risk. Genworth's risk management framework outlines our approach to managing the risks faced by our company, using a 'three lines' approach that clarifies roles and responsibilities within the organisation and assists in ensuring accountability for decisions and risk outcomes. We have an established Risk Management Framework and Risk Management Strategy in accordance with APRA requirements that ensure effective control systems and risk treatment plans are in place.

In 2021, the Board had five committees that assisted it to oversee and develop Genworth's corporate governance policies and risk management framework: Audit Committee, Risk Committee, Capital and Investment Committee, Remuneration and Nominations Committee and Technology Committee (on 7 May, 2021, the Capital and Investment and Technology committees were merged into our Risk Committee). Each committee performs an important role in ensuring effective governance structures remain in place.

▶ See our Risk Management Strategy

▶ See our Board and Committees responsibilities and charter

GRI Index

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Foundation			
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General Disclosures	102-1	Name of the organization	Who we are **(Page 5)**
	102-2	Activities, brands, products, and services	Who we are **(Page 5)** Marketplace / The role of LMI **(Page 16)** Marketplace / Supporting innovation & collaboration **(Page 18)**
	102-3	Location of headquarters	Corporate Directory **(Page 31)**
	102-4	Location of operations	Who we are **(Page 5)**
	102-5	Ownership and legal form	Who we are **(Page 5)**
	102-6	Markets served	Who we are **(Page 5)**
	102-7	Scale of the organization	Who we are **(Page 5)** Our people **(Page 7)** Marketplace / Direct economic value generated **(Page 16)**
	102-8	Information on employees and other workers	Our people / Diversity & inclusion **(Page 8)**
	102-41	% of employees covered by collective bargaining agreements	Our people **(Page 7)**
	102-9	Supply chain	Stakeholder engagement **(Page 20)** Governance & Risk management **(Page 22)**
	102-10	Significant changes to the organization regarding size, structure, ownership and its supply chain	Who we are **(Page 5)**
	102-11	Precautionary Principle or approach	Governance & Risk management **(Page 22)**

GRI Index continued

GRI standard title	Disclosure	Standard disclosure title	Reference or response
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	102-13	Membership of associations (industry) and national or international advocacy – hold position on governance body; provide funding or views membership as strategic	Stakeholder engagement **(Page 20)**
Identified Material Aspects and Boundaries			
General Disclosures	102-45	Entities included in the consolidated financial statements	Who we are **(Page 5)** About this report **(Page 31)**
	102-46	Defining report content and topic Boundaries	About this report **(Page 31)**
	102-47	List of material topics	About this report **(Page 31)**
	102-48	Restatements of information	*Not applicable – no numbers restated*
Stakeholder Engagement			
General Disclosures	102-40	List of stakeholder groups	Stakeholder engagement **(Page 20)**
	102-42	Identifying and selecting stakeholders	Stakeholder engagement **(Page 20)**
	102-43	Approach to stakeholder engagement	Stakeholder engagement **(Page 20)**
	102-44	Key topics and concerns raised	Stakeholder engagement **(Page 20)**
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General Disclosures	102-50	Reporting period	About this report **(Page 31)**
	102-51	Date of most recent report	*2020 Sustainability report – 23 April 2021*
	102-52	Reporting cycle	About this report **(Page 31)**
	102-53	Contact point for questions regarding the report	Corporate Directory **(Page 31)**
	102-54	Claims of reporting	About this report **(Page 31)**
	102-55	GRI content index	GRI index **(Page 25)**
	102-56	External assurance	About this report **(Page 31)**

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GRI standard title	Disclosure	Standard disclosure title	Reference or response
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Ethics and Integrity			
General Disclosures	102-16	Values, principles, standards, and norms of behavior	Our people / culture (Page 7)
Management Approach			
Management Approach	103-1	Explanation of the material topic and its Boundary	About this report (Page 31)
	103-2	The management approach and its components	Our approach to sustainability (Page 6) About this report (Page 31)
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Economic Performance			
Economic Performance	201-1	Direct economic value generated and distributed	Marketplace / Direct economic value generated (Page 16)
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	205-3	Confirmed incidents of corruption and actions taken	Governance & Risk management (Page 22)
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GRI standard title	Disclosure	Standard disclosure title	Reference or response
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Emissions	305-1	Direct (Scope 1) GHG emissions	Environment / GHG emissions **(Page 14)**
	305-2	Energy indirect (Scope 2) GHG emissions	Environment / GHG emissions **(Page 14)**
	305-3	Other indirect (Scope 3) GHG emissions	Environment / GHG emissions **(Page 14)**
Waste			
Waste	306-3	Waste generated	Environment / Waste management **(Page 14)**
	306-4	Waste diverted from disposal	Environment / Waste management **(Page 14)**
Environmental compliance			
Environmental Compliance	307-1	Non-compliance with environmental laws and regulations	*Not applicable, we have not identified any non-compliance with environmental laws and/or regulations*
Supplier environmental assessment			
Supplier environmental assessment	308-1	New suppliers that were screened using environmental criteria	Marketplace / Sustainable & ethical business practice **(Page 18)**
	308-2	Negative environmental impacts in the supply chain and actions taken	Marketplace / Governance & Risk management **(Page 22)**
Employment			
Employment	401-1	New employee hires and employee turnover	Our people / Diversity & inclusion **(Page 8)**
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Our people / Workplace safety & wellbeing **(Page 9)**
	401-3	Parental leave	Our people / Diversity & inclusion **(Page 8)**
Labor/management relations			
Labor/management relations	402-1	Minimum notice periods regarding operational changes	Our people **(Page 7)**

GRI Index continued

GRI standard title	Disclosure	Standard disclosure title	Reference or response
Occupational Health and Safety			
Occupational Health and Safety	403-1	Occupational health and safety management system	Our people / Workplace safety & wellbeing (Page 9)
	403-2	Hazard identification, risk assessment, and incident investigation	Our people / Workplace safety & wellbeing (Page 9)
	403-5	Worker training on occupational health and safety	Our people / Workplace safety & wellbeing (Page 9) Our people / Training & development (Page 10)
	403-9	Work-related injuries	Our people / Workplace safety & wellbeing (Page 9)
	403-10	Work-related ill health	Our people / Workplace safety & wellbeing (Page 9)
Training and education			
Training and education	404-1	Average hours of training per year per employee	Our people / Training & development (Page 10)
	404-2	Programs for upgrading employee skills and transition assistance programs	Our people / Training & development (Page 10)
	404-3	Percentage of employees receiving regular performance and career development reviews	Our people / Training & development (Page 10)
Diversity and Equal Opportunity			
Diversity and Equal Opportunity	405-1	Diversity of governance bodies and employees	Our people / Diversity & inclusion (Page 8)
	405-2	Ratio of basic salary and remuneration of women to men	Our people / Diversity & inclusion (Page 8)
Non-discrimination			
Non-discrimination	406-1	Incidents of discrimination and corrective actions taken	Our people / Diversity & inclusion (Page 8) Our people / Training & development (Page 10)
Child labor			
Child labor	408-1	Operations and suppliers at significant risk for incidents of child labor	Marketplace / Sustainable & ethical business practice (Page 18)
Forced or compulsory labor			
Forced or compulsory labor	409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	Marketplace / Sustainable & ethical business practice (Page 18)
Human rights assessment			
Human rights assessment	412-3	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	Marketplace / Sustainable & ethical business practice (Page 18)

GRI Index continued

GRI standard title	Disclosure	Standard disclosure title	Reference or response
Local Communities			
Local Communities	413-1	Operations with local community engagement, impact assessments, and development programs	Community **(Page 11)**
Supplier social assessment			
Supplier social assessment	414-1	New suppliers that were screened using social criteria	Marketplace / Sustainable & ethical business practice **(Page 18)**
Public policy			
Public policy	415-1	Political contributions	Stakeholder engagement **(Page 20)**
Marketing and labeling			
Marketing and labeling	417-2	Incidents of non-compliance concerning product and service information and labeling	*Not applicable, we have not identified any incidents of non-compliance concerning product and service information and labeling*
	417-3	Incidents of non-compliance concerning marketing communications	*Not applicable, we have not identified any incidents of non-compliance concerning product and service information and labeling*
Customer privacy			
Customer privacy	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Governance & Risk management **(Page 22)** Marketplace / Sustainable & ethical business practice **(Page 18)**
Socioeconomic Compliance			
Socioeconomic Compliance	419-1	Non-compliance with laws and regulations in the social and economic area	*Not applicable, we have not identified any non-compliance with laws and regulations in the social and economic area*

About this report

Preparation

This sustainability report has been prepared in accordance with the GRI Standards: Core option.

Scope

All entities included in Genworth's consolidated financial statements are included in this report. The report excludes activities in which Genworth has a financial interest but is not responsible for managing on a day-to-day basis. All amounts in this report are in Australian dollars ($) unless otherwise specified and relate to the financial year 1 January 2021 to 31 December 2021.

Materiality

The GRI Standards place materiality at the forefront of the reporting process. For the purposes of developing a strategic approach to managing sustainability and aligning with the GRI Standards, we have determined our material issues by adopting the following four step process:

1. Identification – We engaged with stakeholders, using our sustainability framework to identify material topics.
2. Assessment – We assessed the issues identified in accordance with the GRI Standards.
3. Materiality verification – We determined which of the issues were material through further stakeholder engagement.
4. Prioritisation – We prioritised sustainability issues based on the importance and relevance to our business and to meet our stakeholder expectations.

Verification and assurance

All information included in this report has been prepared and verified by employees of the business.

The majority of financial information set out in this Report is sourced from the 2021 Annual Report which has been audited by KPMG.

The environmental indicators set out in this Report has been subject to independent review by an external consultancy.

Additional information

The GRI content index specifies each of the GRI Standards used and lists all disclosures included in this report.

The 2021 Sustainability Report should be read in conjunction with the 2021 Annual Report and 2021 Corporate Governance Statement.

▶ See our Annual Report

▶ See our Corporate Governance Statement

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