



Sustainability Report

2024



Sustainability Report

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Cover image: Ingenia Holidays Byron Bay, NSW

About Ingenia Communities

This Sustainability Report provides information on the overall ESG (Environmental, Social and Governance) strategy, initiatives and progress of Ingenia Communities Group (Ingenia or Group), from 1 July 2023 to 30 June 2024. This report complements the Group's Annual Report, Corporate Governance Statement, Climate Disclosure Statement, Board Charters and Corporate Policies which are publicly available on our website.

We have considered the Global Reporting Initiative (GRI) Standards and recommendations under the Taskforce for Climate-Related Financial Disclosures (TCFD) in preparing this report.

This report covers the sustainability performance of the Group's operations across Australia on 30 June 2024, unless otherwise stated.

Any enquiries about this Sustainability Report should be directed to investor@ingeniacommunities.com.au



Acknowledgement of Country

As an owner, operator and developer of real estate across Australia, Ingenia Communities acknowledges the traditional custodians of the lands on which we operate.

We recognise their ongoing connection to land, waters and community, and pay our respects to First Nations Elders past, present and emerging.

Image artist: Jake Simon

Name: Journey

About: The concept design integrates Ingenia's brand colours into a vibrant canvas inspired by coastal landscapes, featuring warm earthy tones and black accents to honour First Nations heritage. Amongst other elements, meandering paths symbolise the life-giving rivers that intricately connect Ingenia's communities and parks to their natural surroundings. It embodies sustainability, community, unity and harmony, resonating deeply with Ingenia's core values.

Corporate reporting suite

This Sustainability Report is part of our broader corporate reporting suite, including:

Annual Report: This report provides information on the Group's strategy, financial performance, individual business segments, remuneration and the Group's financial statements.

Results presentations: This includes Ingenia Communities' strategy, financial and operating results for the period, portfolio updates and development pipeline.

Property portfolio: This details real estate assets owned and managed, including the detailed development pipeline.

Corporate Governance Statement: This outlines Ingenia's main corporate governance practices.

Modern Slavery Statement: This is a statement on the Group's actions to assess and address modern slavery risks in Ingenia's supply chain.

Climate Disclosure Statement: This detailed report outlines the Group's climate management approach and how the Group is managing climate-related risks and opportunities.

2024 Annual Reporting Suite



Annual Report 2024



Sustainability Report 2024



Corporate Governance Statement 2024



Modern Slavery Statement 2024*



FY24 Property Portfolio



FY24 Results

* To be issued in December 2024

Letter from Our CEO



I JOINED INGENIA COMMUNITIES IN APRIL, AND IT IS INCREDIBLY PLEASING TO SEE THE SENSE OF PURPOSE AND THE COMMITMENT OUR TEAMS HAVE **TO MAKE A DIFFERENCE IN THE LIVES OF OUR CUSTOMERS.**

It is great to be leading a business that, at its very heart, has a purpose and strategy with a positive social impact. Our purpose and strategy align to benefit our customers and the communities in which we operate, bringing a sense of connection and belonging. I am excited to build on the more than 10 years of advancing social change by listening deeply to our clients, our partners, and the communities we serve as we co-create what comes next.

Social

Unlike many businesses we have the ability to improve lives and this is deeply embedded into our business. Residents in our communities benefit from facilities that promote a healthy lifestyle, such as walkable streetscapes, cycleways, lawn bowls, community gardens, and dog parks. Our Activate program encourages social interaction, resident engagement, and a sense of belonging. We expanded the Ingenia Connect program in FY24, and it is now offered across all of our residential communities, supporting over 1,700 residents by providing free expert support to access health and wellbeing services to live independently. As we focus more heavily on development, designing and building to support the health and wellbeing of our residents will be at the core of what we do.

With a large regional footprint, Ingenia Communities is also uniquely placed to positively impact local communities. We are a large employer in regional areas, with 80% of our people living and working in these locations. Our operations provide significant economic benefits to regional businesses, through our own activities, including the development and operation of our assets, and support of regional tourism.

Over FY24 a key initiative was progressing the preparation of our Reconciliation Action Plan (RAP) with the launch of our Vision for Reconciliation during National Reconciliation Week (NRW) which will elevate our focus on our broader social impact.

Environment

We are continuing to make significant strides in our environmental initiatives. Our business inherently promotes lower carbon footprint living due to communal facilities in close proximity to residents, and the preference of our guests for domestic holidays in our holiday parks.

In FY24, we continued construction on three communities in VIC, NSW, and QLD, targeting Green Star - Communities ratings, and we advanced our project of 261 Green Star Homes at Beveridge. We continued to invest in solar to support our emissions reduction targets and further work was done on defining our standards for new development which is the focus for growth and will be a key driver of future outcomes. We are currently reviewing our emissions pathway and climate risk disclosure to ensure they align with upcoming regulations and the future focus for the business.

Governance

In FY24, we made significant progress in our governance initiatives. We continued delivering actions under our Climate Strategy Improvement Roadmap, progressed our Modern Slavery response and disclosures, and advanced our Cyber Security Roadmap. These efforts ensure that we remain resilient and prepared to address the challenges and opportunities presented by climate change, modern slavery risks, and cybersecurity threats.

In closing, I am proud to be part of this incredible community and look forward to evolving our sustainability goals and ensuring they continue to be embedded in our broader business activities and plans. I look forward to collaboratively evolving and shaping Ingenia to deliver better outcomes and meet the needs of our customers and the broader community.

I encourage you to explore further the details of our work as presented in the rest of this Report and look forward to reporting further on our progress throughout the year.

Sincerely,



John Carfi | CEO

Image: New home at Ingenia Lifestyle Nature's Edge, QLD



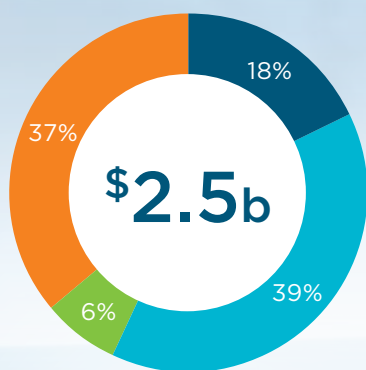
About Ingenia Communities

Ingenia Communities Group (ASX: INA) is a leading operator, owner and developer of communities offering quality affordable rental and holiday accommodation focused on the growing seniors' market in Australia. The Group has 102¹ communities and sites across Australia's east coast and is included in the S&P/ASX 200.

Ingenia  Lifestyle Ingenia  Rental Ingenia  Gardens Ingenia  Holidays

Property Portfolio

(by value)¹



- Lifestyle Development
- Lifestyle Rental
- Ingenia Gardens
- Ingenia Holidays



COMMUNITIES AND SITES: 102¹

EMPLOYEES: >1,200

(80% based in regional locations)

1.8M
TOURISM
'Room nights'

11,000
RESIDENTS
paying rent

>4,000
INVESTORS

¹ Includes assets held through the Joint Venture with Sun Communities and managed funds. Excludes development sites not on balance sheet.

Our Business

INGENIA AND OUR SITES ARE A PLACE WHERE PEOPLE HAVE A SENSE OF CONNECTION AND **BELONGING**.

With a positive impact on our residents and guests each and every day, our commitment to our customers, their families and security holders is to perform with integrity, foster respect for all and build community through continuous improvement in everything we do.

With \$2.5 billion assets owned/managed, our portfolio has expanded rapidly to include a total of 102* communities and sites located across Australia's East Coast.

More than 1,200 employees, predominantly in regional locations, are dedicated to creating community for our residents and guests.

* Includes assets held through the Joint Venture with Sun Communities and managed funds. Excludes development sites secured or optioned.

Our Purpose and Values

At Ingenia we build belonging



**CUSTOMER
OBSESSED**



**MAKE IT
COUNT**



**WE
BEFORE ME**



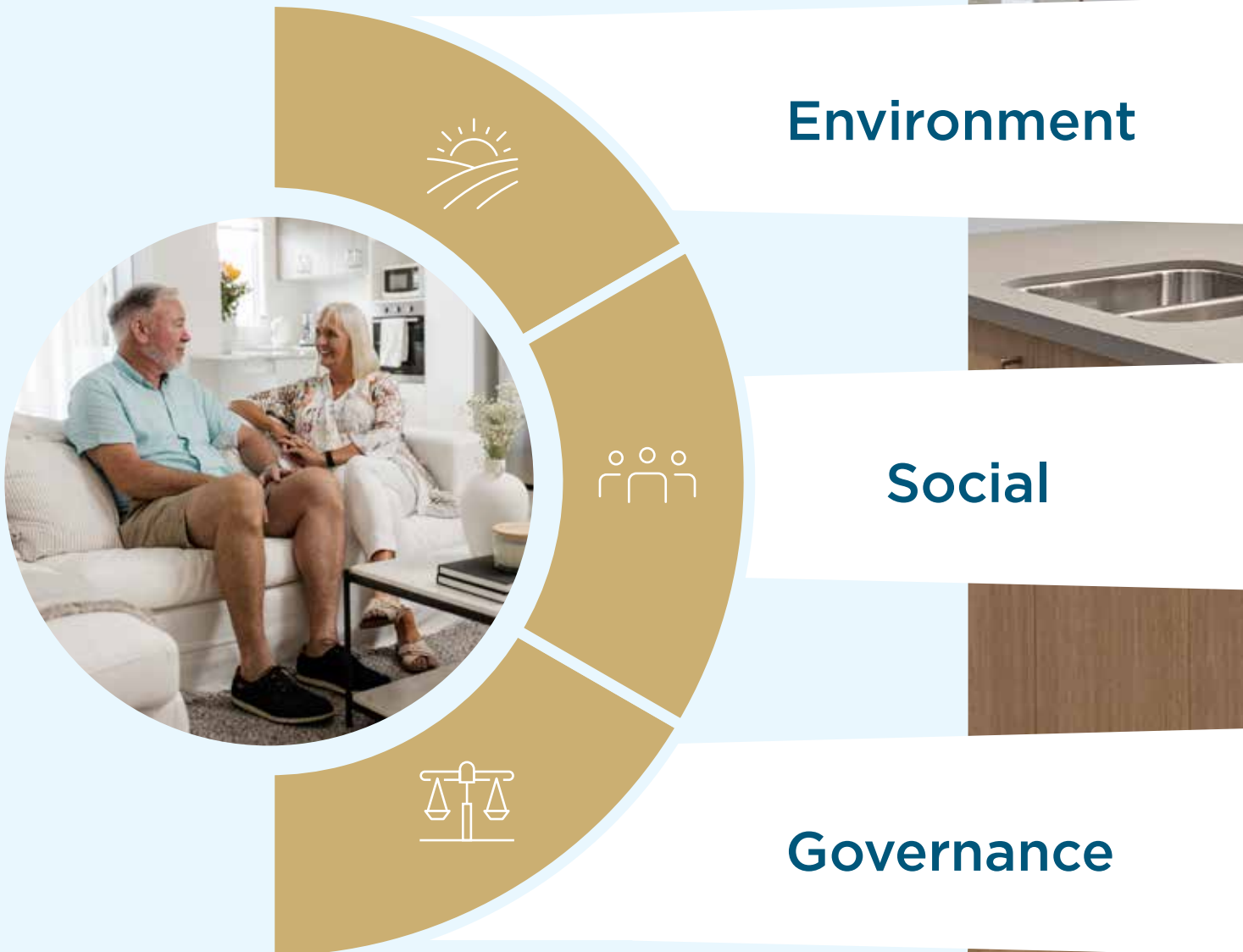
**TODAY AND
TOMORROW**

Image: Ingenia Holidays White Albatross, NSW

Our ESG Strategy

ALIGNED WITH OUR PURPOSE, OUR **ENVIRONMENTAL, SOCIAL, AND GOVERNANCE (ESG) STRATEGY** SERVES AS THE DRIVING FORCE BEHIND OUR TEAM'S EFFORTS TO NURTURE COMMUNITIES THAT HAVE A POSITIVE IMPACT.

Through a holistic approach, we address environmental risks, engage with social responsibilities, and uphold robust governance practices, all converging to create a positive and lasting impact on both local communities and the stakeholders we serve.



- Environment
- Emissions and Energy Efficiency
- Water
- Waste Management
- Creating Sustainable Communities

- Our People
- Health, Safety and Wellbeing
- Diversity and Inclusion
- Our Customers and Communities
- Local Communities

- Our ESG Governance
- Information Technology and Cyber Security
- Climate Strategy
- Human Rights and Modern Slavery

Key Highlights



ENVIRONMENT



CONTINUED CONSTRUCTION

on communities in VIC, NSW and QLD targeting Green Star - Communities rating



IMPROVED WASTE DIVERSION

by 2% through improved data capture and recycling initiatives



SOLAR INVESTMENT

continued installation of solar PV and rolled out meters for enhanced solar monitoring



SOCIAL



OUR INGENIA CONNECT TEAM

support 1,725 residents. This represents a 12% increase on the previous year



ONGOING CORPORATE PARTNERSHIP

for the seventh year with Ronald McDonald House Charities (RMHC), including team volunteering opportunities



LAUNCHED OUR VISION FOR RECONCILIATION

during National Reconciliation Week (NRW) as a key step to progressing our RAP



GOVERNANCE



PROGRESSED CYBER SECURITY ROADMAP



CONTINUED DELIVERY OF ACTIONS

under the Climate Strategy Improvement Roadmap



PROGRESSED MODERN SLAVERY PROCESSES AND DISCLOSURE



Image: Ingenia Lifestyle Chambers Pines, QLD

Memberships

INGENIA FOSTERS PARTNERSHIPS AT CORPORATE AND COMMUNITY LEVELS, PRIORITISING SUSTAINABILITY FOR OUR INDUSTRY AND SOCIETY.

These collaborations empower us to engage with peers and stakeholders, influencing the operating environment, advocating for change, and promoting our sector. We align with those who share our values and objectives, aiming to positively impact stakeholder concerns. Through local connections and industry memberships, we enrich our industry involvement, supported by dedicated employees participating in committees and boards.

| | | |
|---|---|---|
|  |  |  |
|  |  |  |
|  | We contribute to and collaborate with a range of industry organisations |  |
|  |  |  |
|  |  |  |

Participation in investor surveys

We participate in several ESG benchmarks to expand our data reach, meet investor information needs and allow comparison with peers. These include MSCI, GRESB, ISS, DJSI and WGEA.

Awards

OUR COMMUNITIES AND TEAM MEMBERS HAVE **CONSISTENTLY EARNED RECOGNITION FOR THEIR OUTSTANDING CONTRIBUTIONS TO OUR INDUSTRY.**

2023

CCIA NSW Awards of Excellence

We won three awards at the 2023 CCIA NSW Awards of Excellence

- NSW Holiday Park Innovation Award - Ingenia Holidays Soldiers Point
- NSW Land Lease Community Engagement Award - Ingenia Lifestyle Latitude One
- Outstanding Contribution by a Young Achiever - Land Lease Communities - Max Camden, Ingenia Communities



2024

One Fell Swoop Award For Best Retirement Living Development - Land Lease Development - Ingenia Lifestyle Latitude One



Tourism Employee Awards 2024 - Celebrate You

Outstanding Senior Leader - Commercial, Luke Rayner, National Revenue Manager

Materiality Assessment



THE SENSITIVITY OF AN ISSUE TO INGENIA AND TO ITS STAKEHOLDERS, IN TERMS OF IMPORTANCE, FORMS THE BASIS OF MATERIALITY ANALYSIS, WHICH IN TURN GUIDES THE PROCESSES FOR **IDENTIFYING, MANAGING, AND DEVisING SPECIFIC ACTION PLANS FOR ADDRESSING OUR MATERIAL ISSUES.**

Material issues are defined as those that are important to our stakeholders and have the greatest impact on Ingenia's business and our ability to create value. Ingenia acknowledges that materiality is specific to every individual company and several discovery phases were undertaken to develop an understanding of what material issues would apply to Ingenia's business portfolio. We consider financial materiality as well as environmental and social impact materiality when considering what is important to our stakeholders.




In FY24 we analysed insights and feedback from a range of internal/external sources and stakeholders, including:

- Investor feedback
- Resident satisfaction surveys and feedback from our guests
- Employee engagement
- Leading frameworks such as the Global Reporting Initiative (GRI), global sustainability outlook and industry-specific trends
- Industry partnership and collaboration
- Community engagement
- External qualitative and quantitative research into the aging population and national research on retirement and independent living.

Ingenia's Group Executive and internal ESG committee, which includes relevant executives and members of their senior leadership teams, played a key role in the identification of material issues, which were then reviewed (including analysis of whether the issues present risks/opportunities over the short-term or longer-term) and prioritised by the Group Executive before being presented to the Audit and Risk Committee and recommended to the Board. An annual review of the Group's material issues is undertaken to ensure that emerging issues and stakeholder objectives and concerns are regularly assessed and inform our reporting. Topics emerging outside of the formal annual review are also assessed for materiality and considered in our sustainability strategy.

Ingenia identified the following material issues across the business and a consolidated outcome of the stakeholder engagement process has helped us streamline our focus areas in line with these material issues, as shown in the following table.

SUSTAINABILITY FRAMEWORK PILLAR

| | MATERIAL ISSUE | FOCUS AREA | RELEVANT REFERENCES IN THIS REPORT |
|-------------|--|--|--|
| ENVIRONMENT |  <p>Creating and operating high quality portfolios that minimise our impact on the environment and meet future needs</p> | <ul style="list-style-type: none"> Implementing and adopting sustainable practices and technologies in our operations and development activities to deliver high-quality portfolios in the long-term for our customers, our security holders, and our local communities | <ul style="list-style-type: none"> Environment Emissions and Energy Efficiency Biodiversity Waste Management Water Creating Sustainable Communities |
| |  <p>Supporting the health, safety and wellbeing of our employees, residents, guests, and contractors</p> | <ul style="list-style-type: none"> Creating communities that support the health, safety and wellbeing of our residents, guests and employees through fit-for-purpose facilities, activities and services and constant communication and engagement Strong health and safety systems and culture in place to effectively manage health and safety risks of our employees and contractors' operations Support for staff mental health through programs and training | <ul style="list-style-type: none"> Health, Safety and Wellbeing Our People Our Customers Local Communities Ingenia Giving |
| SOCIAL | <p>Retaining, attracting, and motivating a purpose-led, high performing team with a strong focus on diversity, engagement, training, and recognition</p> | <ul style="list-style-type: none"> The ongoing growth and success of the Group is supported by the ability to build on proprietary knowledge and to attract, retain and motivate a performance-oriented team who embrace the Group's values and culture Fostering a diverse and inclusive culture, developing our people capability, and recognising their efforts and achievements | <ul style="list-style-type: none"> Our People Learning and Development Employee Benefits Employee Engagement Diversity and Inclusion |
| | <p>Supporting our local communities through engaging and purposeful contributions from our employees and residents</p> | <ul style="list-style-type: none"> Ongoing support to our local communities with engaging, meaningful, and impactful contributions from our employees and residents through volunteering, fundraising, sponsorship, charity, and space provision Promoting local goods, services, and suppliers to provide economic support to our local communities | <ul style="list-style-type: none"> Local Communities |
| | <p>Preventing the risks to human rights in our operations and supply chain</p> | <ul style="list-style-type: none"> Developing and implementing processes and systems that prevent modern slavery and other human rights risks in our operations and supply chain | <ul style="list-style-type: none"> Human Rights Modern Slavery Supplier Code of Conduct |
| GOVERNANCE |  <p>Creating long-term value through delivering economic performance, managing risk, maintaining a high level of governance and transparency, and collaborating with industry in sustainable solutions</p> | <ul style="list-style-type: none"> Ensuring the Group has appropriate risk management, and a high standard of governance and transparency is key to market confidence and the delivery of sustained financial performance Engaging to influence and support positive industry change through effective partnerships and contribution to industry bodies Protecting and developing strategies to prepare for ongoing climate risk – physical and transition Considering the risks and opportunities posed by Climate change and ensuring the Group has a clear strategy, monitoring and disclosure in place | <ul style="list-style-type: none"> Ingenia Board of Directors Corporate Governance Statement Corporate Policies, Procedures and Statements Code of Conduct Anti-bribery and Corruption Policy Whistle-blower Policy Public Policy Information Technology and Cyber Security Climate Strategy Memberships Supplier Code of Conduct |

With a clear 1, 3 and 5 year pathway established, we plan to review our materiality assessment to comprehensively evaluate ESG issues, encompass stakeholder input, industry trends, and alignment with refined organisational goals.

Stakeholder Engagement

OUR STAKEHOLDER ENGAGEMENT PROCESS IS GUIDED BY THE PRINCIPLES OF INTEGRITY AND RESPECT.

Ingenia’s key stakeholder groups include residents and guests, employees, investors, local communities, government, industry partners and suppliers. We strive to build collaborative relationships with our stakeholders to ensure that we understand their needs and work together to deliver positive sustainability outcomes.

To inform our sustainability decision making and identify material topics, we engage with our key stakeholders through different channels.



RESIDENTS

For our residents, we actively engage through various avenues. Regular resident satisfaction surveys help us pinpoint any concerns or areas requiring improvement, while also gathering feedback on how effectively we fulfill our commitment to ‘create community.’ We maintain open channels of communication through community-focused newsletters, direct interactions with our onsite teams, social media, Facebook groups and engaging activity programs like Activate, designed to promote social interaction, resident involvement, and a sense of belonging.

GUESTS

In the case of our guests, our engagement process is extensive, spanning from their initial inquiry to post-stay surveys. With a substantial number of returning guests and multiple touchpoints such as direct communication, updates on our website, and our active presence on social media, we strive to understand our guests’ needs and their experiences at our parks. This ongoing dialogue allows us to continually refine our services and offerings to enhance overall guest experience.

OUR TEAM

We regularly assess our team's engagement through an employee survey, which provides valuable insights on what is being done well and areas for improvement across the organisation. We maintain employee connection through multiple channels, including face-to-face briefings, team meetings, informal interactions, and online platforms for onboarding, learning, and recognition. Periodic performance reviews further enhance team cohesion and productivity, reflecting our commitment to an engaged and high-performing workforce.

INVESTORS

We prioritise transparency and engagement with our investors by various means, including the release of full-year and half-year results, participation in conferences, one-on-one meetings, asset tours, and virtual events, as well as the convening of our Annual General Meeting and the publication of ASX announcements. We also actively seek and value investor feedback through meetings with our leadership team and Board members and provide a further avenue for engagement during our Annual General Meeting.

MEDIA

We proactively engage with media outlets in relation to our business through proactive media placement and transparent engagement to reach our target audience and drive positive stories on the Ingenia brand.

SUPPLIERS

We work with suppliers who share our values and ethical standards, especially concerning human rights. Through this year, we actively engaged with our key suppliers and continued to improve processes and supplier assessments. Further details about our engagement with suppliers and the risk management process can be found in our [Modern Slavery Statement](#) and [Supplier Code of Conduct](#). We also actively collaborate with our suppliers, offering support to help them understand the Green Star standards and enhance their capabilities for the successful implementation of sustainable elements in manufactured housing projects at scale.

GOVERNMENT

We engage with federal, state and local governments directly and through industry groups in the areas in which we operate. We engage through direct correspondence, participation in industry groups and submissions where appropriate. Engagement is governed by our Government Relations and Advocacy Policy.

INDUSTRY GROUPS

We actively engage with industry organisations, such as the Retirement Living Council (RLC), Property Council of Australia (PCA), Residential Land Lease Alliance (RLLA), Caravan and Camping Industry Association (CCIA), Green Building Council of Australia (GBCA), Diversity Council Australia, and Leading Age Services Australia (LASA). Our team members serve on various committees and boards, contributing to industry growth. We participate in events and working groups and through paid memberships and sponsorships.

COMMUNITY





Our Ingenia Giving policy is aimed at supporting organisations aligned with our vision and values to benefit the broader community. Beyond financial assistance, the policy encourages staff volunteering and resident participation. We prioritise supporting local charities and groups, engaging with local suppliers, and promoting community businesses at our holiday parks. Our community engagement efforts encompass various activities such as using social and traditional media, site signage, and participating in conferences, trade shows and other industry forums. We engage with local community groups to inform our developments and operations and actively contribute to the communities we operate within.

Environment



AS A GROUP, WE ARE CONSCIOUS THAT THE DIVERSE COMMUNITIES WE OWN, MANAGE AND CREATE CAN HAVE DIFFERENT ENVIRONMENTAL PROFILES. WITH A GROWING PORTFOLIO OF COMMUNITIES ACROSS AUSTRALIA, OUR ENVIRONMENTAL PROGRAM IS FOCUSED ON UNDERSTANDING AND ASSESSING OUR ENVIRONMENTAL RISKS AND OPPORTUNITIES, MITIGATING ADVERSE IMPACTS, AND REALISING OPPORTUNITIES TOWARDS **CREATING POSITIVE ENVIRONMENTAL OUTCOMES.**

FY24 Summary

| FOCUS AREA | FY24 ACTIONS | NEXT STEPS |
|--|---|---|
|  <p>Emissions and Energy Efficiency</p> | <p>Resilient Operations and Efficient Communities</p> <ul style="list-style-type: none"> Applied our Energy Strategy for future developments Cumulative investment in solar more than \$4 million across more than 55 communities Participation in Federal Funding under ARENA program for Community Batteries across 5 Assets <p>Improved Data Capture and Disclosures</p> <ul style="list-style-type: none"> Installed more than 400 energy sub-meters and rolled out new solar metering capability and monitoring function Implemented Fleet Card® for fuel purchases across our portfolio. The data is now included in our emissions disclosures | <ul style="list-style-type: none"> Continue to apply Energy Strategy for future developments and review operating portfolio Continue investment in solar Continue to review government programs for their applicability towards our Net Zero target |
|  <p>Water</p> | <ul style="list-style-type: none"> Installation of 90 water meters and enhanced water data disclosure in this report | <ul style="list-style-type: none"> Continue water meter installation and improve disclosure |
|  <p>Waste Management</p> | <ul style="list-style-type: none"> Improved waste diversion by 2% to 22% through recycling, scaling existing initiatives and data capture | <ul style="list-style-type: none"> Increase diversion percentage through improved education, waste reduction and recycling initiatives and engagement |
|  <p>Creating Sustainable Communities</p> | <p>Sustainable Communities</p> <ul style="list-style-type: none"> Continued construction on first Ingenia Lifestyle projects targeting Green Star - Communities ratings in QLD, VIC and NSW and Green Star Homes in VIC. Benchmarked existing projects against Sustainability Design Guidelines <p>Sustainable Tourism</p> <ul style="list-style-type: none"> Revised the design of the Net Zero transportable cabin prototype and commissioned construction | <ul style="list-style-type: none"> Continue construction at four communities in alignment with Green Star standards Continue to refine and apply Sustainability Design Guidelines Commence construction of first Green Star rated homes Obtain DA approval at Ingenia Holidays Wagga Wagga and commence construction of the cabin |



Environment

OUR FOCUS IS ON **CREATING COMMUNITIES** THAT ARE EFFICIENT AND THAT MINIMISE ENVIRONMENTAL IMPACT.

Environmental Policy

In FY24, we continued to refine our approach to environmental impacts with the implementation of our first [Environmental Policy](#). This policy strengthens our commitment to protecting the environment and minimising the impact of our operations.

Our Environmental Policy supports continuous improvement in reducing environmental impacts and capitalising on opportunities for better outcomes. It applies to all Ingenia activities, including acquisition, design, construction, operations, and office management. We also partner with stakeholders such as government, industry organisations, suppliers, contractors, customers, and community members to support similar environmental objectives.

We have established guidelines and assessments throughout our development lifecycle to manage our property portfolio and investments, enhancing our operational efficiency and resilience.



Environmental Compliance

We have policies and procedures in place to ensure that, where operations are subject to any particular and significant environmental regulation under the laws of Australia, those obligations are identified and appropriately addressed. The Directors have determined that there has not been any material breach of those obligations during FY24.



Our key business areas and approach is outlined below.

1

ACQUISITIONS STAGE

Detailed due diligence is conducted, which involves a thorough assessment of various aspects, including environmental risks. This evaluation aims to identify potential areas of environmental concern that may arise from the acquisition.

2

DEVELOPMENT STAGE

Progressed a set of Sustainability Design Guidelines that aim to establish a baseline for improvement and measurement, safeguard assets against climate change, policy changes, and operating costs. All current projects were benchmarked against the Guidelines to identify design and delivery barriers and opportunities across the portfolio.

3

OPERATIONS STAGE

Progressed environmental performance and resource efficiency programs such as solar, LED, and hot water system upgrades, composting, recycling, water tanks, etc. Additionally, installed energy, solar and water meters. Risk assessment and management is prioritised through the Health and Safety program.

ENVIRONMENT

Emissions and Energy Efficiency

INGENIA IS COMMITTED TO ACHIEVING ENERGY EFFICIENCIES AND **REDUCING GREENHOUSE GAS EMISSIONS** FROM OUR BUILT COMMUNITIES AND BUSINESS OPERATIONS.

GHG emissions and risk management are the core of Ingenia's climate change mitigation and adaptation strategy. We have undertaken a multi-pronged approach that includes increased adoption of alternative clean energy options, supporting energy efficiency measures in our built communities.

OUR REPORTED GREENHOUSE GAS (GHG) EMISSIONS ENCOMPASS THESE CATEGORIES:

SCOPE 1 EMISSIONS:

These emissions primarily comprise of LPG and natural gas, which is used in barbecues and water heaters and is still in use in older homes and cabins. New developments are designed to be all electric.

SCOPE 2 EMISSIONS:

This category includes emissions resulting from electricity consumption sourced from the grid. This electricity powers various aspects of our operations, including holiday parks, communal facilities within the Gardens, Lifestyle, and Rental communities.

RESIDENT EMISSIONS (SCOPE 3):

Resident emissions encompass the GHG emissions produced from the electricity used in the homes of our residents across our Rental, Lifestyle and Gardens communities.

In FY24, we continued to focus on reducing emissions and managing climate risks. Our approach to climate risk management is detailed in our Climate Disclosure Statement, issued in May 2023. This statement outlines our Climate Strategy, key risks, and opportunities across the business. Appendix A of this report includes details of energy use and emissions by portfolio and an update of our actions aligned to our Climate Strategy is outlined on page 88.

We are currently reviewing our Emissions Pathway and Climate Risk Disclosure to reflect the significant change in the Group's asset base and business focus since our pathway was first established. This work will help us refine our strategies and ensure compliance with the latest standards as well as consider the Group's Scope 3 emissions more widely.

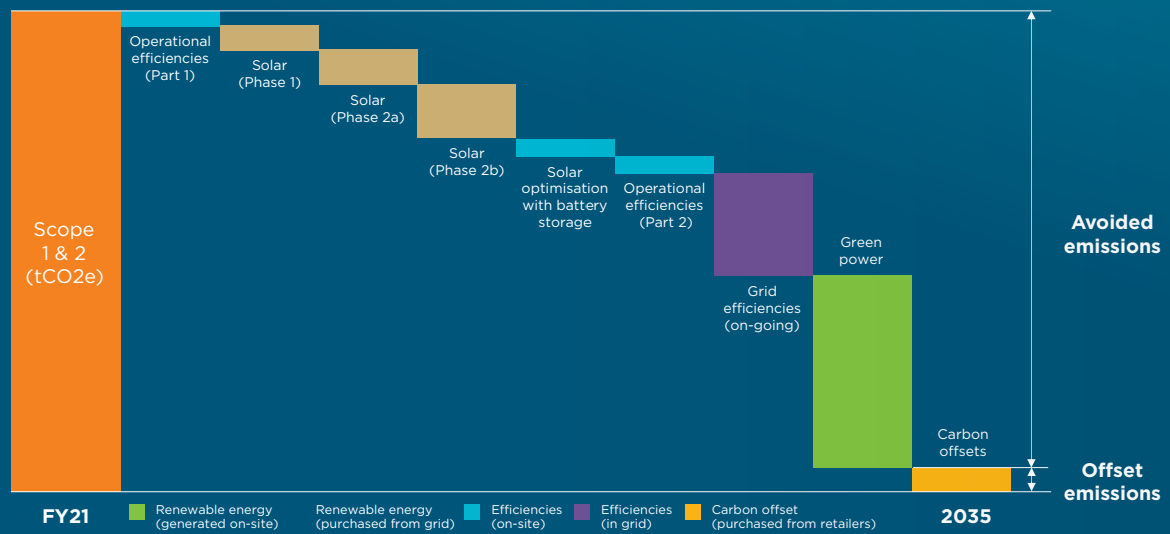


EMISSIONS REDUCTION PATHWAY

NET ZERO COMMITMENT - WE HAVE COMMITTED TO ACHIEVE NET ZERO CARBON EMISSIONS (SCOPE 1 AND 2).

We have continued our progress towards the 2035 Net Zero target which covers our existing operations and includes an intermediary target of 30% reduction in Scope 1 and 2 emissions (against a 2019 baseline). Following a best practice carbon management hierarchy (i.e. avoid, reduce and replace emissions before purchasing offsets). Our current focus is on decarbonising our portfolio as much as possible before moving to carbon offset purchasing.

We will refine our pathway over FY25 to capture significant changes in our portfolio since the original target was established.



ENVIRONMENT

EMISSIONS AND ENERGY EFFICIENCY

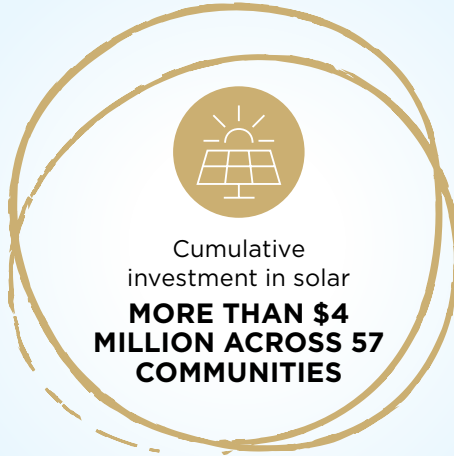
OVER FY24 WE CONTINUED WITH OUR EFFORTS AND INITIATIVES TO **REDUCE EMISSIONS, ENHANCE ENERGY EFFICIENCY AND IMPROVE DISCLOSURES** WITHIN OUR BUSINESS OPERATIONS.

We have made progress in the following areas:



Resilient Operations and Efficient Communities

- Applying our **Energy Strategy for future developments** to include a holistic energy design model that targets carbon neutral communities and cost of living benefits for residents. We are continuously refining our strategy to ensure its successful implementation. Current developments, including Morisset and Bluey's Beach in NSW and Beveridge in Victoria and other projects in design phase are applying this strategy
- Adopted a phased approach to extend our **solar program**. All future developments are being designed to integrate solar energy solutions
 - **Solar Performance Optimisation Metering:** In FY24 we have rolled out new metering capability and monitoring, to ensure our solar systems operate efficiently and deliver optimised results where possible. The new program has allowed us greater visibility and faster response to any issues resulting from system underperformance
 - Solar installation over FY24 totalled 728.25kW across 5 development assets with an investment of \$1.2 million
- Participation in Federal Funding under ARENA program for Community Batteries across 5 assets.



Green Star Ambition

- Implementing our **Green Star strategy** in selected developments - continued construction on three projects targeting Green Star - Communities ratings and our first Green Star Homes development
 - During this year we achieved milestones on our Green Star Homes commitment with certification applications submitted to the GBCA for nine home designs to be delivered at our Beveridge community in Victoria. To achieve a Green Star Homes rating, homes must be designed to be energy efficient, powered by renewables and climate resilient
- Continued our membership with the Green Building Council of Australia (GBCA).



Sustainable tourism

- **Energy Strategy in operations:** During the year, energy audits were conducted for assets in Cairns and Townsville. These audits identified opportunities for reducing energy demand and increasing the use of renewable energy. Key findings include potential energy savings and carbon reduction through additional solar PV installations, improved pool and water heating, and enhanced thermal performance of cabins. These opportunities will be further investigated and incorporated into our long-term strategy with consideration of scaling across other assets
- **Continued focus on electrification:** Introduced first electric mowers, power tools and golf buggies
- After successfully installing five public **electric vehicle chargers** at three parks through the NSW Electric Vehicle Destination Grants in FY25, we will install 44 charging ports across 11 parks in 2024. These include 28 chargers on individual cabins which will allow guests to book a cabin that includes its own EV charger

Prefabulous



- **Net Zero transportable cabin prototype** through our collaboration with Prefabulous, Aus Industry Innovations Connection Program and Sustainability Building Research Centre at the University of Wollongong: In FY24, we revised the design and commissioned the construction of a prototype. A Development Application (DA) has been lodged to install the prototype cabin at Ingenia Holidays Wagga Wagga
- Over FY25 we will progress cabin installation and monitoring.



Improved Data capture and Disclosures

- Installed more than 400 energy **sub-meters** and 90 water meters in FY24. The installation of additional meters will continue through FY25
- In FY24, we implemented Fleet Card® for fuel purchases across our portfolio. This system enables us to monitor fuel expenditure, capture odometer readings, and compare running costs for each vehicle.

In addition to focusing on improving efficiency, this allows us to generate detailed fuel consumption reports that are now included in our emission disclosures. This information was not captured previously.

We will continue to improve our data capture in FY25, including consideration of Scope 3 emissions.

ENVIRONMENT

EMISSIONS AND ENERGY EFFICIENCY

Q CASE STUDY

‘Sandy’ cabins at Ingenia Holidays Soldiers Point, NSW

THIS CASE STUDY HIGHLIGHTS HOW INSIGHTS FROM THE TWO ENERGY AUDITS CONDUCTED AND DESIGN COLLABORATIONS LED TO SIGNIFICANT IMPROVEMENTS IN CABIN DESIGNS, CULMINATING IN A **7-STAR RATING FOR RECENT CABINS** INSTALLED AT INGENIA HOLIDAYS SOLDIERS POINT, NSW.



Results

The new ‘Sandy’ cabins at Soldiers Point, which incorporate these design enhancements, have achieved a 7-star NatHERS rating. This rating signifies that the cabins are designed and built to be energy-efficient, with features such as high levels of insulation, optimal orientation for natural light and ventilation, and energy-efficient appliances and fixtures. With a 7-star rating, the cabin is likely to have lower energy bills, reduced carbon footprint, and provide a more comfortable living environment for our guests.

While there are no specific industry thermal performance standards for cabins, one of the audits conducted at Ingenia Holidays Townsville revealed that an older legacy cabin was estimated to be rated 1.9 stars. This low rating highlighted the need for improvement and paved the way for setting higher efficiency standards within the Holidays portfolio. Our collaboration with Prefabulous and insights from the energy audits have driven improvements in our cabin designs.

Design Alterations

We implemented several key design alterations to enhance the efficiency of the cabins:

1. **Improved Insulation:** We requested higher levels of insulation, which is crucial for maintaining a comfortable indoor temperature and reducing the need for heating and cooling
2. **Optimised Colour Specifications:** The cabins were designed using color specifications derived from the Net Zero cabin study to improve thermal reflection and further enhance energy efficiency
3. **Efficient Heating and Cooling Systems:** We incorporated modern, energy-efficient heating and cooling systems to ensure the cabins maintain a comfortable temperature with minimal energy use.

Energy and Emissions Overall Performance

Over the course of FY22 and FY23, we acquired 30 new communities, and since then we have continued to grow via development of new communities as the business focuses on asset creation. Our overall emissions disclosures reflects the impact of these acquisitions, greater data capture and completed developments, as well as our first two years of normal operations after COVID.

The table below captures our overall performance data on energy consumption and greenhouse gas (GHG) emissions for activities under our operational control. The data summary excludes assets under development as outlined in our emissions protocol (refer to Appendix A).

| Occupancy, Energy consumption and GHG emissions* | FY24 | FY23 |
|---|---------------|---------------|
| Number of Assets Reported | 86 | 90 |
| Nights Occupied | 3,365,483 | 3,432,608 |
| Electricity Usage (MWh) | 17,887 | 17,594 |
| Natural Gas (MWh) | 2,546 | 2,876 |
| LPG (MWh) | 4,295 | 4,402 |
| Scope 1 Emissions (tCO ₂ e) | 1,409 | 1,494 |
| Scope 2 Emissions (tCO ₂ e) | 12,755 | 13,130 |
| Total GHG Emissions (Scope 1 and Scope 2 (tCO₂e)) | 14,077 | 14,512 |
| Emissions Intensity (Scope 1 and Scope 2 (kg CO₂e/night)) | 4.2 | 4.2 |
| Resident Emissions (tCO ₂ e) - Scope 3 Emissions for Ingenia | 7,521 | 8,214 |

* Assets under development are excluded. See Appendix A for more information.

In FY24, we observed ongoing changes in our occupied nights, energy consumption, and greenhouse gas (GHG) emissions across our portfolio driven by the sale of assets, continued asset intensification across the holiday and rental assets, completion of new developments and additional data capture, particularly in relation to gas and LPG. The change in asset mix remains the key driver of outcomes. FY24 saw a reduction in overall Scope 1 and 2 emissions by 3% compared to FY23. This year also reflected:

1. The benefits of operating initiatives, including solar and LED.
2. Improvements in visibility in resident data.
3. **Electricity and Fuel Usage:** Electricity, Natural Gas and LPG consumption increased as we expanded our data capture and saw growth in occupancy across the business, leading to higher emissions.

These comparisons provide insight into the changing dynamics of our business and footprint over the course of a year, with more detailed analysis of individual assets assisting in our assessment of opportunities and outcomes.

Our next focus is reviewing our Emissions Pathway to reflect the significant change in the Group's asset base and focus, allowing us to refine our strategies and consider more targeted portfolio specific needs.

ENVIRONMENT

EMISSIONS AND ENERGY EFFICIENCY

Energy and Emissions Performance in Comparable Assets

To assist in tracking our progress towards our 2035 net zero carbon emissions from operations (Scope 1 and 2) goal, a medium term goal of a 30% reduction in Scope 1 and 2 emissions has been set using a 2019 baseline and comparable assets.

Pleasingly we have achieved an overall reduction of 18% across the 47 assets included in the baseline, despite an increase in occupancy and intensification of the holiday and rental assets. Reductions in Gardens (over 50% reduction in emissions), Lifestyle (over 30% reduction) and Rental (more than 45% reduction) have exceeded the target. While the occupancy in the holiday parks increased materially in the period (occupied nights up 22%), and the addition of new accommodation further increased energy use, pleasingly the intensity of these assets reduced 15%. Overall intensity reduced 26%. Further analysis of these individual assets and outcomes is providing insight into the benefit of actions taken to date and further opportunities to enhance outcomes.





ENVIRONMENT

Water

SAFE, SECURE, ACCESSIBLE AND AFFORDABLE WATER IS CRITICAL TO HEALTHY AND LIVEABLE COMMUNITIES.

Urbanisation, regional growth, and unpredictable weather patterns cause strain on water services. Extreme conditions like droughts, floods, and bushfires worsen these challenges, impacting communities significantly. Hence careful long-term planning for water services and their resilience is essential and is a key priority for Ingenia.

Our strategic approach to water management involves a focus on reducing potable water demand through efficiency and protecting waterways. We work to improve resilience, minimise runoff and erosion and maintain effective sewage management.

Water Resilience

Our climate exposure assessment supports us in identifying and prioritising those assets that are projected to be most exposed to different natural hazards including droughts, storms and floods. Where our assets are deemed to be particularly exposed, we undertake deep dive risk and resilience assessments which helps us better identify individual assets vulnerability to water related climate and weather events. Specialist consultants conducted **Adaptation and Resilience Assessments** on 16 assets and provided recommendations that will support greater asset climate resilience over time.

Water Management in Development

Our recently adopted Sustainability *Design Guidelines* also include a focus on water use and recycling and consider water resilience in planning. The Guidelines help to embed design thinking and action in the very earliest phases of our design processes, through to construction and operation. The Guidelines focus on a suite of sustainability issues with requirements around Water Sensitive Urban Design (WSUD), alternative water supply infrastructure, and detailed future climate plans all contributing to improving the resilience of our future communities to water-related shocks.

These Guidelines will support the delivery of projects targeting Green Star ratings.

Specific initiatives such as installing real time water monitoring and data capture and requirements for highly efficient taps, toilets, showers and appliances are a valuable, relatively simple addition to all new development projects. Identifying appropriate rainwater harvesting and storage tank designs, that are cost efficient and easy to maintain, remains an ongoing challenge for our small lot sizes and local planning setback requirements. We are also continuing to look for technologies that deliver necessary water management, treatment, natural habitat and visual amenity without costly delivery and ongoing maintenance burdens.



Water Performance

Throughout the past year, we have significantly improved our data capture processes. We restated our FY23 baseline to reflect a more accurate representation of our water consumption, and we established a process to automate data collection. This has been complemented by the ongoing deployment of water meters across our new assets, which will greatly enhance our data management capabilities.

The table below provides an overview of water consumption data from 76 assets. Moving forward, our focus will be on expanding data collection efforts and improving data coverage in the upcoming year. This dataset will offer insight into our effort to increase efficiency and resilience in managing water resources as we review opportunities and refine our strategy and objectives.

| ASSET TYPE* | FY24* | | FY23* | |
|-------------------------------|-------------------------------|------------------------|-------------------------------|------------------------|
| | FY24 POTABLE WATER USAGE (KL) | NO. OF ASSETS REPORTED | FY24 POTABLE WATER USAGE (KL) | NO. OF ASSETS REPORTED |
| INGENIA GARDENS | 75,455 | 22 | 93,004 | 24 |
| INGENIA HOLIDAYS | 208,185 | 12 | 155,757 | 11 |
| INGENIA LIFESTYLE | 129,181 | 12 | 164,509 | 13 |
| INGENIA RENTALS | 224,299 | 9 | 143,715 | 8 |
| MIXED USE LIFESTYLE/ HOLIDAYS | 321,504 | 15 | 194,431 | 14 |
| INGENIA FUND | 58,775 | 6 | 60,690 | 6 |
| TOTAL | 1,017,400 | 76 | 812,106 | 76 |

* FY23 data has been restated to include information that was initially not captured due to unavailability of data. FY24 data includes estimated usage where invoices were not available. Excludes assets under development.

Water Strategy

LOOKING FORWARD, WE ARE FOCUSED ON **CONTINUING TO BUILD OUR UNDERSTANDING OF HOW WATER IS USED ACROSS OUR OPERATIONAL ASSETS** AND IDENTIFYING CLEAR OBJECTIVES AND ACTIONS TO ENHANCE WATER RESILIENCE AND EFFICIENCY.

As we enhance our understanding, we will continue to develop our water strategy to support and improve the way we address water efficiency, water supply, on site water management, and resilience of our communities, across our operations and future developments. We will also continue to evolve our Climate Strategy which seeks to address the impact of climate change in relation to drought and water availability, storm impacts, and floods.

Key initiatives include:

- We have engaged with various Councils and Water Authorities across NSW to install new Gateway metre technology that helps to better monitor water usage and take part in studies on this data.
- Review our community water usage data and consider drivers of water use
- Continue to research and understand current and future water scarcity across the regions in which we operate
- Continue to identify opportunities for water efficiency and use of alternative water supplies
- Continue to monitor water management best practice and innovation opportunities.

More can be found in our [Environmental Policy](#).



Q CASE STUDY

Water monitoring pilot at three Holiday Parks in NSW

THE WATER MONITORING PILOT AT THREE HOLIDAY PARKS INVOLVED USING AN **ENHANCED WATER MANAGEMENT PORTAL** TO GAIN INSIGHTS INTO USAGE AND LOSSES.

The water monitoring pilot at three holiday parks involved using an enhanced water management portal to gain insights into usage and losses. Key features included demand management, leak and excess use alerts, and improved maintenance. The customisable portal allowed parks to tailor data views for optimal decisions. Consequently, the parks achieved better water control, timely resolution of identified issues, and improved operational efficiency.

Q CASE STUDY

Ingenia Lifestyle Chambers Pines

A 25,000-LITRE RAINWATER HARVESTING TANK HAS BEEN INSTALLED TO PROVIDE WATER IN THE CLUBHOUSE AT INGENIA LIFESTYLE CHAMBERS PINES.



This initiative reduces town water consumption for the site and is estimated to provide six weeks' worth of water for irrigation in the event of a drought.

Waste Management

INGENIA IS COMMITTED TO **PROGRESS TOWARDS A CIRCULAR ECONOMY MODEL**, DRIVEN BY SUSTAINABLE WASTE MANAGEMENT SOLUTIONS.

At Ingenia, our waste management strategy includes collection, segregation, recycling, and disposal. Waste is generated from our parks, communities and through our development process. We strive to adopt measures across our portfolio with an aim to minimise waste generation at our sites and enhance our landfill diversion pathways.

Our waste management contractors support us with the waste data compilation across our operations, which provides insight into the decision-making process for improving our overall environmental footprint.

We continue to pursue waste reduction solutions, new beneficial uses of waste, and recycling options for our residents and our own operations.

Over the past year, we focused on:

- Working together with waste management contractors and consultants to better understand our environmental impact and identify efficiency opportunities.
- Addressing data gaps, with the implementation of an online form for waste reporting and data capture. This form, accessible via a QR code on mobile devices, facilitated easy recording and submission of waste data by our teams. Consequently, our data capture has significantly improved. Furthermore, we introduced incentives to encourage accurate and comprehensive data submission by the team.
- Engaging residents to support our efforts, with the provision of compost bins on facilities, worm farms or veggie gardens to encourage organic waste recycling.
- Continuing to improve our waste diversion via initiatives such as container deposit schemes, garden beds, mattress recycling, composting and recycling efforts by residents.
- Each Lifestyle community across NSW & Vic has a tailored waste strategy established in partnership with Ingenia and local providers to ensure that we are supporting localised waste diversion and recycling initiatives available in the area within our communities. i.e reading glasses, old mobiles, batteries, bottle lids.

WE HAVE SEEN SOME INCREDIBLE WASTE DIVERSION RESULTS IN OUR PARKS. BY SWITCHING FROM MINI TUBES TO LARGE REFILLABLE BOTTLES IN OUR BATHROOMS, **WE HAVE REDUCED THIS PLASTIC WASTE BY 40%** RESULTING IN A COST SAVING OF 18%.



The table below presents waste data for our asset portfolio. In FY24, we observed a positive shift in our waste management outcomes compared to FY23. While the number of assets reported remained consistent at 90, the total waste recycled increased by 14% from 938 tonnes in FY23 to 1,072 tonnes in FY24. This improvement led to an increase in the waste diversion rate from 20% to 22%.

Despite an increase in landfill waste, rising by just 1% from 3,990 tonnes in FY23 to 4,023 tonnes in FY24, the overall waste management performance has improved. Key factors contributing to this progress include:

- The refinement of our data capture processes, ensuring more accurate reporting
- The deployment of additional waste meters across new assets, enhancing data accuracy
- Continued efforts to improve recycling programs and resident engagement.

These improvements reflect our ongoing commitment to reducing the environmental impact of our operations through more effective waste management strategies.

| Waste Data - Total tonnes by Type | FY24 | FY23 ¹ | FY22 | FY21 | FY20 |
|------------------------------------|-------|-------------------|-------|-------|-------|
| No of Assets Reported | 90 | 90 | 87 | 82 | 65 |
| Energy Recovery | 92 | 92 | 77 | 111 | 160 |
| Landfill | 4,023 | 3,990 | 3,660 | 3,151 | 3,336 |
| Recycling | 1072 | 938 | 803 | 650 | 602 |
| Diversion % (Tonnage) ² | 22% | 20% | 19% | 19% | 19% |

1. The data for FY23 has been restated to reflect the inclusion of data that was not captured last year.

2. Average. The data does not capture all sites as waste in some assets are collected by alternate providers that do not record data. We are in the process of enhancing our data capture.

Q CASE STUDY

Ingenia Holidays Avina

- Implementation of a successful container deposit scheme initiative - the Return and Earn container cage installed at Ingenia Holidays Avina in late FY24, positioned near the new BBQ area, can hold up to 10,000 bottles and cans, which will boost diversion rates. This placement ensures maximum utilisation and contributes to effective waste management
- The roads at Ingenia Holidays Avina were upgraded in collaboration with Stabilised Pavements Australia (SPA), a company specialising in fast, cost-effective, and environmentally sustainable pavement construction, rehabilitation, and maintenance solutions. The upgrades included pavement recycling and in-situ stabilisation, which resulted in significantly reduced truck movements on local roads, decreased greenhouse gas emissions, and reduced use of natural resources.



ENVIRONMENT

WASTE MANAGEMENT

Our community managers and residents have created these fantastic spaces for collecting and recycling items that are not easily recycled.



Ingenia Lifestyle Plantations



Ingenia Gardens Hertford



Ingenia Lifestyle Parkside

The residents of Ingenia Lifestyle Parkside run a container collection initiative. The money collected is used for the community's social club.

Resident Engagement

In collaboration with our waste contractor, the team delivered a series of one-hour resident engagement sessions across all Ingenia Gardens sites in Victoria. These sessions educated residents on common waste streams and proper bin usage through visual aids and open discussions.



Creating Sustainable Communities

WE ARE FOCUSED ON ENSURING THAT OUR FUTURE DEVELOPMENTS REPRESENT **SUSTAINABLE AND RESILIENT COMMUNITIES**.

Recognising that our greatest opportunity to influence environmental outcomes lies in the creation of new communities, we have established minimum sustainability expectations and practices for environmental management. These efforts involve:

- Setting strategies and pathways towards carbon neutral communities
- Implementing waste and energy reduction strategies
- Ensuring compliance with environmental regulations
- Cultivating a culture of stewardship among our employees.



Image: Ingenia Lifestyle Archer's Run, NSW

ENVIRONMENT

CREATING SUSTAINABLE COMMUNITIES

Our journey towards creating more sustainable communities

2020 - 2021

Participation in the GBCA Green Star for Early Homes Access Program

- Continued construction on Ingenia Lifestyle Chambers Pines with electric homes and solar on community facilities only
- Committed to a Net Zero Operation by 2035 (Scope 1 and Scope 2)
- Progressed construction on our first project featuring solar panels on homes - Ingenia Lifestyle Latitude One.

2022

All-electric homes at current and future projects

- First battery installation at Hervey Bay
- Registered Ingenia Lifestyle Fullerton Cove for Green Star - Communities rating
- Electric charging stations at all future communities
- Progressed the clubhouse at Ingenia Lifestyle Parkside with Best Practice Built Environment Sustainability Scorecard (BESS) Assessment.

2023

Commenced construction on Beveridge community targeting 261 Green Star Homes and Green Star - Communities rating

- Created Development Energy Strategy & Guidelines for future developments
- First homes settled at Ingenia Lifestyle Natura with >4 kW solar and 3,000L water tanks on 7-star NatHERS rated homes
- Registered upcoming community in Bargara, for Green Star - Communities rating
- First installation of geothermal heating and cooling at Nature's Edge, QLD.

2024

Submitted 9 home designs for Green Star Homes design certification - Beveridge community

- Current projects were benchmarked against the Sustainability Design Guidelines
- Completed installation of geothermal heating and cooling at Ingenia Lifestyle Nature's Edge
- Installed a 25,000L water tank at Ingenia Lifestyle Chambers Pines
- Registered 600+ home Archer's Run community at Morisset for Green Star - Communities rating.

In seeking to embed our sustainability focus across the Group, a range of initiatives were progressed. These initiatives form the foundation for longer-term improvements in portfolio resilience and overall business sustainability as new communities reflect our commitment to creating a positive impact. Progressing these initiatives will also support the continued evolution of our policies, standards and goals.



Sustainable Design for land lease development

Our Sustainable Development Guidelines (SDG)

address various ESG issues. For **Energy and Carbon**, future developments will aim for carbon neutrality through renewable energy, passive solar design, and energy-efficient fixtures and appliances. For **Water**, our goal is to implement sustainable urban practices, reduce pollution runoff, and lessen reliance on potable water. In **Recycling and Waste Management**, we prioritise on-site practices to minimise landfill waste and promote recycling and repurposing. Our **Materials standards** explore eco-friendly selections. We are committed to **Climate Adaptation and Resilience** by integrating strategies to minimise climate risk. We also seek opportunities in **Nature and Biodiversity** conservation and **Reconciliation** with First Nations communities. Additionally, we engage with our supply chain to mitigate the risk of **Modern Slavery**.

These guidelines ensure we are identifying and responding to key sustainability-related risks and opportunities during design and development of new communities. The guidelines include requirements for new projects to contribute to achieve our Net Zero targets and to identify and respond to key current and projected material climate issues.

During the year, all current projects were benchmarked against the Guidelines to identify design and delivery barriers and opportunities across the portfolio. The review highlighted significant progress toward our Net Zero target in

new developments, focusing on electrifying communities, incorporating LED lighting in homes, streets, and community facilities, integrating solar PV, EV charging infrastructure, smart metering, and heat pumps.

Many existing projects are integrating passive building design options, including consideration of orientation, natural breezeways and shading, and achieving 7-star NatHERS thermal performance ratings for home designs. Opportunities through design and delivery of new projects include creating more opportunities to foster social connections, implementing strategic climate resilience initiatives such as fire-resistant landscaping and low-maintenance shade trees, and using innovative materials in our community spaces and landscaping designs. Continuing to explore leading technologies, improved efficiency and opportunities to scale our sustainability initiatives will continue to improve health, wellbeing, operating cost and environmental performance while driving down capital and delivery costs.

We also launched a Sustainability Exchange during the year, supporting key team members across development and operations, to share best practices. The group is focused on continued improvement and effectiveness of our Sustainable Design Guidelines and working closely with our development and operation teams to implement initiatives into new and current projects, while understanding management and maintenance implications once our projects become operational.



Green Star Ambition

We operate in an emerging sector where there have been limited opportunities to adopt industry wide standards. After consideration of our development needs, we have chosen to work with the Green Building Council of Australia and utilise the Green Star ratings system which provides a holistic and robust sustainable design framework for large scale community and home development. We chose to adopt this standard in three current community developments as it is consistent with our ESG objectives and provides a clear and recognised framework for not only the completed community but the development process as well.

- Fullerton Cove, NSW – targeting a six-star Green Star - Communities rating**
 Element at Fullerton Cove has commenced construction, with first homes settled in 2024
- Bargara, QLD – targeting Green Star - Communities rating**
 Drift at Bargara commenced in 2023, with the beach-front location providing a perfect backdrop for this new community
- Beveridge, VIC – targeting Green Star - Communities and Green Homes**
 Beveridge is the first development in Australia to commit to all Green Star Homes, with 261 homes to be constructed at this site. During this year we achieved milestones on our Green Star Homes commitments with certification applications submitted to the GBCA for nine home designs. To achieve a Green Star Homes certification, homes must be designed to be energy efficient, powered by renewables and climate resilient.

ENVIRONMENT

CREATING SUSTAINABLE COMMUNITIES



Geothermal installation at Ingenia Lifestyle Nature's Edge

We are consistently pursuing innovative solutions for our new communities, and geothermal energy is now operational at Nature's Edge and is heating and cooling the recently opened community facilities. The advantages of geothermal systems include reduced running costs, significantly lower noise levels, and a minimised external equipment footprint, making them a versatile choice for various building designs.

We are installing a second geothermal system at Ingenia Lifestyle Element at Fullerton Cove.

Biodiversity

Property development in the Australian context is required to consider impacts on locally, regionally, nationally and internationally significant biodiversity and nature through tightly controlled local, state and federal government planning and development regulations.

The legislative framework governs our approach to the preservation of natural ecosystems across our developments. Planning regulations call in specific threatened species and waterway protection regulations and planning instruments, which are considered at zoning and rezoning, development of Local Environmental Plans (LEPs), and during consideration of development applications. Each stage includes requirements to consider the significance, quality and abundance of significant species and communities in terrestrial and aquatic environments, and the potential for onsite and offsite impacts on habitat. All proposals require supporting investigation by qualified ecologists. Where significant biodiversity is identified and assessed through a development application process, the outcome will generally result in conditions of consent that incorporate requirements related to protection and restoration, offsetting, ongoing planning control, ownership and/or management.

We are focused on evolving our approach to biodiversity and nature-related risks as we consider emerging practices and the work of the Taskforce on Nature-Related Financial Disclosures (TNFD) in upcoming years.










Image: Ingenia Lifestyle Nature's Edge, QLD

Social



OUR PURPOSE IS TO BUILD BELONGING,
MAKING INGENIA'S COMMUNITIES
AND SITES A PLACE WHERE THERE
IS **A SENSE OF CONNECTION,
ENGAGEMENT, AND COMMUNITY.**

FY24 Summary

| FOCUS AREA | FY24 ACTIONS | NEXT STEPS |
|--|--|--|
|  <p>Our People</p> | <ul style="list-style-type: none"> Offered leadership programs - Inspire, and Elevate with great success | <ul style="list-style-type: none"> Continue to invest in Leadership Programs to build a constructive culture and inspirational leaders Investment into developing great Park and Community Managers |
|  <p>Health, Safety and Wellbeing</p> | <ul style="list-style-type: none"> Completed transition to a new user-friendly recruitment, on-boarding, performance, learning, and payroll portal Implemented 'Injury Information Packs' across all sites and conducted workers' compensation training sessions Conducted site preparedness inspections, developed checklists ahead of fire and flood season, reviewed site bushfire/flood zones, and engaged a third-party consultant to review and strengthen our Emergency Management Plan. | <ul style="list-style-type: none"> Introduce our new recognition program through the portal Establish a simple, unified onboarding process for all vendors (contractors and suppliers) using Beakon, eliminating the need for paper documents Ensure all high-risk contractors and consultants are onboarded through Beakon with all required compliance documents provided, approved, and available. |
|  <p>Diversity and Inclusion</p> | <ul style="list-style-type: none"> Ranked #1 for women in executive leadership roles in the real estate sector (CEW ASX200 Senior Executive Census, 2023) Published Ingenia's first 2023 Gender Pay Gap Statement. | <ul style="list-style-type: none"> Continue to focus on our diversity program and creating employment opportunities for all Continue to monitor and disclose our gender pay gap. |
|  <p>Our Customers</p> | <ul style="list-style-type: none"> Expanded the Ingenia Connect program - supports over 1,700 residents Continue to design and build to 'age in place' and support health and wellbeing of our residents with our new clubhouses. | <ul style="list-style-type: none"> Ingenia connect: Continued focus on supporting our residents and working with our strategic partners Continue efforts to support community, inclusive experiences, and meaningful connections. |
|  <p>Local communities</p> | <ul style="list-style-type: none"> Increased volunteering opportunities and continued charitable contributions - \$120,000 Continued partnership with Ronald McDonald House Charities Australia for the seventh year Launched our Vision for Reconciliation during National Reconciliation Week (NRW) as a key step to progressing our RAP. | <ul style="list-style-type: none"> Continue to enhance community support through the Giving Policy, broadening activities around existing partnerships and building local connections through volunteering Broaden activities around ongoing partnerships Progress Reconciliation Action Plan (RAP). |

Our People

AT INGENIA, OUR **EMPLOYEES ARE AT THE HEART OF OUR BUSINESS**. THEY PLAY A CRUCIAL ROLE IN EXECUTING OUR STRATEGY AND DELIVERING VALUE TO OUR CUSTOMERS AND SECURITY HOLDERS. OUR CULTURE IS OF UTMOST IMPORTANCE TO US.

We are dedicated to creating a work environment that is both high-performing and inclusive, where individuals can bring their authentic selves to work and feel secure, supported, acknowledged, empowered, and motivated to excel. Our three foundational strategic people pillars guide our approach to success.



1

We recognise that **people are our competitive advantage**. Our greatest strength lies in our talented and dedicated team. By investing in our people, nurturing their skills, prioritising workplace safety, and creating a supportive environment, we harness their potential as a powerful competitive advantage.



2

We **amplify our cultural path**. Our commitment to a strong and ethical organisational culture is at the core of our identity. We strive to amplify this cultural path, ensuring that our values, beliefs, and principles are not only understood but lived by every member of our organisation. This includes amplifying our safety culture.



3

We **process our way to efficiency**. Efficiency is key to achieving our strategic goals. We focus on refining and optimising our processes to drive productivity, improve customer experience, foster innovation, and enhance overall effectiveness, enabling us to deliver exceptional results for our stakeholders.

By integrating these pillars into our core practices, we are committed to investing in our employees, enabling them to forge successful careers and evolve with our organisation.

NUMBER OF EMPLOYEES*

1,247

FEMALE EMPLOYEES*

67.4%

* Based on headcount. Includes CEO, excludes directors.

Learning, Development and Leadership



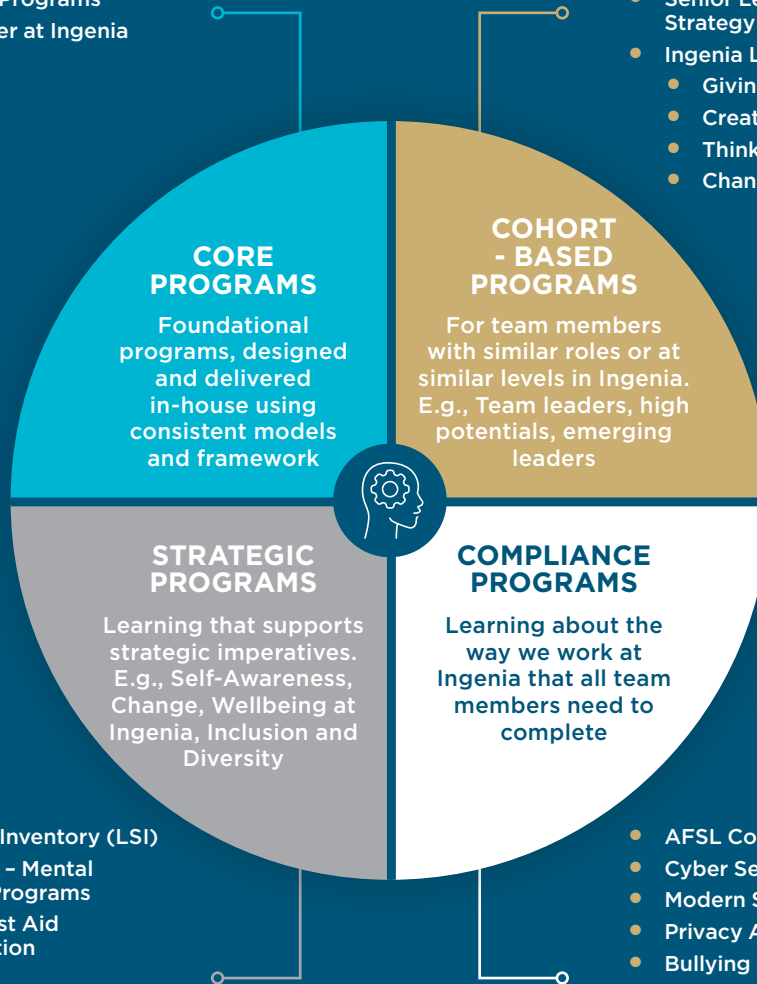
The Learning, Development, and Leadership framework at Ingenia has been designed to support and align with our business goals and objectives. This is delivered through several key strategies: enhancing performance, culture, and capability to future-proof our skill needs; fostering internal talent growth and succession planning; addressing skill gaps and emerging needs; and progressing standards within the business to ensure compliance with health, safety, and environmental (HSE) requirements, and risk management protocols.

Aligned with the framework, we provide employees with a suite of courses that build skills in support of core competencies and strategies.

The Learning programs we offer at Ingenia.

- Welcome to Ingenia
- Induction Programs
- Your Career at Ingenia

- Elevate Leadership Program
- Senior Leadership Team - Driving Strategy and Performance
- Ingenia Learning Moments:
 - Giving and Receiving Feedback
 - Creating Meaningful Goals
 - Thinking on Your Feet
 - Change Management Masterclass



- Life-Style Inventory (LSI)
- Wellbeing - Mental "Health" Programs
- Mental First Aid Accreditation

- AFSL Compliance Program
- Cyber Security Awareness
- Modern Slavery Act Awareness
- Privacy Awareness in the Workplace
- Bullying and Harassment
- Ingenia Policies & Procedures
- Your Safety at Ingenia
- Fire and Emergency
- Manual Handling
- Hazardous Chemicals



FY24 Elevate program participants

Following the insights gained from the FY23 programs, Strive and Empower, we refined our approach and introduced a new leadership program in FY24 - Elevate. This program built leadership capability through a structured learning framework, cultivated self-awareness, accountability, and a deep understanding of Ingenia's leadership principles. The program emphasised the importance of feedback, collaboration, and communication, strengthening team relationships and driving innovation. We were pleased to see the 14 participants commit to the program structure, align their personal development goals, apply their learnings to real-world scenarios, and actively engage in networking and continuous learning.



Employment Highlight

IN FY24, WE TRIALLED A **DIFFERENTLY ABLED EMPLOYMENT PROGRAM** WITH CHESS.

CHESS is a not-for-profit organisation founded in 1995. It serves the Coffs Harbour, Clarence, and Kempsey regions of NSW. CHESS is funded by the Department of Social Services to provide Disability Employment Services and Personal Helpers and Mentors Services.

In October 2023, Dean joined the team through CHESS as a Casual Gardener at Ingenia Gardens in Coffs Harbour, working 15 hours per week.

Open about his disability, Dean has been warmly embraced by both the community and residents. The trial period has been a great success, and Dean has quickly become an invaluable member of the team. Ingenia Gardens, which has historically outsourced its gardening services, has significantly reduced outsourcing thanks to Dean's efforts. As a result, the gardens are in their best condition.

Dean's Testimonial: *"I love coming to work because everyone is friendly and has made me feel welcome. I enjoy making changes to the gardens and seeing the improvements I have made. I love my work."*

Sandra, Community Manager: *"Dean is conscientious, a hard worker, and very friendly. He gets along well with all the residents and staff. Since he started at Coffs Harbour, he has been gradually revitalising our gardens. The village looks much better thanks to his efforts."*

Dean's story highlights the positive impact of a differently abled employment program and the meaningful contributions individuals with different abilities can make to their communities. This trial has provided important learnings for our teams and will enhance future programs.

Employee Benefits

INGENIA OFFERS A **SELECTION OF BENEFITS TO ITS EMPLOYEES** WHICH ARE CONSISTENT BETWEEN FULL AND PART-TIME STAFF, WITH THE LATTER BEING PRO-RATA.

Our employee benefits seek to support our team both professionally and personally and include the benefits outlined in the table below:



Performance, Recognition and Awards

We have a defined performance measurement framework and regular reviews to establish and evaluate individual goals. This framework serves as a critical tool for tracking employee progress, aligning their efforts with our strategic objectives, and promoting a culture of accountability and excellence. This year our teams had KPIs around 'Safety and Risk', 'People', 'Innovation and Strategic' and 'ESG-Driving Sustainability'.

The 'Happy Days' platform is an online communication tool accessible to all staff, including site-based employees, providing regular updates and facilitates employee reward and recognition, including peer-to-peer recognition. In FY25, a new recognition program was introduced on Tribe, our recently launched HR portal. The program provides:

- **Tenure-based** recognition
- **Employee of the Month** awards (\$1,500 monthly)
- **SO Awesome Award** (\$5,000 annually).

Additionally, spot awards are encouraged for exceptional performance, and peer-to-peer recognition through team events, shout-outs, thank-you cards, and public recognition via announcements, newsletters, and social media.

Ingenia Recognition Principles



SO Awesome award - in honour of Ingenia's founding CEO, Simon Owen, who leaves a legacy of going above and beyond in serving the customer, this award is offered to a team or individual who has demonstrated exceptional outcomes in service or innovation to our residents, guests or internal customers.

The inaugural SO Awesome Award recognised the exceptional service and contribution of a team. The Ingenia Connect team was recognised for the positive difference they make in the lives of residents and their families, and the invaluable support they provide to their colleagues and peers



SOCIAL

OUR PEOPLE

Remuneration and Performance Management

Employee Performance Management

We emphasise promoting appropriate remuneration policies and practices while delivering clear and transparent communication of remuneration arrangements.

The Group's Remuneration Policy aims to ensure remuneration properly reflects the person's duties, responsibilities, experience and is competitive in attracting, retaining, and motivating high calibre people.

Consistent with this commitment, the Remuneration and Nomination Committee (RNC) undertakes regular reviews of the remuneration frameworks and engages with internal management and external advisors and makes recommendations to the Board.

The Board is ultimately responsible for decisions regarding remuneration arrangements.

Employee Performance and Reward

We aim to achieve and deliver outcomes that strongly align the interests of our employees and security holders. Our remuneration approach is structured to attract suitably qualified candidates, reward the achievement of strategic objectives, and achieve the broader outcome of long-term value creation for security holders.

The remuneration structures consider a range of factors, including the following:

- market benchmarking based on the scope of the role
- the Board's view of strategic priorities (balancing short-term and long-term performance)
- level of experience and contribution to the business (flight risk, replaceability, succession planning)
- the desire to motivate, retain and reward staff for high performance
- expectations of stakeholders including investors, staff, and regulators.

Our executive remuneration program reflects various components aimed to achieve both short and long-term growth and financial and non-financial aspects of performance.

Key components of our remuneration programs are:

- **Total Fixed Remuneration**
Fixed remuneration is benchmarked to comparable market roles to be fair and competitive
- **Short-Term Incentives**
STIs are measured over the financial year and awarded to eligible participants based on company and individual performance
- **Long-Term Incentives**
LTI grants are made to eligible participants to build and develop long-term alignment with security holders' interests, focusing on overall financial outcomes of the Group.

To strengthen our focus on sustainability, remuneration also considers Safety and Risk Management and ESG objectives.

A 'Grant of Ingenia Communities Group Securities' (value between \$500-\$1000) has been made available to eligible employees annually since FY18 through the Ingenia Valued Employees Share Take-up Plan (INVEST Plan), designed to recognise employees' contribution and enhance alignment with investors.

Further information regarding Executive and Director remuneration can be found in the Remuneration section of the Ingenia Communities Group Annual Report.



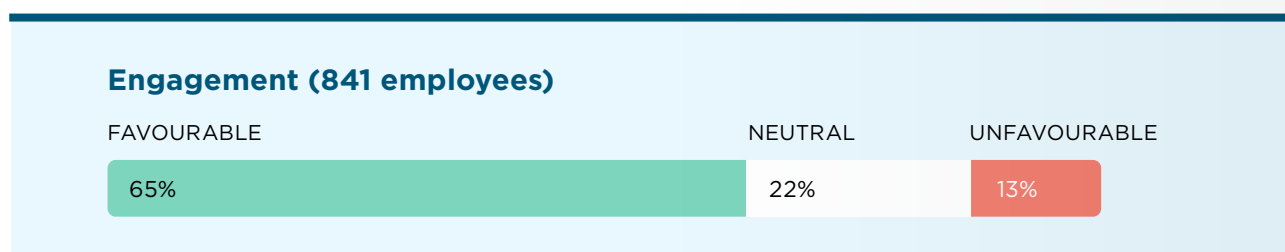
Employee Engagement

Regular employee engagement surveys serve as an indicator of the level of engagement of our team and provide insights and feedback on a range of topics. Insights from the survey are shared with the whole business (and the Board) and are utilised by management to identify areas of improvement and future needs.

| Financial year | FY24 | FY23 | FY22 |
|-------------------------------|------|------|------|
| Engagement score | 65% | 65% | 74% |
| No of participating employees | 847 | 818 | 710 |

Highlights from the FY24 survey

We ran an in-depth employee engagement survey 'Your voice' in FY24, completed by more employees this year 841 (FY24) in comparison to 818 (FY23).



The survey was conducted during a period of significant change for the Group, as the transition was made from the Group's founding CEO to a new CEO, who commenced in April 2024. While participation pleasingly remained high, the overall engagement score was largely the same. The survey provided valuable insights, highlighting both positive trends and opportunities for improvement:

- 80% of respondents believe that employee wellbeing and safety is a priority at Ingenia
- 80% feel they can be their authentic selves at work
- 82% have the training and resources needed to work safely
- 80% agreed that we understand and meet the needs of our customers
- 82% feel that their managers genuinely care about their wellbeing.

Our opportunities for growth include:

- Demonstrating clearer actions based on the survey results
- Improving recognition and reward programs
- Enhancing systems and processes for more effective work.

These insights provide valuable guidance as we continue to enhance our workplace and ensure its inclusivity and effectiveness.

To gain deeper insights into employee perceptions, we introduced three new survey questions in FY23, focusing on Ingenia's engagement with various stakeholders. These questions assessed our connection with local communities, our commitment to sustainability in decision-making, and our active approach to collaborating with Aboriginal and Torres Strait Islander communities. We observed a positive trend, indicating that:

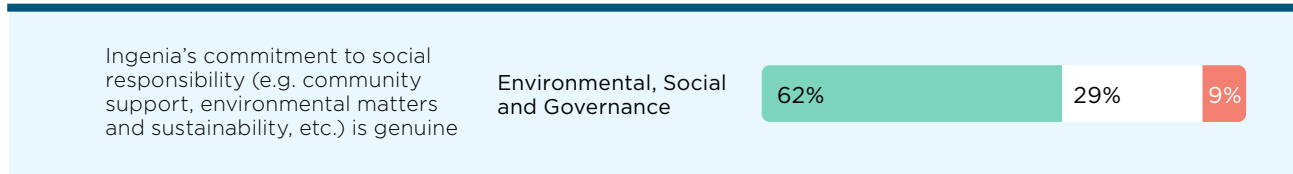
- Employees felt Ingenia allows them to make a positive difference in local communities
- Ingenia is taking an active approach in working with Aboriginal and Torres Strait Islander peoples.

These results were positive and aligned to the Group's purpose to 'build Belonging' as well as the significant progress towards our first Reconciliation Action Plan where engagement across the business and input from our teams have been key to our approach.

SOCIAL

OUR PEOPLE

There was a slight (1%) decrease in the perception that Ingenia's commitment to social responsibility (e.g., community support, environmental matters, and sustainability) is genuine.



In response to the opportunities identified, we have taken several actions, including:

- Continuing our journey towards a Reconciliation Action Plan (RAP)
- Improving our recognition program
- Implementing cyber security measures
- Investigating new technology systems for implementation across the business.

These initiatives demonstrate our commitment to addressing the opportunities for growth and continuing to improve our workplace environment.



Image: Ingenia Rental Chambers Flat, QLD



SOCIAL

Health, Safety and Wellbeing

WE AIM TO **CREATE AND MAINTAIN SAFE AND HEALTHY ENVIRONMENTS**, ENSURING THAT THE OPERATIONS OF THE GROUP ARE CONDUCTED IN A MANNER WHICH SAFEGUARDS THE HEALTH AND WELLBEING OF OUR TEAMS, RESIDENTS, GUESTS, CONTRACTORS AND OTHER VISITORS TO OUR COMMUNITIES.

As a company operating in the property management space, the health and safety of our people is of paramount importance and as our development increases across the Group, we are continuing to put measures and policies in place to ensure the occupational health and safety of our workforce.

Relevant executive, staff and site managers have role-specific KPIs which are related to health and safety, reinforcing the importance of our health and safety framework.



OUR DEDICATED HEALTH, SAFETY AND ENVIRONMENT TEAM IS RESPONSIBLE FOR:

- 1 PROVIDING SUPPORT**
and training to on-the-ground-teams
- 2 IDENTIFYING AND MITIGATING**
health and safety risks
- 3 PROVIDING RESOURCES**
and processes to address risks to health and safety
- 4 ENSURING COMPLIANCE**
with relevant legislation
- 5 ENSURING CONTRACTORS WHO HAVE OPERATIONAL CONTROL OF DEVELOPMENT ACTIVITY**
hold appropriate accreditation standards for safety, environment and quality and are appropriately inducted on work practices required at our sites
- 6 RESPONDING TO ANY ISSUES**
in a timely manner and reporting to management and the Audit, Risk and Sustainability Committee.






In FY24, the HSE Team undertook several key initiatives to enhance safety and compliance across the business:

- Injury Management Improvements:** Implemented 'Injury Information Packs' across all sites, developed and distributed injury management guides, and conducted Workers Compensation training sessions to enhance injury management skills
- Training and Collaboration:** Launched site-based group training sessions with the HR team for frontline operational team members and introduced monthly Beakon training sessions to improve proficiency in Incident Reporting, Injury Management, and Safety Observations
- Compliance Registers and Auditing:** Implemented new compliance registers for the development team to maintain compliance requirements for Development Projects, reducing manual recording and enabling automatic reminders
- Emergency Management Enhancements:** Conducted site preparedness inspections, developed checklists ahead of fire and flood season, reviewed site bushfire/ flood zones, and engaged a third-party consultant to review and strengthen our Emergency Management Plan.

In FY25, our main initiative is the Beakon-Medius collaboration project between HSE and Accounts Payable.

THE MAIN GOALS OF THE PROJECT ARE:

-  Establishing a simple, unified onboarding process for all vendors (contractors and suppliers) using Beakon, eliminating the need for paper documents
-  Ensuring all high-risk contractors and consultants are onboarded through Beakon with all required compliance documents provided, approved, and available
-  Improving visibility for internal users by providing full transparency over compliant suppliers and contractors and simplifying the internal onboarding process to a single-step registration link.

SOCIAL

HEALTH, SAFETY AND WELLBEING

As we move forward, we remain dedicated to further enhancing our HSE practices, aligning them with our organisational goals, and focussing on a culture where safety is everyone's responsibility.

More information on our work health and safety performance can be found in the 'Health and Safety Data' tables within Appendix C.



Safe Work Month 2023:

In October, the HSE Team successfully led the implementation of National Safe Work Month, reinforcing our collective commitment to workplace safety. **The 'I Work Safe Because...'** campaign was highly successful, highlighting employees' motivations for safety and fostering a strong safety culture within the business. Weekly activities included safety-themed competitions, informal safety discussions, health and wellness initiatives, and focused toolbox talks. Our efforts resulted in heightened safety awareness, improved hazard reporting, and a stronger sense of community and collective responsibility. These initiatives made National Safe Work Month impactful, reinforcing our safety culture and dedication to a safe workplace.



Safety inspections and conversations with the Ingenia Holidays Rivershore team and HSE team.



The operations teams in Victoria held their first Health, Safety and Environment and People & Culture workshop at Ingenia Holidays Queenscliff. The workshop enabled teams from various sectors to focus on safety, culture, and networking.

Wellbeing

Our success depends on our employees, who drive our strategic vision, manage our operations, and create communities. Their holistic wellbeing is of critical importance.

Over FY24:

- We continued to promote access to the Employee Assistance Program (EAP), which gives employees and family members free access to professional, confidential coaching and support for their mental health, financial and wellbeing needs
- We further strengthened support to our employees with an employee health and wellbeing portal with access to education, support and tools to help them live a healthier and happier life
- We offer initial support to co-workers who may experience a mental health crisis through Accredited Mental Health First Aiders.

SOCIAL

Diversity and Inclusion

WE UNDERSTAND THE POWER OF DIVERSITY IN DRIVING EXCEPTIONAL OUTCOMES. WE FOCUS ON AN INCLUSIVE WORKPLACE EMBRACING THE STRENGTHS OF A DIVERSE WORKFORCE, WHERE EVERY INDIVIDUAL FEELS VALUED, RESPECTED, AND SAFE.

We celebrate the unique qualities of each person's identity, including factors such as age, cultural background, disability, ethnicity, gender identity, marital or family status, religious belief, sexual orientation, and socio-economic background.

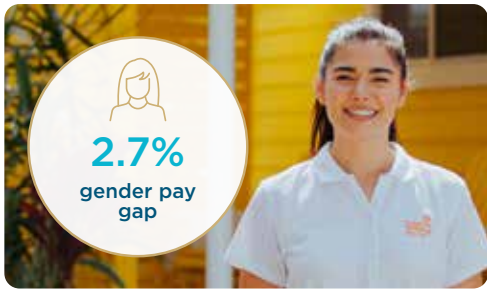
Our team has a pivotal role in building an environment where every voice is heard, different perspectives are valued, and every individual feels respected. Our updated Diversity and Inclusion (D & I) policy serves to promote and sustain a workplace that thrives on diversity, inclusion, and mutual respect.

Our Diversity and Inclusion policy, endorsed by the Board outlines three current priorities:

- **Focus on Gender – our aspiration is a fair and equitable workplace where there is equal access to opportunity to develop and succeed:**
 - Continue to reflect the HESTA gender representation targets of 40% male, 40% female and 20% either for Board and Executive composition
 - Maintain gender pay equity, through thoughtful consideration of pay parity in every pay decision, within the WGEA acceptable standard of + or - 5%
 - Build the talent pipeline to assist our people in developing the skills and experience needed to progress within the organisation achieving an internal promotion rate of >10%.



- **Inclusion of Diverse Perspectives – building a shared understanding and ownership of inclusion at all levels, ensuring diversity of thought and experience are fully utilised:**
 - Provide diversity and inclusion education, training, and other developmental awareness programs
 - Communicate internally and externally to promote Ingenia's constructive and inclusive culture
 - Through the establishment of a D&I committee, comprising a cross section of team members, promote awareness, leadership and involvement of inclusion and champion events across the company.
- **Supporting Communities – identify employment pathways, social connections, and opportunities for volunteering and charity groups, which reflect the regional communities in which we operate:**
 - Encourage and support employees to give back to their communities through volunteering as part of our Charitable Giving Framework, aiming for a 10% increase in use of charity leave
 - Foster social good, through our sponsorship of the South Sydney Rabbitohs and their connection with the Souths Cares program, by providing accommodation at Ingenia Holiday Parks and resources to host cultural camps.



2023 Gender Pay Gap

Ingenia's first [2023 Gender Pay Gap Statement](#) was published in February 2024. Our pay gap is 2.7% versus an industry average of 22%. The key drivers of this gap are firstly Part-time & Casual Work: Women occupy 70% of casual positions and 75% of part-time roles, which generally offer lower earnings, thereby contributing to the pay gap and secondly, Award pay: Female employees are largely concentrated in Housekeeping, where the award pay is lower compared to Grounds and Maintenance roles, predominantly held by men with trade qualifications.

More information on our diversity can be found in the 'People Data' tables within Appendix B.



1 Executive Committee members refer to senior executives who have a direct reporting line to the CEO
 2 Includes CEO, excludes Directors
 3 Senior positions include management and senior management positions

Our Customers

AT INGENIA, OUR PURPOSE **'TO BUILD BELONGING'**, IS ACHIEVED THROUGH EXECUTING OUR STRATEGIC OBJECTIVE – PROVIDING HIGH QUALITY, AFFORDABLE COMMUNITY LIVING OPTIONS FOR AUSTRALIAN SENIORS AND PROVIDING GREAT BREAKS IN GREAT PLACES FOR OUR HOLIDAY PARK GUESTS.

Residents

Ingenia is committed to providing senior Australians with quality homes to suit their different lifestyles and pursuits within connected and engaged communities. We offer three different communities to residents depending on their needs, each with onsite management teams – Ingenia Lifestyle, Ingenia Rental, and Ingenia Gardens.





INGENIA RESIDENTIAL COMMUNITIES

| | Ingenia Rental | Ingenia Gardens | Ingenia Lifestyle* |
|--|----------------|-----------------|--------------------|
| TOTAL RESIDENTS | > 2,000 | > 1,000 | > 7,000 |
| AVERAGE TENURE | > 6 years | 3.9 years | 16 years |
| RESIDENTS UTILISING INGENIA CONNECT | 55 | 475 | 1,195 |

* Ingenia Lifestyle includes residents in mixed-use communities, Federation and Seachange villages. Average tenure based on established communities.

RESIDENTS IN OUR COMMUNITIES ARE OFFERED A RANGE OF BENEFITS THAT SUPPORT MENTAL HEALTH AND PHYSICAL WELLBEING INCLUDING:



Facilities that support a **HEALTHY LIFESTYLE** include walkable streetscapes, cycle ways, lawn bowls and other recreational activities, community gardens and dog parks



REGULAR VISITS to each community by the Operations and Portfolio Managers to actively engage with residents



ACTIVATE PROGRAM which encourages social interaction, resident engagement, and a sense of belonging



The Ingenia Gold Card which gives residents **DISCOUNTED TRAVEL** to Ingenia Holidays parks



A **SAFE AND SECURE** environment with an approachable, engaging, dedicated on-site team



Access to Ingenia Connect, which provides **FREE EXPERT SUPPORT** to access health and wellbeing services to support independent living



Regular **COMMUNICATION** through community focused newsletters, Facebook groups and direct contact with on-site teams

With communities offering the ability to own a home at a range of price points or to rent within a community, all with an affordable weekly rent, the Group's communities provide access to engaged community living for a diverse group of seniors.

SOCIAL

OUR CUSTOMERS

Our New Clubhouses Enhance Community, Wellbeing, and Connection

Our clubhouses serve as social hubs that create a sense of community and encourage wellbeing among residents. These spaces provide opportunities for social interaction, physical activity, and relaxation, fostering connections and enhancing quality of life. With diverse amenities, our clubhouses cater to various interests, promoting a healthy, active, and socially engaged lifestyle.

The newly opened Community Clubhouse at **Parkside Lucas in Ballarat** features an indoor swimming pool, spa, gym, cinema, and a variety of recreational facilities, including a pool table, darts, BYO bar, outdoor BBQ area, pickleball court, and bowling green. The clubhouse's design emphasises convenience and connection, offering residents numerous spaces to socialise, host visitors, or enjoy personal time. This vibrant community space enhances the overall spirit of Parkside Lucas, providing a welcoming environment for both new and existing residents.



As a part of the extension of the community, we extended the existing community facilities to include a state-of-the-art Community Hub precinct at **Lakeside Lara** which includes an indoor heated pool, hair salon, consulting room, formal dining room, bar and communal living room. Additional facilities like virtual golf, outdoor BBQ areas, steam room, craft/art studio, and a bowling green cater to diverse interests and promote a resort-style living experience. The new amenities complement the existing community features, offering residents even more opportunities for interaction, connection, and friendship in a safe and welcoming environment.



The Hangar at Hervey Bay is a unique facility that reflects the local lifestyle, offering amenities such as a caravan and boat washdown, community shed, microbrewery, dog wash area, boat storage, smoker, and barbecue area. Designed with sustainability in mind, it incorporates a water capture reuse system and a solar system. This facility enhances the lifestyle experience for over-50s residents by providing spaces for hobbies, social activities, and practical needs, fostering camaraderie and wellbeing within the community.



Transport

Transportation is essential for many residents to maintain independence. Our communities are conveniently located near public transport and essential facilities, with access to a community bus. To better meet resident needs, we have expanded our transportation options over the last few years, now including shared community vehicles and E-bikes. This year we have enhanced our fleet by adding two Tesla Model Y electric vehicles.



SOCIAL

OUR CUSTOMERS

Resident Engagement

Our on-site management teams engage with our residents daily and run a range of activities through the Activate program.

Activate Program

This complimentary lifestyle program, which has now been offered to all Ingenia Lifestyle and Rental residents and has been in place at Ingenia Gardens for more than 10 years, not only promotes social connection amongst our residents, but assists with their cognitive and physical health. The program incorporates regular fun games and activities, special themed lunches, entertainers, bus trips, charity events, special celebrations, and educational content to support wellbeing and independence.

Ingenia Connect

INGENIA CONNECT IS AN INNOVATIVE FREE SERVICE THAT PROMOTES THE ENGAGEMENT AND INDEPENDENCE OF OUR RESIDENTS TO IMPROVE THEIR HEALTH AND WELLBEING TO LIVE ACTIVE, LONGER, AND HAPPIER LIVES IN OUR COMMUNITIES.



The Connect team works in partnership with residents and their families through:

- Offering support and information, as needed, to residents and community managers, who are often the initial point of contact for residents
- Meeting with residents to undertake an initial assessment of their health and wellbeing needs
- Visiting communities to engage and connect with residents and to conduct reviews to ensure residents' health and wellbeing needs are supported and remain appropriate
- As needed, work with residents to navigate the My Aged Care portal and process
- Advocacy to help residents and their families navigate what can be a complex process for peace of mind
- Liaising with residents and Approved Providers to put appropriate services in place
- Running information and education sessions at Open Days, resident forums, and other events
- Developing content/information and collaborating with Partners to support greater access to Health, Wellbeing and Connection activities in our communities
- Actively keeping abreast of changes and trends in the legislative and competitive environment to ensure we provide the best information and support to residents.

Carrum Downs Rental Community Manager Nicolette Thompson explains, "Ingenia Connect has been an invaluable resource for our community. They've not only provided essential services to some of our residents but have also been a tremendous support system for everyone, readily available to answer any questions and address concerns. Their dedication and assistance have truly enhanced the quality of life for all of us."

The Connect Team works with strategic partners to provide close oversight of the quality of services, care and wellbeing support provided, and work collaboratively to deliver greater engagement, education and health and wellbeing programs. These partnerships enhance resident physical, social, emotional and mental health.

Our Connect Wellbeing initiatives complement community activities already underway. Some highlights include, and are not limited to:

- **Exercise Program (The Grange)**

In partnership with myHomeCare and facilitated by Community Therapy, a weekly exercise program focusing on strength, balance and education commenced in September 2022. The program has been so successful that an additional day was added in April 2024 and has enjoyed active participation of residents on a weekly basis overall.

Community Manager, Nicole Kutyanov comments "Our community's exercise program has been nothing short of transformative for the wellbeing of all residents who have participated. Over the past year, we have witnessed remarkable improvements in both physical and mental health among participants, underscoring the profound impact of regular physical activity on overall quality of life."

- **Ingenia Gardens Activate Program**

For the second consecutive year the Connect team contributed health, wellbeing, and connection activities to the Gardens Activate program. The Gardens Activate program has been running for many years and provides an important avenue for social connection, engagement and activity. Sessions covering diverse topics from heart health to mindfulness have been warmly received by residents, serving as a vital avenue for social engagement and wellbeing.

Adding to the content and information provided by the Connect Team on 'Matters of the Heart', Community Manager, Tony Reichelt from Wagga Wagga Gardens, arranged for a Registered Nurse from Murrumbidgee Local Health to run an information session. Tony describes: "The session was well received by residents and was informative on factors contributing to heart health - like nutrition, exercise and healthy lifestyle habits. The Ingenia Connect information made this session easy to set up and contributed to greater community engagement and wellbeing."

SOCIAL

OUR CUSTOMERS

- **Hearing Screening Tour**

Through our partnership with Hearing Australia we ran a Hearing Screening Tour across all Ingenia communities in August and September 2023. A total of 69 screening events were held across 59 communities, where 304 Residents were screened. Of those, 223 were referred for further follow-up. The tour was so successful that the FY25 Tour has already been scheduled.



Image: Hearing Australia screening at Stoney creek

- **Building Digital Skills Grants**

Four Gardens Communities were awarded grants for the delivery of free Be Connected digital literacy programs. Sessions facilitated by IT4Retirees included scams awareness and digital skills sessions for 72 residents.

Following this success sessions will be rolled out in Ingenia Lifestyle Communities in Victoria and Queensland in the first quarter of FY25.

- **Southern Cross University Occupational Therapy Clinic**

We partnered with the Southern Cross University Occupational Therapy Clinic to trial a clinical supervision program on the Coffs Harbour Coast in two communities. The program involved five, two-hour sessions with Occupational Therapy Students incorporating gentle exercise, falls prevention, and information on assistive technology and the importance of nutrition and hydration.

The trial was well received, with 30 to 40 residents in each session. One-on-one sessions were also available for 15 residents. Referrals were subsequently made for grab rails, mobility equipment, daily living aids and dementia care support.

The trial has been so successful that it will be extended to another Ingenia Community in Coffs Harbour with the intake of new students in the first quarter of FY25.

Ingenia Connect Client Spotlight (the Grange Exercise Program)

Rick and Dawn Fisher have been involved with the weekly exercise program since implementation and Dawn states: “The program has been good for the both of us. Rick has had numerous falls since we moved in and now he has improved balance, mobility and can keep up with most things. The staff that run these programs are fully educated with our needs and the variety of exercises and games are fully within everyone’s capabilities. We look forward to attending our weekly session and recommend this to everyone in the community.”

Ingenia Connect Growth

As of 30 June 2024, our Ingenia Connect team supports 1,725 residents across all residential communities. This represents a 12% increase in clients on the previous year. This total is made up of:

- Ingenia Gardens residents: **475**
- Ingenia Lifestyle residents: **1,295**
- Ingenia Rental residents: **55**

Our client numbers continue to grow as we provide peace of mind for our residents. By engaging residents early our team is able to support them to extend how long they are able to live independently in our communities. In our Gardens Communities the average length of stay for residents engaged with Ingenia Connect is 4.2 years as opposed to 3.9 years for residents not involved with the service.

We are continuing to increase our engagement across our Lifestyle portfolio and have seen growth of 24% in these communities over FY24.

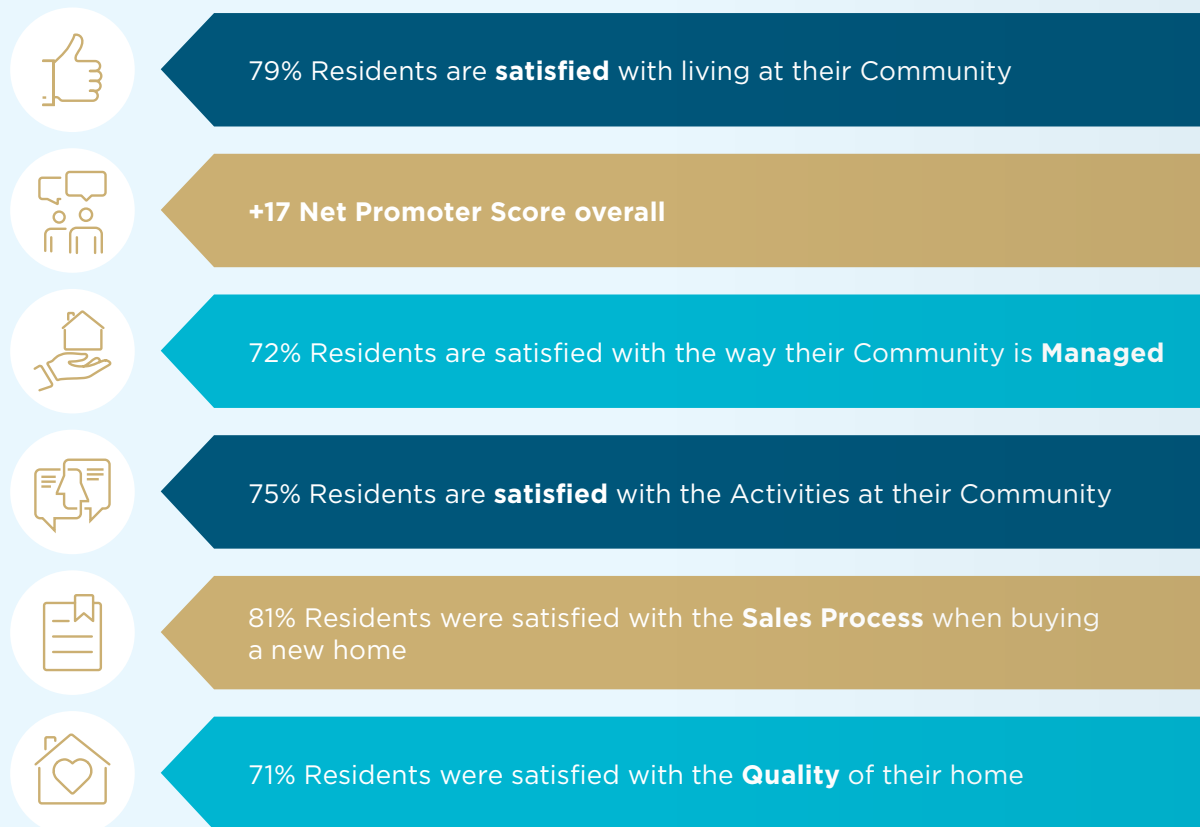
In FY25, the transformation of Ingenia Connect will continue to increase collaboration with Community Managers, Social Clubs, Residents’ Committees, and partners, to deliver shared outcomes with a more defined focus on health and wellbeing.

Resident Surveys

We regularly survey our residents to engage on specific topics and identify feedback and concerns. Feedback is used to identify opportunities to enhance our communities and resident satisfaction.

In April 2024, we conducted an online survey among Ingenia Lifestyle residents, gathering insights from 2,651 participants, representing a 59% response rate across our communities. This marks an improvement from our 2023 response rate of 49%.

The survey indicated that:



We received a high overall satisfaction rate, with significant satisfaction in the sales process and a positive Net Promoter Score. Positive responses increased to 1,049 compared to 1,036 last year. However, the overall results are not directly comparable due to the inclusion of new communities and the removal of our community Lake Munmorah which was sold last year. These results also reflect a year of uncertainty with increased cost of living pressures and higher interest rates.

Over half of the comments expressed positive sentiments, with most respondents indicating they would recommend their community based on their positive experiences and enjoyment of the community lifestyle.

Pleasingly, most measures on the Personal Wellbeing Index (PWI) rated highly. Our survey, aligned with the PWI, assesses residents' overall wellbeing and satisfaction. We observed a slight decrease in satisfaction across all areas compared to 2023, though most still fall within the 'High' range.

There was a notable decline in residents' perceived safety and the lowest satisfaction was reported regarding financial security. In a period of high inflation and cost of living pressures it is not surprising to see enhanced concern around financial security from residents. We remain cognisant of resident concerns regarding cost and through our Hardship Policy ensure that residents have a clearly defined mechanism to address financial concerns. The survey also provided clarity on areas for improvement, which will inform actions in FY25.

SOCIAL

OUR CUSTOMERS

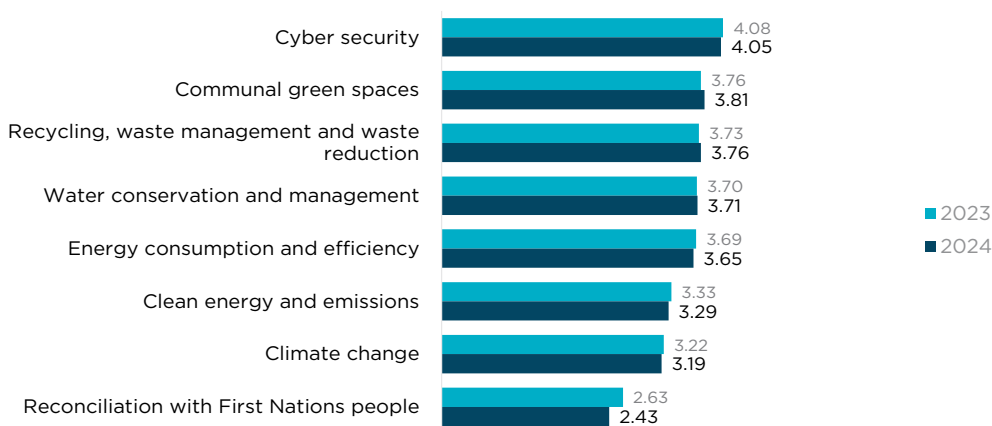
Listening to our customers is paramount in our approach. While we have much to celebrate, we recognise the need for improvement. Over the next year, we are committed to enhancing the maintenance of our gardens, and prioritising safety and security for all residents. Improving communication between residents and management is a priority, alongside enhancing transparency and meeting timelines in our sales process.

We also surveyed our residents to determine their concerns around environmental and social issues. The results below provide important stakeholder input as we further our ESG programs and goals.

ENVIRONMENTAL AND SOCIAL ISSUES

How concerned are you about each of these environmental and social issues?

Average All Communities Mean Scores
Ranked from High to Low

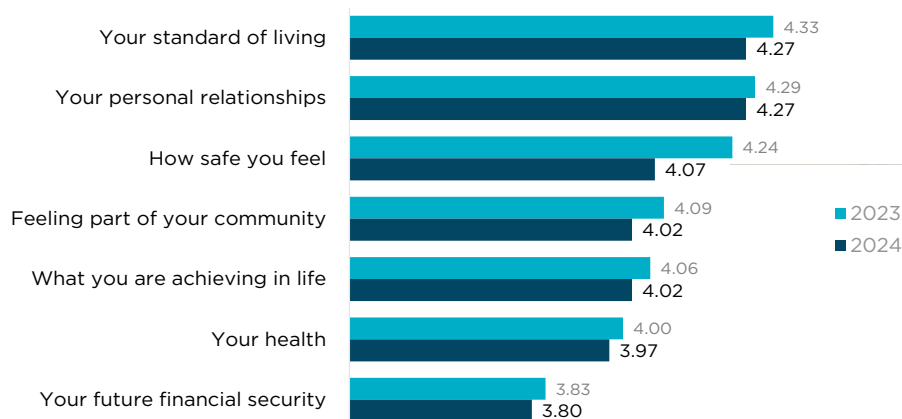


Residents have expressed cyber security as their primary concern, reflecting a clear focus on personal security. Conversely, issues perceived as less directly impacting them, such as climate change and reconciliation with First Nations People's rank lowest.

PERSONAL WELLBEING INDEX

How satisfied are you with each of the following aspects of your life at present?

Average All Communities Mean Scores
Ranked from High to Low



Scale: **1** = Not at all concerned; **2** = Slightly concerned; **3** = Moderately concerned; **4** = Very concerned; **5** = Extremely concerned



Guests

WITH 38 [HOLIDAY PARKS](#) POSITIONED ALONG THE EAST COAST OF AUSTRALIA, INGENIA HOLIDAY PARKS PROVIDE GUESTS WITH AN IDEAL PLACE TO STAY AND MAKE MEMORIES TO LAST A LIFETIME.

Our commitment to build belonging is reflected in our focus on providing guests great breaks in fantastic locations. We have introduced new accommodation types, such as family cabins, and glamping tents, which have expanded our guest reach and significantly boosted occupancy rates. Our core customer base primarily consists of families and seniors, and we take pride in our **strong repeat customer base, which accounts for over 50% of guests.**

Engagement with our Guests

Our guest engagement strategy spans initial inquiries on our website, marketing campaigns, and phone interactions, extending throughout the guest's journey, and through to post-stay surveys. We aim to comprehensively

understand our guests' needs and experiences, driving continuous improvement in our services and offerings, including expanding accommodation types and enhancing inclusivity. Our engagement includes:

Post-Stay Surveys

All guests receive post-stay surveys upon check-out, providing valuable insights into their overall experience, team performance, and their stay's various elements.

Responding to feedback: Our Guest Response Coordinator works closely with Park managers to address negative reviews and resolve guest concerns whenever possible. 98% of the reviews were responded to, exceeding the best industry practice score of 60%.

We actively respond to all reviews on public platforms like Google, Trip Advisor, Booking.com, and surveys on Revinate. Additionally, we engage with guests through Holiday's Facebook Messenger to address their concerns and queries promptly.

Guest reviews serve as valuable maintenance indicators. Issues mentioned in reviews are documented in an action list and forwarded to Park managers for timely resolution, ensuring our parks remain in excellent condition.



Janna Batson

What an absolutely amazing stay we have had! Stayed in a king safari tent! Everything has been so well thought out! Didn't want for anything! Have never been so impressed with every little detail! The pool was fantastic and the activities for the kids were amazing! The restaurant was great! Food so good! Coffee amazing! Cocktails great too! If you are lucky enough to meet the owners you will understand why this place is pretty special! Just genuine people opening up their home to the world for others to enjoy! We will certainly be back!

5-star review - Ingenia Holidays Rivershore guest feedback.



Image: King safari tent at Ingenia Holidays Rivershore, QLD



Image: 'Tallow Pod' at Ingenia Holidays Byron Bay, NSW

| | FY24 | FY23 | FY22 | FY21 | FY20 |
|---|---------------------|---------|---------|---------|----------------------|
| Number of Guests | 665,000 | 645,000 | 520,000 | 580,000 | 440,000 ¹ |
| % Domestic Guests | >95% | >95% | >95% | >95% | 93% |
| Net Promoter Score | 58 | 59 | 62 | 64 | 65 |
| % Guests Participating in post stay surveys | 24.51% ² | 22% | 24% | 25% | 19% |
| No. Guest Reviews | >11,000 | >12,000 | >9,300 | >10,600 | >9,100 |
| Average Review Rating (0-5) | 4.3 | 4.3 | 4.26 | 4.27 | 4.37 |

1. FY20 has been restated based on more accurate information.

2. Reflects data from January to June 2024. In January, we migrated to new guest experience management software, resulting in limited data availability for the first part of the year.

OVER THE YEAR, WE CONTINUED TO ADD NEW ACCOMMODATION TO OUR PARKS, **AIMED AT MEETING GUESTS NEEDS.**



Bell tents at Ingenia Holidays Byron Bay



New cabins at Ingenia Holidays Inverloch



Bell tent at Ingenia Holidays Noosa North

Over 25,000 guest reviews and surveys Average review rating 4.3/5

Our commitment to guest satisfaction is reflected in our positive reviews, which have increased to 28% from Jan-Jun 24 vs 26% in FY23.

Local Communities

SUPPORT FOR LOCAL CHARITIES AND COMMUNITY GROUPS IS AN ONGOING FOCUS FOR INDIVIDUAL COMMUNITY MANAGERS AND THEIR RESIDENTS. OUR APPROACH CENTRES ON **LEVERAGING OUR ASSETS AND CORE COMPETENCIES** TO CREATE COMMUNITY, CORPORATE GIVING AND ACTIVE EMPLOYEE VOLUNTEERISM.

Our programs also include regional and national partnerships where we can make a meaningful difference.

Social Impact

At its very heart Ingenia Communities' purpose and strategy aimed at having a positive social impact.

Our purpose, **'to build Belonging'**, and strategy – to provide quality, affordable community living and holiday options – align to benefit our customers and the communities in which we operate.

With a large regional footprint, we are uniquely placed to positively impact local communities through:

- our role as a large employer in regional areas (80% of our people live and work in regional locations)
- the economic benefit our operations provide to regional businesses (through our own operations, provision of accommodation and support of regional tourism)
- our targeted support of local community groups and charities.



Ingenia Giving

Over FY24, we continued to strengthen our Ingenia Giving Program, aimed at expanding donation and volunteering efforts to enhance community impact and support resident initiatives across our operational regions. This program focuses on three core pillars:

Community-Based Giving empowers local managers to allocate funds, fostering resident engagement; **Staff-Based Giving** offers charity leave and donation matching for employees; and **Corporate and Regional Giving** supports strategic partnerships with organisations like Ronald McDonald House and the Port Stephens Koala Hospital.

Donations

IN FY24 WE DONATED OVER \$120,000 TO SUPPORT LOCAL COMMUNITIES AND CHARITABLE CAUSES INCLUDING RONALD MCDONALD HOUSE CHARITIES AUSTRALIA, PORT STEPHENS KOALA HOSPITAL AND THE RABBITOHS FOUNDATION.



\$25,000
DONATION



Ronald McDonald House Charities Australia

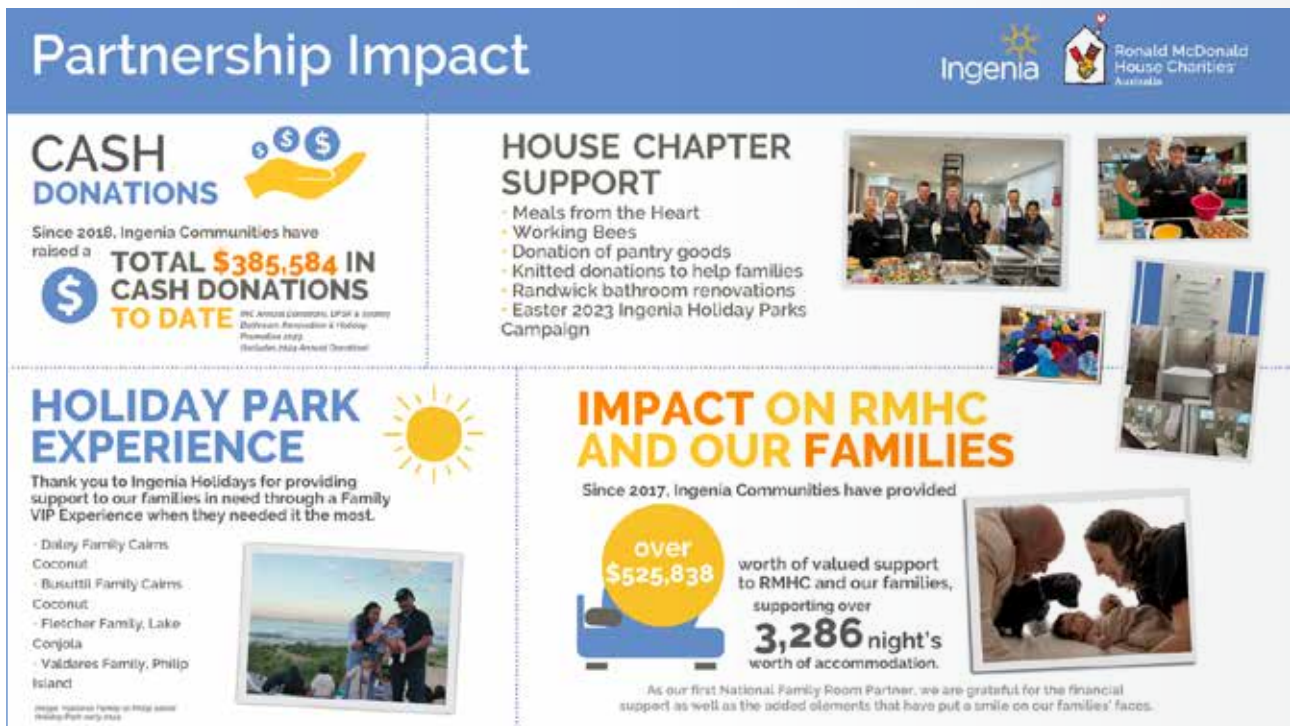
\$25,000
DONATION



\$10,000
DONATION TO SUPPORT THE DEADLY YOUTH MENTORING PROGRAM FOR INDIGENOUS YOUTH

Partnership with Ronald McDonald House Charities Australia

We have continued our partnership with Ronald McDonald House Charities for the seventh year and have provided total support of over \$500,000 since our partnership commenced. Our partnership with this key charity generates strong employee and resident engagement through volunteering, VIP holiday experiences, donation campaigns, resident knitting and hampers, and community fundraising activities.



Inspiring Impact

\$525,838!

Ingénia Communities total support to Ronald McDonald House Charities Australia since 2017!

This is a total of 3,286 nights of accommodation, continuing to keep families close.

Not including delivery and freight costs.



The residents at Ingénia Lifestyle and Gardens have been donating their time to knit some adorable toys for the children of Ronald McDonald House Charities. The toys were presented by our GM of Residential Communities Justin to Sally Hawkins, family support RMHC (pictured left).

SOCIAL

LOCAL COMMUNITIES



AS PART OF OUR PARTNERSHIP COMMITMENT, WE **RECENTLY GIFTED A VIP HOLIDAY** TO A LOVELY FAMILY FROM DARWIN STAYING AT RMHC MELBOURNE.

They are residing there because their newborn will be undergoing treatment at the Royal Children's Hospital for the next four months. The team at Ingenia Holidays Phillip Island was marvellous and created a beautiful experience for this family.

BELOW IS A GLOWING REVIEW FROM THE FAMILY:

“To the amazing staff of Ingenia Holiday Phillip Island, I don't think you guys understand how much a short stay at Ingenia Holiday Phillip Island has affected our lives. You swapped our bitter reality for a better one.

We didn't know it at the time, but before we came to Phillip Island, we were actually disconnected from the world. Far from home and long days in and out of hospital became so much of our normal we actually didn't realise how much we've missed listening to nature, star gazing, squishing our toes in sand, running away from washed waves on the beach and falling asleep on a couch all snuggled up together.

You helped create these wonderful core memories that will fuel us through the tougher days and give us hope.

It has truly been the greatest blessing, and I can't thank you guys enough!

Thank you for the opportunity, your hospitality & kindness, for feeling like home, for the sweetest welcome gifts, for organising an amazing lunch out at the beautiful Phillip Island winery, for the exclusive penguin parade experience and for the core memories that we will cherish forever.

Our warmest thanks!”

Volunteering

"Meals from the Heart" program

Our team prepared and shared meals with families facing challenging times in RMHC homes across Australia.



Sydney team at RMHC Randwick



Victoria team at RMHC Fitzroy

SOCIAL

LOCAL COMMUNITIES

Bake off

The Brisbane team assisted Ronald McDonald House Charities by preparing a variety of baked goods for the families' afternoon tea.



Working Bee

The Sydney team participated in a working bee at RMHC Randwick, dedicating their time and effort to enhance the facility for the families.



SOCIAL

LOCAL COMMUNITIES

Partnerships/Sponsorships

We continued our partnership with Surf Life Saving NSW (SLSNSW) with the sponsorship of the annual Junior Lifesaver of the Year program which celebrates the emerging young leaders and lifesavers throughout NSW, uniting them to forge enduring relationships with peers, expand their networks, and enhance their skills through fun and engaging activities.

In FY24, we became the Naming rights sponsor for the Beach to Bush program. Beach to Bush is Surf Life Saving NSW's flagship educational program, exposing primary school-aged students to important beach and ocean safety messaging and is the largest surf safety program in the state. To celebrate the 30th year, SLSNSW created the largest human red and yellow flag for beach safety in Wagga Wagga. This program delivered 145 presentations throughout the year, reaching 101 schools in rural and regional NSW and engaging over 11,000 students.

We distributed more than 1,400 'in park' safety signage resources in our NSW parks to promote surf and sun safety.



Support for South Cares

In FY24, we hosted four leadership and cultural camps in our holiday parks and participated in the Souths Cares annual Liverpool Opportunity Hub Education, Employment and Wellbeing Expo. Ingenia also distributed twenty family passes (100 tickets) to the Ingenia Holiday Parks Sydney Family Show 2024 as a reward to participants and their families.



South Cares Girls Cultural Camp at Lake Macquarie



South Cares Boys Leadership and Cultural Camp at Middle Rock

Our Reconciliation Journey

In FY23, Ingenia's Group's Executive endorsed a business case supporting a commitment to deliver our first Reconciliation Action Plan (RAP) and establish a dedicated Reconciliation Working Group (RWG) whose role will be to enshrine genuine and meaningful actions and engagement. Supporting this decision, findings from our 'Your Voice' employee engagement survey underscored a desire for a more active approach to working with Aboriginal and Torres Strait Islander communities.

The RWG commenced meeting in August 2023. The Group comprises functional representation from across our business and has convened regularly throughout the year. The focus for the group this year has been to take key steps toward the development of our first RAP, and with an overarching goal of learning and supporting the broader organisation to foster genuine engagement and enhance cultural awareness. The group has progressed the development of the RAP this year with a development of an agreed draft suite of actions and planning to seek endorsement of the full RAP from Reconciliation Australia in the first half of FY25.

Our Vision for Reconciliation

A key milestone for our RWG during FY24 was the launch of our Vision for Reconciliation during National Reconciliation Week (NRW) in May.

The development and launch of our Vision was a pivotal milestone, setting the direction for our reconciliation journey, emphasising our commitment, and guiding our initiative development. While the initial drafting of the Vision involved workshops with the RWG, the RWG engaged with the broader organisation to seek feedback through a series of presentations, posters and feedback surveys, with the organisation ultimately landing on the below.

INGENIA COMMUNITIES' VISION FOR RECONCILIATION IS TO CONTRIBUTE TO A NATION THAT RECOGNISES, CELEBRATES AND VALUES ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLES AND CULTURES.

Our Reflect RAP will aim to work together with Aboriginal and Torres Strait Islander people and communities over the next 12 months across the many Aboriginal Nations we operate on, to:

- ➔ build strong relationships
- ➔ create and foster opportunities
- ➔ respect and improve our understanding of culture.

SOCIAL

LOCAL COMMUNITIES

Cultural Awareness

Throughout the year we engaged our teams through a series of immersive learning activities including:

- **Cultural Education and Awareness Workshops**

The group has supported the delivery of two enriching cultural awareness workshops in collaboration with Mirri Mirri, an indigenous-owned enterprise which delivers cultural and historical education for organisations. Around 40 of our people have attended the workshops with feedback from participants overwhelmingly positive, deepening our understanding and connection with First Nations cultures. We will continue to offer these sessions to ensure widespread understanding and appreciation of Aboriginal and Torres Strait Islander history and culture among our staff.

- **National Reconciliation Week 2024**

We formally commenced our Reconciliation Journey in National Reconciliation Week 2023 when our organisation came together to hear from our CEO on our commitment to Reconciliation and the ambition to prepare our first Reconciliation Action Plan. We were also privileged to hear from Murrook Cultural Centre's Education Leader, Justin Ridgeway, a proud Worimi man who shared his story and described the importance and opportunities created through reconciliation and RAPs.

During National Reconciliation Week 2024 this year, we were pleased to host local elder, Aunty Barb Simms, and CEO of South Cares, Alisha Parker-Elrez, who welcomed us to the traditional lands of the Gadigal people, and shared their inspirational journeys, exploring their childhood growing up in Sydney and challenges facing Aboriginal women, to becoming influential figures in our community and making outstanding contributions in their support for others.



- **Artwork and Storytelling**

In FY24, we proudly unveiled our first commissioned clubhouse artwork at Lara in Victoria. This piece was collaboratively crafted by two talented Arrernte sisters Ammie and Renee Howell, who were born and raised on Wadawurrung/Wathourong Country in Victoria.



The Central design is of Bunjil, the wedge-tailed eagle, the creator of the Kulin Nations. There are the You Yangs, which are seen from all over the region of Geelong and the Bellarine and a place of "home" for the artist and definitely in the backyard of this beautiful residence.

Country is represented with the colours of the background, the river system, the ocean, the green of land. At the top of each panel are the shapes of "rocks". This was incorporated in the artwork to pay respect to an ancient Aboriginal stone arrangement not too far from this place of residence.

Throughout this piece are gathering places, a representation of community and connections here at Ingenia Lifestyle Lakeside Lara.



We have collaborated with Jake Simon, a talented Worimi/Biripi artist, to develop designs that will narrate our reconciliation journey and represent our communities across the east coast of Australia. Jake's work will represent our Vision and our RAP as we seek endorsement from Reconciliation Australia and begin to deliver our first set of initiatives under our Action Plan.

Looking ahead




In 2025 we will continue our journey towards reconciliation, inspired by the support of our people and the momentum and transformative impact of the last year's activities. We remain dedicated to fostering inclusive practices and honoring Aboriginal and Torres Strait Islander cultures aim to launch our first endorsed Reconciliation Action Plan during the first half of FY25.

Governance



WE REGARD GOOD CORPORATE GOVERNANCE AS BEING OF CRITICAL IMPORTANCE AND A FUNDAMENTAL COMPONENT OF OUR **COMMITMENT TO OUR PEOPLE, SECURITY HOLDERS, CUSTOMERS AND THE COMMUNITY.**

FY24 Summary

| FOCUS AREA | FY24 ACTIONS | NEXT STEPS |
|---|---|--|
|  <p>Climate Strategy</p> | <p>Continued rollout of our climate strategy</p> <ul style="list-style-type: none"> Continue delivery of actions under the Climate strategy roadmap | <ul style="list-style-type: none"> Review emissions reduction pathway and consider Scope 3 emissions Enhance climate-related disclosure practices in alignment with the Australian Sustainability Reporting Standard (ASRS) requirements for identifying, measuring and disclosing information about climate-related risks and opportunities |
|  <p>Human Rights</p> | <p>Continued to strengthen our Modern Slavery Responsible Sourcing Framework</p> <ul style="list-style-type: none"> Extended our supplier analysis including integration of assessment into large procurement decisions and review of all suppliers with an annual spend of over \$1m Embedded Responsible Sourcing Framework into procurement and supplier management for Priority 1/ high risk/over \$1m spend Continued with Modern Slavery training as part of the onboarding process for new employees and offered ongoing annual training for all staff Continued to improve data capture and quality. | <ul style="list-style-type: none"> Expand assessment to Level 2 suppliers Update relevant policies as part of continuous improvement to include Modern Slavery Explore technology solutions to assist with the management of Modern Slavery. |
|  <p>Information Technology and Cyber Security</p> | <ul style="list-style-type: none"> Advanced Ingenia's Cyber Security roadmap and attained alignment to the Australian Signal Directorate's Essential 8 maturity model Partnering with strategic Cyber Security providers to ensure Ingenia's roadmap and posture is continuously evolving Uplifting security awareness programs and utilising modern training platforms to help raise staff awareness to cyber security threats Designed a comprehensive business continuity plan tested by externally hosted crisis management simulations Revised & rolled out policies aligned with ISO 27001 standards Embedded cyber security training for staff on-boarding and sustained compulsory annual training for all staff members. | <ul style="list-style-type: none"> Targeting External assurance and verification on Cyber Sec targets Initiate a program of work to increase Ingenia's privacy maturity and benchmark in line with the Australian Privacy Principles. |

Our ESG Governance

Ingenia Board of Directors*



Shane Gannon
Chair and Independent
Non-Executive Director



Robert Morrison
Independent Non-Executive
Director and Deputy Chair



Pippa Downes
Independent Non-Executive
Director



Lisa Scenna
Independent Non-Executive
Director



Simon Shakesheff
Independent Non-Executive
Director



John Carfi
Managing Director and
Chief Executive Officer



Dr Jenny Fagg
Independent Non-Executive
Director

The Ingenia Board retains direct responsibility for matters relating to broad business impacts, including corporate strategy, financial management and compliance, and risk management. The Board's role includes the review of annual performance against sustainability-related targets.

The table below summarises the governance hierarchy which oversees and manages Ingenia's ESG strategy. The Group's Audit, Risk and Sustainability Committee holds responsibility for overseeing the Group's ESG reporting, including climate reporting. The People and Culture Committee is responsible for sustainability strategy and target setting.

* Reflects Board and Governance structure effective November 2024.

The table below summarises the governance hierarchy which oversees and manages Ingenia's ESG strategy.

| | | | | |
|---|--|---|---|--|
| INGENIA BOARD | | | | |
| Determines and oversees the strategic direction of Ingenia including matters relating to ESG and climate risk The Board Charter describes the roles, responsibilities, and framework for the operation of the Ingenia Board | | | | |
| AUDIT, RISK AND SUSTAINABILITY COMMITTEE | | | | |
| Oversees material exposure to economic, environmental and social risks and monitors risk management systems and reporting The Audit, Risk and Sustainability Committee Charter outlines the responsibilities, composition and meetings structure | | | | |
| PEOPLE AND CULTURE COMMITTEE | | | | |
| Holds responsibility for: overall strategies in relation to the appointment, performance and remuneration of Directors including the CEO/Managing Director, and senior executives; sustainability strategy and target setting. Reviews and makes recommendations on the company's approach to culture including the Group's diversity and inclusion strategy, policy and practices The People and Culture Committee outlines the responsibilities, composition, membership and performance and meeting structure of the committee | | | | |
| CEO AND OTHER SENIOR EXECUTIVES (INCLUDING - GM INVESTOR RELATIONS & SUSTAINABILITY) | | | | |
| Develops strategy and day-to-day running of Ingenia's activities including risk identification and management | | | | |
| GROUP RISK MANAGEMENT COMMITTEE | | OPERATIONAL RISK MANAGEMENT COMMITTEE | | |
| Oversees the Group's financial services risk, financial services compliance obligations and insurances | | Oversees operational business risks | | |
| These committees hold joint responsibility for the risk culture and risk framework at Ingenia | | | | |
| SUSTAINABILITY TEAM FUNCTION | | | | |
| Development and delivery of ESG strategy, programs and reporting | | | | |
| INTERNAL ESG COMMITTEE | | | | |
| Responsible for overseeing and implementing the organisation's ESG initiatives. These initiatives include efforts to reduce Ingenia's environmental impact, improve our social and ethical practices, and strengthen our governance structures. | | | | |
| ACQUISITIONS | DEVELOPMENT | OPERATIONS | GROUP RISK & COMPLIANCE | HEALTH SAFETY & ENVIRONMENT |
| Asset acquisition and divestment | Planning, design, development and construction of assets | Ongoing management, maintenance and operation of assets | Business risk identification and management | Operating risk identification and management |

GOVERNANCE

OUR ESG GOVERNANCE

Corporate Governance Statement

Ingenia's [Corporate Governance Statement](#) outlines Ingenia's approach to governance and its commitment to transparency, ethics, and effective governance practices across areas such as risk management, sustainability, compliance, remuneration and security holder engagement. Recognising the critical importance of good corporate governance to all stakeholders, Ingenia aligns with the 4th Edition of the ASX Corporate Governance Council's 'Corporate Governance Principles and Recommendations'. The Board of Ingenia believes the Group accords with the majority of the principles and recommendations of the ASX Corporate Governance Council. Ongoing review of the governance framework and practices are conducted to ensure a continuing evolution, to adapt and develop as the environment in which we operate changes.

The Corporate Governance Statement can be viewed on our [website](#).



Corporate Policies, Procedures and Statements

We have established an extensive framework of policies, procedures, strategic documents and statements that support strong governance. These are available and can be accessed on our [website](#).

- [Code of Conduct](#)
- [Responsible Entity Risk Statement](#)
- [Supplier Code of Conduct](#)
- [Whistleblower Policy](#)
- [Anti-Bribery and Corruption Policy](#)
- [Complaints Policy](#)
- [Diversity and Inclusion Policy](#)
- [Personal Trading Policy](#)
- [Continuous Disclosure Policy](#)
- [Selection, Appointment and Nomination of Directors Policy](#)
- [Privacy Policy](#)
- [Environmental Policy](#)
- [Modern Slavery Statement](#)
- [Climate Disclosure Statement](#)
- [2023 Gender Pay Gap Statement](#)

We conduct periodic reviews of these policies to ensure they cover all relevant issues and set standards consistent with the Group's commitment to ethical and responsible behaviours.

We provide compliance training to new employees and annual refresher training for all employees. The policies are also easily accessible on a shared portal for employees. Employees are also required to acknowledge their agreement to key policies once reviewed. If an employee is unclear on any details of the policy, they are encouraged to speak with their Manager, Group Compliance Manager or People and Culture representative.

Public policy

Ingenia conducts all its business affairs legally, ethically and with strict observance of the highest standards of integrity and propriety and takes seriously its obligations to comply with all federal, state and local government laws and regulations.

All dealings with politicians and government officials are conducted with caution and at arm's length to avoid any perception of attempting to gain advantage. Employees are expressly prohibited from making, promising, offering or authorising a payment of anything of value, either directly

or indirectly to a government official except as otherwise set out in Ingenia's Political Donation and Gifts and Hospitality Policies, which limits entertainment, meals and hospitality to low nominal value in accordance with accepted local social custom.

The Group's engagement in relation to public policy development is governed by the Government Relations and Advocacy Policy which ensures transparency and appropriate oversight by management and the Audit, Risk and Sustainability Committee. Our policy prohibits political donations. This includes physical gifts, provision of services or cash donations. The policy supports engagement aligned with our business priorities, values and the interests of our stakeholders and provides clear reporting and oversight in relation to any engagement.

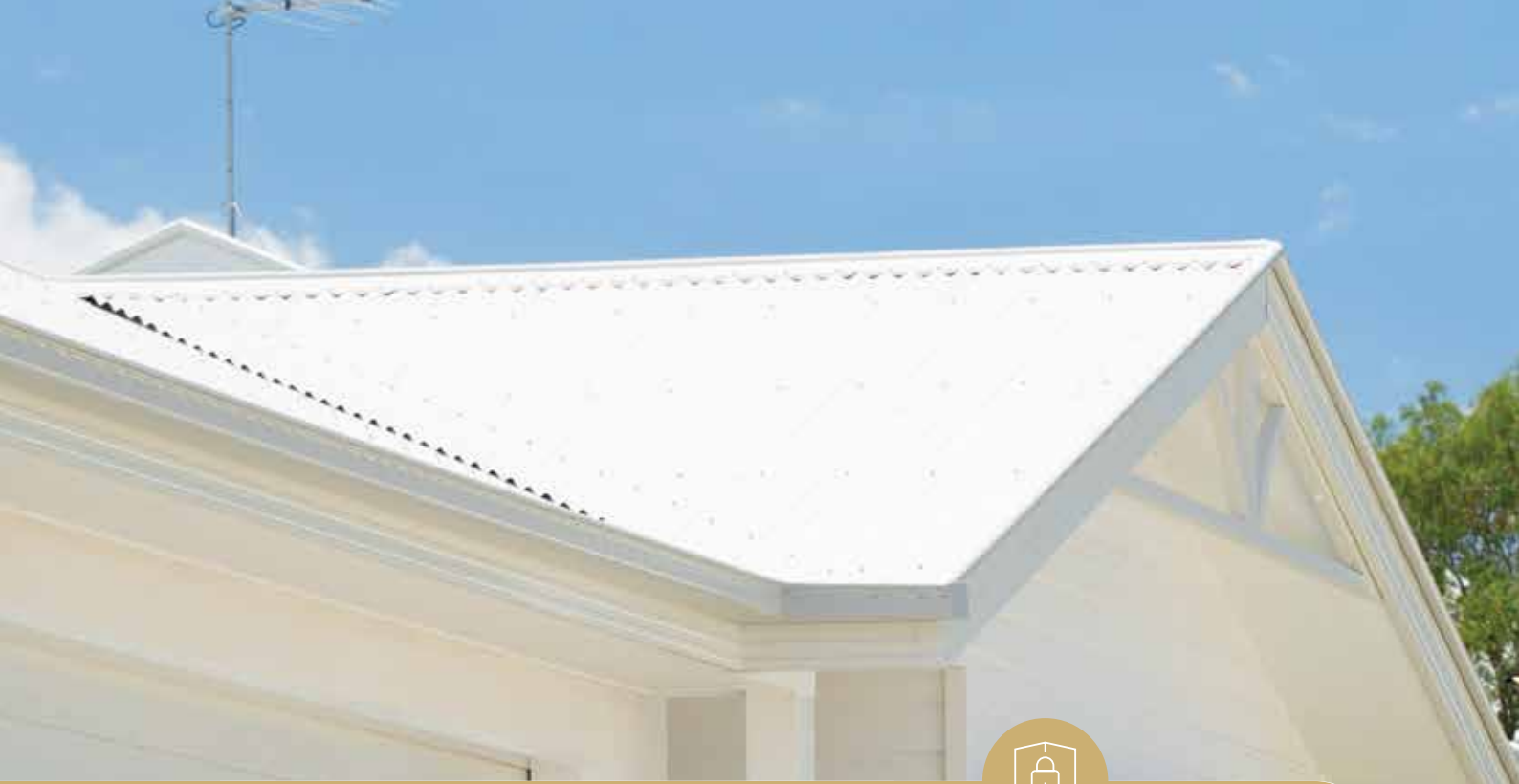
We are an active member of the Property Council of Australia (PCA), the Green Building Council of Australia, Residential Land Lease Alliance, PCA Retirement Living Council, Urban Development Institute of Australia (Queensland and New South Wales), Leading Age Services Australia, Victorian Caravan Parks Association, Diversity Council of Australia, Caravanning Queensland, Queensland Tourism Industry Council, Caravan and Camping Industry Association NSW, Caravan Industry Association of Australia, and Tourism Tropical North Queensland. Our memberships of these industry groups provide representation at both federal and state government level, as we engage with government particularly in relation to legislative and regulatory change. Over the course of FY24, the Group engaged actively in public policy development and lobbying in relation to:

- Reforms to land lease legislation in Queensland which led to restriction on rent increases amongst other changes
- Proposed changes to the built form and certification requirements for land lease homes in New South Wales.

If dealing with suppliers in other countries, care is taken to ensure that local charities are not used as a screen for illegal bribes and that the charity or cause is legitimate.

No political donations were made in the reporting period nor were any incidents of non-compliance concerning marketing communications reported. Further information on our public policies is provided in our Political Donation Policy, [Anti-Bribery and Corruption Policy](#) and Government Relations and Advocacy Policy.





GOVERNANCE

Information Technology and Cyber Security

WE HAVE ENHANCED OUR CYBERSECURITY DEFENCES BY INTEGRATING ADVANCED SECURITY MEASURES THROUGHOUT OUR IT ENVIRONMENT.

Through regular testing and continuous vigilance, we monitor our security posture and strive for ongoing improvements to counter various cyber threats. Our multi-faceted approach to cybersecurity management combines a focus on our people, partners, technology and governance.

We have expanded our cyber awareness campaigns by integrating training and awareness in key business processes such as staff onboarding, monthly face to face management training along with roadshows at our assets to help reduce the risk of cyber-attacks and fortify our overall security posture. Our average simulated phishing click rate for 2024 is significantly lower than the industry average, and we have observed an increasing trend in staff reporting phishing emails and other threats.

We recently conducted a crisis simulation, where key personnel tested our crisis response involving decision-making, effective communication, and executing our Crisis Management Plan (CMP).

The insights gained from this exercise will be integrated into our CMP documentation. Our Crisis planning will be externally simulated every half to ensure that we're continuously evolving to meet the changing landscape and continue to meet our governance obligations.

During our periodic Business Continuity Planning (BCP) review, workshops with various business stakeholders were held to ensure that our Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO) were adequate.

Our Information Security policies were also reviewed and updated to align with ISO 27001 standards.

There were no substantiated complaints regarding breaches of customer privacy or losses of customer data during FY24.



Climate Strategy

INGENIA RECOGNISES THE SIGNIFICANT GLOBAL CHALLENGE POSED BY CLIMATE CHANGE, ANTICIPATING THAT EXTREME WEATHER EVENTS AND ONGOING SHIFTS IN CLIMATIC CONDITIONS WILL IMPACT OUR COMMUNITIES IN THE FUTURE.

We recognise the need to build resilience into our assets and operations through adaptation and mitigation measures, and support community, government and corporate ambition to transition to a low carbon economy.

In May 2023, we released our Climate Disclosure Statement aligned with the recommendations of the TCFD (Taskforce for Climate-related Financial Disclosures). This statement reflects Ingenia's Climate Strategy including:

- identified opportunities to respond to transition risks associated with moving to a low carbon economy;
- our commitments and process for identifying, assessing and managing physical climate-related risks and opportunities through our acquisition, development and operations processes;
- climate governance structures; and
- metrics and targets to which we have committed to assess our progress.



Evolution of regulation

Following release of our Climate Disclosure Statement, the Australian Commonwealth Government tabled the amendment to the Corporations Act 2001 (Cth) in March 2024, to introduce new climate-related financial disclosure regime. Ingenia will be required to report in alignment with the Australian Sustainability Reporting Standards (ASRS) - Disclosure of climate-related financial information exposure draft- through our FY26 Annual Report and financial statements.

Ensuring our Climate Strategy is robust and aligned to the requirements of the ASRS, has been a key focus for us over the second half of FY24 to ensure we have the necessary reporting requirements in place. During the year we engaged the services of sustainability strategy and assurance consultants to prepare a gap analysis of our current approach. The subsequent report provides a roadmap which supports our direction and identifies clear opportunity to continue to align our approach.



GOVERNANCE

CLIMATE STRATEGY

Physical Risk Management

In FY24 we enhanced our physical risk management by integrating a Climate Hazard Exposure Assessment into our acquisitions process and implementing Sustainable Development Guidelines for new projects to achieve Net Zero targets and improve asset resilience.

We supported our 2035 **net zero emissions strategy** through energy audits, development of a Net Zero cabin prototype, progressing development on three projects targeting Green Star ratings, solar installations, electrification, solar performance and optimisation metering. More details on page 20 Emissions and Energy Efficiency.

Specialist consultants conducted **Adaptation and Resilience Assessments** and provided recommendations that will support greater asset climate resilience over time. Selection of assets for assessment is based on the level of exposure to hazards and asset value. 16 assets have been reviewed in detail for opportunities to improve resilience. Based on the results of these assessments a self-assessment checklist has been developed for pilot.

Bushfire and Cyclone Season Preparation

Early forecasts from the BoM, indicated a potential impending el nino weather pattern leading to drier and hotter 2023/24 summer, and the potential for a severe bushfire season ahead based on strong rainfall and vegetation growth in recent years. While this did not eventuate as had been expected, we instigated bushfire management preparation plans as a precaution. Key initiatives, in preparation for anticipated weather events, include detailed and ongoing communications to our asset teams relating to awareness preparedness and evacuation strategies, establishment of an emergency response team, site inspections and coordinated bushfire evacuation drills, notification systems for customers and asset managers, and installation of emergency satellite communication where needed.

Reporting and Metrics

Since publishing our Climate disclosure, we have evolved our internal reporting metrics. Our current suite of metrics enable us to understand a more complete picture of our portfolio and where to focus our monitoring and resources in the short, medium and long-term:

- Portfolio climate hazard exposure risk including overall exposure and exposure to specific hazards
- Exposure by asset value
- Exposure by asset area.

Strategic Business Risk

Risk Assessment Framework

Our Climate Strategy is now reflected in Ingenia's Risk Assessment Framework with climate events as a prioritized risk within the Risk Register. Our Key Risk Indicators (KRI) now reflect the exposure and value of our assets. Our KRI for climate is to maintain a portfolio weighting to High Risk of no more than 50% of portfolio by value and that any assets with higher ratings are monitored closely. Both metrics are currently within range, with no assets rated 'very high' or 'extreme'.

Environmental Policy

In October 2023 we published our first Environmental Policy which acknowledges the natural environment as a core foundation of our business. The Policy seeks to define a baseline set of operating principles aimed at reducing our environmental impact across all our operations, commit to continuous improvement and capitalise on opportunities to restore natural systems.

Climate Disclosure Improvement Roadmap

The following graphic reflects our short-term roadmap in response to climate-related issues concerning:

1. Governance
2. Strategy
3. Risk Management
4. Targets and Metrics.

1. GOVERNANCE

- Implementation of ASRS gap analysis and roadmap
- Executive and Board ASRS and Transition Risk Education and Training
- Review of Climate Reporting metrics and data capture aligned to ASRS
- Continue to embed sound strategic and operational climate risk assessment and management initiatives throughout the organisation
- Review Leadership team performance metrics related to climate
- Review and update Environmental Policy to reflect current approach to climate risk management.

2. STRATEGY

- Review Net Zero Emissions Strategy progress and opportunities to meet 2035 Net Zero target
- Review of Climate Transition Assessment and business strategy integration
- Monitor and review delivery of Climate Strategy across acquisitions, development and operations
- Review Climate Hazard Exposure Assessment for new data and assets
- Continue to evolve and embed development Energy (DER) Strategy/SDG in response to project feedback and pilot projects
- Continue pilot of Green Star Homes and Green Star - Communities ratings on selected projects
- Continue to deliver and monitor outcomes from clean energy and energy efficiency projects across new and existing assets.

3. RISK MANAGEMENT

- Continue to monitor and review application of climate risk acquisition processes
- Pilot inhouse climate self-assessment checklist on operating assets
- Continue to prepare deep dive assessments on priority assets that are high risk/high exposure according to Ingenia Risk Management Framework
- Continue to build adaptation and resilience measures into existing assets where risks identified.

4. TARGETS AND METRICS

- Explore opportunities to monitor assets' climate risk management through dashboards
- Evolve climate metrics to incorporate impacts of transition risks on strategic business and financial decisions
- Continue to deploy asset energy and water metering program to enable capture of improved usage data.

In FY25 we engaged expert carbon and energy consultants to review our Net Zero Strategy to understand our progress towards our 2035 target. The project will explore additional opportunities to deliver energy efficiency and carbon mitigation strategies, improved data acquisition and management, and update energy trajectories and projections. We will also review our material Scope 3 emissions sources and Transition risk approach to ensure we are aligned with ASRS and continuing to integrate climate risks and opportunities into our business decision-making processes.

Human Rights

AT INGENIA, WE SEEK TO DO BUSINESS WITH **ETHICALLY AND SOCIALLY RESPONSIBLE SUPPLIERS** AND TO PARTNER WITH THEM IN A WAY THAT IS CONSISTENT WITH THE GROUP'S VALUES, PURPOSE, AND STRATEGY.

Approach to Human Rights

At Ingenia, we consider the protection and promotion of human rights to be a fundamental aspect of our sustainability approach. Our approach to human rights is rooted in proactive prevention, as we actively identify, assess, and mitigate potential human rights risks throughout our portfolio. Our commitment extends to upholding ethical sourcing practices, ensuring fair treatment of employees, engaging with local communities, and encouraging diversity and inclusion.

Modern Slavery

Our fourth [Modern Slavery Statement](#) outlines the principles and approach we have adopted in dealing with the risk of modern slavery and the protection of human rights across our business and how we continue to build on our efforts in this important area.

While we seek to ensure we have strong corporate, ethical and engagement practices in place, we recognise that through our supply chain, we may still be exposed to the risk of modern slavery. Recognising the diverse nature of our business across different sectors and the regional location of our communities, we proactively seek to engage and support local businesses and to do so in a way that addresses the risk associated with modern slavery and other abuses of human rights. As we have increased in scale the diversity of our suppliers has increased, and we have sought to ensure that our practices and approach reflect this.

Progress Against our Commitments

Building on our progress in FY23, which included developing our assessment tools and processes such as the Responsible Sourcing Framework, Supplier Questionnaires, risk assessment, and educating our teams, we moved further towards centralised procurement. This shift allowed for more control in appointing and managing suppliers.



In FY24, we continued work to extend and refine the Group's Modern Slavery Responsible Sourcing Framework, implement additional processes and enhance our disclosures. We also extended our supplier analysis including integration of assessment into large procurement decisions and review of all suppliers with an annual spend of over \$1 million. We continued with training to build internal capacity and due diligence and also focused on upskilling employees dealing with Priority 1 suppliers and continuing conversations with suppliers regarding Ingenia's expectations while addressing areas of concern collaboratively.

Over the next year, we will continue to explore technology solutions to assist with the management of modern slavery, expand assessment to Level 2 suppliers and update relevant policies as part of continuous improvement to include modern slavery. We remain committed to working with our business partners and suppliers to ensure they meet our expectations and collaborating with them to safeguard employees, customers and suppliers within our sphere of influence.

Our 2024 Statement (to be published in December) will provide further detail on our progress as we seek to expand our focus on human rights through our supply chain, increase data capture and enhance our reporting.

Appendices



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Appendix A: Emissions Data and Reporting Protocol

This document outlines the environmental sustainability reporting standards used by Ingenia for reporting their emissions performance data. This performance data is used for all mandatory and voluntary reporting.

The organisational boundaries and data reported are designed to be consistent over time. Diversions from this may be necessary where granularity of data varies, and where business and stakeholder requirements change and where data availability and quality improves. Changes will be highlighted where necessary.

SCOPE AND METHODOLOGY

The following table outlines the key elements of energy and greenhouse gas (GHG) information reported by Ingenia.

| ITEM | | UNITS | DETAILS |
|---|-------------------------------------|--|---|
| Energy (electricity, gas & diesel consumption) | Operational Asset Consumption | MWh | All energy associated with the operation of the asset and under the operating control of Ingenia. Information is based on external billing and submetering where relevant. |
| | Resident Consumption | | All energy used by permanent rentals, residents and purchased homes within the Ingenia property. Includes annual sites only where electricity is separately charged. Information must be metered or charged to residents for inclusion in this category – (note where metering is not available an estimate has been made based on billing). |
| Energy Generation | Fossil Fuels | MWh | Energy generated for use by Ingenia operations via diesel generators. |
| | Renewable | | Energy generated on site from renewable sources. |
| GHG Emissions | Scope 1 | tCO ₂ e | Direct emissions from owned or controlled sources. This includes natural gas, LPG, fuel used by Ingenia owned vehicles and non-transport diesel use. |
| | Scope 2 | | Indirect emissions from the generation of purchased electricity. |
| | Scope 3 | | Indirect emissions occurring from resident electricity use (refer Resident Consumption above) that Ingenia has no operational control over. |
| Occupancy | Lifestyle, Gardens and Rental Sites | Occupancy nights | Annual Total: Number of occupied homes x number of days annually |
| | Holiday Sites & Cabins | | Annual Total: Number of sites and cabins occupied annually |
| Intensity | Energy | kWh/ Occupancy Nights | Annual Total: kWh/Occupancy nights |
| | Emissions | kg CO ₂ e/ Occupancy nights | Total Greenhouse Gas Emissions/Occupancy nights |

Purchase or disposal of assets

Assets that are purchased or disposed of during a year will be included in that year's data. Data for purchased or disposed assets will only be reported for the period of Ingenia's ownership.

Appendix A: Emissions Data and Reporting Protocol continued

Inclusion of assets under development

Assets under development, greenfield sites and land yet to developed are excluded as the emissions are beyond our operational control. These assets on completion will be included in the disclosure.

Estimation

While every effort is made to source actual data, there are instances where data gaps are unavoidable. If this is the case, an estimation is made through a consistent and suitable methodology using historical trends.

Historical Data

Historical data has been provided based on the information available at that time. Should further information become available in subsequent periods that alters the historically reported values, data will be restated to ensure the most accurate data is reported.

GHG Emission Factors

GHG emissions are calculated using the National Greenhouse Accounts (NGA) Factors for each individual reporting year. For emissions that are not specified in the NGA Factors, the National Greenhouse and Energy Reporting (NGER) Measurement Determination has been used.

| Resource Consumption | | CY19 | FY20 | FY21 | FY22 | FY23 | FY24 | % Change from FY23 |
|-----------------------------------|-----------------|------------------|------------------|------------------|------------------|------------------|------------------|--------------------|
| Site Occupancy | | | | | | | | |
| Gardens | nights occupied | 457,893 | 467,018 | 482,895 | 497,157 | 484,181 | 404,271 | -17% |
| Holidays | nights occupied | 296,163 | 266,002 | 357,460 | 357,852 | 596,337 | 623,590 | 5% |
| Lifestyle | nights occupied | 272,108 | 388,543 | 511,365 | 817,823 | 1,044,508 | 972,218 | -7% |
| Rental | nights occupied | 284,167 | 304,129 | 344,272 | 534,956 | 581,380 | 615,400 | 6% |
| Mixed-Use Lifestyle/Holidays | nights occupied | 503,444 | 484,627 | 538,810 | 613,629 | 726,202 | 750,004 | 3% |
| Grand Total | | 1,813,775 | 1,910,319 | 2,234,802 | 2,821,417 | 3,432,608 | 3,365,483 | -2% |
| Grid connected electricity | | | | | | | | |
| Gardens | MWh | 1,325 | 1,313 | 972 | 892 | 801 | 614 | -23% |
| Holidays | MWh | 4,236 | 4,153 | 4,727 | 5,296 | 7,990 | 8,478 | 6% |
| Lifestyle | MWh | 329 | 676 | 1,370 | 1,993 | 1,506 | 1,799 | 19% |
| Rental | MWh | 533 | 789 | 1,061 | 1,123 | 1,109 | 980 | -12% |
| Mixed-Use Lifestyle/Holidays | MWh | 4,327 | 4,187 | 4,710 | 4,873 | 6,034 | 5,893 | -2% |
| CORPORATE | MWh | | | | - | 154 | 124 | -19% |
| Grand Total | | 10,750 | 11,118 | 12,840 | 14,178 | 17,594 | 17,887 | 2% |
| Natural gas | | | | | | | | |
| Gardens | MWh | 86 | 90 | 90 | 108 | 97 | 88 | -9% |
| Holidays | MWh | 44 | 44 | 354 | 773 | 1,273 | 1,181 | -7% |
| Lifestyle | MWh | 237 | 193 | 153 | 66 | 74 | 64 | -14% |
| Rental | MWh | | | | 281 | 531 | 472 | -11% |
| Mixed-Use Lifestyle/Holidays | MWh | 220 | 207 | 209 | 551 | 901 | 740 | -18% |
| Grand Total | | 587 | 534 | 806 | 1,779 | 2,876 | 2,546 | -11% |

Appendices

Appendix A: Emissions Data and Reporting Protocol continued

| Resource Consumption | | CY19 | FY20 | FY21 | FY22 | FY23 | FY24 | % Change from FY23 |
|------------------------------|-----|--------------|--------------|--------------|--------------|--------------|--------------|--------------------|
| LPG | | | | | | | | |
| Gardens | MWh | 15 | 15 | 15 | 21 | 24 | 23 | -8% |
| Holidays | MWh | 1,153 | 1,202 | 1,202 | 1,189 | 1,871 | 2,035 | 9% |
| Lifestyle | MWh | - | 3 | 3 | 203 | 325 | 197 | -40% |
| Rental | MWh | 413 | 518 | 518 | 355 | 358 | 391 | 9% |
| Mixed-Use Lifestyle/Holidays | MWh | 1,486 | 1,436 | 1,436 | 1,217 | 1,824 | 1,650 | -10% |
| Grand Total | | 3,068 | 3,174 | 3,174 | 2,985 | 4,402 | 4,295 | -2% |

| Total Energy Intensity | | CY19 | FY20 | FY21 | FY22 | FY23 | FY24 | % Change from FY23 |
|------------------------------|-----------|------------|------------|------------|------------|------------|------------|--------------------|
| Gardens | kWh/night | 3.1 | 3.0 | 2.2 | 2.1 | 1.9 | 1.8 | -6% |
| Holidays | kWh/night | 18.3 | 20.3 | 17.6 | 20.3 | 18.7 | 18.8 | 0% |
| Lifestyle | kWh/night | 2.1 | 2.2 | 3.0 | 2.8 | 1.8 | 2.1 | 16% |
| Rental | kWh/night | 3.3 | 4.3 | 4.6 | 3.3 | 3.4 | 3.0 | -13% |
| Mixed-Use Lifestyle/Holidays | kWh/night | 12.0 | 12.0 | 11.8 | 10.8 | 12.1 | 11.0 | -8% |
| Grand Total | | 7.9 | 7.8 | 7.5 | 6.7 | 7.2 | 7.3 | 1% |

Notes:

1. Energy for Ingenia vehicles (Diesel 209 MWh / Petrol 543 MWh) has been recorded for FY24 but not included in the above tables.
2. Exclusion of Greenfield and Development sites as per protocol.
3. Restatement of prior year data to reflect identification of third party LPG users, reallocation of Plantations Natural Gas to LPG (313 MWh) and other electricity updates.

| GHG Emissions | | CY19 | FY20 | FY21 | FY22 | FY23 | FY24 | % Change from FY23 |
|------------------------------|----------------------|------------|------------|------------|------------|--------------|--------------|--------------------|
| Scope 1 | | | | | | | | |
| Gardens | (tCO ₂ e) | 19 | 20 | 20 | 25 | 23 | 21 | -9% |
| Holidays | (tCO ₂ e) | 260 | 279 | 337 | 403 | 644 | 663 | 3% |
| Lifestyle | (tCO ₂ e) | 44 | 36 | 29 | 57 | 85 | 55 | -35% |
| Rental | (tCO ₂ e) | 90 | 110 | 117 | 130 | 176 | 173 | -2% |
| Mixed-Use Lifestyle/Holidays | (tCO ₂ e) | 365 | 363 | 363 | 368 | 565 | 497 | -12% |
| Grand Total | | 778 | 808 | 866 | 981 | 1,494 | 1,409 | -6% |

| | | | | | | | | |
|------------------------------|----------------------|--------------|--------------|---------------|---------------|---------------|---------------|------------|
| Scope 2 | | | | | | | | |
| Gardens | (tCO ₂ e) | 1,139 | 1,106 | 796 | 653 | 589 | 443 | -25% |
| Holidays | (tCO ₂ e) | 3,431 | 3,364 | 3,793 | 3,948 | 5,986 | 6,050 | 1% |
| Lifestyle | (tCO ₂ e) | 289 | 566 | 1,109 | 1,552 | 1,113 | 1,313 | 18% |
| Rental | (tCO ₂ e) | 432 | 639 | 849 | 836 | 876 | 738 | -16% |
| Mixed-Use Lifestyle/Holidays | (tCO ₂ e) | 3,505 | 3,392 | 3,728 | 3,589 | 4,454 | 4,124 | -7% |
| CORPORATE | (tCO ₂ e) | | | | | 112 | 87 | -7% |
| Grand Total | | 8,796 | 9,066 | 10,275 | 10,577 | 13,130 | 12,755 | -3% |

Appendix A: Emissions Data and Reporting Protocol continued

| GHG Emissions | | CY19 | FY20 | FY21 | FY22 | FY23 | FY24 | % Change from FY23 |
|--------------------------------------|-----------------------------|--------------|--------------|---------------|---------------|---------------|---------------|--------------------|
| Scope 3 (resident usage) | | | | | | | | |
| Gardens | (tCO ₂ e) | 18 | 18 | 12 | 9 | 1 | - | -100% |
| Holidays | (tCO ₂ e) | 469 | 464 | 634 | 519 | 841 | 647 | -23% |
| Lifestyle | (tCO ₂ e) | 1,047 | 1,212 | 1,451 | 1,501 | 2,546 | 2,090 | -18% |
| Rental | (tCO ₂ e) | 1,044 | 1,158 | 1,198 | 2,065 | 2,953 | 2,988 | 1% |
| Mixed-Use Lifestyle/Holidays | (tCO ₂ e) | 1,544 | 1,489 | 1,547 | 1,577 | 1,872 | 1,796 | -4% |
| Grand Total | | 4,121 | 4,341 | 4,842 | 5,672 | 8,214 | 7,521 | -8% |
| Total Scope 1 and 2 | | | | | | | | |
| Ingenia Gardens | (tCO ₂ e) | 1,158 | 1,126 | 816 | 677 | 613 | 464 | -24% |
| Ingenia Holidays | (tCO ₂ e) | 3,691 | 3,643 | 4,130 | 4,350 | 6,630 | 6,713 | 1% |
| Ingenia Lifestyle | (tCO ₂ e) | 333 | 603 | 1,138 | 1,609 | 1,198 | 1,368 | 14% |
| Ingenia Rental | (tCO ₂ e) | 522 | 749 | 966 | 965 | 1,052 | 911 | -13% |
| Mixed-Use Lifestyle/Holidays | (tCO ₂ e) | 3,870 | 3,754 | 4,091 | 3,957 | 5,019 | 4,621 | -8% |
| Grand Total | | 9,574 | 9,875 | 11,141 | 11,559 | 14,512 | 14,077 | -3% |
| Total Scope 1 and 2 Intensity | | | | | | | | |
| Ingenia Gardens | kg CO ₂ -e/night | 2.5 | 2.4 | 1.7 | 1.4 | 1.3 | 1.1 | -9% |
| Ingenia Holidays | kg CO ₂ -e/night | 12.5 | 13.7 | 11.6 | 12.2 | 11.1 | 10.8 | -3% |
| Ingenia Lifestyle | kg CO ₂ -e/night | 1.2 | 1.6 | 2.2 | 2.0 | 1.1 | 1.4 | 23% |
| Ingenia Rental | kg CO ₂ -e/night | 1.8 | 2.5 | 2.8 | 1.8 | 1.8 | 1.5 | -18% |
| Mixed-Use Lifestyle/Holidays | kg CO ₂ -e/night | 7.7 | 7.7 | 7.6 | 6.4 | 6.9 | 6.2 | -11% |
| Grand Total | | 5.3 | 5.2 | 5.0 | 4.1 | 4.2 | 4.2 | -1% |

Notes:

1. Scope 1 emissions for Ingenia vehicles (Diesel 52 tCO₂e / Petrol 133 tCO₂e) has been recorded for FY24 but not included in the above tables.

Appendices

Appendix A: Emissions Data and Reporting Protocol continued

Assets included in the FY24 Disclosure

| Site Name | Site Category | Site Name | Site Category |
|-----------------------------|---------------|----------------------------|------------------------------|
| 1 Corporate Office Brisbane | CORPORATE | 46 Wairo Beach | HOLIDAYS |
| 2 Corporate Office Sydney | CORPORATE | 47 Arundel | LIFESTYLE |
| 3 Bathurst | GARDENS | 48 Bevington Shores | LIFESTYLE |
| 4 Bundaberg | GARDENS | 49 Coastal Palms | LIFESTYLE |
| 5 Carey Park | GARDENS | 50 Coomera | LIFESTYLE |
| 6 Carrum Downs - Gardens | GARDENS | 51 Emerald Lakes | LIFESTYLE |
| 7 Coffs Harbour | GARDENS | 52 Ettalong Beach | LIFESTYLE |
| 8 Dubbo | GARDENS | 53 Glenroy | LIFESTYLE |
| 9 Goulburn | GARDENS | 54 Latitude One | LIFESTYLE |
| 10 Grovedale | GARDENS | 55 Plantations | LIFESTYLE |
| 11 Hertford | GARDENS | 56 Stoney Creek | LIFESTYLE |
| 12 Marsden | GARDENS | 57 Sunnyside Shores | LIFESTYLE |
| 13 Melton | GARDENS | 58 Sunshine | LIFESTYLE |
| 14 Ocean Grove | GARDENS | 59 The Grange | LIFESTYLE |
| 15 Port Macquarie | GARDENS | 60 Werribee | LIFESTYLE |
| 16 Seascape | GARDENS | 61 Avina | MIXED-USE/LIFESTYLE/HOLIDAYS |
| 17 Seville Grove | GARDENS | 62 Hunter Valley | MIXED-USE/LIFESTYLE/HOLIDAYS |
| 18 Sovereign | GARDENS | 63 Kingscliff | MIXED-USE/LIFESTYLE/HOLIDAYS |
| 19 St Albans Park | GARDENS | 64 Lake Conjola | MIXED-USE/LIFESTYLE/HOLIDAYS |
| 20 Swan View | GARDENS | 65 Middle Rock | MIXED-USE/LIFESTYLE/HOLIDAYS |
| 21 Taree | GARDENS | 66 Murray Bend | MIXED-USE/LIFESTYLE/HOLIDAYS |
| 22 Wagga Wagga - Gardens | GARDENS | 67 Nepean River | MIXED-USE/LIFESTYLE/HOLIDAYS |
| 23 Warrnambool | GARDENS | 68 Noosa | MIXED-USE/LIFESTYLE/HOLIDAYS |
| 24 Yakamia | GARDENS | 69 Noosa North | MIXED-USE/LIFESTYLE/HOLIDAYS |
| 25 Bonny Hills | HOLIDAYS | 70 Ocean Lake | MIXED-USE/LIFESTYLE/HOLIDAYS |
| 26 Broulee | HOLIDAYS | 71 Queenscliff Beacon | MIXED-USE/LIFESTYLE/HOLIDAYS |
| 27 Byron Bay | HOLIDAYS | 72 South West Rocks | MIXED-USE/LIFESTYLE/HOLIDAYS |
| 28 Cairns Coconut | HOLIDAYS | 73 Swan Bay | MIXED-USE/LIFESTYLE/HOLIDAYS |
| 29 Cape Paterson | HOLIDAYS | 74 Sydney Hills | MIXED-USE/LIFESTYLE/HOLIDAYS |
| 30 Eden Beachfront | HOLIDAYS | 75 Townsville | MIXED-USE/LIFESTYLE/HOLIDAYS |
| 31 Hervey Bay - Holidays | HOLIDAYS | 76 Ulladulla | MIXED-USE/LIFESTYLE/HOLIDAYS |
| 32 Inverloch | HOLIDAYS | 77 White Albatross | MIXED-USE/LIFESTYLE/HOLIDAYS |
| 33 Lake Macquarie | HOLIDAYS | 78 Anna Bay | RENTAL |
| 34 Landsborough | HOLIDAYS | 79 Brisbane North | RENTAL |
| 35 Merry Beach | HOLIDAYS | 80 Carrum Downs - Rental | RENTAL |
| 36 Moruya | HOLIDAYS | 81 Chelsea | RENTAL |
| 37 Old Bar Beach | HOLIDAYS | 82 Durack | RENTAL |
| 38 One Mile Beach | HOLIDAYS | 83 Eight Mile Plains | RENTAL |
| 39 Phillip Island | HOLIDAYS | 84 Frankston | RENTAL |
| 40 Rivershore | HOLIDAYS | 85 Redlands Rental Village | RENTAL |
| 41 Shoalhaven Heads | HOLIDAYS | 86 Taigum | RENTAL |
| 42 Soldiers Point | HOLIDAYS | | |
| 43 Tomakin | HOLIDAYS | | |
| 44 Torquay | HOLIDAYS | | |
| 45 Wagga Wagga - Holidays | HOLIDAYS | | |

Note: Assets are included for the period of ownership only.

Appendix B: People Data

| Board | FY24 | | FY23 | | FY22 | | FY21 | |
|---------------------------------------|------|--------|------|--------|------|--------|------|--------|
| | Male | Female | Male | Female | Male | Female | Male | Female |
| Percentage of Non-Executive Directors | 57% | 43% | 57% | 43% | 57% | 43% | 57% | 43% |

Note: Non-Executive Directors does not include the CEO who is counted in the executive team for the purposes of workforce reporting.

| Employment Types (FTE) | FY24 | | | FY23 | | | FY22 | | | FY21 | | |
|----------------------------------|------------|------------|------------|------------|--------------|--------------|------------|------------|------------|------------|------------|------------|
| | Male | Female | Total | Male | Female | Total | Male | Female | Total | Male | Female | Total |
| Fixed Term Full Time | 1 | 4 | 5 | 1 | 3 | 4 | 1 | 9 | 10 | 4 | 15 | 19 |
| Fixed Term Part Time | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 |
| Permanent Full Time | 204 | 291 | 495 | 203 | 293 | 496 | 193 | 261 | 454 | 182 | 213 | 395 |
| Permanent Part Time | 25 | 71 | 96 | 19.5 | 57.5 | 77 | 28 | 100 | 128 | 4 | 69 | 73 |
| Casual | 74 | 150 | 224 | 87.5 | 211 | 298.5 | 80 | 162 | 242 | 50 | 100 | 150 |
| Total workforce by Gender | 304 | 517 | 821 | 311 | 564.5 | 875.5 | 302 | 532 | 834 | 240 | 399 | 639 |

| Location (headcount) | FY24 | | | FY23 | | | FY22 | | | FY21 | | |
|------------------------------------|------------|------------|--------------|------------|------------|--------------|------------|------------|--------------|------------|------------|------------|
| | Male | Female | Total | Male | Female | Total | Male | Female | Total | Male | Female | Total |
| New South Wales | 203 | 399 | 602 | 194 | 392 | 586 | 178 | 354 | 532 | 166 | 293 | 459 |
| Northern Territory | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| Queensland | 139 | 282 | 421 | 147 | 261 | 408 | 132 | 262 | 394 | 113 | 222 | 335 |
| Victoria | 63 | 158 | 221 | 72 | 163 | 235 | 79 | 187 | 266 | 40 | 76 | 116 |
| Western Australia | 1 | 2 | 3 | 6 | 14 | 20 | 5 | 15 | 20 | 6 | 15 | 21 |
| Total workforce by location | 406 | 841 | 1,247 | 420 | 830 | 1,250 | 395 | 818 | 1,213 | 325 | 606 | 931 |

Gender Diversity (by headcount)

| Management Level | FY24 | | | FY23 | | | FY22 | | | FY21 | | |
|-------------------|------------|------------|--------------|------------|------------|--------------|------------|------------|--------------|------------|------------|------------|
| | Male | Female | Total | Male | Female | Total | Male | Female | Total | Male | Female | Total |
| Executive Team | 5 | 4 | 9 | 4 | 7 | 11 | 4 | 7 | 11 | 5 | 6 | 11 |
| Senior Management | 19 | 16 | 35 | 24 | 14 | 38 | 21 | 16 | 37 | 19 | 15 | 34 |
| Management | 44 | 104 | 148 | 53 | 102 | 155 | 34 | 92 | 126 | 27 | 72 | 99 |
| Professionals | 40 | 90 | 130 | 28 | 96 | 124 | 42 | 89 | 131 | 36 | 76 | 112 |
| Operations | 297 | 611 | 908 | 307 | 598 | 905 | 293 | 600 | 893 | 238 | 428 | 666 |
| Administration | 0 | 16 | 16 | 4 | 13 | 17 | 1 | 14 | 15 | 0 | 9 | 9 |
| Total | 406 | 841 | 1,247 | 420 | 830 | 1,250 | 395 | 818 | 1,213 | 325 | 606 | 931 |

Note: Executive Team includes the Group's CEO, KMP and other nominated executives; Senior Management positions include head of business, general managers, senior managers; Management includes operations managers across the Group.

Appendices

Appendix B: People Data continued

Age Diversity (by headcount)

| Age Diversity | FY24 | | | FY23 | | | FY22 | | | FY21 | | |
|---------------|------------|------------|--------------|------------|------------|--------------|------------|------------|--------------|------------|------------|------------|
| | Male | Female | Total | Male | Female | Total | Male | Female | Total | Male | Female | Total |
| Under 30 | 86 | 181 | 267 | 89 | 181 | 270 | 75 | 164 | 239 | 62 | 106 | 168 |
| 30 to 50 | 150 | 347 | 497 | 155 | 330 | 485 | 136 | 322 | 458 | 128 | 280 | 408 |
| Over 50 | 170 | 313 | 483 | 176 | 319 | 495 | 184 | 332 | 516 | 135 | 220 | 355 |
| Total | 406 | 841 | 1,247 | 420 | 830 | 1,250 | 395 | 818 | 1,213 | 325 | 606 | 931 |

| Background | FY24 - Number of employees | FY23 - Number of employees |
|---|----------------------------------|----------------------------------|
| White or Caucasian | 667 | 665 |
| Asian | 89 | 71 |
| New Zealander | 54 | 44 |
| Indigenous Australian or Torres Strait Islander | 52 | 40 |
| Indian | 23 | 15 |
| African | 10 | 17 |
| South American | 9 | 5 |
| North American | 4 | 5 |
| Middle Eastern | 12 | 11 |
| Pacific Islander | 16 | 11 |

In FY24, 813 employees participated in this survey question, and they were allowed to select multiple options for this question. 780 employees participated in FY23.

| | FY24 | FY23 | FY22 | FY21 |
|--------------------------------|------|------|------|------|
| Employee Engagement | | | | |
| Employee Participation Numbers | 847 | 818 | 710 | 370 |
| Employee Participation Rate | 65% | 67% | 75% | 48% |

| Recruitment | FY24 | | | FY23 | | | FY22 | | | FY21 | | |
|-----------------|------|--------|-------|------|--------|-------|------|--------|-------|------|--------|-------|
| | Male | Female | Total | Male | Female | Total | Male | Female | Total | Male | Female | Total |
| Total New Hires | 280 | 461 | 741 | 286 | 496 | 782 | 204 | 432 | 636 | 134 | 242 | 376 |

| Award | FY24 | | | FY23 | | | FY22 | | | FY21 | | |
|--|------------|------------|------------|------------|------------|--------------|------------|------------|--------------|------------|------------|------------|
| | Male | Female | Total | Male | Female | Total | Male | Female | Total | Male | Female | Total |
| Aged Care Award | 64 | 90 | 154 | 67 | 111 | 178 | 65 | 114 | 179 | 55 | 97 | 152 |
| Hospitality Industry General Award | 254 | 576 | 830 | 271 | 570 | 841 | 255 | 563 | 818 | 199 | 394 | 593 |
| Vehicle Repair, Services and Retail Award | 5 | 3 | 8 | 4 | 2 | 6 | 5 | 2 | 7 | 7 | 3 | 10 |
| Total | 323 | 669 | 992 | 342 | 683 | 1,025 | 325 | 679 | 1,004 | 261 | 494 | 755 |

Ingenia does not have any collective agreements as all employees are employed under individual contracts which comply with the National Employment Standards (NES). All employees are covered by an Award or NES. These awards or standards clearly indicate that all employees are free to associate. Ingenia places its employees on an individual agreement, which cannot under legislation, remove any rights an employee has under an award or NES.

Appendix B: People Data continued

| Voluntary Turnover (%)* | FY24 | | | FY23 | | | FY22 | | FY21 | |
|---------------------------------|------|--------|-------|------|--------|-------|------|--------|------|--------|
| | Male | Female | Total | Male | Female | Total | Male | Female | Male | Female |
| Executive Team | 0% | 14% | 7% | 22% | 13% | 18% | 20% | 13% | 0% | 25% |
| Senior Management | 11% | 0% | 5% | 23% | 11% | 18% | 4% | 16% | 26% | 0% |
| Management | 14% | 0% | 8% | 23% | 15% | 18% | 21% | 19% | 9% | 17% |
| Professional | 18% | 17% | 17% | 36% | 21% | 26% | 19% | 18% | 14% | 19% |
| Operations | 38% | 31% | 34% | 35% | 30% | 32% | 25% | 22% | 25% | 26% |
| Administration | 0% | 15% | 13% | 0% | 28% | 28% | 50% | 6% | 0% | 20% |
| Company Voluntary Turnover Rate | 34% | 28% | 30% | 33% | 27% | 29% | 23% | 21% | 22% | 23% |

* Includes casual staff across Ingenia.

* Voluntary turnover is the rolling turnover for the financial year.

| Total Turnover | FY24 | FY23 | FY22 |
|----------------------------------|------|------|------|
| Total Turnover | 37% | 40% | 27% |
| Total Turnover excluding casuals | 27% | 29% | 24% |

| Parental Leave* | FY24 | | | FY23 | | |
|---|------|--------|-------|------|--------|-------|
| | Male | Female | Total | Male | Female | Total |
| Entitled to parental leave** | 58% | 64% | 62% | 58% | 62% | 61% |
| On parental leave during FY24 (Primary and Secondary carers) | 3 | 12 | 15 | 4 | 23 | 27 |
| Returned to work in FY24 | 3 | 3 | 6 | 3 | 5 | 8 |
| Still on parental leave in FY24 | 0 | 9 | 9 | 0 | 10 | 10 |
| Did not return/left on parental leave in FY24 | 0 | 0 | 0 | 1 | 8 | 9 |
| Return to work rate (%) | 100% | 100% | 100% | 75% | 38% | 47% |

** Team members with more than six months of service.

Ingenia offers 26 weeks of paid parental leave for primary carers and 2 weeks paid secondary carers leave for all permanent employees.

| Parental Leave* | FY22 | | FY21 | |
|---|------|--------|------|--------|
| | Male | Female | Male | Female |
| Employees Entitled to Take Parental Leave | 219 | 459 | 181 | 352 |
| Employees that Took Parental Leave as primary carer | 0 | 7 | 0 | 11 |
| Returned to Work*** | 0 | 1 | 0 | 7 |
| Return to Work Rate*** | N/a | 50% | N/a | 100% |
| Parental Leave Retention Rate After 6mths | N/a | 50% | N/a | 80% |
| Parental Leave Retention Rate After 12mths | N/a | 100% | N/a | 60% |

* Eligibility policy differed in FY 22 and preceding years.

*** In FY22 five employees were on maternity leave.

Appendices

Appendix B: People Data continued

| Promotions/Internal Transfers | FY24 | | | FY23 | | | FY22 | | | FY21 | | |
|-------------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| | Male | Female | Total | Male | Female | Total | Male | Female | Total | Male | Female | Total |
| Executive Team | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| Senior Management | 5 | 0 | 5 | 1 | 2 | 3 | 2 | 2 | 4 | 3 | 3 | 6 |
| Management | 2 | 0 | 2 | 5 | 3 | 8 | 2 | 13 | 15 | 0 | 10 | 10 |
| Professionals | 0 | 7 | 7 | 5 | 8 | 13 | 6 | 6 | 12 | 1 | 3 | 4 |
| Operations | 5 | 14 | 19 | 18 | 20 | 38 | 19 | 28 | 47 | 8 | 10 | 18 |
| Administration | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 12 | 21 | 33 | 29 | 33 | 62 | 29 | 49 | 78 | 12 | 27 | 39 |

| Percentage of open positions filled by internal candidates (internal hires) | FY24 | FY23 | FY22 |
|---|------|------|------|
| | 11% | 11% | 10% |

| Leave Days Taken | FY24 | | | FY23 | | | FY22 | | | FY21 | | |
|--|--------------|--------------|---------------|--------------|--------------|---------------|--------------|--------------|---------------|--------------|--------------|---------------|
| | Male | Female | Total | Male | Female | Total | Male | Female | Total | Male | Female | Total |
| Annual Leave | 3,150 | 5,249 | 8,399 | 3,130 | 4,498 | 7,628 | 1,914 | 3,394 | 5,308 | 2,893 | 4,042 | 6,935 |
| Long Service Leave | 141 | 28 | 169 | 56 | 52 | 108 | 47 | 20 | 67 | 296 | 296 | 592 |
| Parental Leave Unpaid | 21 | 106 | 127 | 0 | 20 | 20 | 0 | 669 | 669 | 0 | 577 | 577 |
| Parental Leave Paid | 125 | 863 | 988 | 28 | 127 | 155 | 54 | 243 | 297 | 40 | 280 | 320 |
| Sick and Carers Leave | 1,175 | 2,090 | 3,265 | 1,314 | 2,216 | 3,530 | 931 | 1,604 | 2,535 | 931 | 1,172 | 2,103 |
| Leave without Pay | 931 | 1,230 | 2,161 | 16 | 21 | 37 | 344 | 619 | 963 | 507 | 471 | 978 |
| Other (Natural Disaster/ Unforeseen Leave)** | 128 | 217 | 345 | 59 | 67 | 126 | 162 | 900 | 1,062 | 80 | 295 | 375 |
| Charity Leave* | 7 | 19 | 25 | 15 | 14 | 29 | N/A | N/A | N/A | N/A | N/A | N/A |
| Total | 5,678 | 9,802 | 15,480 | 4,618 | 7,015 | 11,633 | 3,452 | 7,449 | 10,901 | 4,747 | 7,133 | 11,880 |

* Charity Leave was introduced in FY22.

** Other leave includes study leave, jury duty, purchased leave, community service leave and unforeseen leave (which is utilised during periods of natural disaster).

| Absenteeism | FY24 | | FY23 | | FY22 | | FY21 | |
|---|------|--------|------|--------|------|--------|------|--------|
| | Male | Female | Male | Female | Male | Female | Male | Female |
| Absentee rate (sick days availed per FTE) | 2.4 | 2.6 | 6.4 | 6.6 | 3.1 | 3.1 | 3.8 | 2.9 |

| Gender Pay Ratio (Base Salary) | FY24 | | FY23 | | FY22 | | FY21 | |
|--------------------------------|------------|------------|------------|------------|------------|------------|------------|----------|
| | Male | Female | Male | Female | Male | Female | Male | Female |
| Executive Team (excl CEO) | 1.0 | 1.0 | 1.0 | 1.1 | 1.2 | 1 | 1.2 | 1 |
| Senior Management | 1.1 | 1.0 | 1.2 | 1.0 | 1 | 1.1 | 1.2 | 1 |
| Management | 1.2 | 1.0 | 1.1 | 1.0 | 1 | 1 | 1.1 | 1 |
| Professional | 1.2 | 1.0 | 1.2 | 1.0 | 1.4 | 1 | 1.5 | 1 |
| Operations | 1.0 | 1.2 | 1.1 | 1.0 | 1.1 | 1 | 1 | 1 |
| Administration | N/A | 1.0 | NA | 1.0 | 1 | 1.6 | n/a | 1 |
| Total | 1.2 | 1.0 | 1.1 | 1.0 | 1.1 | 1.0 | 1.1 | 1 |

Appendix B: People Data continued

| | FY24 | FY23 |
|---|----------------|--------------|
| Average amount spent per FTE on training and development | Total | Total |
| Executive Team | \$1,810 | \$3,264 |
| Senior Management | \$1,388 | \$6,813 |
| Management | \$2,083 | \$5,534 |

| | FY24 | FY23 | FY22 | FY21 |
|--|---------------|--------|--------|--------|
| CEO/Employee Compensation ratio | | | | |
| CEO total annual compensation to median employee total annual compensation | 16.5:1 | 15.3:1 | 16.2:1 | 14.1:1 |

This includes employee's base rate, superannuation, STI Bonus, LTI Bonus, and allowances (eg motor vehicle allowance, accommodation allowance). The above compensation ratio is based on Full time and Part time employees and excludes casual employee.

Flexible Working Arrangements

Hybrid Working Arrangement Policy was introduced in FY22 and most employees have access to some form of flexible working arrangement.

Appendices

Appendix C: Health and Safety Data

| | FY24 | FY23 | FY22 | FY21 |
|--|----------|----------|----------|----------|
| Metric | | | | |
| Ingenia employee HSE incidents | | | | |
| Recorded injuries | 114 | 94* | 96* | 67* |
| Lost-time injuries/diseases | 42 | 45 | 28 | 23 |
| Cases of work-related ill health | 1 | 0 | 0 | 0 |
| Fatalities | 0 | 0 | 0 | 0 |
| Lost Time Injury Incidence Rate (LTIIR) | 0.59 | 3.75 | 2.7 | 2.76 |
| Lost Time Injury Frequency Rate (LTIFR) | 24.54 | 17.66 | 19.59 | 20.07 |
| Lost day rate (days lost per million hours worked) | 1,849.36 | 1,365.83 | 1,239.88 | 1,082.14 |
| Contractor HSE incidents | | | | |
| Recorded injuries | 12 | 8 | 2 | 4 |
| Fatalities | 0 | 0 | 0 | 0 |
| LTIFR ¹ | - | - | - | - |
| Recorded hours worked ¹ | - | - | - | - |
| Employee relations matters | | | | |
| Fraud, bribery and corruption | 1 | 0 | 0 | 0 |
| Discrimination | 1 | 1 | 0 | 0 |
| Privacy | 0 | 0 | 0 | 0 |
| Other Whistleblower matters | 4 | 2 | 1 | 0 |
| Other Employee Code of Conduct breaches | 0 | 0 | 0 | 0 |

1. Ingenia does not currently record contractor hours and is therefore unable to calculate LTIFR for contractor injuries.

* Incident data has been reassessed in the Beakon system and previous records restated. More visibility and classification of all incidents has resulted in increased reporting and disclosure.

Appendix C: Health and Safety Data continued

Commentary and methodology

Health, Safety and Environment (HSE) incidents account for all recorded incidents pertaining to Ingenia employees. Ingenia's incident management systems now have the functionality to record statistics related to injury rates.

Definitions

Contractor - An individual employed by an organisation other than Ingenia, who performs work as directed by their employer at an operational asset controlled by Ingenia.

Recorded injuries - Recorded incidents that resulted in lost time and/or for which first aid, or medical treatment was administered.

Lost-time injuries/diseases - Those occurrences that resulted in a fatality, permanent disability or time lost from work of one day/shift or more and if the incident relates to a Ingenia employee, is recorded via a WorkCover claim.

Fatalities - Fatalities that occur as a result of an injury or disease occurrence.

Lost Time Injury Incidence Rate (LTIIR) - The number of occurrences of injury/disease for each one hundred full time equivalent employees is calculated as follows:

$$LTIIR = \frac{\text{number of lost time injuries/diseases}}{\text{number of full time equivalent employees}} \times 100$$

Lost Time Injury Frequency Rate (LTIFR) - The number of occurrences of injury or disease for each one million hours worked is calculated as follows:

$$LTIFR = \frac{\text{number of lost time injuries/diseases}}{\text{number of hours worked}} \times 1,000,000$$

Lost day rate (LDR) - The number of days lost to injuries/diseases for each one million hours worked is calculated as follows:

$$LDR = \frac{\text{days lost due to injuries/diseases}}{\text{number of hours worked}} \times 1,000,000$$

Number of Ingenia employee hours worked in the period - Refers to the total scheduled number of hours worked by all Ingenia employees as recorded on 30 June of each year.

Number of workers - Is defined as the number of workers who were employed by Ingenia as recorded at the end of 30 June 2024.

Appendices

Appendix D: GRI Content Index

Ingenia Communities referred to the Global Reporting Initiative (GRI) Standards to determine the 2024 Sustainability Reporting boundaries and for guidance on identifying and reporting its material issues, management approaches and reporting key performance indicators across stakeholder groups including residents and guests, employees, investors, local communities, industry partners and suppliers.

Below is a guide to Ingenia’s reporting metrics in reference to the GRI.

General Disclosures

| Number | Disclosure | Reference | Remarks/ Omissions |
|-----------------------------------|--|--|---|
| ENVIRONMENT | | | |
| GRI 2: General Disclosures | | | |
| 2-1 | Organisational details | <ul style="list-style-type: none"> Sustainability Report 2024, Pg 04 - About Ingenia Communities Group Website - About Us, Contact Us | <p>Ingenia (INA) is a publicly listed real estate investment trust listed on the Australian Securities Exchange</p> <p>The Group operates solely in Australia</p> |
| 2-2 | Entities included in the organization's sustainability reporting | <ul style="list-style-type: none"> Sustainability Report 2024, Pg 1-3 - About Ingenia Communities Annual Report - Pg 47 | |
| 2-3 | Reporting period, frequency and contact point | <ul style="list-style-type: none"> Sustainability Report 2024, Contents Page | Reporting period 1st July 2023 to 30th June 2024 |
| 2-5 | External assurance | | External assurance has not been sought |
| 2-6 | Activities, value chain and other business relationships | <ul style="list-style-type: none"> Sustainability Report 2024, Pg 04 - About Ingenia Communities Group; Corporate Governance Statement, Pg 2 - Group Structure 2024 Annual Report, Pg 74 - Consolidated Statement of Income; Pg 75, Consolidated balance sheet; Pg 185 - Security Holder information; Pg 47 - Directors Report Modern Slavery Statement 2023, Pg 09 - Supply Chain | Ingenia (INA) is a publicly listed real estate investment trust listed on the Australian Securities Exchange |
| 2-7 | Employees | <ul style="list-style-type: none"> Sustainability Report 2024, Pg 04 - About Ingenia Communities Group; Pg 99 - Appendix B: People Data; Pg 56 - Diversity and Inclusion; Pg 42 - Our People Group Website - About Us | |

Appendix D: GRI Content Index continued

| Number | Disclosure | Reference | Remarks/ Omissions |
|--------|---|---|--------------------|
| 2-9 | Governance structure and composition | <ul style="list-style-type: none"> Sustainability Report 2024, Pg 80 - Governance; Pg 82 - Board and Committees; Pg 84 - Climate disclosure statement Corporate Governance Statement Pgs 3-5 | |
| 2-10 | Nomination and selection of the highest governance body | <ul style="list-style-type: none"> People and Culture Committee Charter | |
| 2-11 | Chair of the highest governance body | <ul style="list-style-type: none"> Corporate Governance Statement Sustainability Report 2024, Pg 82 - Governance Board of Directors | |
| 2-12 | Role of the highest governance body in overseeing the management of impacts | <ul style="list-style-type: none"> Sustainability Report 2024, Pg 80 - Governance; Pg 82 - Board and Committees; Pg 88 - Climate Disclosure Statement | |
| 2-13 | Delegation of responsibility for managing impacts | <ul style="list-style-type: none"> Corporate Governance Statement, Pg 07 Sustainability Report 2024, Pg 80 - Governance | |
| 2-14 | Role of the highest governance body in sustainability reporting | <ul style="list-style-type: none"> Sustainability Report 2024, Pgs 82-83 - Governance; Pg 82 - Board and Committees; Pgs 88-91 - Climate strategy disclosure Board Charter, Pgs 2-3 | |
| 2-15 | Conflicts of interest | <ul style="list-style-type: none"> Corporate Governance Statement Pg 14 Group Website - Corporate Policies and Procedures - Code of Conduct, Anti-Bribery and Corruption Policy | |
| 2-16 | Communication of critical concerns | <ul style="list-style-type: none"> Corporate Governance Statement | |
| 2-17 | Collective knowledge of the highest governance body | <ul style="list-style-type: none"> Ingenia Sustainability Report 2024, Pg 80 - Governance Corporate Governance Statement, Pgs 10-14 | |
| 2-18 | Evaluation of the performance of the highest governance body | <ul style="list-style-type: none"> Sustainability Report 2024, Pg 80 - Governance Corporate Governance Statement, Pg 8 | |
| 2-19 | Remuneration policies | <ul style="list-style-type: none"> 2024 Annual Report, Pg 58-72, Remuneration Report Board Charter, Pgs 2-3 People and Culture Committee Charter | |

Appendices

Appendix D: GRI Content Index continued

| Number | Disclosure | Reference | Remarks/ Omissions |
|--------------|--|--|--|
| 2-20 | Process for determining remuneration | <ul style="list-style-type: none"> • 2024 Annual Report, Pg 58-72, Remuneration Report • Corporate Governance Statement, Pgs 23-24 • People and Culture Committee Charter | |
| 2-21 | Annual total compensation ratio | <ul style="list-style-type: none"> • Sustainability Report 2024, Pg 103 -Appendix B: People Data | |
| 2-22 | Statement on sustainable development strategy | <ul style="list-style-type: none"> • Sustainability Report 2024, Pg 2 - Letter from our CEO • 2024 Sustainability Report, Pgs 16-17, 35-38 | |
| 2-23 2-24 | Policy commitments Embedding policy commitments | <ul style="list-style-type: none"> • Group Website - Corporate Policies and Procedures - Responsible Entity Risk Statement • Corporate Governance Statement • Modern Slavery Statement 2023 • Sustainability Report 2024, Pg 92 - Human Rights | |
| 2-25 | Processes to remediate negative impacts | <ul style="list-style-type: none"> • Group Website - Corporate Policies and Procedures - Code of Conduct, Complaints Policy | |
| 2-26 | Mechanisms for seeking advice and raising concerns | <ul style="list-style-type: none"> • Group Website - Corporate Policies and Procedures - Code of Conduct, Complaints Policy, Whistleblower Policy | |
| 2-27 | Compliance with laws and regulations | <ul style="list-style-type: none"> • Group Website - Investor Centre (ASX announcements) • Sustainability Report 2024 - Pg 18 • 2024 Annual Report, Pg 57 - Directors Report | |
| 2-28 | Membership associations | <ul style="list-style-type: none"> • Sustainability Report 2024, Pg 10 - Memberships | |
| 2-29 | Approach to stakeholder engagement | <ul style="list-style-type: none"> • Sustainability Report 2024, Pg 14-15 -Stakeholder Engagement • Group Website - Our Stakeholders | |
| 2-30 | Collective bargaining agreements | <ul style="list-style-type: none"> • Sustainability Report 2024, Pg 100 | There are no employees on collective bargaining agreements |

Appendix D: GRI Content Index continued

| Number | Disclosure | Reference | Remarks/ Omissions |
|-------------------------------------|--|---|--|
| GRI 3: Material Topics | | | |
| 3-1 | Process to determine material topics | <ul style="list-style-type: none"> Sustainability Report 2024, Pg 12 - Materiality Assessment | |
| 3-2 | List of material topics | <ul style="list-style-type: none"> Sustainability Report 2024, Pg 13 - Materiality Assessment | |
| 3-3 | Management of material topics | <ul style="list-style-type: none"> Sustainability Report 2024, Pg 13 - Materiality Assessment | |
| GRI 302: Energy | | | |
| 302-1 | Energy consumption within the organisation | <ul style="list-style-type: none"> Sustainability Report 2024, Pg 25 - Energy and Emissions Overall Performance Sustainability Report 2024, Pgs 94-98 - Appendix A: Emissions Data and Reporting Protocol | Data excludes Greenfield assets and assets under development. |
| GRI 305: Emissions | | | |
| 305-1 | Direct (Scope 1) GHG emissions | <ul style="list-style-type: none"> Sustainability Report 2024, Pg 25 - Energy and Emissions Overall Performance; Pgs 96-97 - Appendix A: Emissions Data and Reporting Protocol | Data excludes Greenfield assets and assets under development. |
| 305-2 | Energy indirect (Scope 2) GHG emissions | <ul style="list-style-type: none"> Sustainability Report 2024, Pg 25 -Emissions and Energy Efficiency Sustainability Report 2024, Pgs 96-97 - Appendix A: Emissions Data and Reporting Protocol | Data excludes Greenfield assets and assets under development. |
| 305-3 | Other indirect (Scope 3) GHG emissions | <ul style="list-style-type: none"> Emissions and Energy Efficiency Sustainability Report 2024, Pgs 96-97 - Appendix A: Emissions Data and Reporting Protocol | Data excludes Greenfield assets and assets under development. Scope 3 emissions represent resident emissions only. |
| 305-4 | GHG emissions intensity | <ul style="list-style-type: none"> Sustainability Report 2024, Pg 25 - Energy and Emissions Overall Performance Sustainability Report 2024, Pgs 96-97 - Appendix A: Emissions Data and Reporting Protocol | Data excludes Greenfield assets and assets under development. |
| GRI 303: Water and Effluents | | | |
| 303-1 | Interactions with water as a shared resource | <ul style="list-style-type: none"> Sustainability Report 2024, Pgs 28-31 - Water | |
| 303-5 | Water consumption | <ul style="list-style-type: none"> Sustainability Report 2024, Pgs 28-29 -Water Performance | |

Appendices

Appendix D: GRI Content Index

| Number | Disclosure | Reference | Remarks/ Omissions |
|--|--|---|--|
| GRI 306: Waste | | | |
| 306-1 | Waste generation and significant waste-related impacts | <ul style="list-style-type: none"> Sustainability Report 2024, Pgs 32-34 - Waste Management | |
| 306-3 | Waste generated | <ul style="list-style-type: none"> Sustainability Report 2024, Pg 33 - Waste Management | Data excludes head offices and assets not serviced by the service provider |
| 306-4 | Waste diverted from disposal | <ul style="list-style-type: none"> Sustainability Report 2024, Pg 33 - Waste Management | Data excludes head offices and assets not serviced by the service provider |
| 306-5 | Waste directed to disposal | <ul style="list-style-type: none"> Sustainability Report 2024, Pg 33 - Waste Management | Data excludes head offices and assets not serviced by the service provider |
| SOCIAL | | | |
| GRI 401: Employment | | | |
| 404-1 | New employee hires and employee turnover | <ul style="list-style-type: none"> Sustainability Report 2024, Pgs 100-101 - Appendix B: People Data | |
| 404-2 | Benefits provided to full-time employees that are not provided to temporary or part-time employees | <ul style="list-style-type: none"> Sustainability Report 2024, Pg 46 - Employee Benefits | |
| 404-3 | Parental leave | <ul style="list-style-type: none"> Sustainability Report 2024; Pg 101 - parental leave eligibility and leave taken, Pg 46 - Employee Benefits | |
| GRI 403: Occupational Health and Safety | | | |
| 403-1 | Occupational health and safety management system | <ul style="list-style-type: none"> Sustainability Report 2024, Pgs 52-55 - Health Safety and Wellbeing 2024 Annual Report, Pg 49 - Directors Report | |
| 403-2 | Types of injury and rates of injury, occupational diseases | <ul style="list-style-type: none"> Sustainability Report 2024, Pg 104 - Appendix C: Health and Safety Data | |
| 403-4 | Worker participation, consultation, and communication on occupational health and safety | <ul style="list-style-type: none"> Sustainability Report 2024, Pg 52-55 - Health, Safety and Wellbeing | |
| 403-5 | Worker training on occupational health and safety | <ul style="list-style-type: none"> Sustainability Report 2024, Pg 52-55 - Health, Safety and Wellbeing | |
| 403-6 | Promotion of worker health | <ul style="list-style-type: none"> Sustainability Report 2024, Pg 52 - Health, Safety and Wellbeing | |
| 403-9 | Work-related injuries | <ul style="list-style-type: none"> Sustainability Report 2024, Pg 104 - Appendix C: Health and Safety Data | |

Appendix D: GRI Content Index continued

| Number | Disclosure | Reference | Remarks/ Omissions |
|---|---|---|--------------------|
| GRI 404: Training and Education | | | |
| 404-2 | Programs for upgrading employee skills and employee transition programs | <ul style="list-style-type: none"> Sustainability Report 2024, Pgs 43-47 Employment, Learning and Development | |
| 404-3 | Percentage of employees receiving regular performance and career development reviews | <ul style="list-style-type: none"> Sustainability Report 2024, Pgs 47-48 Employment, Learning and Development | |
| GRI 405: Diversity and Equal Opportunity | | | |
| 405-1 | Diversity of governance bodies and employees | <ul style="list-style-type: none"> Sustainability Report 2024, Pg 56-57 Diversity and Inclusion, Pg 99-103 - Appendix B: People Data Corporate Governance Statement Pgs 2, 8, 9 Corporate Policies and Procedures - Diversity and Inclusion Policy | |
| 405-2 | Ratio of basic salary and remuneration of women to men | <ul style="list-style-type: none"> Sustainability Report 2024, Pg 99-103 Appendix B: People and Culture Data | |
| GRI 408: Child Labour | | | |
| 408-1 | Operations and suppliers at significant risk for child labour | <ul style="list-style-type: none"> Sustainability Report 2024, Pg 92 - Human Rights Modern Slavery Statement 2023 | |
| GRI 409: Forced or Compulsory Labour | | | |
| 409-1 | Operations and suppliers at significant risk for incidents of forced or compulsory labour | <ul style="list-style-type: none"> Sustainability Report 2024, Pg 92 - Human Rights Modern Slavery Statement 2023 | |
| GRI 412: Human Rights Assessment | | | |
| 412-1 | Operations that have been subject to human rights reviews or impact assessments | <ul style="list-style-type: none"> Sustainability Report 2024, Pg 92 - Human Rights Modern Slavery Statement 2023 | |
| 412-2 | Employee training on human rights policies or procedures | <ul style="list-style-type: none"> Sustainability Report 2024, Pg 92 - Human Rights Modern Slavery Statement 2023 | |

Appendices

Appendix D: GRI Content Index continued

| Number | Disclosure | Reference | Remarks/ Omissions |
|---|--|---|---|
| GRI 413: Local Communities | | | |
| 413-2 | Operations with significant actual and potential negative impacts on local communities | <ul style="list-style-type: none"> Sustainability Report 2024, Pg 70-79 - Local Communities | |
| GRI 415: Public Policy | | | |
| 415-1 | Political contributions | <ul style="list-style-type: none"> Sustainability Report 2024, Pgs 84-85 Public policy Group Website - Corporate Policies and Procedures - Anti-Bribery and Corruption Policy | |
| GRI 417: Marketing and Labelling | | | |
| 417-1 | Incidents of non-compliance concerning product and service information and labelling | | There were no incidences of non-compliance |
| GRI 418: Customer Privacy | | | |
| 418-1 | Substantiated complaints concerning breaches of customer privacy and losses of customer data | <ul style="list-style-type: none"> Sustainability Report 2024, Pg 86 - Cyber Security | No substantiated complaints were received concerning breaches of customer privacy |

Caution Concerning Forward-Looking Statements.

Certain information set forth in this report contains “forward-looking information”, under applicable securities laws (collectively referred to herein as forward-looking statements). These statements are based on our current expectations about future events or future financial performance. Forward-looking statements by their nature address matters that are, to different degrees, uncertain, and often contain words such as “may,” “could,” “expect,” “intend,” “plan,” “seek,” “plan” “anticipate,” “believe,” “estimate,” “predict,” “potential,” or “continue.”

These statements are not guarantees of future performance and undue reliance should not be placed on them. Such forward-looking statements necessarily involve known and unknown risks and uncertainties, which may cause actual performance and financial results in future periods to differ materially from any projections of future performance or result expressed or implied by such forward-looking statements.

Although forward-looking statements contained in this report are based upon what management believes are reasonable assumptions, there can be no assurance that forward-looking statements will prove to be accurate, as actual results and future events could differ materially from those anticipated in such statements. The Company undertakes no obligation to update forward-looking statements if circumstances or management’s estimates or opinions should change except as required by applicable securities laws. The reader is cautioned not to place undue reliance on forward-looking statements.



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