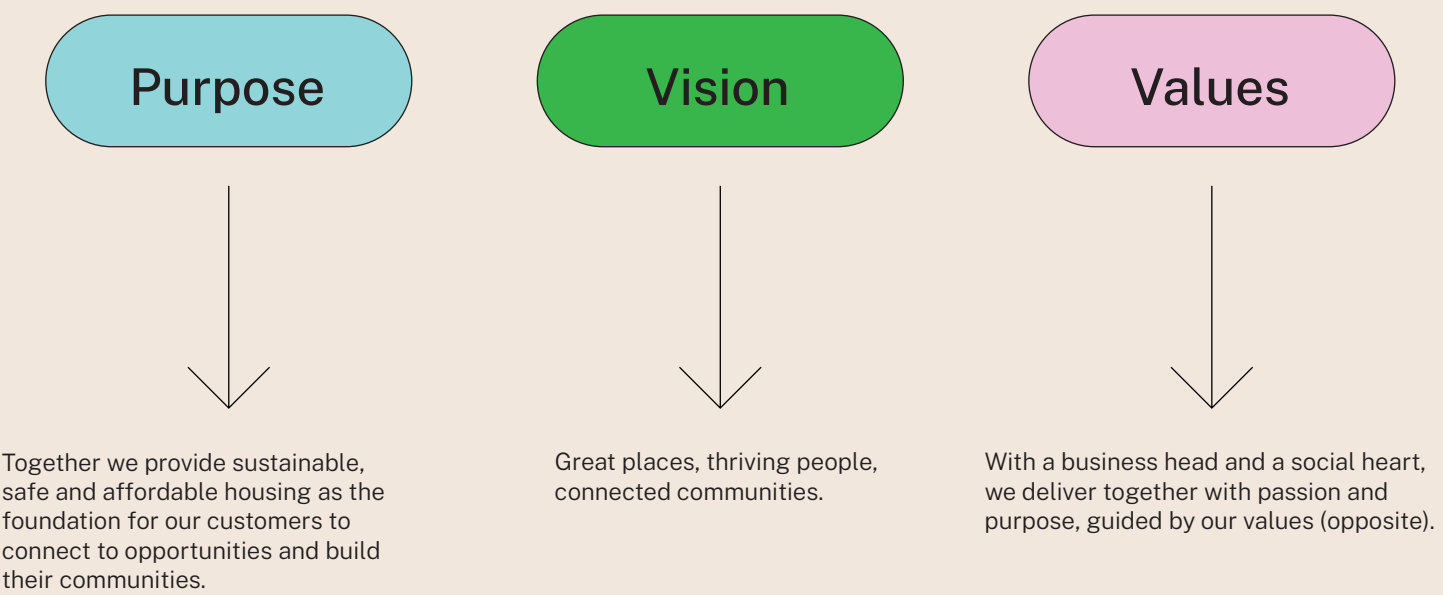


Strategy



| Strategic outcomes | Drivers of success |
|---|---|
| What we aspire to achieve | What we need to be great at to achieve our desired outcomes |
| Sustainable tenancies as a foundation for opportunity | <ul style="list-style-type: none">— Offering efficient, customer-centric services— Partnering to create opportunity |
| More sustainable homes in thriving communities | <ul style="list-style-type: none">— Attracting new capital into an affordable housing asset class and originating projects— Providing value for money asset management |
| A vibrant, sustainable business | <ul style="list-style-type: none">— Aligning high-performing people, processes and systems— Delivering as a partner of choice at the forefront of a thriving industry |

Key strategies that shape and focus our collective effort:

- Customer experience
- Development and investment
- Asset management
- Commercial and financial
- People and culture
- Technology
- Partnerships and stakeholders

Key frameworks that guide decisions, actions and operations to meet the standards our stakeholders expect:

- Safety
- Governance
- Risk
- Data governance
- Social impact
- Sustainability
- Compliance
- Procurement