



## SUSTAINABILITY DATA PACK

# FY25



## ABOUT THIS REPORT

This Data Pack summarises the Group's annual performance data on people, environmental, social impact and customer matters.

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 data should be read in conjunction with the Group's **Corporate reporting suite, including:**

The **Sustainability Report** and Sustainability section of the Group's website

**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:** The 2023 statement outlines the Group's climate management approach and how the Group is managing climate-related risks and opportunities. An update was provided in 2025.

**Reflect Reconciliation Action Plan:** This outlines the Group's reconciliation journey and key actions to be undertaken. The Plan was approved by Reconciliation Australia and adheres to the Reconciliation Australia RAP Framework.

This report covers the sustainability performance of the Group's operations across Australia at 30 June 2025, unless otherwise stated.

Note: Figures have been rounded and therefore totals may not add due to rounding.

### IMPORTANT NOTICE:

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## SECTION 1

# PEOPLE



## SECTION 1: PEOPLE

## Board

	FY25		FY24		FY23		FY22		FY21	
	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
Percentage of Non-Executive Directors	50%	50%	57%	43%	57%	43%	57%	43%	57%	43%

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

## Employment Types (FTE)

	FY25			FY24			FY23			FY22			FY21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total
Fixed Term Full Time	2	7	9	1	4	5	1	3	4	1	9	10	4	15	19
Fixed Term Part Time	0	1	1	0	1	1	0	0	0	0	0	0	0	2	2
Permanent Full Time	218	298	516	204	291	495	203	293	496	193	261	454	182	213	395
Permanent Part Time	26	66	92	25	71	96	19.5	57.5	77	28	100	128	4	69	73
Casual	88	169	257	74	150	224	87.5	211	298.5	80	162	242	50	100	150
<b>Total workforce by Gender</b>	<b>334</b>	<b>542</b>	<b>876</b>	<b>304</b>	<b>517</b>	<b>821</b>	<b>311</b>	<b>564.5</b>	<b>875.5</b>	<b>302</b>	<b>532</b>	<b>834</b>	<b>240</b>	<b>399</b>	<b>639</b>

## Location (Headcount)

	FY25			FY24			FY23			FY22			FY21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total
New South Wales	209	411	620	203	399	602	194	392	586	178	354	532	166	293	459
Northern Territory	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0
Queensland	146	261	407	139	282	421	147	261	408	132	262	394	113	222	335
Victoria	72	150	222	63	158	221	72	163	235	79	187	266	40	76	116
Western Australia	3	3	6	1	2	3	6	14	20	5	15	20	6	15	21
<b>Total workforce by location</b>	<b>430</b>	<b>825</b>	<b>1,255</b>	<b>406</b>	<b>841</b>	<b>1,247</b>	<b>420</b>	<b>830</b>	<b>1,250</b>	<b>395</b>	<b>818</b>	<b>1,213</b>	<b>325</b>	<b>606</b>	<b>931</b>

## SECTION 1: PEOPLE

## Gender Diversity (Headcount)

	FY25			FY24			FY23			FY22			FY21		
Management Level	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total
Executive Team	6	3	9	5	4	9	4	7	11	4	7	11	5	6	11
Senior Management	18	12	30	19	16	35	24	14	38	21	16	37	19	15	34
Management	47	121	168	44	104	148	53	102	155	34	92	126	27	72	99
Professionals	52	138	190	40	90	130	28	96	124	42	89	131	36	76	112
Operations	307	547	854	297	611	908	307	598	905	293	600	893	238	428	666
Administration	0	4	4	0	16	16	4	13	17	1	14	15	0	9	9
<b>Total</b>	<b>430</b>	<b>825</b>	<b>1,255</b>	<b>406</b>	<b>841</b>	<b>1,247</b>	<b>420</b>	<b>830</b>	<b>1,250</b>	<b>395</b>	<b>818</b>	<b>1,213</b>	<b>325</b>	<b>606</b>	<b>931</b>

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

## Age Diversity (Headcount)

	FY25			FY24			FY23			FY22			FY21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total
Under 30	90	193	283	86	181	267	89	181	270	75	164	239	62	106	168
30 to 50	163	330	493	150	347	497	155	330	485	136	322	458	128	280	408
Over 50	180	299	479	170	313	483	176	319	495	184	332	516	135	220	355
<b>Total</b>	<b>433</b>	<b>822</b>	<b>1,255</b>	<b>406</b>	<b>841</b>	<b>1,247</b>	<b>420</b>	<b>830</b>	<b>1,250</b>	<b>395</b>	<b>818</b>	<b>1,213</b>	<b>325</b>	<b>606</b>	<b>931</b>

## SECTION 1: PEOPLE

## Background (Primary Self Identified Cultural Ethnicity) (Headcount)

	FY25 - Number of employees	% of employees
OCEANIA AND ANTARCTICA (e.g. Australia, NZ, Pacific Islands)	559	76%
NORTH-WEST EUROPE (e.g. UK, Ireland, Scandinavia, France)	79	11%
SOUTH-EAST ASIA (e.g. Vietnam, Thailand, Indonesia, Phillipines)	53	7%
SOUTHERN AND EASTERN EUROPE (e.g. Italy, Spain, Greece, The Baltics)	26	4%
SOUTHERN AND CENTRAL ASIA (e.g. Bangladesh, India, Sri Lanka, Afganistan, Georgia etc)	8	1%
SUB-SAHARAN AFRICA (e.g. Chad, Nigeria, Mauritius, South Africa)	8	1%
AMERICAS (e.g. North America, South America, Central America and the Carribean)	7	1%
NORTH AFRICA AND THE MIDDLE EAST (e.g. Egypt, Morocco, Turkey, UAE)	0	0%

Note: In FY25 740 employees responded to this question. Employees could select only one option.

## Background (Previous Years Demographics) (Headcount)

	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

Note: In FY24 and FY23 employees were able to select multiple options for this question. A total of 813 employees (FY24) and 780 employees (FY23) chose to provide a response to this question.

## Employee Engagement

	FY25	FY24	FY23	FY22	FY21
Employee Participation Numbers (Headcount)	891	847	818	710	370
Employee Participation Rate	82%	65%	67%	75%	48%

Note: Participation rate based on eligible employees only.

## Recruitment (Headcount)

	FY25			FY24			FY23			FY22			FY21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total
Total New Hires	350	518	868	280	461	741	286	496	782	204	432	636	134	242	376

## SECTION 1: PEOPLE

### Award (Headcount)

	FY25			FY24			FY23			FY22			FY21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total
Aged Care Award	65	90	155	64	90	154	67	111	178	65	114	179	55	97	152
Hospitality Industry General Award	269	552	821	254	576	830	271	570	841	255	563	818	199	394	593
Vehicle Repair, Services and Retail Award	5	2	7	5	3	8	4	2	6	5	2	7	7	3	10
<b>Total</b>	<b>339</b>	<b>644</b>	<b>983</b>	<b>323</b>	<b>669</b>	<b>992</b>	<b>342</b>	<b>683</b>	<b>1,025</b>	<b>325</b>	<b>679</b>	<b>1,004</b>	<b>261</b>	<b>494</b>	<b>755</b>

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.

### Voluntary Turnover (%) (Headcount)

	FY25			FY24			FY23			FY22		FY21	
	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Male	Female
Executive Team	0%	34%	11%	0%	14%	7%	22%	13%	18%	20%	13%	0%	25%
Senior Management	17%	0%	10%	11%	0%	5%	23%	11%	18%	4%	16%	26%	0%
Management	24%	26%	26%	14%	0%	8%	23%	15%	18%	21%	19%	9%	17%
Professional	22%	18%	19%	18%	17%	17%	36%	21%	26%	19%	18%	14%	19%
Operations	50%	44%	46%	38%	31%	34%	35%	30%	32%	25%	22%	25%	26%
Administration	0%	25%	25%	0%	15%	13%	0%	28%	28%	50%	6%	0%	20%
<b>Company Voluntary Turnover Rate</b>	<b>41%</b>	<b>37%</b>	<b>38%</b>	<b>34%</b>	<b>28%</b>	<b>30%</b>	<b>33%</b>	<b>27%</b>	<b>29%</b>	<b>23%</b>	<b>21%</b>	<b>22%</b>	<b>23%</b>

Note: Voluntary turnover is the rolling turnover for the financial year, inclusive of casual staff.

### Total Turnover (Headcount)

	FY25	FY24	FY23	FY22
Total Turnover	31%	37%	40%	27%
Total Turnover excluding casuals	19%	27%	29%	24%

Note: Based on annual turnover.

## SECTION 1: PEOPLE

## Parental Leave\* (Headcount)

	FY25			FY24			FY23		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Entitled to parental leave**	80%	82%	81%	31%	69%	76%	86%	82%	84%
On parental leave during FY (Primary and Secondary carers)	3	14	17	3	12	13	4	23	27
Returned to work in FY	2	6	8	3	3	6	3	5	8
Still on parental leave in FY	0	6	6	0	9	9	0	10	10
Did not return / left on parental leave in FY	1	2	3	0	0	0	1	8	9
Return to work rate (%)	67%	43%	47%	100%	25%	46%	75%	22%	30%

	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	14%	N/A	64%
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.

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

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

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

## Promotions / Internal Transfers (Headcount)

	FY25			FY24			FY23			FY22			FY21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total
Executive Team	0	1	1	0	0	0	0	0	0	0	0	0	0	1	1
Senior Management	3	2	5	5	0	5	1	2	3	2	2	4	3	3	6
Management	6	6	12	2	0	2	5	3	8	2	13	15	0	10	10
Professionals	7	12	19	0	7	7	5	8	13	6	6	12	1	3	4
Operations	19	37	56	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	0	0	0
<b>Total</b>	<b>35</b>	<b>58</b>	<b>93</b>	<b>12</b>	<b>21</b>	<b>33</b>	<b>29</b>	<b>33</b>	<b>62</b>	<b>29</b>	<b>49</b>	<b>78</b>	<b>12</b>	<b>27</b>	<b>39</b>



## SECTION 1: PEOPLE

## Percentage of open positions filled by internal candidates (internal hires)

	FY25	FY24	FY23	FY22
Percentage of open positions filled by internal candidates (internal hires)	10%	11%	11%	10%

Note: Calculated based on promoted employees and external hires.

## Leave Days Taken

	FY25			FY24			FY23			FY22			FY21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total
Annual Leave	3,449	5,677	9,126	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	24	290	314	141	28	169	56	52	108	47	20	67	296	296	592
Parental Leave Unpaid	5	681	686	21	106	127	–	20	20	–	669	669	–	577	577
Parental Leave Paid	207	1,285	1,492	125	863	988	28	127	155	54	243	297	40	280	320
Sick and Carers Leave	1,382	2,296	3,678	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	2,426	2,917	5,343	931	1,230	2,161	16	21	37	344	619	963	507	471	978
Other (Natural Disaster / Unforeseen Leave)*	28	39	67	128	217	345	59	67	126	162	900	1,062	80	295	375
Charity Leave**	6	17	23	7	19	25	15	14	29	N/A	N/A	N/A	N/A	N/A	N/A
<b>Total</b>	<b>7,527</b>	<b>13,202</b>	<b>20,729</b>	<b>5,678</b>	<b>9,802</b>	<b>15,480</b>	<b>4,618</b>	<b>7,015</b>	<b>11,633</b>	<b>3,452</b>	<b>7,449</b>	<b>10,901</b>	<b>4,747</b>	<b>7,133</b>	<b>11,880</b>

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

\*\* Charity Leave was introduced in FY22.

## Absenteeism

	FY25		FY24		FY23		FY22		FY21	
	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
Absentee rate (sick days availed per FTE)	4.65	6.65	2.42	2.57	6.39	6.61	3.1	3.1	3.8	2.9

## SECTION 1: PEOPLE

### Gender Pay Ratio (Base Salary) (at 30 June 2025)

	FY25		FY24		FY23		FY22		FY21	
	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
Executive Team (excl Managing Director)	1.4	1.0	1.0	1.0	1.0	1.1	1.2	1.0	1.2	1.0
Senior Management	1.1	1.0	1.1	1.0	1.2	1.0	1.0	1.1	1.2	1.0
Management	1.2	1.0	1.2	1.0	1.1	1.0	1.0	1.0	1.1	1.0
Professional	1.3	1.0	1.2	1.0	1.2	1.0	1.4	1.0	1.5	1.0
Operations	1.2	1.0	1.0	1.2	1.1	1.0	1.1	1.0	1.0	1.0
Administration	N/A	1.0	N/A	1.0	N/A	1.0	1.0	1.6	N/A	1.0
<b>Total</b>	<b>1.2</b>	<b>1.0</b>	<b>1.2</b>	<b>1.0</b>	<b>1.1</b>	<b>1.0</b>	<b>1.1</b>	<b>1.0</b>	<b>1.1</b>	<b>1.0</b>

### CEO/Employee Compensation ratio

	FY25	FY24	FY23	FY22	FY21
CEO total annual compensation to median employee total annual compensation	17.1:1	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 employees.

### Flexible Working Arrangements

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

SECTION 1: PEOPLE

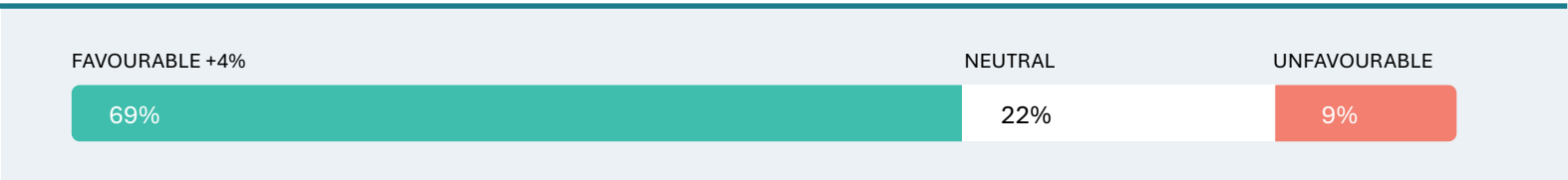
EMPLOYEE ENGAGEMENT

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	FY25	FY24	FY23	FY22
Engagement score	69%	65%	65%	74%
% of participating employees	82%	65%	67%	78%

Highlights from the FY25 survey

This year’s ‘Your voice’ survey was completed by 882 team members which is up on the prior year:



We are delighted with our improvement in the engagement survey results for this year, following a period of significant business transition. The survey solicits perspectives on a range of factors related to working at Ingenia and some of our higher scoring areas include:

- 85% of team members said they had a good relationship with their leader and 84% said their manager genuinely cares about their wellbeing
- 84% have the training and resources needed to work safely
- 84% of people believe there is equal opportunities at work for people from different backgrounds
- 82% feel connected to their team
- 80% are proud to work for Ingenia

We also saw significant improvements in the following areas:

- +13 points for Senior Leaders being visible and approachable
- +13 points for Senior leaders communicating an Ingenia purpose and values which motivates
- +13 points for the systems and process here support us getting our work done
- +7 points for Ingenia taking an active approach in working with Aboriginal and Torres Strait Islander peoples
- +6 points for Ingenia supports making a positive difference in the local communities in which we operate

## SECTION 1: PEOPLE

### Ingenia employee HSE incidents

	FY25	FY24	FY23	FY22	FY21
Recorded injuries	100	114	94*	96*	67*
Lost-time injuries/diseases	44	42	45	28	23
Cases of work-related ill health	0	1	0	0	0
Fatalities	0	0	0	0	0
Lost Time Injury Incidence Rate (LTIIIR)	0.68	0.59	3.75	2.7	2.76
Lost Time Injury Frequency Rate (LTIFR)	22.8	23.7	17.66	19.59	20.07
Lost day rate (days lost per million hours worked)	1,688.69	1,849.36	1,365.83	1,239.88	1,082.14

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

### Contractor HSE incidents

	FY25	FY24	FY23	FY22	FY21
Recorded injuries	11	12	8	2	4
Fatalities	0	0	0	0	0

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

### Employee Relations Matters

	FY25	FY24	FY23	FY22	FY21
Fraud, bribery and corruption	0	1	0	0	0
Discrimination	1	1	1	0	0
Privacy	0	0	0	0	0
Other Whistleblower matters	3	4	2	1	0
Other Employee Code of Conduct breaches	0	0	0	0	0

## SECTION 1: PEOPLE

### 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 (LTIIIR)** – The number of occurrences of injury/disease for each one hundred full time equivalent employees is calculated as follows:

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

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

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

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

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

**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 2025.



## SECTION 2

# ENVIRONMENT




Image: Ingenia Lifestyle Lake Conjola, NSW

## SECTION 2: ENVIRONMENT

### 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
<b>Energy (electricity, gas &amp; diesel consumption)</b>	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 (electricity only)		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).
<b>Energy Generation</b>	Fossil Fuels	MWh	Energy generated for use by Ingenia operations via diesel generators.
	Renewable		Energy generated on site from renewable sources.
<b>GHG Emissions</b>	Scope 1	tCO <sub>2</sub> 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 (resident only)		Indirect emissions occurring from resident electricity use (refer Resident Consumption above) that Ingenia has no operational control over.
<b>Occupancy</b>	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
<b>Intensity</b>	Energy	kWh/Occupancy Nights	Annual Total: kWh/Occupancy nights
	Emissions	kg CO <sub>2</sub> e/ Occupancy nights	Total Greenhouse Gas Emissions/Occupancy nights

## SECTION 2: ENVIRONMENT

### 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.

### Inclusion of assets under development

Assets under development, greenified sites and land yet to be 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.

### 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 emissions 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.

## SECTION 2: ENVIRONMENT

Resource Consumption		FY24	FY25	% Change from FY24
<b>Site Occupancy</b>				
Gardens	nights occupied	404,271	358,065	-11%
Holidays	nights occupied	623,590	614,496	-1%
Lifestyle	nights occupied	972,218	1,190,227	22%
Rental	nights occupied	615,400	619,345	1%
Mixed-Use Lifestyle/Holidays	nights occupied	750,004	755,575	1%
<b>Grand Total</b>		<b>3,365,483</b>	<b>3,537,708</b>	<b>5%</b>

Note: Lifestyle occupancy growth reflects the addition of newly completed developments.

<b>Grid connected electricity</b>				
Gardens	MWh	614	526	-14%
Holidays	MWh	8,478	8,289	-2%
Lifestyle	MWh	1,799	1,538	-15%
Rental	MWh	980	754	-23%
Mixed-Use Lifestyle/Holidays	MWh	5,893	6,014	2%
Corporate	MWh	124	71	-42%
<b>Grand Total</b>		<b>17,887</b>	<b>17,192</b>	<b>-4%</b>

<b>Natural gas</b>				
Gardens	MWh	88	70	-20%
Holidays	MWh	1,181	1,097	-7%
Lifestyle	MWh	64	42	-35%
Rental	MWh	472	495	5%
Mixed-Use Lifestyle/Holidays	MWh	740	484	-35%
<b>Grand Total</b>		<b>2,546</b>	<b>2,188</b>	<b>-14%</b>

<b>LPG</b>				
Gardens	MWh	23	20	-12%
Holidays	MWh	2,270	1,850	-19%
Lifestyle	MWh	197	52	-74%
Rental	MWh	391	299	-24%
Mixed-Use Lifestyle/Holidays	MWh	1,650	1,741	6%
<b>Grand Total</b>		<b>4,530</b>	<b>3,962</b>	<b>-13%</b>

## SECTION 2: ENVIRONMENT

Resource Consumption		FY24	FY25	% Change from FY24
<b>Diesel</b>				
Gardens	MWh	2	5	187%
Holidays	MWh	80	80	0%
Lifestyle	MWh	37	57	52%
Rental	MWh	19	30	61%
Mixed-Use Lifestyle/Holidays	MWh	71	88	24%
<b>Grand Total</b>		<b>209</b>	<b>260</b>	<b>24%</b>
<b>Petrol</b>				
Gardens	MWh	–	2	–
Holidays	MWh	231	259	12%
Lifestyle	MWh	53	117	120%
Rental	MWh	96	93	-3%
Mixed-Use Lifestyle/Holidays	MWh	163	165	1%
<b>Grand Total</b>		<b>543</b>	<b>635</b>	<b>17%</b>
<b>Total Energy Intensity</b>				
Gardens	kWh/night	1.8	1.7	-4%
Holidays	kWh/night	19.1	18.3	-4%
Lifestyle	kWh/night	2.1	1.4	-35%
Rental	kWh/night	3.0	2.5	-17%
Mixed-Use Lifestyle/Holidays	kWh/night	11.0	10.9	-1%
<b>Grand Total</b>		<b>7.3</b>	<b>6.6</b>	<b>-10%</b>

Note: Energy intensity excludes fleet fuel. As data has been progressively captured for petrol and diesel commencing in FY24, data reflects not only the increase in assets but additional data capture over the period.



## SECTION 2: ENVIRONMENT

GHG Emissions		FY24	FY25	% Change from FY24
<b>Scope 1</b>				
Gardens	(tCO <sub>2</sub> e)	21	17	-19%
Holidays	(tCO <sub>2</sub> e)	714	607	-15%
Lifestyle	(tCO <sub>2</sub> e)	55	19	-65%
Rental	(tCO <sub>2</sub> e)	173	157	-9%
Mixed-Use Lifestyle/Holidays	(tCO <sub>2</sub> e)	497	470	-6%
<b>Grand Total</b>		<b>1,461</b>	<b>1,270</b>	<b>-13%</b>
<b>Scope 2</b>				
Gardens	(tCO <sub>2</sub> e)	443	378	-15%
Holidays	(tCO <sub>2</sub> e)	6,050	5,765	-5%
Lifestyle	(tCO <sub>2</sub> e)	1,313	924	-30%
Rental	(tCO <sub>2</sub> e)	738	557	-25%
Mixed-Use Lifestyle/Holidays	(tCO <sub>2</sub> e)	4,124	4,097	-1%
Corporate	(tCO <sub>2</sub> e)	87	47	-46%
<b>Grand Total</b>		<b>12,755</b>	<b>11,768</b>	<b>-8%</b>
<b>Total Scope 1 and 2</b>				
Gardens	(tCO <sub>2</sub> e)	464	395	-15%
Holidays	(tCO <sub>2</sub> e)	6,765	6,372	-6%
Lifestyle	(tCO <sub>2</sub> e)	1,368	943	-31%
Rental	(tCO <sub>2</sub> e)	911	714	-22%
Mixed-Use Lifestyle/Holidays	(tCO <sub>2</sub> e)	4,621	4,567	-1%
<b>Grand Total</b>		<b>14,128</b>	<b>12,992</b>	<b>-8%</b>

SECTION 2: ENVIRONMENT

GHG Emissions		FY24	FY25	% Change from FY24
Total Scope 1 and 2 Intensity				
Gardens	kg CO <sub>2</sub> -e / night	1.1	1.1	-4%
Holidays	kg CO <sub>2</sub> -e / night	10.8	10.4	-4%
Lifestyle	kg CO <sub>2</sub> -e / night	1.4	0.8	-44%
Rental	kg CO <sub>2</sub> -e / night	1.5	1.2	-22%
Mixed-Use Lifestyle/Holidays	kg CO <sub>2</sub> -e / night	6.2	6.0	-2%
Grand Total		4.2	3.7	-12%
Resident electricity use (Scope 3)				
Gardens	(tCO <sub>2</sub> e)	8	8	5%
Holidays	(tCO <sub>2</sub> e)	647	734	13%
Lifestyle	(tCO <sub>2</sub> e)	2,090	3,759	80%
Rental	(tCO <sub>2</sub> e)	2,988	3,142	5%
Mixed-Use Lifestyle/Holidays	(tCO <sub>2</sub> e)	1,796	1,779	-1%
Grand Total		7,528	9,422	25%



Image: Ingenia Lifestyle Bethania, QLD.

## SECTION 2: ENVIRONMENT

## ASSETS INCLUDED IN THE FY25 EMISSIONS DISCLOSURE

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

Note: Assets are included for the period of ownership only. Assets under development are included once complete.

## SECTION 2: ENVIRONMENT

## WATER

Asset Type	FY25		FY24		FY23	
	Potable water usage (kL)	No. of assets reported	Potable water usage (kL)	No. of assets reported	Potable water usage (kL)	No. of assets reported
Ingenia Gardens	67,699	16	75,455	22	93,004	24
Ingenia Holidays	211,504	18	208,185	12	155,757	11
Ingenia Lifestyle	202,186	13	129,181	12	164,509	13
Ingenia Rentals	191,964	9	224,299	9	143,715	8
Mixed Use Lifestyle/Holidays	268,011	17	321,504	15	194,431	14
Ingenia Fund	26,270	6	58,775	66	60,690	6
<b>Total</b>	<b>967,634</b>	<b>79</b>	<b>1,017,400</b>	<b>76</b>	<b>812,106</b>	<b>76</b>

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

## Waste Management

Waste Data - Total tonnes by Type <sup>1</sup>	FY25	FY24	FY23 <sup>1</sup>	FY22	FY21	FY20
No of Assets Reported <sup>1</sup>	92	90	90	87	82	65
Energy Recovery	121	92	92	71	111	169
Landfill	3,924	4,037	3,990	3,672	3,151	3,336
Recycling	1,253	1,105	938	809	664	614
Diversion % (Tonnage) <sup>2</sup>	26%	23%	21%	19%	20%	19%

1. Data has been updated to reflect the inclusion of data that was not initially captured.

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 continuing to enhance our data capture.

## SECTION 3

# CUSTOMER ENGAGEMENT


A photograph showing three people and a dog in a modern, brightly lit interior space. On the left, a man in a white short-sleeved shirt and white shorts stands with his hands in his pockets, looking towards the other two people. In the center, a woman wearing a white hat, a pink and white patterned scarf, a white cardigan, and blue jeans stands with her hands on her hips, looking at the woman on the right. On the right, a woman in a light blue dress and a large white woven tote bag stands looking back at the woman in the center. A brown dog is standing in the foreground, facing right. The background features a white wall with a large window and a wooden door. The number '173' is visible on the wall above the woman in the center. The overall atmosphere is bright and modern.

Image: Ingenia Lifestyle Drift, QLD.



## SECTION 3: CUSTOMER ENGAGEMENT

### RESIDENT SURVEYS

#### Land Lease communities

From May – June 2025, we conducted an online survey among Ingenia Lifestyle residents, gathering insights from 3,087 participants, representing a 60% response rate across our communities. This marks an improvement from our 2023 and 2024 response rates of 49% and 59% respectively.

The survey indicated an Overall Resident Satisfaction % (based on very satisfied or satisfied) of 79%, with the following satisfaction scores across key metrics as shown below:



Image: Ingenia Lifestyle Sanctuary, QLD

### SECTION 3: CUSTOMER ENGAGEMENT

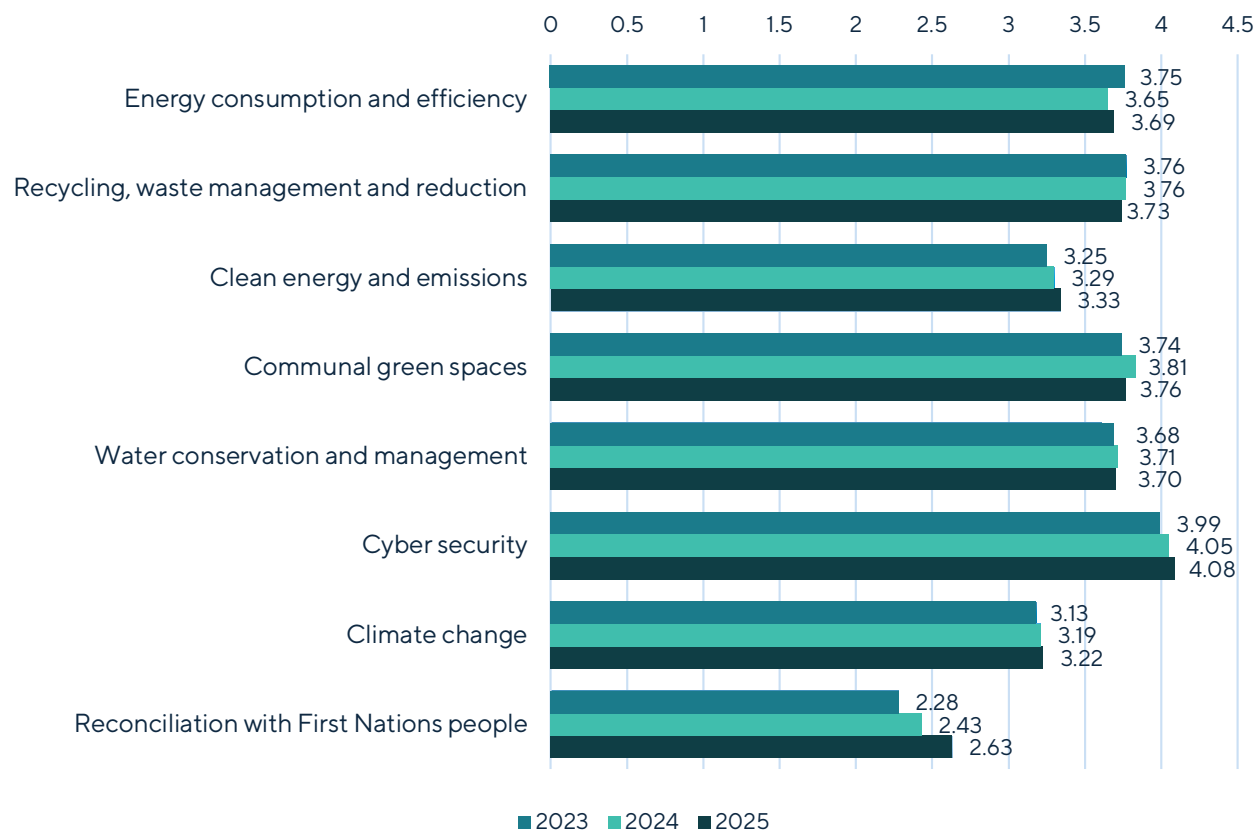
We also surveyed our residents to determine their concerns around environmental and social issues. The results below provide important stakeholder input as we further our ESG programs and goals.

## Environmental and Social Issues

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

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

### Average All Communities Mean Scores



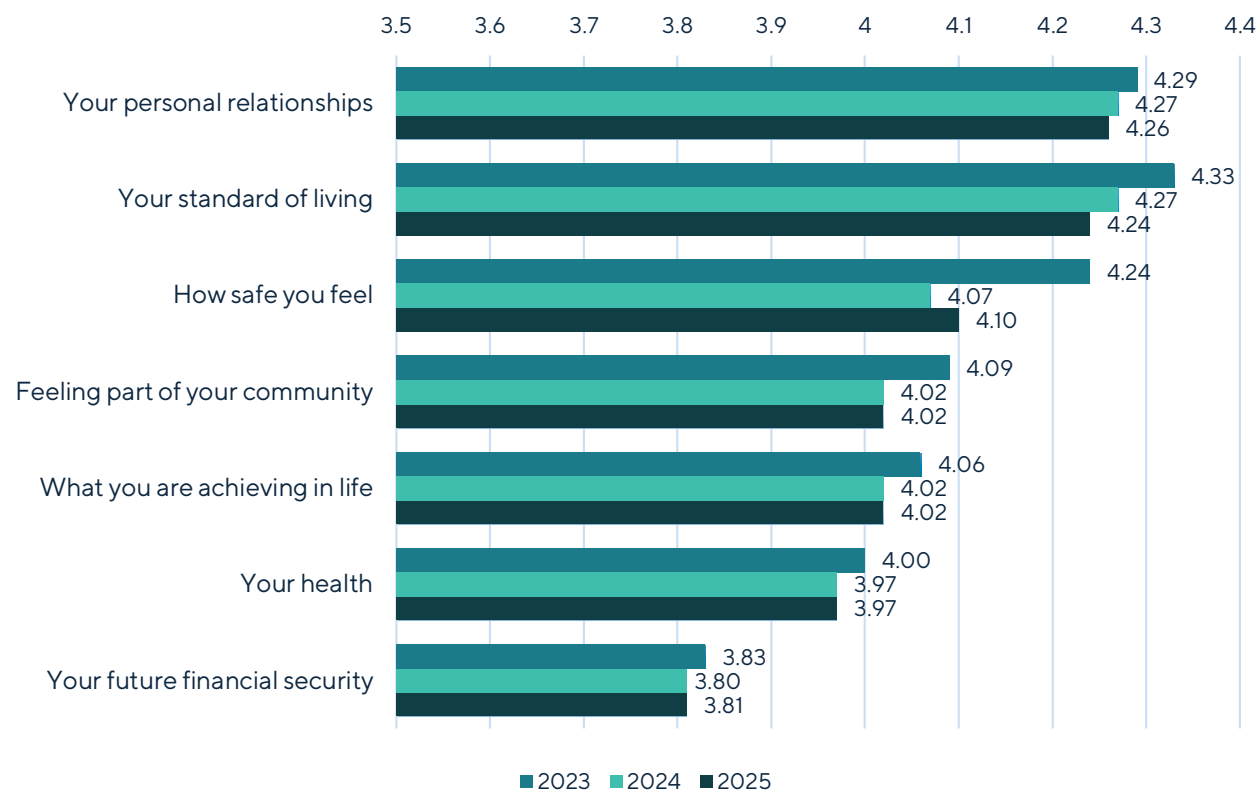
Residents have expressed cyber security as their primary concern, reflecting a clear focus on personal security. Conversely, issues perceived as less directly impacting them, such as climate change and First Nations people's concerns, rank lowest.

## SECTION 3: CUSTOMER ENGAGEMENT

## Personal Wellbeing Index

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

### Average All Communities Mean Scores



SECTION 3: CUSTOMER ENGAGEMENT

Ingenia Gardens Communities

In February – March 2025, we conducted an online survey among Ingenia Gardens residents, gathering insights from 437 participants, representing a 43% response rate across our communities.

The survey indicated an Overall Resident Satisfaction % (based on very satisfied or satisfied) of 85%, with the following satisfaction scores across key metrics as shown below:



Based on mean scores (from a total of 5) residents provided the following feedback on key attributes of their community:

Friendliness of staff	4.51
Safety and Security	4.23
Friendliness of residents	4.15
Quality of meals	4.09
Maintenance	4.09
General Appearance	4.03
Gardening	3.86

SECTION 3: CUSTOMER ENGAGEMENT

GUESTS

	FY25	FY24	FY23	FY22	FY21	FY20
Number of Guests	697,000	665,000	645,000	520,000	580,000	440,000 <sup>1</sup>
% Domestic Guests	>95%	>95%	>95%	>95%	>95%	93%
Net Promoter Score	55.86	58.17	59	62	64	65
No. Guest Reviews	>12,000	>11,000	>12,000	>9,300	>10,600	>9,100

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



Image: Ingenia Lifestyle Queenscliff Beacon, VIC.



**Ingenia Communities Group**

Level 10, 20 Bond Street, Sydney NSW 2000

T. 1300 132 946

E. [investor@ingeniacommunities.com.au](mailto:investor@ingeniacommunities.com.au)



**[www.ingeniacommunities.com.au](http://www.ingeniacommunities.com.au)**