



Media Release

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ANZ named Dow Jones Sustainability Index lead bank for fourth year in a row

ANZ today announced it had been named as the most sustainable bank globally in the 2010 Dow Jones Sustainability Index (DJSI) for the fourth consecutive year.

ANZ Chief Executive Officer Mike Smith said: "We are pleased to have once again achieved this result, which puts ANZ alongside some of the most sustainable and successful companies in the world."

"We will continue to work hard to make ANZ a more responsible organisation – whether that is through how we support our staff, the products we develop, the way we manage our risks or the interactions we have every day with our customers and the communities we serve," Mr Smith said.

Some of ANZ's efforts, highlighted in this year's DJSI assessment, were:

- Customer focus, demonstrated through leading retail and business customer satisfaction, product and service innovation and programs to support customers facing financial hardship.
- Helping our communities to grow with us by providing access to banking services, financial education programs and support for rural communities.
- Our work to strengthen governance, create a risk-aware culture and demonstrate responsible business practices.

DJSI is the most widely accepted global assessment of how companies approach their social, economic and environmental responsibilities.

It assesses business management practices such as corporate governance, risk management, customer relations, brand management, human resources, corporate community investment, climate change mitigation and environmental performance.

Further information about ANZ's corporate responsibility programs and results can be found at anz.com

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