



Greater confidence, better financial management and organisational skills are just some of the benefits Kodey and Darcy have experienced during their time on the two-year ANZ Indigenous School Based Traineeship Program.

ANZ has recruited over 250 Indigenous trainees since 2003 and has committed to recruiting another 180 school-based and full-time trainees under this initiative in 2010.

KODEY AND DARCY, Trainees
ANZ's Charlestown branch in Newcastle

CORPORATE RESPONSIBILITY

THE GLOBAL FINANCIAL CRISIS HAS BROUGHT INTO FOCUS HOW ECONOMIES AND THE COMMUNITY ARE BEST SERVED WHEN THE BANKING SECTOR UNDERSTANDS AND ACCEPTS RESPONSIBILITY FOR THE BROADER ROLE IT PLAYS IN SOCIETY.

A significant priority this year has been supporting customers feeling the effects of the volatile economic environment - particularly those who have lost their jobs or faced reduced hours of employment as a result. In a practical sense, this meant providing flexible, fast and helpful assistance to customers and small businesses facing hardship, while continuing to play our role in encouraging and supporting economic growth.

We also strengthened governance across our business, introducing policies and guidelines to help ensure all our interactions with customers and the broader community are consistent, responsible and ethical wherever we operate. For example around 96% of employees globally completed training on our new Code of Conduct and Ethics.

We introduced a new set of priorities for our corporate responsibility activities and investments that will be implemented in the coming years.

In developing these priorities, we listened to over 500 staff, customers, government representatives and community groups from across our region to understand their concerns for their lives and communities, and their expectations of a bank that shares their world.

Our long-term commitment to responsible business practice saw ANZ assessed as the leading bank globally on the Dow Jones Sustainability Index for the third consecutive year.

TOTAL COMMUNITY INVESTMENT

05	Aust	\$8,261,025
06	Aust/NZ	\$13,849,925
07	Global	\$17,810,087
08	Global	\$18,926,714
09	Global	\$22,250,345

SOME EXAMPLES OF OUR PROGRESS IN 2009

Support for customers in difficulty

A toll-free hotline was introduced giving personal and small business customers facing financial hardship fast access to our dedicated "Customer Connect team".

The team of specially trained staff is on hand to offer flexible relief packages for our customers which might include, for example, deferring or reducing home loan repayments for three, six or twelve months depending on individual circumstances.

An independent review recommended additional improvements we can make to the support we offer customers in financial difficulty, which we will implement throughout 2010.

Better decisions

A new Code of Conduct and Ethics was introduced in 2009 to help employees understand and deal with ethical challenges they may face at work.

The Code and training provided to all ANZ staff covers issues such as avoiding corrupt practices; recognising and preventing harassment and bullying in the workplace; and managing potential conflicts of interest.

A new Reputation Risk Policy provides employees with guidance on how to identify and navigate challenging economic, social and environmental issues and, where necessary, escalate concerns to senior management for decision.

Support for employees impacted by offshoring

Since 2003, ANZ has grown its technology and operations centre in Bangalore which necessarily involves relocating some roles from Australia and New Zealand.

As we continue to invest in our India operations, we recognise our responsibility to treat Australia and New Zealand-based employees whose jobs are impacted by offshoring with compassion and respect.

A \$10 million New Career Training Fund was established to support vocational training and increase future career prospects for affected employees unable to find an alternative position at ANZ. A Past Employees Care Fund provides financial support for those who may experience severe financial difficulty after leaving ANZ.

Being there for disaster-affected communities

Many ANZ people joined together to support those who faced significant hardship as a result of natural disasters occurring throughout our region this year.

Following the devastating Victorian bushfires, for example, ANZ staff established a makeshift branch at the crisis centre; and provided call centre expertise and facilities for fundraising telethons; and organised donations, cash grants and loan deferrals for hundreds of fire victims. ANZ also distributed over \$1 million in relief grants to impacted customers.

We are now working with the Victorian Bushfire Reconstruction and Recovery Authority on the most appropriate forms of long-term support ANZ can provide to recovering communities. This includes financial and management mentoring provided by ANZ staff for small businesses seeking to re-establish operations in fire-affected communities.

ONE APPROACH TO CORPORATE RESPONSIBILITY

This year we developed a new approach to corporate responsibility to support and strengthen our business strategy, brand and values and ensure we are making a significant and focused contribution to the world we live in.

Over seven months and multiple countries, we listened carefully in conversations with our employees, customers, community organisations and government representatives to better understand the economic, social and environmental issues facing the communities we serve.

Our aim was to develop one consistent and unifying approach to corporate responsibility that supports our ambition to become a significant financial services provider in the region.

THE ROLE WE PLAY IN SOCIETY

Our new approach focuses on demonstrating the important role we play in society at three levels:

INDIVIDUAL PROSPERITY

Helping to create pathways to security and prosperity through our products and services and innovative education and employment programs for the disadvantaged.

THRIVING COMMUNITIES

Championing the development of local leaders and contributing our skills and resources to help create solutions to important community issues.

NAVIGATING RESPONSIBLE GROWTH

Making decisions that balance economic, social and environmental considerations in every market across our super-region.

OUR PRIORITIES

We have identified five priorities that will guide our corporate responsibility programs, initiatives and investments in every country where we operate.

	EDUCATION AND EMPLOYMENT	RURAL DEVELOPMENT	FINANCIAL CAPABILITY	RESPONSIBLE PRACTICES	URBAN SUSTAINABILITY
OUR COMMITMENT	<p>We will strengthen and expand our programs to create education and employment opportunities for disadvantaged communities, building long-term careers and livelihoods.</p> <p>We will share our experience with other employers to encourage more private sector jobs for the most vulnerable.</p>	<p>We will support rural development in selected markets in Asia and the Pacific by working with governments, multi-lateral organisations and NGOs to pilot and share the most effective ways to bring banking services to rural communities.</p>	<p>We will strengthen and expand our programs to build financial capability so that more low-income earners benefit.</p> <p>We will take our most successful approaches and adapt them for use in markets outside Australia.</p>	<p>We will make responsible practices the foundation of our business strategy.</p> <p>We will train our people to more deeply understand global trends relevant to our clients so that together we can effectively manage the risks, and make the most of the opportunities these trends present.</p>	<p>We will seek to better understand the social and environmental pressures on the built environment and identify ways to help to improve urban sustainability.</p>
CURRENT INITIATIVES	<p>Over 250 young Aboriginal and Torres Strait Island Australians have gained valuable workplace and banking experience in branches across Australia through our school-based traineeship program. Sixty per cent of trainees so far have secured a permanent job at ANZ after their traineeship and we have set a goal to recruit a further 180 trainees into this successful program in 2010.</p>	<p>Improving the quality and accessibility of financial services in rural China will be an important focus of ANZ's first rural bank in Liangping in Western China which opened in October this year. The ANZ team there is supporting a 12 month development project for local citrus farmers, co-ordinating workshops to help improve their farming and marketing practices and providing them with access to financial literacy programs to encourage best practice financial management.</p>	<p>The Saver Plus matched savings and financial literacy program, jointly developed by ANZ and The Brotherhood of St Laurence and delivered with our community partners, gives people on low incomes an opportunity to improve their financial skills and build a long-term savings habit. Research shows 70 per cent of participants continue saving the same amount or more long after completing the program. The program has received Federal Government funding to help double its reach to an additional 7000 low income people by 2011.</p>	<p>Over seventy senior ANZ bankers participated in education sessions led by WWF-Australia on sustainability 'mega-trends' in our region, such as poverty in developing economies and transitioning to a lower carbon economy. The sessions also focused on the practical ways to help our large Corporate and Institutional clients manage these issues and at the same time take advantage of the substantial business opportunities. The sessions will be extended to more staff in our Institutional business throughout 2010.</p>	<p>By early 2010, around 6,500 ANZ employees will have moved to ANZ Centre, our new global headquarters, designed to provide our people with a vibrant and healthy workplace in one of the most environmentally progressive workplaces in the world. Features include the use of river water for air conditioning; on-site generation of electricity using natural gas and black water recycling. It is estimated the building will produce 70% less greenhouse gas emissions than a standard commercial office building.</p>

This year National Bank New Zealand (NBNZ) worked closely with Simon and Carrie Clarke to help them realise a life-long dream to own their own farm.

Simon and Carrie originally approached NBNZ to discuss growing their sharemilking business, thinking that outright farm ownership was a far-off goal.

NBNZ Rural Manager, Jeff de Malmanche, took the opportunity to look at wider financing options for them and after visiting a number of properties, helped them finance the purchase of their first dairy farm.

SIMON AND CARRIE CLARKE, Dairy Farmers
Tirau, North Island, New Zealand



GroundProbe's provision of precise information to the mining and civil infrastructure industries for risk management allows their customer's operations to be safer and more profitable.

Since 2004, ANZ Relationship Manager, Peter Goss, has worked closely with Lyle Bruce at GroundProbe to develop a banking solution that meets the needs of this rapidly growing business, including providing working capital, trade finance to facilitate the export of its products and services around the world and assisting with interest rate risk management.

LYLE BRUCE, GroundProbe
Brisbane, Australia

