

## **WELLBEING AT ANZ**




*Shaping a world where people and communities **thrive***

## ANZ's WELLBEING PROGRAMS AND INITIATIVES

Wellbeing is about being your best and creating a meaningful and healthy life. It's the vision we have for our people and remains at the heart of how we work. This means enabling our people to grow and flourish in ways that are important to them. It requires us to show care for ourselves and our colleagues, ensuring we connect about the things that matter and provide support when we need extra help. A total wellbeing focus means we all thrive together.

Examples of our Wellbeing programs and initiatives, under 4 key dimensions of mental, physical, social and financial are listed below:

Wellbeing Dimension	Overview
<p data-bbox="233 734 485 768">Mental Wellbeing</p> 	<p data-bbox="724 678 868 705"><b>Programs:</b></p> <ul data-bbox="775 714 1485 1442" style="list-style-type: none"> <li>• Mental health resources for employees and People Leaders alike are available through articles, tip sheets, catalogues, webinars, video on-demand ANZ's intranet and a specialised digital app with tailored wellbeing content.</li> <li>• Our Employee Assistance Program (EAP) is available to employees and their immediate family members globally. It provides confidential, free counselling and guidance for work or personal matters and financial wellbeing (in some locations).</li> <li>• Specialised indigenous and domestic violence services, workplace change, and critical incident management services for employees and People Leaders is available globally.</li> <li>• Our Employee Relations and Wellbeing and Safety team provides specialised support to assist People Leaders to manage mental health related issues for our employees.</li> <li>• ANZ provides resources to help employees prepare for and respond to natural disasters, and employees receive trauma counselling following significant events.</li> </ul> <p data-bbox="711 1520 833 1547"><b>Training:</b></p> <ul data-bbox="775 1556 1406 1917" style="list-style-type: none"> <li>• ANZ offers a variety of training programs to our employees that cover a variety of topics pertinent to wellbeing and safety.</li> <li>• We provide a suite of mandatory online programs such as mental health awareness, being safe in your workspace, manual handling, emergency preparedness and incident and hazard management.</li> <li>• ANZ also provides bespoke webinars from external experts on wellbeing and safety topics throughout the year.</li> </ul>

## Physical Wellbeing



### **Ergonomics:**

- ANZ uses a risk management approach to provide safe and healthy workplaces for all employees.
- 'Being Safe in Your Workspace' training is available to all employees globally and includes a self-assessment of an individual's workspace and information on correct ergonomic principles.
- ANZ offices have ergonomic workstations, chairs and collaborative workspaces. Ergonomic design principles are incorporated into all decisions for new workplace equipment, including both office and branch locations. Employees can access professional workstation assessments when required.
- ANZ has a workplace design program to support changing work styles and enable increased productivity and efficiency by providing workspaces aligned to the business unit's way of working.

### **Lighting and Illumination:**

- ANZ recognises the health benefits of access to natural light and our building design has been developed to maximise this. Natural light is supplemented by lighting that meets relevant country specific standards.
- A pro-active maintenance program identifies failed lighting for replacement in commercial sites.
- The Property Service Centre or Facilities Management teams enable employees to report any outages.

### **Noise:**

- ANZ spaces are designed to meet the occupational noise exposure standards, where relevant.
- Acoustic separation is designed into the workplace from concept stage. Open plan workspaces are carpeted, have acoustic ceilings and liberal soft furnishings to absorb noise. Meeting rooms have acoustic treatments to walls and ceilings.
- At ANZ Centre in Australia, housing approximately 6,500 employees, white noise is generated to reduce any potential echo across the large floors. External noise is shielded by double glazing and solid construction.
- Employees are provided with information about using headsets and managing noise.
- Contractors working at ANZ sites are required to manage any excess noise or complete works out of hours to avoid impact to our employees.

## Physical Wellbeing



### **Indoor Air Quality:**

- ANZ meets required standards for indoor air quality in all countries in which we operate. Systems are in place to monitor, test, and maintain high standards of indoor air quality.
- Employees report air quality issues to the Property Service Centre, Facilities Management teams or through a Wellbeing and Safety incident report.
- ANZ puts measures in place to manage extreme conditions that affect air quality (e.g. haze events in Asia). Where other incidents impact on air quality (e.g. chemical spill/fire), qualified professionals assess and determine measures that need to be put in place to manage this to ensure a safe workplace.
- ANZ ensures stringent management and routine monitoring of any on-site cooling towers to control the risk of airborne bacteria (e.g. legionella).

### **Humidity:**




- ANZ's Heating, Ventilation and Air Conditioning (HVAC) systems are designed to maintain moisture in the 30-60% range, which is considered the comfortable range for workplaces in accordance with relevant standards.
- HVAC systems are managed using planned preventative maintenance programs in accordance to Equipment Manufacturer standards. In larger buildings, regular testing of the indoor air quality is undertaken and humidity is measured and monitored.
- In locations where there is higher humidity, additional measures are taken to increase air flow.

### **Temperature:**

- A comfortable working temperature of 20°C - 26°C is the aim for all ANZ office locations, where employees are doing mainly sedentary work. This is in line with relevant standards or guidelines on workplace comfort.
- Temperature standards are built into HVAC system requirements at the design stage. Double glazed windows treated with film reflect the sun's rays providing thermal comfort in addition to blinds or louvres where this is appropriate.

### **Fitness facilities and fitness programs:**

- ANZ provides fitness facilities and contributes to external fitness programs in various locations.
- Tips and communications about increasing activity and reducing sedentary work practices are promoted. Additional activities include running events, bike clubs, sport competitions, fitness facilities near major buildings and discounted gym memberships available in various locations.
- Wellness facilities, bike racks, shower facilities, and internal stairs which encourage employees to be more active are incorporated into building designs.

<p>Physical Wellbeing</p> 	<p><b>Health and Nutrition:</b></p> <ul style="list-style-type: none"> <li>• Company paid health checks are available to employees in many of our geographies.</li> <li>• ANZ medical centres are available in some locations including Bengaluru, Manila and Chengdu. Access to dedicated medical practitioners is provided in some countries.</li> <li>• Influenza vaccinations are available for employees in many of our geographies.</li> <li>• Prevention of mosquito borne diseases is a focus in Asia/Pacific.</li> <li>• Other initiatives include nutrition campaigns and healthy catering options at various ANZ workplaces.</li> </ul>
<p>Social Wellbeing</p> 	<p>ANZ supports the social wellbeing of our employees via a number of programs and initiatives, including:</p> <ul style="list-style-type: none"> <li>• Flexible work - We have a suite of policies that help our employees to balance their work and personal commitments</li> <li>• Flexible workplace – including options to work from home or other locations.</li> <li>• Paid volunteer leave – encouraging employees to support local community organisations.</li> <li>• Childcare Facilities and Contributions - Eligible employees in Australia are entitled to a childcare allowance to help address the availability of affordable child care. We also offer facilities to support people to work and continue breastfeeding or chestfeeding.</li> <li>• ANZ provides employees access to Eldercare and Childcare resources, which explains the issues and resources available when caring for an older person or Whānau, or young children. External providers may also provide information, advice and services relating to eldercare and childcare resources.</li> <li>• Social connectedness, diversity and inclusion are key features of ANZ’s social wellbeing. An internal social media-like platform is available to employees globally to facilitate and encourage a more casual / relaxed interaction between colleagues.</li> </ul>
<p>Financial wellbeing</p> 	<p>ANZ supports the financial wellbeing of our employees via several programs and initiatives, including:</p> <ul style="list-style-type: none"> <li>• Financial planning and advice</li> <li>• Financial counselling</li> <li>• Money minded program</li> <li>• Other programs and internal campaigns aimed at increasing the financial literacy and empowerment of our employees</li> </ul>

