

# ANZ HUMAN RIGHTS STATEMENT

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November 2021

## Our commitment

ANZ supports and respects the human rights of our employees, customers and communities in line with international standards, our [Code of Conduct](#) and our [Values](#).

We expect the same commitment to human rights from everyone who works for or with us including our employees<sup>1</sup> and business relationships<sup>2</sup>.

## What this means

We recognise we can impact the human rights of individuals and communities through our actions as an employer, as a provider of banking services and through our business relationships.

## Core international standards

The responsibility of businesses to respect human rights is set out in the standards of the International Labour Organisation Declaration on Fundamental Principles and Rights at Work and the International Bill of Human Rights and other conventions.<sup>3</sup>

We are committed to meeting these international standards as well as aligning our business to the OECD Guidelines for Multinational Enterprises and the United Nations Guiding Principles on Business and Human Rights (UNGPs).

## Implementing our commitment

Our commitment to respect human rights is implemented with the help of our employees as outlined in policies and processes.

Our employees must respect human rights in their day-to-day business activities including through consideration of vulnerable and at risk groups<sup>4</sup>. Expected standards of behaviour are set out in our [Code of conduct](#) and [Conduct and Ethics Policy Framework](#).

Policies and processes embed our commitment to human rights, including:

- [Anti-Bribery and Anti-Corruption Policy](#) – outlining appropriate due diligence on employees, contingent workers and third parties;
- [Approach to Accessibility and Financial Inclusion](#) – making our products, services, workplace and culture supportive of people with disability and improving outcomes for those at risk of financial exclusion;
- [Climate Change Statement](#) – responding to the social, environmental and economic challenges of climate change;
- [Diversity and Inclusion Policy](#) – committing to a workplace that reflects the communities in which we operate and provides opportunities to under-represented groups;

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<sup>1</sup> 'Employees' are all staff including contingent workers, contractors and directors. Employees are required to comply with our Code of Conduct and Values.

<sup>2</sup> 'Business relationships' are business customers, suppliers and partners.

<sup>3</sup> Human rights are the rights people are entitled to as human beings and are expressed in relevant international human rights declarations and covenants. A full list of ANZ's support for human rights frameworks, initiatives and instruments can be found in our annual disclosures.

<sup>4</sup> 'Vulnerable and at-risk groups' include women, children, people with disability, minority groups, LGBTIQ+, migrant workers and Indigenous peoples.

- [Equal Opportunity, Bullying and Harassment Policy](#) – committing to a workplace free from discrimination, harassment, bullying and victimisation;
- [Modern Slavery Statement](#) – reporting how we identify, assess and manage modern slavery risks including forced labour, child labour and human trafficking;
- [Reconciliation Action Plan](#) – our commitment to social and economic participation of Aboriginal and Torres Strait Islander peoples;
- [Social and Environmental Risk Policy](#) and Screening Tool – social and environmental standards and due diligence for large business customers of ANZ;
- [Supplier Code Of Practice](#) – setting supplier standards including labour rights, safe workplace and freedom of association; and
- [Complaints processes](#) – communication channels including a human rights grievance mechanism for communities (Appendix A).

## Stakeholder engagement

We engage in dialogue with a range of stakeholders to support an open civic space<sup>5</sup> allowing diverse views to be shared.

We [engage with stakeholders](#) including affected and potentially affected employees, customers, suppliers and communities.

We also expect our business customers to undertake meaningful engagement<sup>6</sup> with their affected and potentially affected stakeholders and provide any remedy as defined by the UNGPs.

## Human rights due diligence

We use risk-based due diligence to identify human rights risks and impacts associated with our business relationships.

We expect business relationships to operate in line with the UNGPs including respecting human rights and demonstrating a high degree of governance.

Business customers are also expected to:

- establish or participate in effective grievance mechanisms for affected individuals and communities;
- consent to the disclosure of a banking relationship to affected people who have submitted a human rights complaint through ANZ’s grievance mechanism;
- ensure their land use is in line with our [Land Acquisition Statement](#); and
- apply the Equator Principles and International Finance Corporation Environmental and Social Performance Standards where appropriate.

Where a business relationship’s practices are inconsistent with our expectations, we will seek to use any appropriate leverage including dialogue, and where necessary encourage them to identify and disclose specific and time-bound improvement plans.

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<sup>5</sup> “Open civic space” is the environment that enables civil society to play a role in the political, economic and social life of our societies.

<sup>6</sup> “Meaningful stakeholder engagement” is two-way, in good faith, responsive and ongoing.

If a business relationship is unwilling to adapt its practices in an appropriate timeframe, we may decline further financing or exit the relationship.

## Remedy and leverage

In line with the UNGPs we seek to cooperate in remediation through legitimate processes and, where reasonable, use leverage to encourage our Customers to prevent or mitigate any impacts.

## Compliance with law

We operate in many countries and where applicable domestic law differs from international standards we will follow the higher standard in a way which respects any sensitivities.

If domestic law conflicts with international standards we will comply with applicable laws, encourage the adoption of international standards and may consider not doing business in that country.

## Reporting and tracking

We identify, prioritise, manage and (where possible) publicly report on salient human rights issues connected to our own activities and those of our business relationships.

We commit to [reporting publicly](#) on our progress and performance including in our Environment, Social and Governance (ESG), Modern Slavery, Grievance Mechanism and Equator Principles reporting on ANZ.com.

## Governance

This statement has been approved by ANZ's CEO with oversight by ANZ's Board Ethics, Environment, Social and Governance Committee. This Statement will be regularly reviewed including external stakeholder engagement every three years.

## Questions and complaints

Specific human rights complaints can be raised as outlined in Appendix A.

Any questions relating to this human rights statement can be addressed to:

ANZ Head of ESG Analytics and Advisory  
Level 9, 833 Collins Street, Melbourne, 3008 Australia  
Email: [ben.walker@anz.com](mailto:ben.walker@anz.com)  
Phone: +61 3 8654 4686

We do not tolerate retaliation against individuals, human rights defenders<sup>7</sup> or communities raising concerns or complaints and expect the same from our business relationships.

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<sup>7</sup> "Human rights defender" is a term used to describe people who, individually or with others, act to promote or protect human rights in a peaceful manner.

## Appendix A: How to raise human rights complaints with us

- 1. ANZ employee**
  - a. Employees should first contact their line manager, people leader, or Risk, Compliance, or Talent & Culture teams.
  - b. Employees can use our [Whistleblower process](#) and disclosures can also be made to ANZ's External Whistleblower Service.
- 2. Customers of ANZ**
  - a. Customers may access our customer complaint resolution process in all geographies <https://www.anz.com.au/support/contact-us/>
- 3. ANZ suppliers and their employees.**
  - a. Suppliers, their employees and sub-contractors can raise complaints with:
    - their supplier relationship point of contact, or
    - via email to [GroupProcurement@anz.com](mailto:GroupProcurement@anz.com)
  - b. Alternatively, a supplier, contractor, subcontractor, an employee or family member can report actual or suspected misconduct within or by ANZ under [ANZ's Whistleblower Policy](#)
- 4. If you are part of an impacted community?**
  - a. Communities (or their nominated representative) who have been impacted by a business customer of ANZ can make a complaint to ANZ's human rights grievance mechanism on <https://www.anz.com.au/about-us/esg/>