

# ANZ CORPORATE SUSTAINABILITY GRI STANDARDS CONTENT INDEX 2017

The ANZ 2017 Corporate Sustainability Review is prepared in accordance with the Global Reporting Initiative (GRI) Standards: Comprehensive option, including the GRI G4 Financial Services Sector Disclosures. This GRI Content Index focusses on our disclosures relating to our most material issues and indicates the sections of ANZ's Corporate Sustainability Review, Annual Review, Annual Report and Corporate Governance Statement that specifically address what we have done to address the applicable GRI standards.

## WHAT MATTERS MOST

Our annual materiality assessment is informed by engagement with internal and external stakeholders. The assessment builds a clear picture of those issues that have the most potential to impact our value creation. These issues may change over time, reflecting developments in our business and external operating environment and the changing expectations of stakeholders.

We use the results of the assessment to inform our strategy, reporting and sustainability targets. The key steps in our 2017 materiality process, as well as the full list of our material issues, is discussed in detail in our 2017 ANZ Corporate Sustainability Review available on [anz.com/cs](http://anz.com/cs)

This year, stakeholders ranked the below issues (risks or opportunities) as having the most potential to impact our value creation in the short, medium and long-term.

Disclosures in our 2017 Corporate Sustainability Review on material issues rated as 'lower priority' by our stakeholders have also been developed with consideration of the applicable GRI Standards however are not included in this content index. These include issues such as anti-money laundering and terrorism financing, corporate governance, diverse and inclusive workforce, financial inclusion and investing in the community.

Issue	Definition	Applicable GRI Standard	Impact boundary
<b>Fairness and ethical conduct</b>	A strong corporate culture, known for ethics, values, fairness and transparency. Simple and understandable products and communications (ie. product disclosure, including bank fees and charges) and appropriate hardship/collections policies.	102: General Disclosures 2016 (102-16, 102-17) 205: Anti-corruption 2016	External (shareholders, customers, communities) Internal (employees)
<b>Fraud and data security</b>	Policies and processes in place to prevent fraud and protect customer data and privacy. Also includes customer access to personal data.	418: Customer Privacy 2016	External (customer) Internal (employees)
<b>Responsible business lending</b>	Social and environmental impacts that may result from our business lending, particularly our lending to large business customers (eg. lending to sensitive sectors such as mining, military etc.) Includes our due diligence processes in relation to our customers' human rights obligations.	G4-FS: Product Portfolio 2013 201: Economic Performance 2016	External (customers, communities, environment)
<b>Customer experience</b>	Delivering value and improved customer experience through appropriate financial products and services for all customers, small business and personal.	We report on ANZ-specific indicators	External (customers)
<b>Digital innovation</b>	Keeping pace with digital innovation to ensure we are offering our customers competitive and convenient products and services in a rapidly changing market.	We report on ANZ-specific indicators	External (customers)

## TO VIEW, CLICK REPORTS



## GENERAL DISCLOSURES

GRI Standard	Disclosure title	ANZ response
<b>GRI 102: General Disclosures 2016</b>		
102-1	Name of the organisation	Australia and New Zealand Banking Group
102-2	Activities, brands, products, and services	About Our Business (p. 8) <b>2017 Annual Review</b> , About Our Business (p. 10-11) <b>2017 Annual Review</b> , How We Create Value (p. 14-15) <b>2017 Annual Review</b> , Our Strategy (p. 18-19)
102-3	Location of headquarters	833 Collins Street, Docklands, Victoria, Australia
102-4	Location of operations	Our International Presence ( <i>inside back cover</i> )
102-5	Ownership and legal form	ANZ is a publicly listed company, and was incorporated on 14 July 1977 in Australia. Australia and New Zealand Banking Group Limited is the main holding and operating company for the Group
102-6	Markets served	Our International Presence ( <i>inside back cover</i> ) <b>ANZ 2017 Annual Review</b> , About Our Business (p. 10-11)
102-7	Scale of the organisation	Our International Presence ( <i>inside back cover</i> ) 2017 Sustainability Performance Summary, Employees (p. 81) <b>2017 Annual Review</b> , About Our Business (p. 10-11) <b>2017 Annual Review</b> , Our Strategy (p. 18-19) <b>2017 Annual Report</b> , Our Performance (p. 14-23) <b>2017 Annual Report</b> , Income Statement (p. 66) <b>2017 Annual Report</b> , Balance Sheet (p. 68)
102-8	Information on employees and other workers	2017 Sustainability Performance Summary, Employees (p. 81-86) Additional information: d. The majority of our workers are recognised employees of ANZ, rather than contractors. e. Across the Group in 2017, organisational changes resulted in a total of 1,824 roles being retrenched, which equates to 21% of total employee departures. 2017 has been a period of organisational and cultural transformation with the announcement and roll out of New Ways of Working (NWOW) in the Australia Division
102-9	Supply chain	Fair and Responsible Banking, Respecting Human Rights (p. 33-35)
102-10	Significant changes to the organisation and its supply chain	<b>2017 Annual Review</b> , About Our Business (p. 10-11) <b>2017 Annual Review</b> , Our Strategy (p. 18-19) <b>2017 Annual Report</b> , Directors' Report, State of Affairs (p. 62)
102-11	Precautionary Principle or approach	ANZ applies the Precautionary Principle in our approach to sustainability risks. Our Social and Environmental Risk Policy and Climate Change Statement are consistent with the Precautionary Principle. We are also a signatory to the United Nations Global Compact, in which principle 7 refers to the Precautionary Principle

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GRI Standard	Disclosure title	ANZ response
<b>GRI 102: General Disclosures 2016 (cont.)</b>		
102-12	External initiatives	<p>CDP</p> <p>Dow Jones Sustainability Index</p> <p>The Equator Principles</p> <p>London Benchmarking Group</p> <p>OECD Guidelines for Multinational Enterprises</p> <p>United Nations Global Compact</p> <p>Climate Disclosure Standards Board (CDSB) Statement</p> <p>Financial Stability Board's Task Force on Climate-related Financial Disclosures (TCFD)</p> <p>Financial Inclusion Action Plan (FIAP) program</p> <p>Reconciliation Australia</p> <p>UN Women's Empowerment Principles</p> <p>Workplace Gender Equality Agency (WGEA)</p>
102-13	Membership of associations	<p>Australian Bankers' Association</p> <p>The Equator Principles and Equator Principles Working Group</p> <p>Global Reporting Initiative (GRI) and the GRI GOLD Community</p> <p>Male Champions of Change (Australia)</p> <p>London Benchmarking Group</p> <p>Transparency International</p> <p>Roundtable on Sustainable Palm Oil (RSPO) (Singapore)</p> <p>UN Environment Program Finance Initiative</p> <p>Carbon Markets Institute</p>
102-14	Statement from senior decision-maker	<p>Chairman and CEO Messages (p. 4-5)</p> <p><b>2017 Annual Review</b>, Chairman and CEO Messages (p. 6-9)</p> <p><b>2017 Annual Report</b>, Chairman and CEO Messages (p. 6-9)</p>
102-15	Key impacts, risks, and opportunities	<p>Sustainability Snapshot (p. 2-3)</p> <p>About Our Business (p. 6-7)</p> <p>What Matters Most (p. 12-13)</p> <p>Governance and Risk Management (p. 14-15)</p> <p>Our Sustainability Targets (p. 16-17)</p> <p>2017 Sustainability Performance Summary (p. 75-89)</p> <p><b>2017 Annual Review</b>, How We Create Value (p. 14-15)</p> <p><b>2017 Annual Review</b>, Our External Environment (p. 16-17)</p> <p><b>2017 Annual Review</b>, Our Strategy (p. 18-19)</p> <p><b>2017 Annual Review</b>, Governance (p. 22-27)</p> <p><b>2017 Annual Report</b>, Our Approach to Risk Management (p. 34-35)</p>
102-16	Values, principles, standards, and norms of behaviour	<p>About Our Business, Our Culture and Values (p. 8)</p> <p>Fair and Responsible Banking, Making Things Fairer for our Customers (p. 21-22)</p> <p>Fair and Responsible Banking, Progressing Australian Banking Industry Reforms (p. 23)</p>
102-17	Mechanisms for advice and concerns about ethics	<p>Fair and Responsible Banking, Making Things Fairer for our Customers – Whistleblower Policy (p. 22)</p>
102-18	Governance structure	<p>Governance and Risk Management (p. 14-15)</p> <p><b>2017 Annual Review</b>, Governance (p. 22-27)</p> <p><b>2017 Corporate Governance Statement</b></p>

GRI Standard	Disclosure title	ANZ response
<b>GRI 102: General Disclosures 2016 (cont.)</b>		
102-19	Delegating authority	Governance and Risk Management (p. 14-15) <b>2017 Annual Review</b> , Governance (p. 22-27) <b>2017 Corporate Governance Statement</b> (p. 6)
102-20	Executive-level responsibility for economic, environmental, and social topics	Governance and Risk Management (p. 14-15) <b>2017 Annual Review</b> , Governance (p. 22-27)
102-21	Consulting stakeholders on economic, environmental, and social topics	Stakeholder Engagement (p. 9-11) What Matters Most (p. 12-13) Governance and Risk Management (p. 14-15)
102-22	Composition of the highest governance body and its committees	<b>2017 Annual Report</b> , Governance (p. 24-33) <b>2017 Corporate Governance Statement</b> (p. 5-9) <i>Identified omission — Membership of under-represented social groups and stakeholder representation are not currently reported</i>
102-23	Chair of the highest governance body	Chair of the ANZ Board is an independent non executive director. <b>2017 Annual Review</b> , Governance (p. 22)
102-24	Nominating and selecting the highest governance body	<b>2017 Corporate Governance Statement</b> (p. 7-8)
102-25	Conflicts of interest	<b>2017 Corporate Governance Statement</b> (p. 9)
102-26	Role of highest governance body in setting purpose, values, and strategy	Governance and Risk Management (p. 14-15) <b>2017 Annual Review</b> , Governance (p. 22-27)
102-27	Collective knowledge of highest governance body	<b>2017 Annual Report</b> , Directors Qualifications and Experience (p. 28-31) <b>2017 Corporate Governance Statement</b> , Continuing Education for Directors (p. 11)
102-28	Evaluating the highest governance body's performance	<b>2017 Corporate Governance Statement</b> , Performance Evaluations (p. 10)
102-29	Identifying and managing economic, environmental, and social impacts	Stakeholder Engagement (p. 9-11) What Matters Most (p. 12-13) Governance and Risk Management (p. 14-15) <b>2017 Annual Review</b> , Governance (p. 22-27) <b>2017 Annual Report</b> , Our Approach to Risk Management (p. 34-35)
102-30	Effectiveness of risk management processes	Governance and Risk Management (p. 14-15) <b>2017 Annual Review</b> , Governance (p. 22-27) <b>2017 Annual Report</b> , Our Approach to Risk Management (p. 34-35)
102-31	Review of economic, environmental, and social topics	Governance and Risk Management (p. 14-15) <b>2017 Annual Review</b> , Governance (p. 22-27) <b>2017 Annual Report</b> , Our Approach to Risk Management (p. 34-35)
102-32	Highest governance body's role in sustainability reporting	The Group General Manager of Corporate Affairs (who reports directly to the CEO) has final approval of the Corporate Sustainability Review. It is also reviewed by relevant business unit heads. The Environment, Sustainability & Governance Committee (an ANZ Board Committee) and the Responsible Business Committee (an ANZ Management Committee) approved the revised Corporate Sustainability Framework and materiality assessment, which provide the basis for the report's content and structure

GRI Standard	Disclosure title	ANZ response
<b>GRI 102: General Disclosures 2016 (cont.)</b>		
102-33	Communicating critical concerns	Governance and Risk Management (p. 14-15) <b>2017 Annual Review</b> , Governance (p. 22-27) <b>2017 Annual Report</b> , Our Approach to Risk Management (p. 34-35) <b>2017 Corporate Governance Statement</b> (p. 13-16)
102-34	Nature and total number of critical concerns	Governance and Risk Management (p. 14-15) <b>2017 Annual Review</b> , Governance (p. 22-27) <b>2017 Annual Report</b> , Our Approach to Risk Management (p. 34-35) <b>2017 Corporate Governance Statement</b> (p. 13-16) <i>Identified omission — The number of critical concerns communicated is subject to confidentiality constraints</i>
102-35	Remuneration policies	<b>2017 Annual Report</b> , Remuneration Report (p. 36-60)
102-36	Process for determining remuneration	<b>2017 Annual Review</b> , Remuneration Overview (p. 28-30) <b>2017 Annual Report</b> , Remuneration Report (p. 36-60)
102-37	Stakeholders' involvement in remuneration	An annual vote on our Remuneration Report is part of the AGM, the results of which are published on our website. In FY2016, the motion was carried as an ordinary resolution on a poll. The total number of votes exercisable by all validly appointed proxies was: • Votes where the proxy was directed to vote 'for' the motion 1,288,079,908 • Votes where the proxy was directed to vote 'against' the motion 146,104,587 • Votes where the proxy may exercise a discretion how to vote 26,007,329
102-38	Annual total compensation ratio	<i>Identified omission — ANZ does not publicly report ratios based on individual compensation or make pay decisions based on these ratios. We consider this data confidential.</i> We provide detailed disclosures on remuneration in the <b>2017 Annual Report</b> , Remuneration Report (p. 36-60)
102-39	Percentage increase in annual total compensation ratio	<i>Identified omission — ANZ does not publicly report ratios based on individual compensation or make pay decisions based on these ratios. We consider this data confidential.</i> We provide detailed disclosures on remuneration in the <b>2017 Annual Report</b> , Remuneration Report (p. 36-60)
102-40	List of stakeholder groups	Stakeholder Engagement (p. 9-11)
102-41	Collective bargaining agreements	In Australia, approximately 93% of employees are covered by a collective bargaining agreement. In New Zealand, 46% of employees are covered by a collective agreement
102-42	Identifying and selecting stakeholders	Stakeholder Engagement (p. 9-11) We have a formal engagement policy that applies to all ANZ employees and our engagement processes are designed to ensure that all our stakeholders have direct access to us
102-43	Approach to stakeholder engagement	Stakeholder Engagement (p. 9-11) What Matters Most (p. 12-13)
102-44	Key topics and concerns raised	Stakeholder Engagement (p. 9-11)
102-45	Entities included in the consolidated financial statements	<b>2017 Annual Report</b> , Notes to the Consolidated Financial Statements – 24. Controlled Entities (p. 131) <b>2017 Annual Report</b> , Notes to the Consolidated Financial Statements – 25. Investments in Associates (p. 131-133)

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GRI Standard	Disclosure title	ANZ response
<b>GRI 102: General Disclosures 2016 (cont.)</b>		
102-46	Defining report content and topic Boundaries	Our 2017 Reporting Suite (p. 1) What Matters Most (p. 12-13)
102-47	List of material topics	What Matters Most (p. 12-13)
102-48	Restatements of information	In specific locations throughout the report as relevant
102-49	Changes in reporting	There have been no significant changes to the scope of our reporting. Any significant changes in measurement methods applied in the Corporate Sustainability Review are footnoted where relevant
102-50	Reporting period	Our 2017 Reporting Suite (p. 1)
102-51	Date of most recent report	2016 Corporate Sustainability Review 2017 Half Year Corporate Sustainability Update
102-52	Reporting cycle	Annual reporting cycle including a half year performance update against sustainability targets
102-53	Contact point for questions regarding the report	Our 2017 Reporting Suite (p. 1)
102-54	Claims of reporting in accordance with the GRI Standards	Our 2017 Reporting Suite (p. 1)
102-55	GRI content index	<b>ANZ Corporate Sustainability – GRI Content Index 2017</b>
102-56	External assurance	Our 2017 Reporting Suite (p. 1)
<b>GRI 103: Management Approach 2016</b>		
103-1	Explanation of the material topic and its Boundary	What Matters Most (p. 12-13) In each section of the Corporate Sustainability Review corresponding to the material topic
103-2	The management approach and its components	In each section of the Corporate Sustainability Review corresponding to the material topic
103-3	Evaluation of the management approach	In each section of the Corporate Sustainability Review corresponding to the material topic

## TOPIC SPECIFIC DISCLOSURES – ECONOMIC

GRI Standard	Disclosure title	ANZ response
<b>GRI 201: Economic Performance 2016</b>		
201-1	Direct economic value generated and distributed	<p>Payments to government: Social and Economic Participation, Tax Transparency (<i>p. 56-57</i>)</p> <p>Community investments: Social and Economic Participation, Giving and Volunteering (<i>p. 54</i>)</p> <p>Revenues and operation costs: <b>2017 Annual Report</b>, Financial Report – Income Statement (<i>p. 66</i>)</p> <p>Employee wages and benefits: <b>2017 Annual Report</b>, Notes to the Consolidated Financial Statements – 3. Operating Expenses (<i>p. 78</i>)</p> <p>Payments to providers of capital: <b>2017 Annual Report</b>, Notes to the Consolidated Financial Statements – 5. Dividends (<i>p. 81</i>)</p>
201-2	Financial implications and other risks and opportunities due to climate change	<p>Sustainable Growth, Responsible Business Lending (<i>p. 59-61</i>)</p> <p>Sustainable Growth, Climate change – Managing Risks and Opportunities (<i>p. 62-66</i>)</p> <p><b>2017 CDP Submission</b></p> <p><b>Climate Change Statement</b></p> <p><b>2017 Annual Review</b>, Improving our Climate-related Financial Disclosures (<i>p. 26-27</i>)</p>
201-3	Defined benefit plan obligations and other retirement plans	We provide detailed disclosures about our superannuation and post-employment benefit obligations in the <b>2017 Annual Report</b> , Notes to the Consolidated Financial Statements – 30. Superannuation and Post Employment Benefit Obligations ( <i>p. 143-144</i> )
201-4	Financial assistance received from government	No significant financial assistance has been received from government
<b>GRI 205: Anti-corruption 2016</b>		
205-1	Operations assessed for risks related to corruption	Fair and Responsible Banking, Financial Crime ( <i>p. 22-23</i> )
205-2	Communication and training about anti-corruption policies and procedures	<p>Fair and Responsible Banking, Making Things Fairer for our Customers (<i>p. 19-20</i>)</p> <p>Fair and Responsible Banking, Financial Crime (<i>p. 22-23</i>)</p> <p>All ANZ employees and contractors are required to complete ANZ Essentials training courses which cover all areas of our Code of Conduct, including the prevention of fraud, bribery and corruption</p>
205-3	Confirmed incidents of corruption and actions taken	Information related to other incidents of corruption is proprietary and legally privileged

## TOPIC SPECIFIC DISCLOSURES – SOCIAL

GRI Standard	Disclosure title	ANZ response
<b>GRI 418: Customer Privacy 2016</b>		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	2017 Sustainability Performance Summary, Customers (p. 88)
<b>G4 Financial Services Sector: Product Portfolio</b>		
G4-FS6	Percentage of the portfolio for business lines by specific region, size (e.g. micro/sme/large) and by sector	2017 Sustainability Performance Summary, Responsible Business Lending (p. 76-78)
G4-FS7	Monetary value of products and services designed to deliver a specific social benefit for each business line broken down by purpose	Fair and Responsible Banking, Customer Hardship (p. 27) Social and Economic Participation, Financial Wellbeing (p. 46-52) Social and Economic Participation, Giving and Volunteering, Contribution by Type (foregone revenue) (p. 53)
G4-FS8	Monetary value of products and services designed to deliver a specific environmental benefit for each business line broken down by purpose	Sustainable Growth, Responsible Business Lending (p. 59-61) Sustainable Growth, Climate Change – Managing Risks and Opportunities (p. 61-66) Sustainable Growth, Financing the Transition to a Low Carbon Economy (p. 67) Sustainable Growth, Green Bond Impact Report – Summary (p. 68-69) <i>Identified omission — This indicator has not been reported in full. We are currently developing our approach to reporting on our products and services that deliver a specific environmental benefit and will seek to address this indicator fully in future</i>