

ANZ CORPORATE SUSTAINABILITY — GRI CONTENT INDEX 2018

The ANZ 2018 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 our Sustainability Review, Annual Review, Annual Report and Corporate Governance Statement where we have made the relevant disclosures.

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 2018 materiality process, as well as the full list of our material issues, is discussed in detail in our Sustainability Review available on anz.com/cs.

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

Issue	Definition	Applicable GRI Standard	Impact boundary
Fairness and ethical conduct	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)
Fraud and data security	Policies and processes in place to prevent fraud and protect customer data and privacy. Includes customer access to personal data.	418: Customer Privacy 2016	External (customer) Internal (employees)
Customer experience	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)
Corporate Governance	Appropriate governance frameworks in place (ie. processes and policies, including those relating to risk management, executive remuneration and accountability) to ensure ANZ is managed in the long-term interests of stakeholders.	102: General Disclosures 2016 (102–16 to 102–44)	External (shareholders, customers, communities) Internal (employees)
Digital innovation	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)

Disclosures in our 2018 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, responsible business lending, diverse and inclusive workforce, financial wellbeing and investing in the community.



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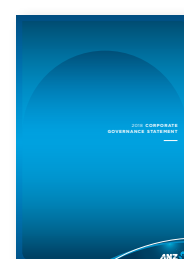
2018 Sustainability Review



2018 Annual Review



2018 Annual Report



2018 Corporate Governance Statement

GENERAL DISCLOSURES

GRI Standard	Disclosure title	ANZ response
GRI 102: General Disclosures 2016		
102-1	Name of the organization	Australia and New Zealand Banking Group
102-2	Activities, brands, products, and services	About our business (p.8) 2018 Annual Review, About our business (p.10-11) 2018 Annual Review, How we create value (p.16-17) 2018 Annual Review, Our strategy (p.20-22)
102-3	Location of headquarters	833 Collins Street, Docklands, Victoria, Australia
102-4	Location of operations	Our international presence, inside back cover
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	2018 Annual Review, Our international presence and earning composition by geography (p.42) 2018 Annual Review, About our business (p.10-11) 2018 Annual Report (p.8)
102-7	Scale of the organization	2018 sustainability performance summary, Employees (p.77) 2018 Annual Review, Our international presence and earning composition by geography (p.42) 2018 Annual Review, About our business (p.10-11) 2018 Annual Review, Our strategy (p.20-23) 2018 Annual Report, Our performance (p.14-28) 2018 Annual Report, Income statement (p.72) 2018 Annual Report, Balance sheet (p.74)
102-8	Information on employees and other workers	2018 sustainability performance summary, Employees (p.77-82) Additional information: d. The majority of our workers are recognised employees of ANZ, rather than contractors. e. Across the Group in 2018, organisational changes resulted in a total of 4,166 roles being retrenched, which equates to 41% of total employee departures. 2018 has been a period of organisational and cultural transformation with the continued roll out of our New Ways of Working (NWOW) in the Australia and Technology Divisions.
102-9	Supply chain	Respecting human rights (p.28-29) Sustainable procurement (p.30)
102-10	Significant changes to the organization and its supply chain	About our business (p.8) 2018 Annual Review, About our business (p.10-11) 2018 Annual Review, Our strategy (p.20-23) 2018 Annual Report, Directors' Report, Significant changes in statement of affairs (p.68)
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.

GRI Standard	Disclosure title	ANZ response
GRI 102: General Disclosures 2016 (cont.)		
102-12	External initiatives	<p>CDP</p> <p>Dow Jones Sustainability Index</p> <p>Sustainable Development Goals</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>The Equator Principles</p> <p>London Benchmarking Group</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> <p>Bloomberg Gender Equality Index</p> <p>FTSE4 Good Index</p>
102-13	Membership of associations	<p>2018 Annual Review, Industry associations (p.35)</p> <p>Australian Banking Association</p> <p>Business Council of Australia</p> <p>New Zealand Bankers' Association</p> <p>Business New Zealand</p> <p>The Equator Principles and Equator Principles Working 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>2018 Annual Review, Chairman and CEO messages (p.4-7)</p> <p>2018 Annual Report, Chairman and CEO messages (p.6-9)</p>
102-15	Key impacts, risks, and opportunities	<p>2018 sustainability snapshot (p.2)</p> <p>Banking Royal Commission (p.6)</p> <p>About our business (p.8)</p> <p>Governance and risk management (p.9)</p> <p>What matters most (p.10-11)</p> <p>2019 sustainability targets (p.12-13)</p> <p>2018 sustainability performance summary (p.71-88)</p> <p>2018 Annual Review, How we create value (p.16-17)</p> <p>2018 Annual Review, Our external environment (p.18)</p> <p>2018 Annual Review, Our strategy (p.20-22)</p> <p>2018 Annual Review, Governance (p.28-31)</p> <p>2018 Annual Report, Our approach to risk management (p.38-39)</p>
102-16	Values, principles, standards, and norms of behaviour	<p>About our business (p.8)</p> <p>Improving conduct and culture (p.14-15)</p> <p>Improving customer outcomes (p.17-18)</p>
102-17	Mechanisms for advice and concerns about ethics	<p>Improving conduct and culture — whistleblower policy (p.15)</p>
102-18	Governance structure	<p>Governance and risk management (p.9)</p> <p>2018 Annual Review, Governance (p.28-31)</p> <p>2018 Corporate Governance Statement</p>

GRI Standard	Disclosure title	ANZ response
GRI 102: General Disclosures 2016 (cont.)		
102-19	Delegating authority	Governance and risk management (p.9) 2018 Annual Review , Governance (p.28-31) 2018 Corporate Governance Statement (p.8)
102-20	Executive-level responsibility for economic, environmental, and social topics	Governance and risk management (p.9) 2018 Annual Review , Governance (p.28-31)
102-21	Consulting stakeholders on economic, environmental, and social topics	Governance and risk management (p.9) What matters most (p.10-11) 2018 Annual Review , Stakeholder engagement (p.14-15)
102-22	Composition of the highest governance body and its committees	2018 Annual Report , Governance (p.28-38) 2018 Corporate Governance Statement (p.6-10) <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. 2018 Corporate Governance Statement (p.3)
102-24	Nominating and selecting the highest governance body	2018 Corporate Governance Statement (p.9)
102-25	Conflicts of interest	2018 Corporate Governance Statement (p.11)
102-26	Role of highest governance body in setting purpose, values, and strategy	Governance and risk management (p.9) 2018 Annual Review , Governance (p.28-31)
102-27	Collective knowledge of highest governance body	2018 Annual Report , Directors qualifications and experience (p.32-36) 2018 Corporate Governance Statement, Continuing education for Directors (p.13)
102-28	Evaluating the highest governance body's performance	2018 Corporate Governance Statement, Performance evaluations (p.12)
102-29	Identifying and managing economic, environmental, and social impacts	Governance and risk management (p.9) What matters most (p.10-11) 2018 Annual Review , What matters most (p.12-13) 2018 Annual Review , Stakeholder engagement (p.14-15) 2018 Annual Review , Governance (p.28-31) 2018 Annual Report , Our approach to risk management (p.38-39)
102-30	Effectiveness of risk management processes	Governance and risk management (p.9) 2018 Annual Review , What matters most (p.12-13) 2018 Annual Review , Governance (p.28-31) 2018 Annual Report , Our approach to risk management (p.38-39)
102-31	Review of economic, environmental, and social topics	Governance and risk management (p.9) 2018 Annual Review , What matters most (p.12-13) 2018 Annual Review , Governance (p.28-31) 2018 Annual Report , Our approach to risk management (p.38-39)
102-32	Highest governance body's role in sustainability reporting	The Ethics, Environment, Social & Governance Committee (an ANZ Board Sub Committee) has final approval of the Sustainability Review. The Ethics, Environment, Social & Governance and Ethics & Responsible Business Committee (an ANZ Management Committee) also approved the revised Sustainability Framework and materiality assessment, which provide the basis for the report's content and structure.

GRI Standard	Disclosure title	ANZ response
GRI 102: General Disclosures 2016 (cont.)		
102-33	Communicating critical concerns	Governance and risk management (p.9) 2018 Annual Review , Governance (p.28-31) 2018 Annual Report , Our approach to risk management (p.38-39) 2018 Corporate Governance Statement (p.15-18)
102-34	Nature and total number of critical concerns	Governance and risk management (p.9) 2018 Annual Review , Governance (p.28-31) 2018 Annual Report , Our approach to risk management (p.38-39) 2018 Corporate Governance Statement (p.15-18) Identified omission — The number of critical concerns communicated is subject to confidentiality constraints.
102-35	Remuneration policies	2018 Annual Report , Remuneration Report (p.40-67)
102-36	Process for determining remuneration	2018 Annual Review , Remuneration overview (p.36-38) 2018 Annual Report , Remuneration Report (p.40-67)
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 FY2017, the motion was carried as an ordinary resolution on a poll. The total number of votes exercisable by all validly appointed proxies was: <ul style="list-style-type: none"> • Votes where the proxy was directed to vote 'for' the motion 1,443,378,281 • Votes where the proxy was directed to vote 'against' the motion 42,484,118 • Votes where the proxy may exercise a discretion how to vote 25,252,460
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 2018 Annual Report , Remuneration Report (p.40-67).
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 2018 Annual Report , Remuneration Report (p.40-67).
102-40	List of stakeholder groups	2018 Annual Review , Stakeholder engagement (p.14-15)
102-41	Collective bargaining agreements	In Australia, approximately 92.4% 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	2018 Annual Review , Stakeholder engagement (p.14-15) 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	What matters most (p.10-11) 2018 Annual Review , Stakeholder engagement (p.14-15)
102-44	Key topics and concerns raised	2018 Annual Review , Stakeholder engagement (p.14-15)
102-45	Entities included in the consolidated financial statements	2018 Annual Report , Notes to the consolidated financial statements — 25. Controlled entities (p.140) 2018 Annual Report , Notes to the consolidated financial statements — 26. Investments in associates (p.141-143)

GRI Standard	Disclosure title	ANZ response
GRI 102: General Disclosures 2016 (cont.)		
102-46	Defining report content and topic Boundaries	Our 2018 reporting suite (p.1) What matters most (p.10-11)
102-47	List of material topics	What matters most (p.10-11) 2018 Annual Review , 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 Sustainability Review are footnoted where relevant.
102-50	Reporting period	Our 2018 reporting suite (p.1)
102-51	Date of most recent report	2017 Corporate Sustainability Review 2018 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 2018 reporting suite (p.1)
102-54	Claims of reporting in accordance with the GRI Standards	Our 2018 reporting suite (p.1)
102-55	GRI content index	ANZ Corporate Sustainability — GRI Content Index 2018
102-56	External assurance	Our 2018 reporting suite (p.1)

GRI 103: Management Approach 2016

103-1	Explanation of the material topic and its Boundary	What matters most (p.10-11) In each section of the Sustainability Review corresponding to the material topic
103-2	The management approach and its components	In each section of the Sustainability Review corresponding to the material topic
103-3	Evaluation of the management approach	In each section of the Sustainability Review corresponding to the material topic

TOPIC SPECIFIC DISCLOSURES — ECONOMIC

GRI Standard	Disclosure title	ANZ response
GRI 201: Economic Performance 2016		
201-1	Direct economic value generated and distributed	<p>Payments to government: Tax transparency (p.69–70, 86)</p> <p>Community investments: Community investment (p.65–68, 83)</p> <p>Revenues and operation costs: 2018 Annual Report, Financial Report — Income statement (p.72)</p> <p>Employee wages and benefits: 2018 Annual Report, Notes to the consolidated financial statements — 3. Operating expenses (p.86)</p> <p>Payments to providers of capital: 2018 Annual Report, Notes to the consolidated financial statements — 5. Dividends (p.89)</p>
201-2	Financial implications and other risks and opportunities due to climate change	<p>Responsible business lending (p.31–34)</p> <p>Climate change — managing risks and opportunities (p.35–40)</p> <p>2018 CDP Submission</p> <p>Climate Change Statement</p> <p>2018 Annual Review, Our climate-related financial disclosures (p.32–35)</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 2018 Annual Report , Notes to the consolidated financial statements — 30. Superannuation and post employment benefit obligations (p.153)
201-4	Financial assistance received from government	No significant financial assistance has been received from government.
GRI 205: Anti-corruption 2016		
205-1	Operations assessed for risks related to corruption	Financial crime (p.27)
205-2	Communication and training about anti-corruption policies and procedures	<p>Improving conduct and culture (p.15)</p> <p>Financial crime (p.27)</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
GRI 418: Customer Privacy 2016		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	2018 sustainability performance summary, Customers (p.85)