

STAKEHOLDER ENGAGEMENT POLICY SUMMARY

Last reviewed: July 2020
Reviewed annually by: Group Risk (Group Compliance)

Stakeholder Engagement Policy Summary

WHY DOES ANZ HAVE THIS POLICY?

External stakeholders are important to ANZ because they can:

- be significantly impacted by decisions that ANZ makes; and
- have an influence on ANZ's strategy, business activities, employees, reputation, share price, or regulatory environment.

ANZ's approach to stakeholder engagement assists in understanding and responding to the issues that matter to our stakeholders. The overall intended outcomes for ANZ are that we have a better understanding of, and ability to influence and respond to, our external operating environment and better manage our risks and reputation.

ANZ maintains a structured approach to engagement with all external Stakeholders through:

- periodic identification and prioritisation of external Stakeholders
- clear ownership of, and accountabilities for Stakeholder relationships and
- regular and ongoing review of our Stakeholder relationships.

ANZ's external stakeholders include any external party that may affect, or be affected, by ANZ's activities, products or services, or ANZ's performance.

HOW DOES THIS POLICY APPLY AT ANZ?

This policy applies to all employees and contingent workers of Australia and New Zealand Banking Group Limited (ANZBGL) and its controlled entities, including when acting at the Group's direction as a director or in any other capacity.

This Policy does not prevent business as usual engagement with Stakeholders that impose requirements on ANZ in relation to day-to-day aspects of carrying on business (e.g. government agencies that register documents or interests, issue travel permits), or when acting in accordance with ANZ's [whistleblower policy](#).

KEY OBLIGATIONS

Under this policy:

- All key Stakeholders will have an Engagement Model that is consistent with ANZ's internal requirements for Stakeholder Engagement.
- ANZ engages with stakeholders in a systematic way, with a global leader for each stakeholder group, and relationship owners assigned for key stakeholders.
- ANZ staff only communicate on behalf of ANZ if explicitly authorised to do so.
- All communications and information provided to a Stakeholder will be appropriate, accurate and timely.
- All material or significant communications and information provided to, or received from, a Stakeholder must be stored.
- ANZ employees and contingent workers must ensure they are familiar with, and adhere to, any Engagement Model that is relevant to their role, business, or geography.