

# ANZ Environment Charter

We have an obligation to our **stakeholders** – customers, shareholders, staff and the community - to operate in a way that advances sustainability and mitigates our environmental impact. Our commitment to improve our environmental performance is integral to our “making a sustainable contribution to society”.

We acknowledge that we have an impact on the **environment**:

- Directly through the conduct of our business operations.
- Indirectly through the products and services we provide to our customers.

We recognise that our own environmental **reputation** and that of our customers has a bearing on ANZ’s long-term financial success. Our being a trusted member of the community depends in part on our ability to manage our own environmental issues and help our customers to do the same.

We will demonstrate business **leadership** by enhancing our understanding of environmental issues and how they affect our stakeholders, and integrating these considerations into our business practices.

We will monitor our stakeholders’ **feedback** on our environmental performance and key achievements as an important indicator and measure of our success.

## Scope

This Environment Charter defines the overall scope, specific commitments, implementation approach and governance and accountabilities, which will ensure that we achieve these environmental performance objectives.

This Environment Charter applies to all our global business operations and activities, and specifically to the environmental impact resulting from ANZ’s:

1. Conduct of our business operations.
2. Purchase and use of goods and services.
3. Design and distribution of our products and services.
4. Customers’ application of our financing and advisory services.

This Environment Charter is implemented through ANZ’s individual business and functional divisions, who are accountable for their environmental performance within ANZ’s overall strategic framework.

## Commitments

We are committed specifically to:

1. Ensuring compliance with all legal requirements relevant to our business operations and activities in the jurisdictions in which we operate.
2. Establishing clear and measurable performance objectives and standards based on international best practice.
3. Maintaining processes and guidelines to assess the environmental impacts in the design and distribution of our products and services.
4. Identifying and monitoring the environmental issues associated with our business and our products and services; and resolving these effectively.
5. Integrating environmental considerations into the appraisal of customers’ financing or advisory propositions ahead of credit approval, including specific measures to manage environmental considerations as a condition of doing business.

6. Offering guidance and incentives to our customers with respect to the environmental impacts of their own business activities.
7. Training employees to be aware of the environmental impacts of our operations and to support our programs to reduce these impacts.
8. Encouraging our suppliers and business partners to adopt practices consistent with the intent of this Charter.
9. Participating in industry environmental initiatives and public policy formulation.
10. Pursuing opportunities to develop new products and services that may help address and mitigate significant environmental challenges.
11. Obtaining independent assurance of our environmental systems and outcomes.
12. Reporting publicly on our environmental performance.
13. Reviewing and updating the ANZ Environment Charter every two years.

### **Governance and accountabilities**

The accountability for implementing this Charter is assigned as follows:

- ANZ Board of Directors
  - Reviewing ANZ's environmental performance against the ANZ Environment Charter on an annual basis.
- ANZ Chief Executive Officer and Management Board
  - Setting Group performance objectives and benchmarks.
  - Endorsing specific environmental policies and procedures.
  - Reviewing progress and achievement on a regular basis.
- ANZ Business and Functional Division Heads
  - Integrating the Charter's requirements and commitments into their business activities and achieving target progress.
- ANZ Group Corporate Affairs
  - Ensuring ANZ's Group environmental management system is up to date.
  - Monitoring group-wide implementation and performance.
  - Reporting progress and achievement status to the Group.

**Approved:**



John McFarlane, CEO

**Dated:**

30 June 2005