



Media Release

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For release: 21 November 2003

ANZ addresses security issues after NSW Health and Safety Act breaches

ANZ has accepted today's Industrial Relations Commission judgement which found it had breached the NSW Occupational Health and Safety Act by not having floor-to-ceiling security screens in place to adequately protect staff during a robbery at its Brookvale Branch in New South Wales in June 2002.

The Industrial Relations Commission's finding follows an action bought by the Finance Sector Union and ANZ accepting responsibility for the breach at initial hearings in June 2003.

Since 2002, ANZ has implemented a comprehensive security program for all its New South Wales branches aimed at ensuring there is a secure environment in all branches. The program includes:

- conducting independent security risk assessments for each of ANZ's 211 NSW branches and acting on the recommendations of the risk assessment reports
- spending \$8 million on security upgrades in NSW branches as part of a wider national program
- appointing a senior executive to focus on quickly resolving occupational health and safety and security issues within the branch network.

ANZ Managing Director Personal Banking and Wealth Management, Mr Elmer Funke Kupper said while no one was physically injured during the Brookvale robbery it was unacceptable that security measures were inadequate to appropriately protect staff and in breach of health and safety regulations.

"It is a constant battle to stay ahead of the criminals involved in robberies, some of whom operate in well organised gangs. However the program we now have in place will ensure we have a safer, more secure environment for staff and that we formally manage compliance with the NSW Occupational Health and Safety Act," Mr Funke Kupper said.

"We have apologised to our Brookvale staff for not having got this right. No employee should have their safety compromised," he said.

The Brookvale robbery was one of a series at the Sydney branches of major banks in 2002 where criminals obtained access to secure areas by jumping over the top of security screens. ANZ has acknowledged that it did not act quickly enough to improve security following the first of these robberies in February 2002.

"We know we need to constantly review security to stay ahead of criminals. This includes working with the industry, government and police to address the wider issue of crime affecting banks in New South Wales," Mr Funke Kupper said.

ANZ will not contest the Commission's findings in relation to the Brookvale matter.

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