



Media Release

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ANZ releases first Corporate Responsibility Report

ANZ today released its 2005 Corporate Responsibility Report, which outlines its approach to corporate responsibility and provides its first consolidated annual report on non-financial goals and performance.

The report covers ANZ's Australian operations for the year to 30 September 2005 and contains new information about ANZ's policies and performance on:

- environmental and social lending risks including a screening model for clients and transactions
- compliance with ANZ's Code of Conduct including the disclosure of breaches
- performance in creating an inclusive workplace including progress with gender equity.

Speaking at the Report's launch at ANZ's Annual General Meeting in Adelaide, ANZ Chief Executive Officer, Mr John McFarlane, said: "Today, a successful and sustainable company has to be focussed on more than its financial performance. We need to understand and engage with our customers, our staff and the community.

"Our shareholders and other stakeholders now want much more detailed and transparent information on how we work as well as the financial outcomes we achieve. This report provides a concise overview of our approach to managing non-financial indicators, such as employee engagement and customer satisfaction, and for the first time consolidates our outcomes, achievements and future challenges," Mr McFarlane said.

The report includes an external assurance statement and feedback from the London-based Corporate Citizenship Company. This indicates that the report provides a fair and balanced representation of ANZ's progress on corporate responsibility and highlights a number of areas for future consideration. These include:

- examining opportunities for ANZ to adopt the increasingly accepted external standards around human rights and the environment
- enhancing its environmental management system and extending its approach to diversity to more specifically address ethnicity
- extending the scope of the report to New Zealand and its international operations.

"While we have come a long way, there is still more we can do to make ANZ a role model for how successful modern corporations interact with their customers, shareholders, people and communities," Mr McFarlane said.

A copy of the ANZ Corporate Responsibility Report, which has also received an assurance statement from KPMG, can be found at www.anz.com/cr. ANZ's New Zealand division will be incorporated in 2006 and future sustainability reporting will be aligned with ANZ's annual financial reporting.

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ANZ also participates in a number of independent external assessments by sustainability and governance ratings organisations. It is a member of FTSE4Good Index and the Corporate Responsibility Index, ranked in the top 10 banks globally on the Dow Jones Sustainability Index, and received a AA rating in the 2005 Reputex Social Responsibility Survey.

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