

22 April, 2021

H.E. António Guterres Secretary-General United Nations New York, NY 10017 UNITED STATES OF AMERICA

## Dear Secretary-General

I am pleased to confirm our ongoing support for the Ten Principles of the United Nations Global Compact. As outlined in this Communication on Progress (COP) we continue to integrate the Global Compact and its principles into our business policies, processes and culture.

The key elements of our COP are contained within our 2020 Annual Report and our 2020 Environmental, Social and Governance (ESG) Supplement. Our 2020 Annual Report draws on aspects of the International Integrated Reporting Framework and our 2020 ESG Supplement was prepared in accordance with the GRI Standards: Comprehensive option. Both reports were independently assured by KPMG.

In this annual COP, we provide detail on our performance across the four areas of human rights, labour, environment and anti-corruption. We also provide details on our performance against the UN's Women's Empowerment Principles. Performance highlights include:

- Updating our Supplier Code of Practice to: align with the Australian Modern Slavery Act (2018); strengthen our approach to child labour; include sections on our expectations for the fair and ethical treatment of suppliers; and add a requirement to show reasonable steps taken to avoid modern slavery and adverse impacts on local communities, including in relation to human rights and land rights.
- Reviewing our approach to climate change including updating our Climate Change
   Statement so we can better support customer, community and government efforts
   to facilitate an orderly and just transition to net zero emissions by 2050.
- Funding and facilitating \$9.08 billion across 89 sustainable finance transactions in the first year of our \$50 billion sustainable finance target to help improve environmental sustainability, increase access to affordable housing and promote financial wellbeing.
- Reaching more than one million people through our financial wellbeing programs, and targeted banking products and services for small business and retail customers, as part of our target to help enable social and economic participation of 1 million people by 2020.

### **Chief Executive Officer**

We also continue to support the achievement of the UN Sustainable Development Goals (SDGs). A number of our public ESG targets are aligned with the SDGs. In addition, our SDG bonds currently on issue now total approximately A\$4 billion. The proceeds of these bonds are used to finance a pool of loans that directly promote a combination of SDGs across "green" or "social" categories.

We are communicating our progress to our stakeholders through regular updates on anz.com, ANZ's *bluenotes* publication, social media and our external reporting.

For further information regarding this COP please contact <a href="mailto:corporatesustainability@anz.com">corporatesustainability@anz.com</a>

Yours sincerely

Shayne Elliott

Chief Executive Officer



PRINCIPLE	LOCATION OF DISCLOSURE
HUMAN RIGHTS	
Principle 1 Businesses should support and respect the protection of internationally proclaimed human rights.	2020 Annual Report:  - COVID-19 - protecting our customers, employees and the community (p.8-9)  - Becoming a fairer and more responsible bank (p.16-17)  - Our customers (p.18-23)  - Our people (p.28-30)
Principle 2 Make sure that they are not complicit in human rights abuses.	2020 ESG Supplement:  Our ESG targets (p.11-12) Improving conduct and culture (p.13-14) Employee engagement, development and wellbeing (p.15-16) Improving customer outcomes (p.17-20) Supporting customers experiencing vulnerability (p.21-22) Cyber security, data protection and privacy (p.27-29) Financial crime (p.30-31) Our approach to human rights (p.32-34) Managing ESG risks and opportunities in our supply chain (p.35-36) Responsible business lending (p.37-39) Workplace diversity and inclusion (p.57-59) Helping create opportunities for Indigenous Australians (p.60-61) Building and accessible and inclusive bank (p.62-64)
	2020 Modern Slavery Statement
	Our approach to human rights
	2020 Corporate Governance Statement
	Code of Conduct
	Non-Executive Directors' Code of Conduct
	Whistleblower Policy
	Wellbeing and Safety Policy
	Diversity and Inclusion Policy
	Equal Opportunity, Bullying and Harassment Policy Summary

PRINCIPLE	LOCATION OF DISCLOSURE
LABOUR STANDARDS	
Principle 3 Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.	2020 Annual Report:  - COVID-19 - protecting our customers, employees and the community (p.8-9)  - Becoming a fairer and more responsible bank (p.16-17)  - Our customers (p.18-23)  - Our people (p.28-30)
Principle 4 The elimination of all forms of forced and compulsory labour.  Principle 5 The effective abolition of child labour.  Principle 6 The elimination of discrimination in respect of applearment and	<ul> <li>2020 ESG Supplement: <ul> <li>Our ESG targets (p.11-12)</li> <li>Improving conduct and culture (p.13-14)</li> <li>Employee engagement, development and wellbeing (p.15-16)</li> <li>Improving customer outcomes (p.17-20)</li> <li>Supporting customers experiencing vulnerability (p.21-22)</li> <li>Cyber security, data protection and privacy (p.27-29)</li> <li>Financial crime (p.30-31)</li> <li>Our approach to human rights (p.32-34)</li> <li>Managing ESG risks and opportunities in our supply chain (p.35-36)</li> <li>Responsible business lending (p.37-39)</li> <li>Workplace diversity and inclusion (p.57-59)</li> </ul> </li> </ul>
in respect of employment and occupation.	<ul> <li>Helping create opportunities for Indigenous Australians (p.60-61)</li> <li>Building and accessible and inclusive bank (p.62-64)</li> <li>2020 Modern Slavery Statement</li> </ul>
	Our approach to human rights
	2020 Corporate Governance Statement
	Code of Conduct
	Non-Executive Directors' Code of Conduct
	Whistleblower Policy
	Wellbeing and Safety Policy
	Diversity and Inclusion Policy
	Equal Opportunity, Bullying and Harassment Policy Summary

Principle 7 Businesses should support a precautionary approach to environmental challenges.  Principle 8 Undertake initiatives to promote greater environmental responsibility.  Principle 9 Encourage the development and diffusion of environmentally friendly technologies.  Principle 9 Encourage the development and diffusion of environmentally friendly technologies.  Principle 9 Encourage the development and diffusion of environmentally friendly technologies.  Principle 9 Encourage the development and diffusion of environmentally friendly technologies.  Principle 9 Encourage the development and diffusion of environmentally friendly technologies.  Principle 9 Encourage the development and diffusion of environmentally friendly technologies.  Principle 9 Encourage the development and diffusion of environmentally friendly technologies.  Principle 9 Encourage the development and diffusion of environmentally friendly technologies.  Principle 9 Encourage the development and diffusion of environmentally friendly technologies.  Principle 9 Encourage the development and diffusion of environmentally force that the principle of the principle
Businesses should support a precautionary approach to environmental challenges.  2020 Annual Report:  - Our approach to climate change (p.34-37)  2020 ESG Supplement:  - ESG governance and risk management (p.5)  - Our ESG targets (p.11-12)  - Responsibility.  - Responsible business lending (p.37-39)  - Reviewing our approach to climate change (p.40-41)  - Supporting the transition to a net-zero carbon economy (p.42-45)  - Reducing our environmental footprint (p.46-48)  Climate Change

PRINCIPLE	
ANTI-CORR	
Principle 10 Businesses s corruption in including ext	ŀ

#### **LOCATION OF DISCLOSURE**

# UPTION

hould work against all its forms, ortion and bribery.

### 2020 Annual Report:

- Becoming a fairer and more responsible bank (p.16-17)
- Our customers (p.18-23)
- Our people (p.28-30)

## **2020 ESG Supplement:**

- ESG governance and risk management (p.5)
- Our ESG targets (p.11-12)
- Improving conduct and culture (p.13-14)
- Improving customer outcomes (p.17-20)
- Improving customer experience through digital solutions (p.25-26)
- Cyber security, data protection and privacy (p.27-29)
- Financial crime (p.30-31)
- Voluntary tax transparency (p.70-71)

## **2020 Corporate Governance Statement**

**Anti-Bribery and Anti-Corruption Policy Summary** 

**Anti-Money Laundering and Counter-Terrorism Financing Policy Summary** 

**Fraud Policy Summary** 

**Code of Conduct** 

**Non-Executive Directors' Code of Conduct** 

**Whistleblower Policy** 

Public Policy Advocacy, Political Donations and Foreign Influence Policy



WEP IN THE WORKPLACE	LOCATION OF DISCLOSURE
Achieving and maintaining gender equality in senior management and board positions	2020 Annual Report:  - Our people (p.28-30)
	<ul> <li>2020 ESG Supplement:         <ul> <li>Workplace diversity and inclusion: Achieving gender balance in our business (p.57-58)</li> <li>2020 ESG data pack: Diversity &amp; inclusion (p.92-93)</li> </ul> </li> </ul>
	2020 Corporate Governance Statement:  - Diversity and inclusion (p.21-22)
	ANZ Workplace Gender Equality Agency Public Report 2019-20
	Diversity and Inclusion Policy
2. Achieving and maintaining	2020 Annual Report:
gender equality in middle management positions	- Our people (p.28-30)
	2020 ESG Supplement:
	<ul> <li>Workplace diversity and inclusion: Achieving gender balance in our business (p.57-58)</li> <li>2020 ESG data pack: Diversity &amp; inclusion (p.92-93)</li> </ul>
	2020 Corporate Governance Statement:
	– Diversity and inclusion (p.21-22)
	ANZ Workplace Gender Equality Agency Public Report 2019-20
	Diversity and Inclusion Policy
3. Equal pay for work of equal value	2020 Annual Report: - Our people (p.28-30)
	<ul> <li>2020 ESG Supplement:</li> <li>Workplace diversity and inclusion: Achieving gender balance in our business (p.57-58)</li> <li>2020 ESG data pack: Remuneration (p.95)</li> </ul>
	ANZ Human Resources Committee Charter: - 4.3 Executive and employee remuneration: "Review remuneration by gender."
	ANZ Workplace Gender Equality Agency Public Report 2019-20
	Our Approach to Human Rights  ANZ's human rights statement reinforces our commitment to the principle of 'fair and equal pay' in all the markets in which we operate.

WEP IN THE WORKPLACE	LOCATION OF DISCLOSURE
4. Flexible work options	Gender diversity at ANZ
	<ul> <li>2020 Annual Report:</li> <li>COVID-19 - Protecting our customers, people and community: Our people (p.8-9)</li> <li>Our people (p.28-30)</li> </ul>
	<ul> <li>2020 ESG Supplement:</li> <li>Workplace diversity and inclusion: Achieving gender balance in our business (p.57-58)</li> <li>2020 ESG data pack: Employees by contract type and gender (p.89)</li> </ul>
	Wellbeing at ANZ
	ANZ bluenotes: Evolving how we work
	ANZ Workplace Gender Equality Agency Public Report 2019-20
	We have a suite of policies that help our employees to balance their work and personal commitments, examples include policies for: flexible work arrangements, part time work (including providing those aged 55 and over with special arrangements), lifestyle leave, loyalty leave, study leave assistance, volunteer leave, career break, parental leave, leave without pay, special leave, carer's leave, and sick leave.
5. Access to child and dependent care	Wellbeing at ANZ
	ANZ Workplace Gender Equality Agency Public Report 2019-20
	We have a suite of policies that help our employees to balance their work and caring responsibilities - examples include policies for: flexible work arrangements, part-time work, lifestyle leave, loyalty leave, career break, parental leave, leave without pay, special leave, carer's leave and sick leave. In Australia, a \$4000 (pre-tax) return to work child care allowance to all employees returning from a period of at least 18 weeks parental leave.
6. Support for pregnant women and those returning from	Wellbeing at ANZ
maternity leave	ANZ Workplace Gender Equality Agency Public Report 2019-20
	We have a suite of policies that support pregnant women and those returning from maternity leave - examples include policies for: flexible work arrangements, part-time work, lifestyle leave, loyalty leave, career break, parental leave, leave without pay, special leave, carer's leave and sick leave.
	In Australia, a \$4000 (pre-tax) return to work child care allowance to all employees returning from a period of at least 18 weeks parental leave. In New Zealand, ANZ provides staff 26 weeks' paid parental leave, well above the statutory minimum of 18 weeks'. In both Australia and New Zealand, ANZ does not impose a qualifying period to receive paid parental leave, providing paid parental leave to the primary carer regardless of gender and makes superannuation payments during parental leave.

WEP IN THE WORKPLACE	LOCATION OF DISCLOSURE
7. Recruitment and retention,	Gender diversity at ANZ
including training and development, of female	2020 ESG Supplement:
employees	- Workplace diversity and inclusion: Achieving gender balance in our business (p.57-58)
	- 2020 ESG data pack: Employee profile (p.89-91)
	- 2020 ESG data pack: Training (p.93)
	ANZ is the Principal Business Partner of Chief Executive Women (CEW), Australia's pre-eminent member-based
	organisation for over 200 leading business women. Our partnership includes a focus on advocacy and thought leadership
	on issues such as building financial capability and economic empowerment of women. Numerous high potential female leaders from across the business participate in the CEW Leaders Program each year in various locations.
	ANZ Workplace Gender Equality Agency Public Report 2019-20
8. Gender specific health and	2020 Annual Report:
safety issues	- COVID-19 - Protecting our customers, people and community: Our people (p.8-9)
	2020 ESG Supplement:
	- Employee engagement, wellbeing and development (p.15-16)
	- Case study: Ensuring the safety and financial wellbeing of our people (p.33)
	Wellbeing at ANZ
	ANZ Workplace Gender Equality Agency Public Report 2019-20
	We also have wellbeing support programs and country specific information on our intranet for women - for example,
	women's health month, cervical cancer vaccines in the Philippines, cervical cancer awareness sessions in Papua New Guinea and information sessions on postpartum in Chengdu. Papua New Guinea also held a Domestic Violence awareness
	week and continues to offer a specific female counselling service for women impacted by domestic violence.
	Our Group-wide Special Leave Policy includes support provisions for employees experiencing family and domestic violence
	(including paid special leave which may be unlimited at the line manager's discretion). ANZ's Employee Assistance
	Program is a free and confidential, short-term assistance program provided by qualified professionals that may be face to face, over the phone or over the internet. They also provide specialised support for LGBTIQ+ employees. In addition,
	guidelines are available for line managers and employees on how to support colleagues experiencing domestic violence.
	On our intranet we have specific areas containing resources in relation to Domestic Violence for all our geographies.

WEP IN THE WORKPLACE	LOCATION OF DISCLOSURE
9. Gender-based violence and harassment	2020 Annual Report: - COVID-19 – Protecting our customers, people and community: Our people (p.8-9)
	<ul><li>2020 ESG Supplement:</li><li>Case study: Ensuring the safety and financial wellbeing of our people (p.33)</li></ul>
	Equal Opportunity, Bullying and Harassment Policy Summary
	ANZ Workplace Gender Equality Agency Public Report 2019-20
	Our Group-wide Special Leave Policy includes support provisions for employees experiencing family and domestic violence (including paid special leave which may be unlimited at the line manager's discretion). ANZ's Employee Assistance Program is a free and confidential, short-term assistance program provided by qualified professionals that may be face to face, over the phone or over the internet. They also provide specialised support for LGBTIQ+ employees.
	In addition, guidelines are available for line managers and employees on how to support colleagues experiencing domestic violence. On our intranet we have specific areas containing resources in relation to Domestic Violence for all our geographies. In Australia, we also have The Domestic and Family Violence Support Service. This is a specialist service created to address the unique needs of employees, their immediate family members and their managers exposed to domestic and family violence situations. The service is provided by expert clinicians that have an extensive background in the domestic and family violence field.
10. Education and training opportunities for women workers	Gender diversity at ANZ
opportunities for women workers	<ul> <li>2020 ESG Supplement:</li> <li>Workplace diversity and inclusion: Achieving gender balance in our business (p.57-58)</li> </ul>
	ANZ is the Principal Business Partner of Chief Executive Women (CEW), Australia's pre-eminent member-based organisation for over 200 leading business women. Our partnership includes a focus on advocacy and thought leadership on issues such as building financial capability and economic empowerment of women. Numerous high potential female leaders from across the business participate in the CEW Leaders Program each year in various locations.

WEP IN THE WORKPLACE	LOCATION OF DISCLOSURE
11. Creating and maintaining workplace awareness of gender	Gender diversity at ANZ
equality and, inclusion and non- discrimination for all workers	2020 Annual Report:
discimination for all workers	- Our people (p.28-30)
	2020 ESG Supplement:
	<ul> <li>Workplace diversity and inclusion (p.57-59)</li> <li>Helping create opportunities for Indigenous Australians (p.60-61)</li> </ul>
	- Building and accessible and inclusive bank (p.62-64)
	Equal Opportunity, Bullying and Harassment Policy Summary
	We have a number of employee networks focused on gender equality including: the ForWARD Network, which is open to and run by employees of any gender who are interested in championing gender equality, inclusion and recognition based on merit; the Ada Network, which promotes the participation of women in the technology workforce; and the Lean In Network, which is open to and run by employees of any gender to focus on activities which provide its largely female members with inspiration and support to achieve their career goals, such as a mentoring program.
12. Mentoring and Sponsorship	Gender diversity at ANZ
opportunities for women workers	2020 ESG Supplement:
	- Workplace diversity and inclusion (p.57-59)
	We have a number of mentoring and sponsorship programs and opportunities in place for women (in addition to our BAU programs where we strive for gender balance in our graduate and talent programs) including our <b>Notable Women</b> (in the Pacific) and our <b>Return to Work</b> programs.
	The Lean In Network also runs a mentoring program, as does DIMES our Cultural Diversity & Inclusion Network.
	ANZ is the Principal Business Partner of Chief Executive Women (CEW), Australia's pre-eminent member-based organisation for over 200 leading business women. Our partnership includes a focus on advocacy and thought leadership on issues such as building financial capability and economic empowerment of women. Numerous high potential female leaders from across the business participate in the CEW Leaders Program each year in various locations.

WEP IN THE MARKETPLACE	LOCATION OF DISCLOSURE
13. Supplier diversity programme	2020 ESG Supplement:  - Managing ESG risks and opportunities in our supply chain (p.35-36)
	Supplier Code of Practice:  - Human rights and workplace relations: Gender balance, diversity and inclusion (p.5)
	As a large organisation with an extensive supply chain we recognise that our procurement activities have social and environmental impacts. Wherever possible, ANZ seeks to procure products and services that also generate positive social outcomes in the community, promoting social and economic inclusion for all. As part of the tender process, potential suppliers are asked to describe activities that they will undertake to deliver social benefits through the contract in relation to a number of social issues including the "promotion of gender diversity and women in leadership".
14. Support for women business owners and women entrepreneurs	2020 ESG Supplement: - Financial wellbeing (p.52-56) - Community investment (p.65-69)
15. Supplier monitoring and engagement on women's empowerment and gender equality including promotion of the Women's Empowerment Principles to suppliers	Supplier Code of Practice:  - Human rights and workplace relations: Gender balance, diversity and inclusion (p.5)
16. Gender-sensitive marketing	2020 Annual Report:  - Building financial wellbeing in the Pacific (p.31)
	2020 ESG Supplement: - Financial wellbeing (p.52-56)
	Investing & Super – Learning Centre - Women
17. Composition of supplier base by sex	No data disclosed.
18. Gender-sensitive product and service development	Investing & Super – Learning Centre - Women

WEP IN THE COMMUNITY	LOCATION OF DISCLOSURE
19. Designing community stakeholder engagements that are free of gender discrimination/stereotyping and sensitive to gender issues	ANZ remains committed to the 'Panel Pledge' an initiative developed by Male Champions of Change. The Panel Pledge is a commitment to ensure that all panels and speaking engagements in which ANZ participates are gender balanced.  Our Approach to Human Rights  ANZ's human rights standards reinforce the requirement to value difference and avoid gender discrimination:  - "We value difference and are committed to achieving a truly diverse and flexible workforce that drives innovation and energy and is representative of the customers and communities we serve. This includes promoting gender equality, indigenous employment and recruitment of people with disability."  - "We will contribute to the social and economic development of the communities in which we operate We are committed to empowering women to achieve financial independence and equality."
20. Gender impact assessments or consideration of gender-related impacts as part of its social and/or human rights impact assessments	<ul> <li>2020 ESG Supplement:         <ul> <li>Our approach to human rights (p.32-34)</li> <li>Managing ESG risks and opportunities in our supply chain (p.35-36)</li> </ul> </li> <li>Our Approach to Human Rights         <ul> <li>ANZ's human rights standards guide us to respect human rights and aim to ensure we avoid infringing upon human rights through our own activities or being involved in human rights abuses through our business relationships. We conduct social and environmental screenings in line with our policies applying to our corporate customers and business partners, which include an assessment of their human rights performance. Implicit in these screenings is an expectation that our customers and other business partners identify, manage, monitor and redress any adverse impacts on human rights (including gender-related impacts) with which their business is involved, in line with international standards.</li> </ul> </li> </ul>
21. Ensuring female beneficiaries of community programmes	2020 Annual Report:  - Building financial wellbeing in the Pacific (p.31)  2020 ESG Supplement:  - Supporting customers experiencing vulnerability: A focus on family and domestic violence (p.22)  - Financial wellbeing (p.52-56)  - Community investment (p.65-69)
22. Community initiatives specifically targeted at the empowerment of women and girls	2020 Annual Report:  - Building financial wellbeing in the Pacific (p.31)  2020 ESG Supplement:  - Supporting customers experiencing vulnerability: A focus on family and domestic violence (p.22)  - Financial wellbeing (p.52-56)  - Community investment (p.65-69)
23. Strategies to ensure that community investment projects and programmes (including economic, social and environmental) positively impact and include the full participation of women and girls	2020 ESG Supplement:  - Financial wellbeing (p.52-56)  - Community investment (p.65-69)

SEX-DISAGGREGATED DATA	LOCATION OF DISCLOSURE
24. Achieving and maintaining gender equality in senior management and board positions	<ul> <li>2020 ESG Supplement:</li> <li>Workplace diversity and inclusion: Achieving gender balance in our business (p.57-58)</li> <li>2020 ESG data pack: Diversity &amp; inclusion (p.92-93)</li> <li>2020 ESG data pack: Remuneration (p.95)</li> </ul>
	2020 Corporate Governance Statement:  - Diversity and inclusion (p.21-22)
	ANZ Workplace Gender Equality Agency Public Report 2019-20
25. Achieving and maintaining gender equality in middle management positions	2020 ESG Supplement: - 2020 ESG data pack: Diversity & inclusion (p.92-93) - 2020 ESG data pack: Remuneration (p.95)
	2020 Corporate Governance Statement:  - Diversity and inclusion (p.21-22)
	ANZ Workplace Gender Equality Agency Public Report 2019-20
26. Equal pay for work of equal value	2020 ESG Supplement:  - Workplace diversity and inclusion: A focus on gender pay equity (p. 58)  - 2020 ESG data pack: Remuneration (p.95)
27. Flexible work options	2020 ESG Supplement: - 2020 ESG data pack: Employee profile (p.89-91)
	ANZ Workplace Gender Equality Agency Public Report 2019-20
28. Support for pregnant women and those returning from maternity leave	2020 ESG Supplement: - 2020 ESG data pack: Diversity & inclusion (p.92-93)
	ANZ Workplace Gender Equality Agency Public Report 2019-20

CEV DICACODECATED DATA	LOCATION OF DISCLOSURE
SEX-DISAGGREGATED DATA	LOCATION OF DISCLOSURE
29. Recruitment and retention, including training and development, of female employees	2020 ESG Supplement:  - 2020 ESG data pack: Employee profile (p.89-91)  - 2020 ESG data pack: Training (p.93)  ANZ Workplace Gender Equality Agency Public Report 2019-20
30. Gender-based violence and harassment	No data disclosed.
31. Education and training opportunities for women workers	2020 ESG Supplement: - 2020 ESG data pack: Training (p.93)
32. Access to child and dependent care	No data disclosed.
33. Gender-specific health and safety issues	No data disclosed.
34. Creating and maintaining workplace awareness of gender equality and, inclusion and non-discrimination for all workers	2020 ESG Supplement: - 2020 ESG data pack: Diversity & inclusion (p.92-93)
35. Mentoring and sponsorship opportunities for women workers	No data disclosed.