



## Independent assurance report to the Directors and management of ANZ

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### Our conclusions:

#### a) Corporate Sustainability Review – Limited assurance

Based on the procedures performed, as described below, nothing has come to our attention that would lead us to believe that the ANZ Corporate Sustainability Review for the year ended 30 September 2013, is not, in all material respects, prepared in accordance with the Global Reporting Initiative (GRI) G3 Principles of Defining Content and Quality.

#### b) Selected Corporate Sustainability Disclosures – Reasonable assurance

In our opinion, ANZ's selected Corporate Sustainability Disclosures detailed below ('the Corporate Sustainability Selected Disclosures') in the ANZ Corporate Sustainability Review for the year ended 30 September 2013 (unless otherwise specified), are prepared and presented in all material respects, in accordance with GRI G3 Principles of Defining Content and Quality:

- **Customer satisfaction** – customer satisfaction ratings for ANZ Australia's Retail (80.2%) and Institutional (#2) businesses, as provided by third party rating agencies
- **Customer hardship** – almost 700 ANZ Australia frontline staff have undergone hardship awareness training
- **Employee engagement** – reported employee engagement of 72% at the Group level as assessed through ANZ's 2013 global employee survey (My Voice)
- **Employee engagement** – reported perceptions of 'value-based leadership' of 71% at the Group level as assessed through ANZ's 2013 global employee survey (My Voice)
- **Financial capability** – more than 5000 Australian participants were enrolled in the Saver Plus program in Australia
- **Greenhouse gas emissions** – ANZ's Annual Global GHG emissions (Scope 1 and 2) of 220,145 t CO<sub>2</sub>-e for the year ended 30 June 2013, is prepared in accordance with the World Resources Institute/World Business Council for Sustainable Development Greenhouse Gas Protocol and the ANZ Greenhouse Gas Reporting and Carbon Offset Guidelines.

#### c) GRI Application Level – Check

Based on the procedures performed, as described below, we concur with the assessment made by ANZ that the disclosures as set out in the ANZ Global Reporting Initiative 2013 document are consistent with the GRI G3 application level A+.

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We have been engaged by the Australia and New Zealand Banking Group Limited ('ANZ') to provide:

- limited assurance on the ANZ Corporate Sustainability Review for the year ended 30 September 2013 ('ANZ Corporate Sustainability Review 2013')
- reasonable assurance on ANZ's Corporate Sustainability Selected Disclosures in the ANZ Corporate Sustainability Review 2013.

In addition, we have been engaged to perform a check of ANZ's GRI application level as disclosed in the ANZ Global Reporting Initiative 2013 document.

### ANZ's responsibilities

ANZ are responsible for the following:

- preparation and presentation of the ANZ Corporate Sustainability Review 2013 in accordance with GRI G3 Principles of Defining Content and Quality
- preparation of the Annual Global GHG Emissions (Scope 1 and 2) in accordance with the World Resources Institute/World Business Council for Sustainable Development Greenhouse Gas Protocol
- determination of ANZ's GRI application level in accordance with the GRI Guidelines.



### **KPMG's responsibilities**

Our assurance engagement is conducted in accordance with International Standard on Assurance Engagements ISAE 3000 *Assurance Engagements other than Audits or Reviews of Historical Financial Information* (ISAE 3000) and ISAE 3410 *Assurance Engagements on Greenhouse Gas Statements*.

### **Assurance approach**

We planned and performed our work to obtain all the evidence, information and explanations we considered necessary in order to form our conclusions as set out above.

### **Limited assurance over the ANZ Corporate Sustainability Review 2013**

Our limited assurance engagement on the ANZ Corporate Sustainability Review 2013 consisted of making enquiries and applying analytical and other evidence gathering procedures. These procedures included:

- enquiries of management to gain an understanding of ANZ's processes for determining the material issues
- interviews with senior management and relevant staff concerning ANZ's corporate sustainability strategy and policies for material issues, and the implementation of these across the business
- interviews with relevant staff responsible for providing text and data within the ANZ Corporate Sustainability Review 2013
- comparing text and data presented in the ANZ Corporate Sustainability Review 2013 to underlying sources. This included testing, on a sample basis, of evidence supporting the completeness, accuracy and existence of reported text and data
- reading the ANZ Corporate Sustainability Review 2013 to determine whether it is consistent with our overall knowledge of, and experience with, the corporate sustainability performance of ANZ.

A limited assurance engagement is substantially less in scope than a reasonable assurance engagement or an audit conducted in accordance with International Standards on Auditing and Assurance Engagements.

### **Reasonable assurance over ANZ's Selected Corporate Sustainability Disclosures**

Our reasonable assurance engagement involved obtaining evidence over ANZ's Corporate Sustainability Selected Disclosures, sufficient to give reasonable assurance that the text and data disclosed are free from material misstatement whether caused by fraud or error. These procedures included:

- interviews with senior management and relevant staff
- evaluation and testing of the design and implementation of the key systems, processes and controls for collecting, managing and reporting the text and data in accordance with the International Standard on Auditing ISA 530 Audit Sampling and Other Means of Testing
- analysis of data in accordance with ISA 520 Analytical Procedures
- agreeing text and data to relevant underlying sources.

### **GRI Application Level**

Our work in relation to the GRI application level check was limited to agreeing that the appropriate indicators have been reported on.

### **Use of this report**

This report has been prepared for ANZ. We disclaim any assumption of responsibility for any reliance on this report, or the ANZ Corporate Sustainability Review 2013 to which it relates, to any person other than ANZ, or for any purpose other than that for which it was prepared.

Melbourne  
12 December 2013