



Stakeholder Engagement Policy Summary

Why does ANZ have this policy?

The purpose of this policy is to set out ANZ's rules of engagement with external stakeholders so that communication with them is appropriate, accurate and timely. The policy is designed to ensure ANZ:

- demonstrates integrity in all dealings with stakeholders
- delivers on its commitments to stakeholders.

This policy covers engagement with:

- governments, non-government organisations, industry-related associations
- regulatory authorities
- revenue authorities
- media agencies
- employee-related organisations
- market-related stakeholders
- external auditors

This policy is guided by the [stakeholder engagement principles](#) on ANZ.com (which also guide engagement with customers and suppliers, which are not covered by this policy).

How does this policy apply at ANZ?

This policy applies to all employees and contractors of Australia and New Zealand Banking Group Limited and its controlled entities. Breaches of this policy may lead to disciplinary action, including remuneration impacts.

Key obligations

Under this policy:

- ANZ engages with stakeholders in a systematic way, with a global leader for each stakeholder group, and relationship owners assigned for each stakeholder
- employees and contractors only communicate on behalf of ANZ if explicitly authorised to via an engagement model.

Role of relationship owners

The relationship owner for each stakeholder:

- has responsibility for ANZ's engagement with that stakeholder
- will develop, execute and maintain the stakeholder engagement model and the procedures, processes and controls to support it.

Last review: June 2012

Reviewed annually by: Group Risk