

Message from Mike Smith, CEO



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Our results, progress and performance in building ANZ as a 'super regional' bank is described in our 2010 Shareholder and Corporate Responsibility Review.

Against a backdrop of continuing uncertainty in the global environment, particularly in the US and European economies, we announced an underlying profit of \$5 billion for the year ended 30 September, 2010, up 33% on the prior year.

Our 2010 performance demonstrates that we have real momentum in every area of our business and that our 47,000 staff are delivering good outcomes for shareholders, while also performing for our customers and the community.

Fundamental to our success is our commitment to growing our business responsibly. Over the long term, our performance will be a reflection of our financial results combined with how effectively we serve our customers and contribute to the communities where we operate.

I am particularly proud of our work during 2010 to support customers facing financial difficulty; assist communities affected by natural disasters; and help improve financial capability among people on low incomes.

Our Review also describes our approach to issues which have challenged us and how we are working to balance the needs and interests of a range of stakeholders.

As always I welcome your feedback on our strategy, progress and results.

Yours sincerely

Mike Smith

Read more:

- [ANZ 2010 Full Year Result \(PDF 67KB\)](#)
- Chairman's and CEO's message: [Bahasa Indonesia \(PDF 149KB\)](#), [Chinese \(PDF 360KB\)](#)



YOUR ANZ
YOUR WORLD

SHAREHOLDER AND CORPORATE RESPONSIBILITY REVIEW
2010

Australia's transition to a lower carbon future



Mark Clover leads our team which has been providing project finance for renewable energy projects for the past 18 years including Australia's first completed wind farm at Chalicum Hills, Victoria.

We recognise the importance of playing a role in supporting Australia's transition to a lower carbon future. This change will take time and will require significant investment in new sources of energy. There is debate about the pace of this transition and some stakeholders urge us "to do more, faster".

Eighty per cent of Australians currently rely on electricity generated from coal-fired power stations to run their households and businesses.

We are supporting our clients and working with governments and other stakeholders on this transition challenge. Australian Federal and State governments continue to support the coal sector due to the critical role it plays in ensuring the reliability of energy that "powers" our economy. The governments are also committed to reducing the emissions intensity of the coal sector and have flagged strict emissions standards that will be applied to any new coal fired power generation.

We are also playing our role in supporting the renewable energy sector. Renewable energy projects currently represent a third of our project finance power portfolio. Projects we support include wind power as well as landfill gas, waste coal seam methane, hydro and geothermal power stations. While renewable energy availability is developing, it will though be some time before it may provide electricity to affordably support our economy.

We are also improving the environmental performance of our own business. We have public environmental "footprint" reduction targets and we will achieve our goal to be carbon neutral by the end of 2010.

Our headquarters, ANZ Centre in Melbourne's Docklands, has a '6 Star Green Star' rating from the Green Building Council of Australia.

Learn more:

- [ANZ and the energy sector \(PDF 20kB\)](#)

Employment programs support social and economic inclusion



Professor Ruth Lister with Tony Nicholson, Bishop Huggins and Archbishop Freier.



Susie Babani addresses attendees at the 2010 Sambell Oration.

The role of banks and large corporations in promoting a more inclusive society was highlighted as part of our support for the Brotherhood of St Laurence (BSL) Sambell Oration.

This year's Sambell Oration was delivered by Professor Ruth Lister, one of the UK's leading experts in social policy and welfare.

Ruth shared her vision for an inclusive society and highlighted the many ways Australia could work towards a more inclusive society, including placing greater value on the importance of people engaged in unpaid work, such as carers or volunteers.

"For me, an inclusive society not only enables people to participate in the economic, social and cultural life of the nation, it is also a society in which each and every member is able to flourish and follow their particular dream of the good life," Professor Lister said.

In her welcome address at the Oration, ANZ's Group Managing Director, Human Resources, Susie Babani, described initiatives we have in place to provide employment opportunities for people from disadvantaged backgrounds, including our traineeships for young Indigenous Australians and the Given the Chance program.

"These programs are part of our broader commitment to employ, support and retain people from diverse backgrounds and experiences," Susie said.

Through the Brotherhood of St Laurence's 'Given the Chance' program, ANZ has provided work experience to 37 refugees since 2009. 25 are now full time employees and we hope to recruit a further 15 employees in 2011.

Bol Buoi, from South Sudan, participated in 'Given the Chance' and is now a Branch Customer Consultant at our Northcote branch. Prior to joining the program, Bol had spent seven years trying to find work in Australia without any success.

"My experience in looking for work was very frustrating, so stressful. I was disheartened. Although I had studied hard to acquire skills needed for the job, I still couldn't find the job I wanted on my own," Bol said.

Through Given the Chance, participants undertake a 16 week work placement program, supported by pre-employment training, and a mentor and buddy who help ease the transition into the Australian work environment.

- [Read the full speech](#)