

New measures help mothers return to work



New measures to attract and retain women in our workforce have been introduced, including a \$4,000 childcare allowance and payment of superannuation on all forms of paid parental leave in Australia.

In New Zealand, we will extend our 'top-up' parental leave payment from 12 to 14 weeks.

Chief Executive Officer Mike Smith said: "The measures we've announced are intended to have an immediate impact on our ability to retain talented women and, over time, help increase the number of senior women at ANZ."

The \$4,000 childcare allowance will be paid to Australia-based primary caregivers on their return to work. It will complement ANZ's existing parental leave provisions in Australia that include:

- 12 weeks paid parental leave at full pay with no qualifying period;
- the ability to extend unpaid leave up to two years;
- co-parents leave;
- carer's leave; and
- flexible working arrangements.

Learn more

- [Diversity](#) and [flexible](#) work arrangements
- [ANZ announces new measures for women returning to work \(PDF 20kB\)](#)

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- [Supporting sustainable development in China](#)
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Supporting sustainable development in China



Caption: Miao Yan Min - Deputy Division Chief Policy Research Division of WTO Department Ministry of Commerce, Gerard Brown - GGM Corporate Affairs ANZ, Chris Coulter - Globescan

A leadership forum at the Shanghai Expo brought together clients, government officials and community representatives to explore the economic, social and environmental challenges and opportunities associated with China's rapid modernisation.

Mr Miao Yan Min, Deputy Division Chief, Policy Research Division of WTO Department, Ministry of Commerce (MOFCOM), outlined the Chinese Government's key social and environmental policies. He also explained the role responsible corporations can play in achieving the Government's vision for sustainable economic and social development. MOFCOM reports directly to the State Council and is responsible for foreign and internal trade.

Mr Miao highlighted the challenges the country faces while it is developing so rapidly.

"Developed countries began to discuss corporate responsibility after they fully reached industrialisation. But China has to consider CR and industrialisation at the same time. We have no experience to borrow in such a big task in which we have to achieve modernisation and social welfare simultaneously."

We described our approach to CR and how structured, focused dialogue with a range of stakeholders over a number of years has helped inform and shape our strategy and improve flexibility and responsiveness to business and community issues.

Presenting global and China-specific research on social expectations of business, Chris Coulter of Globescan highlighted that consumer expectations between developed and developing nations are converging, and responsible and ethical behaviour is becoming an increasingly strong influencer in purchasing decisions.

Aron Cramer of Business for Social Responsibility reinforced that companies can be more successful when they listen to the communities that are so central to their development and prosperity.

More than 70 participants attended the 'Better Business, Better Lives – Embracing Corporate Responsibility' forum, which was held as part of a program of events at Expo where ANZ is a platinum sponsor of the Australian pavilion.

Learn more:

- [Australian Pavilion at Shanghai Expo](#)
- [ANZ in Liangping \(PDF, 23kB\)](#)
- [ANZ to establish an operations centre in Chengdu to support growth in China \(PDF, 20kB\)](#)



Caption: Aron Cramer - President and CEO, BSR

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Customers shape ANZ goMoney™ banking innovation



Customer feedback has helped shape a new Australian banking innovation that improves the ability to manage money via mobile phones.

ANZ goMoney™ customers securely log into their account using a four-digit pin to access mobile banking features such as account balances, funds transfer and Pay Anyone. The application also offers mobile-to-mobile payments so that customers can transfer funds to another Australian mobile, even if they don't bank with ANZ.

Mobile payments are a 'next wave' of banking innovation and ANZ goMoney™ is a step toward the development of full mobile phone based banking service. Over time, we believe ANZ goMoney™ can be extended to improve access to banking services and help build financial capability.

Peter Dalton, Group General Manager Innovation says customers didn't just want an internet banking service.

"They wanted a simple, fast and secure way to access and manage their money. This feedback led us to develop several innovations in ANZ goMoney™, one example being the introduction of a secure four-digit pin in place of the traditional approach of a username and password and to introduce ANZ goMoney's™ mobile-to-mobile payment functionality," he said.



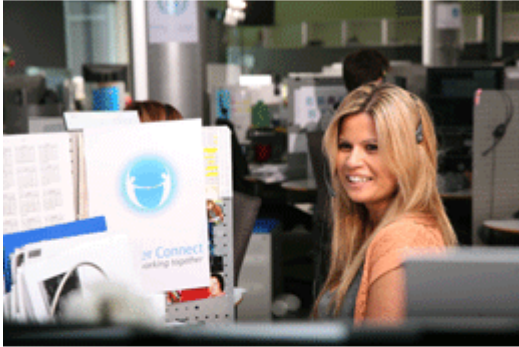
Learn more:

- [ANZ goMoney™ at the iTunes App Store](#)
- [ANZ Property Tracker for iPhone](#)
- [Micro-savings helping thousands in Cambodia](#)

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More assistance for customers in financial difficulty

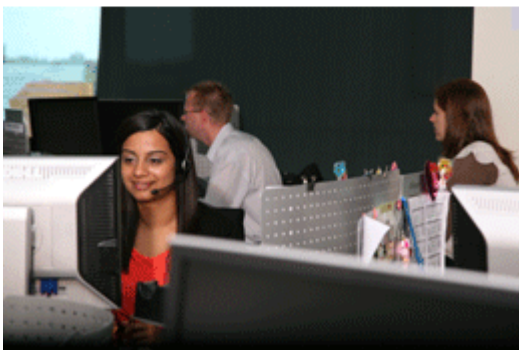


We are piloting a free, independent debt advice service and an early assistance program to support customers experiencing financial hardship.

The independent debt advice pilot will initially focus on our home loan customers in Victoria, Australia. Kildonan Uniting Care, recognised experts in the field of financial counselling, will provide the over the phone service.

The pilot identifies customers who may benefit from speaking with a financial counsellor and provides them with information on Kildonan services and how to contact them.

Program Leader, Katie Rattigan, says, "Getting timely access to information and independent assistance when our customers need them most can be a challenge, with long waiting periods for face-to-face financial counselling services often the norm."



"We also know that customers will often prefer to engage with an arm's length service to get advice on their whole financial situation, including debts outside of their ANZ accounts.

"Our debt advice pilot will assist on both fronts, providing customers with access to financial counselling that is convenient, accessible and potentially less daunting than a face-to-face service.

"An important aspect of this pilot is independence and confidentiality, so we will not provide customer details to Kildonan and they will not report client details on who has taken up the service back to us," Katie said.

We have also been conducting an Early Assistance Pilot to support customers who are showing signs of potential financial stress, before they miss payments. The initiative offers customers access to a range of early assistance measures to help them avoid more serious financial problems down the track.

The pilot commenced in July and is targeting over 3,500 credit card customers. To date, more than 11 per cent of customers contacted have accepted our offer of support and say they will benefit from changes to their credit card product.

Early assistance measures offered to customers include temporary reduced repayment arrangements, instalment plans, more convenient ways to manage accounts and access to financial education and literacy programs.

Importantly, almost all of the customers we have spoken to during the pilot have appreciated the call, even if they did not require assistance.

Given the early success of the pilot, we are now looking to expand the program of early assistance to customers with multiple ANZ products in 2011.

Learn more:

- [Financial hardship assistance at ANZ](#)
- [Responsible consumer lending](#)

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Responsible lending decisions



Since becoming a signatory to the OECD Guidelines for Multinational Enterprises ('the Guidelines') in 2007, they have been an important reference point in our approach to responsible business management.

In a recent submission responding to a review of the Guidelines, we provided input on two key issues relating to financial institutions.

Although voluntary, the Guidelines are supported by 42 Governments around the world including Australia, the United States and many members of the European Union.

The review is aimed at updating the Guidelines to ensure they continue to be a leading international instrument for the promotion of responsible business conduct.

Our submission focussed on how the Guidelines should be applied in the context of business lending and investment.

In particular, we noted that while we do not have the capacity to direct or control those companies with which we have a banking relationship, we do actively seek to uphold the requirements of the Guidelines in two ways:

1. we assess our client's alignment with our responsible lending commitments as part of the on-boarding, ongoing monitoring and annual review processes; and
2. where social and environmental issues do arise, we encourage resolution of those issues by the client.

Our experience has been that where a strong and trusted banking relationship exists we can be effective in encouraging and supporting our clients to address issues.

Learn more:

- [Submission to the Australian National Contract Point: Terms of Reference for an Update of the OECD Guidelines for Multinational Enterprises \(ToR\) \(PDF 1.2MB\)](#)
- [OECD Guidelines for Multinational Enterprises](#)

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