

## **WELLBEING AT ANZ**





*Shaping a world where people and communities **thrive***



## ANZ's **WELLBEING PROGRAMS AND INITIATIVES**

Our **wellbeing vision** is to create a positive work environment where our people can **thrive**. Our people will have the knowledge, tools and confidence to improve their wellbeing and of those around them.

Examples of our Wellbeing programs and initiatives, under 4 key dimensions of mental, physical, social and financial are listed below:

Wellbeing Dimension	Overview
<p data-bbox="197 533 408 562">Mental Wellbeing</p> 	<p data-bbox="475 533 619 562"><b>Programs:</b></p> <ul data-bbox="523 566 1431 1081" style="list-style-type: none"> <li>• Mental health (including stress management) information and programs for employees and line managers are available through web pages, tip sheets, videos and other online resources on the ANZ intranet.</li> <li>• Employee Assistance Program (EAP) is available to employees globally. It provides confidential, free counselling and guidance for work and personal problems, and includes online resources including managing stress, mindfulness, relaxation and other tools.</li> <li>• Resilience and change information is available to support employees globally.</li> <li>• Specialised indigenous and domestic violence services, for managers and staff are part of this.</li> <li>• Our Employee Relations and Wellbeing and Safety team provides specialised support to assist Line Managers to manage mental health related issues with employees.</li> <li>• ANZ provides resources to help employees prepare for and respond to natural disasters, and employees receive trauma counselling following significant events.</li> </ul> <p data-bbox="475 1086 600 1115"><b>Training:</b></p> <ul data-bbox="523 1120 1436 1406" style="list-style-type: none"> <li>• Resilience Programs (includes stress management and coping skills) are available globally and include courses aimed at both managers and employees, including at times of change</li> <li>• Annual training to help branch employees manage challenging customer situations is undertaken, this includes post incident coping and support.</li> <li>• Seminars and Webinars on mental health are offered at different times throughout the year.</li> <li>• Face to face training on Mental health awareness and support, is being provided to Managers in customer facing roles</li> </ul>
<p data-bbox="193 1411 416 1440">Physical Wellbeing</p> 	<p data-bbox="475 1411 647 1440"><b>Ergonomics:</b></p> <ul data-bbox="523 1444 1434 1816" style="list-style-type: none"> <li>• ANZ uses a risk management approach to provide safe and healthy workplaces for all employees.</li> <li>• 'Being Safe in Your Workspace' training is available to all employees globally and includes self-assessment of an individual's workspace and information on ergonomic setup.</li> <li>• ANZ offices have ergonomic workstations, chairs and collaborative workspaces. Ergonomic design principles are incorporated into all decisions for new workplace equipment, including both office and branch locations. Employees can access professional workstation assessments when required.</li> <li>• ANZ has a workplace design program to support changing work styles and enable increased productivity and efficiency by providing workspaces aligned to the business unit's way of working.</li> </ul> <p data-bbox="475 1821 831 1850"><b>Lighting and Illumination:</b></p> <ul data-bbox="523 1854 1414 2018" style="list-style-type: none"> <li>• ANZ recognises the health benefits of access to natural light and our building design has been developed to maximise this. Natural light is supplemented by lighting that meets relevant country specific standards.</li> <li>• A pro-active maintenance program identifies failed lamps for replacement in commercial sites.</li> </ul>

	<ul style="list-style-type: none"> <li>• The Property Service Centre or Facilities Management teams enable employees to report any outages.</li> </ul> <p><b>Noise:</b></p> <ul style="list-style-type: none"> <li>• ANZ spaces are designed to meet the occupational noise exposure standards, where relevant.</li> <li>• Acoustic separation is designed into the workplace from concept stage. Open plan workspaces are carpeted, have acoustic ceilings and liberal soft furnishings to absorb noise. Meeting rooms have acoustic treatments to walls and ceilings.</li> <li>• At ANZ Centre in Australia, housing approximately 6,500 employees, white noise is generated to reduce any potential echo across the large floors. External noise is shielded by double glazing and solid construction.</li> <li>• Employees who work in Call Centre environments are provided with information about using headsets and managing noise.</li> <li>• Contractors working at ANZ sites are required to manage any excess noise or complete works out of hours to avoid impact to employees.</li> </ul> <p><b>Indoor Air Quality:</b></p> <ul style="list-style-type: none"> <li>• ANZ meets required standards for indoor air quality in all countries in which we operate. Systems are in place to monitor, test, and maintain high standards of indoor air quality.</li> <li>• Employees report air quality issues to the Property Service Centre, Facilities Management teams or through a HSW incident report.</li> <li>• ANZ puts measures in place to manage extreme conditions that affect air quality (e.g. haze events in Asia). Where other incidents impact on air quality (e.g. chemical spill/fire), qualified professionals assess and determine measures that need to be put in place to manage this to ensure a safe workplace.</li> <li>• ANZ ensures stringent management and routine monitoring of any on-site cooling towers to control the risk of airborne bacteria (e.g. legionella).</li> </ul> <p><b>Humidity:</b></p> <ul style="list-style-type: none"> <li>• ANZ's Heating, Ventilation and Air Conditioning (HVAC) systems are designed to maintain moisture in the 30-60% range, which is considered the comfortable range for workplaces in accordance with relevant standards.</li> <li>• HVAC systems are managed using planned preventative maintenance programs in accordance to Equipment Manufacturer standards. In larger buildings, regular testing of the indoor air quality is undertaken and humidity is measured and monitored.</li> <li>• In locations where there is higher humidity, additional measures are taken to increase air flow.</li> </ul> <p><b>Temperature:</b></p> <ul style="list-style-type: none"> <li>• A comfortable working temperature of 20°C - 26°C is the aim for all ANZ office locations, where employees are doing mainly sedentary work. This is in line with relevant standards or guidelines on workplace comfort.</li> <li>• Temperature standards are built into HVAC system requirements at the design stage. Double glazed windows treated with film reflect the sun's rays providing thermal comfort in addition to blinds or louvres where this is appropriate.</li> </ul> <p><b>Fitness facilities and fitness programs:</b></p> <ul style="list-style-type: none"> <li>• ANZ provides fitness facilities and contributes to external fitness programs in various locations.</li> <li>• Tips and communications about increasing activity and reducing sedentary work practices are promoted. Additional activities include Australia Corporate Games, running events, bike clubs, sport competitions, fitness facilities near major buildings and discounted gym memberships available in various locations.</li> <li>• Wellness facilities, bike racks, shower facilities, and internal stairs which encourage employees to be more active are incorporated into building designs.</li> </ul> <p><b>Health and Nutrition:</b></p> <ul style="list-style-type: none"> <li>• Company paid health checks are available to employees in many of our geographies</li> </ul>
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<p>Social Wellbeing</p> 	<p>ANZ supports the social wellbeing of our employees via a number of programs and initiatives, including:</p> <ul style="list-style-type: none"> <li>• Flexible work - We have a suite of policies that help our employees to balance their work and personal commitments</li> <li>• Flexible workplace – including options to work from home or other locations.</li> <li>• Paid volunteer leave – encouraging employees to support local community organisations.</li> <li>• Childcare Facilities and Contributions. Eligible employees are able to access a child care allowance in Australia. We also offer breast-feeding facilities to facilitate the transition of working mothers back in to the workforce.</li> <li>• ANZ provides employees access to Elder Care and Child Care resources, which explains the issues and resources available when looking after an elderly relative or children. External providers also provide information, advice and services relating to elder and child care resources (e.g. family support, home care, nursing homes, and child minding services).</li> <li>• Social connectedness, diversity and inclusion are key features of ANZ’s social wellbeing. More information is available at <a href="http://anz.com/cs">anz.com/cs</a>.</li> </ul>
<p>Financial wellbeing</p> 	<p>ANZ supports the financial wellbeing of our employees via a number of programs and initiatives, including:</p> <ul style="list-style-type: none"> <li>• Financial planning and advice</li> <li>• Financial counselling</li> <li>• Money minded program</li> <li>• Other programs and internal campaigns aimed at increasing the financial literacy and empowerment of our employees.</li> </ul>

