



**ANZ**

# Independent assurance of Community Investment Data Systems

**ISAE 3000**

# Independent assurance of Community Investment Data Systems

## The nature of the assurance

This is a report by Corporate Citizenship for the Corporate Responsibility Committee of ANZ. It is intended to assist the readers of ANZ's 2011 corporate responsibility reporting.

ANZ has commissioned Corporate Citizenship to provide external assurance and a commentary on its *Shareholder and Corporate Responsibility Review 2011* and on the accompanying material contained in [anz.com/cr](http://anz.com/cr), referred to hereon in as the Reporting. The core part of this external assurance work is an AA1000 Type 2 Assurance.

Over and beyond this AA1000 assurance, as part of its reporting approach ANZ commissions separate assurance for its 2011 corporate responsibility performance data. ANZ has commissioned separate assurances of its environmental data from SGS (Australia Pty Ltd) and of its Australia community data from Haystac Positive Outcomes.

This year ANZ has for the first time extended the collection of community data using LBG methodology to its APEA (Asia, Pacific, Europe and America) region and to certain line departments in Australia. The subject matter covered by this report is the community data referred to above and the systems which yielded that data.

The data refers to the ANZ year 1 October 2010-30 September 2011.

The data collection systems and processes have been evaluated against the LBG agreed issued guidance<sup>1</sup> and, in particular, the document *Guidance on LBG data assurance*. We have given particular consideration as to whether or not the guidance and training given to new users of the system was sufficient, whether or not the systems used in collection are fit-for-purpose, whether or not the data is complete and accurate and whether or not the system was correctly used.

ANZ is entirely and solely responsible for the production and publication of the data assured, Corporate Citizenship for its assurance.

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<sup>1</sup> [http://www.lbg-online.net/media/5595/lbg\\_guidance\\_manual\\_vol\\_1\\_inputs.pdf](http://www.lbg-online.net/media/5595/lbg_guidance_manual_vol_1_inputs.pdf)

The opinions expressed in this statement are intended to extend understanding of ANZ's non-financial performance and should not be used or relied upon to form any judgements, or take any decisions, of a financial nature.

The report follows the guidance laid out in the International Standard on Assurance Engagements 3000.

## The work programme

The assurance work was commissioned in August 2011 and was completed on 1 February 2012. Detailed records were kept of interviews and correspondence relating to the assurance. The team working on the main AA1000AS undertook the assurance and commentary process. The head of our LBG services acted as adviser to the group and reviewed the statement. The team has a variety of professional and technical competencies and experience. For further information please refer to our website [www.corporate-citizenship.com](http://www.corporate-citizenship.com).

Our work has involved, but not been limited to, the following elements:

- Access to the Enablon system used for data collection;
- Review of the presentation *LBG: ANZ Community investments 2011 (1 Oct 10 – 30 Sep 11) reporting* used to inform and train first time users of the system;
- Review of the document *CR Plan 2011 In-country template*;
- Examination and questioning of full detailed data returns from Australia Contact Center, Business Enablement, Financial Literacy, Transaction Services sections; and the returns for Cambodia, China, Hong Kong;
- Interviews by video link/telephone with those responsible for the returns in Australia Contact Center, Business Enablement, Financial Literacy, Transaction Services sections; for Cambodia, China, Hong Kong, Indonesia; and the CR Reporting Manager;
- Follow up of queries raised by these activities with ANZ Corporate Responsibility function.

## Our conclusion

On the basis of the work performed we conclude that ANZ's statement that the data covered by this assurance meets the guidance on LBG data assurance is fairly stated.

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London

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