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## Emma Gray

**GROUP EXECUTIVE DATA AND AUTOMATION**



### Skills, experience and expertise

Emma is an experienced international executive with significant experience in data and customer insights.

She is responsible for leading ANZ's strategic use of data, as well as creating new customer insights and driving automation to ultimately improve customer experience. The business intelligence capability of people, process and systems she leads is critical to making better decisions faster and continuing ANZ's digital transformation to prepare the bank for the future.

Previously Chief Data Officer, Emma has led ANZ's data strategy, including how data is defined, gathered, managed and protected, and delivered critical projects such as One Customer View.

Prior to joining ANZ in 2016, Emma spent three years at Woolworths where she most recently served as Chief Loyalty and Data Officer, reporting to the CEO. Before that she was a partner at Bain & Company, having worked across the United States, Europe and Australia for 15 years.

Emma sits on both the Data Standards Board - which advises the ACCC and Treasury on open banking design and rules - and the Data Republic Board.

### Key dates

- 2020** Group Executive Data and Automation
- 2017** Chief Data Officer
- 2014** Chief Loyalty and Data Officer, Woolworths
- 2010** Chief Strategy Officer, Rebel Sport
- 2000** Partner, Bain & Company

<b>Age</b> 52 years	<b>Residence</b> Sydney, Australia	<b>Nationality</b> Irish
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