

Stakeholder Engagement Policy Summary

Why does ANZ have this policy?

The purpose of this policy is to set out ANZ's rules of engagement with external stakeholders so that communication with them is well managed, appropriate, accurate and timely.

External stakeholders are important to ANZ because they can be significantly impacted by decisions that ANZ makes and can influence ANZ's strategy, business activities, employees, reputation, share price, or regulatory environment. ANZ's approach to stakeholder engagement assists in understanding and responding to the issues that matter to our stakeholders.

ANZ's external stakeholders include any external party that may affect, or be affected, by ANZ's activities, products or services, or ANZ's performance.

How does this policy apply at ANZ?

This policy applies to all employees and contractors of Australia and New Zealand Banking Group Limited and its controlled entities.

Key obligations

Under this policy:

- ANZ engages with key stakeholders in a systematic way, with a global leader for each stakeholder group, and relationship owners assigned for key stakeholders
- employees and contractors only communicate on behalf of ANZ if explicitly authorised to do so via an engagement model.

Role of relationship owners

The relationship owner for a stakeholder:

- has responsibility for ANZ's engagement with that stakeholder
- will develop and maintain the stakeholder engagement model and the procedures, processes and controls to support it.

Last review: December 2014

Reviewed annually by: Group Risk (Enterprise Compliance)