ABOUT OUR BUSINESS

Founded in 1835 and headquartered in Australia, we provide banking and financial products and services to around eight million individual and business customers. We operate in and across 34 markets.

OUR CULTURE AND VALUES
Our values are the foundation of how we work and are supported by our Code of Conduct. All employees and contractors must comply with the Code, which contains guiding principles and sets the standards for the way we do business at ANZ.

We care about:

- **INTEGRITY**
- **COLLABORATION**
- **ACCOUNTABILITY**
- **RESPECT**
- **EXCELLENCE**

OUR PEOPLE
We employ 39,924 full-time equivalent employees and are committed to building an engaged, diverse and inclusive workforce, ensuring we have the right people to meet external challenges and achieve our business strategy.

We are building a workplace that reflects the communities in which we operate and is inclusive of a wide range of diversity indicators such as gender, age, caring responsibilities, cultural identity, disability, sexual orientation, religious beliefs, education, work experience and socio-economic background. Leveraging the full diversity of our workforce gives us a strategic advantage and creates commercial, social and economic value.

As we seek to achieve diversity within our workforce, a key focus continues to be on improving the gender balance within our business. We have targets to improve the representation of women in leadership, with progress reviewed monthly by the CEO and the Group Executive Committee, and results informing the Group's bonus pool and performance outcomes.

We are also providing employment opportunities to people who may find it difficult to secure employment, such as refugees, people with disability and Indigenous Australians.

A summary of our policy position on Diversity and Inclusion can be found at [anz.com/corporategovernance](http://anz.com/corporategovernance).

It is important we focus on supporting the wellbeing and safety of our people. Our Health and Safety policy, and health, safety and wellbeing (HSW) programs, ensure that we provide an environment that enables employees to participate fully in the workplace and perform at their best.

We also provide opportunities for our people to contribute to the communities in which they live and work through our giving and volunteering programs. This year 34.6% of our employees volunteered 124,113 hours to community organisations, representing more than 15,514 working days and more than $4.5 million value to the community.
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OUR PURPOSE

Our purpose is to help shape a world in which people and communities thrive. That means striving to create a balanced, sustainable society in which everyone can take part and build a better life.

One of the ways we are bringing our purpose to life is through helping to address complex issues that matter to society and are core to our business and strategy. We are focusing our efforts on financial wellbeing, environmental sustainability and housing, contributing to these challenges by: developing innovative and responsible financial products and services; participating in relevant policy development and research; strengthening stakeholder partnerships; and harnessing the skills of our people.

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