

G3 Content Index

Application Level

Assured by

STANDARD DISCLOSURES PART I: Profile Disclosures

1. Strategy and Analysis

Profile Disclosure	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission
1.1	Statement from the most senior decision-maker of the organization.	Fully	2013 Annual Review & Sustainability Report - Chairman's Report (pages 2 & 3) - CEO's Report (pages 4 & 5)			
1.2	Description of key impacts, risks, and opportunities.	Fully	2013 Annual Review & Sustainability Report - Our Strategy (pages 8 & 9) - Sustainability (page 19) - Sustainability Scorecard (pages 20 & 21) - Our Approach (http://2013annualreport.westpacgroup.com.au/sustainability/our-approach)			

2. Organizational Profile

Profile Disclosure	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission
2.1	Name of the organization.	Fully	Westpac Banking Corporation (Westpac Group)			
2.2	Primary brands, products, and/or services.	Fully	Our businesses http://www.westpac.com.au/about-westpac/westpac-group/company-overview/our-businesses/			
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	Fully	About us http://www.westpac.com.au/about-westpac/westpac-group/company-overview/about-us/ 2013 Annual Report Note 38. Group entities (pages 268-270)			
2.4	Location of organization's headquarters.	Fully	Contact Us			
2.5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	Fully	Global locations http://www.westpac.com.au/about-westpac/global-locations/			
2.6	Nature of ownership and legal form.	Fully	About us http://www.westpac.com.au/about-westpac/westpac-group/company-overview/about-us/			
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	Fully	About us http://www.westpac.com.au/about-westpac/westpac-group/company-overview/about-us/ Our businesses http://www.westpac.com.au/about-westpac/westpac-group/company-overview/our-businesses/			
2.8	Scale of the reporting organization.	Fully	About us http://www.westpac.com.au/about-westpac/westpac-group/company-overview/about-us/ Full Year Results http://www.westpac.com.au/about-westpac/investor-centre/presentations-webcasts/2013/full-year-results/			
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	Fully	2013 Annual Report Information on Westpac - Significant developments (page 17)			
2.10	Awards received in the reporting period.	Fully	2013 Annual Review & Sustainability Report - External Recognition (http://2013annualreport.westpacgroup.com.au/sustainability/external-recognition)			

3. Report Parameters

Profile Disclosure	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	Fully	1 October 2012 – 30 September 2013 (NB: environmental data is reported for a 30 June year end)			
3.2	Date of most recent previous report (if any).	Fully	2012 Annual Review and Sustainability Report for the period 1 October 2011 – 30 September 2012			
3.3	Reporting cycle (annual, biennial, etc.)	Fully	Annual			
3.4	Contact point for questions regarding the report or its contents.	Fully	Joanne Richmond, Head of Sustainability, jrichmond@westpac.com.au or corporateresponsibility@westpac.com.au			
3.5	Process for defining report content.	Fully	2013 Annual Review & Sustainability Report - Our Approach (http://2013annualreport.westpacgroup.com.au/sustainability/our-approach)			
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	Fully	The report content should be interpreted as Group-wide where we have operational control unless otherwise stated. 2013 Annual Report Note 38. Group entities (pages 268-270) Information is also provided for those areas where have significant influence including information on our financing processes and policies and supplier information where relevant.			
3.7	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).	Fully	There are no specific limitations on the scope or boundary of the report unless otherwise stated. 2013 Annual Report Note 38. Group entities (pages 268-270)			
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.	Fully	Information in the report includes all subsidiaries and joint ventures over which Westpac Group has operational control unless otherwise stated. 2013 Annual Report Note 38. Group entities (pages 268-270) Information relating to outsourced operations is included in the Suppliers Factpac (http://2013annualreport.westpacgroup.com.au/sustainability/download-centre).			
3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report. Explain any decisions not to apply, or to substantially diverge from, the GRI Indicator Protocols.	Fully	The GRI is used as the primary reporting framework. 2013 Annual Review & Sustainability Report - Our Approach (http://2013annualreport.westpacgroup.com.au/sustainability/our-approach) Where the calculation methodology varies from that outlined in the GRI this is noted in the - Sustainability glossary (http://2013annualreport.westpacgroup.com.au/sustainability/download-centre)			
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	Fully	Re-statements are footnoted in the report.			
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	Fully	There were no significant changes from the previous reporting period to scope and boundary. Significant changes in measurement methods applied in the report are footnoted.			
3.12	Table identifying the location of the Standard Disclosures in the report.	Fully	This table			
3.13	Policy and current practice with regard to seeking external assurance for the report.	Fully	Our Approach to Reporting http://www.westpac.com.au/about-westpac/sustainability-and-community/reporting-our-performance/our-reporting-approach/ 2013 Annual Review & Sustainability Report - Our Approach (http://2013annualreport.westpacgroup.com.au/sustainability/our-approach) - Assurance Report (http://2013annualreport.westpacgroup.com.au/sustainability/download-centre) 2013 Annual Report - Auditor (Page 72)			

4. Governance, Commitments, and Engagement

Profile Disclosure	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission
4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	Fully	Constitution and the Board http://www.westpac.com.au/about-westpac/westpac-group/corporate-governance/constitution-board/ 2013 Annual Report Governance Framework (page 26) Board, Committees and Oversight of Management (pages 27-31)			
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	Fully	The Chair of the Westpac Board is an independent director and a non-executive member. 2013 Annual Review & Sustainability Report Board of Directors (page 24)			
4.3	For organizations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or non-executive members.	Fully	Nine of the ten members of our Board are non-executive directors. The Chief Executive Officer is the only executive member. 2013 Annual Review & Sustainability Report Board of Directors (page 24)			
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	Fully	Strategy & Sustainability			
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance).	Fully	2013 Annual Report Directors Report - Remuneration Report (page 56)			
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	Fully	Constitution and the Board http://www.westpac.com.au/about-westpac/westpac-group/corporate-governance/constitution-board/ Conflicts of interest http://www.westpac.com.au/about-westpac/westpac-group/corporate-governance/conflicts-of-interest/ 2013 Annual Report Corporate Governance - Conflicts of interest (page 32)			
4.7	Process for determining the qualifications and expertise of the members of the highest governance body for guiding the organization's strategy on economic, environmental, and social topics.	Fully	2013 Annual Report – Corporate Governance Statement			
4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.	Fully	2013 Annual Review & Sustainability Report - Our Approach (http://2013annualreport.westpacgroup.com.au/sustainability/our-approach) 2013 Annual Report - Ethical and Responsible Decision-Making (pages 31, 32 & 33) Our strategy and vision http://www.westpac.com.au/about-westpac/westpac-group/company-overview/our-strategy-vision/ Operating principles and policies http://www.westpac.com.au/about-westpac/westpac-group/corporate-governance/principles-policies/			
4.9	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.	Fully	Constitution and the Board http://www.westpac.com.au/about-westpac/westpac-group/corporate-governance/constitution-board/ Risk management http://www.westpac.com.au/about-westpac/westpac-group/corporate-governance/risk-management/ 2013 Annual Report Risk Management (Pages 36, 37 & 38)			
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	Fully	Constitution and the Board http://www.westpac.com.au/about-westpac/westpac-group/corporate-governance/constitution-board/			

4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	Fully	2013 Annual Review & Sustainability Report - Our Approach (http://2013annualreport.westpacgroup.com.au/sustainability/our-approach) The precautionary principle is adopted in our Environmental Social and Governance (ESG) Risk Framework which includes lending, investment and supply chain activities. http://www.westpac.com.au/about-westpac/sustainability-and-community/sustainability-action/responsible-banking-investment/assessing-sustainable-risks/ Our approach http://www.westpac.com.au/about-westpac/sustainability-and-community/environment/our-approach/			
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.	Fully	Commitments and frameworks http://www.westpac.com.au/about-westpac/sustainability-and-community/performance-reporting/commitments-and-frameworks/ Our approach http://www.westpac.com.au/about-westpac/sustainability-and-community/environment/policy-and-governance/ http://www.westpac.com.au/about-westpac/sustainability-and-community/our-community/our-approach/ 2013 Annual Review & Sustainability Report - Our Approach (http://2013annualreport.westpacgroup.com.au/sustainability/our-approach)			
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization: * Has positions in governance bodies; * Participates in projects or committees; * Provides substantive funding beyond routine membership dues; or * Views membership as strategic.	Fully	Commitments and frameworks http://www.westpac.com.au/about-westpac/sustainability-and-community/performance-reporting/commitments-and-frameworks/ Our approach http://www.westpac.com.au/about-westpac/sustainability-and-community/environment/policy-and-governance/ http://www.westpac.com.au/about-westpac/sustainability-and-community/our-community/our-approach/			
4.14	List of stakeholder groups engaged by the organization.	Fully	Strategy & Sustainability – Starting with stakeholders			
4.15	Basis for identification and selection of stakeholders with whom to engage.	Fully	2013 Annual Review & Sustainability Report - Our Approach (http://2013annualreport.westpacgroup.com.au/sustainability/our-approach)			
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	Fully	2013 Annual Review & Sustainability Report - Our Approach (http://2013annualreport.westpacgroup.com.au/sustainability/our-approach)			
4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting.	Fully	2013 Annual Review & Sustainability Report - Our Approach (http://2013annualreport.westpacgroup.com.au/sustainability/our-approach) - Our Strategy (pages 8 & 9) - Sustainability (page 19) - Sustainability Scorecard (pages 20 & 21)			

STANDARD DISCLOSURES PART II: Disclosures on Management Approach (DMAs)

G3 DMA	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To be reported in
DMA EC	Disclosure on Management Approach EC						
Aspects	Economic performance	Fully	Company Overview http://www.westpac.com.au/about-westpac/westpac-group/company-overview/ Our Principles for Doing Business http://www.westpac.com.au/about-westpac/sustainability-and-community/our-approach/principles-for-doing-business/ Westpac sustainability and community website http://www.westpac.com.au/about-westpac/sustainability-and-community Shareholder Information http://www.westpac.com.au/about-westpac/investor-centre/shareholder-information/				
	Market presence	Fully	Sustainable supply chain management http://www.westpac.com.au/about-westpac/sustainability-and-community/sustainability-action/suppliers/ People http://www.westpac.com.au/about-westpac/careers/westpac-as-employer/people-policies/				
	Indirect economic impacts	Fully	Westpac Sustainability and Community http://www.westpac.com.au/about-westpac/sustainability-and-community/				
DMA EN	Disclosure on Management Approach EN						
Aspects	Materials	Fully	Our approach http://www.westpac.com.au/about-westpac/sustainability-and-community/environment/policy-and-governance/				
	Energy	Fully	Our approach http://www.westpac.com.au/about-westpac/sustainability-and-community/environment/policy-and-governance/				
	Water	Fully	Water http://www.westpac.com.au/about-westpac/sustainability-and-community/environment/water/ Our approach http://www.westpac.com.au/about-westpac/sustainability-and-community/environment/policy-and-governance/				
	Biodiversity	Fully	Biodiversity http://www.westpac.com.au/about-westpac/sustainability-and-community/environment/biodiversity/ Our approach http://www.westpac.com.au/about-westpac/sustainability-and-community/environment/policy-and-governance/				
	Emissions, effluents and waste	Fully	Our approach http://www.westpac.com.au/about-westpac/sustainability-and-community/environment/our-approach/				
	Products and services	Fully	Our approach http://www.westpac.com.au/about-westpac/sustainability-and-community/environment/policy-and-governance/ Details of our ESG policies and frameworks to manage indirect impacts are outlined at http://www.westpac.com.au/about-westpac/sustainability-and-community/sustainability-action/responsible-banking-investment/assessing-sustainable-risks/ Equator principles http://www.westpac.com.au/about-westpac/sustainability-and-community/sustainability-action/responsible-banking-investment/equator-principles/				
	Compliance	Fully	Our approach http://www.westpac.com.au/about-westpac/sustainability-and-community/environment/policy-and-governance/ 2013 Annual Report Directors' Report - Environmental Disclosure (page 54)				

	Transport	Fully	Our approach http://www.westpac.com.au/about-westpac/sustainability-and-community/environment/policy-and-governance/				
	Overall	Fully	Our approach http://www.westpac.com.au/about-westpac/sustainability-and-community/environment/policy-and-governance/				
DMA LA	Disclosure on Management Approach LA						
Aspects	Employment	Fully	People Employees http://www.westpac.com.au/about-westpac/careers/westpac-as-employer/ Our Principles for Doing Business http://www.westpac.com.au/about-westpac/sustainability-and-community/our-approach/principles-for-doing-business/				
	Labor/management relations	Fully	People policies http://www.westpac.com.au/about-westpac/careers/westpac-as-employer/people-policies/				
	Occupational health and safety	Fully	OHS http://www.westpac.com.au/about-westpac/careers/westpac-as-employer/people-policies/				
	Training and education	Fully	Training and development http://www.westpac.com.au/about-westpac/careers/westpac-as-employer/career-and-development/				
	Diversity and equal opportunity	Fully	Diversity http://www.westpac.com.au/about-westpac/careers/westpac-as-employer/diversity/				
DMA HR	Disclosure on Management Approach HR						
Aspects	Investment and procurement practices	Fully	Our Principles for Doing Business http://www.westpac.com.au/about-westpac/sustainability-and-community/our-approach/principles-for-doing-business/ provides an overview of our approach to human rights. Investment http://www.westpac.com.au/about-westpac/sustainability-and-community/sustainability-action/responsible-banking-investment/ Sustainable Supply Chain Management (Procurement and approach to suppliers) http://www.westpac.com.au/about-westpac/sustainability-and-community/sustainability-action/suppliers/				
	Non-discrimination	Fully	People policies http://www.westpac.com.au/about-westpac/careers/westpac-as-employer/people-policies/ Diversity http://www.westpac.com.au/about-westpac/careers/westpac-as-employer/diversity/				
	Freedom of association and collective bargaining	Fully	Freedom of association http://www.westpac.com.au/about-westpac/careers/westpac-as-employer/people-policies/				
	Child labor	Fully	Our Principles of Doing Business http://www.westpac.com.au/about-westpac/sustainability-and-community/our-approach/principles-for-doing-business/ Sustainable Supply Chain Management http://www.westpac.com.au/about-westpac/sustainability-and-community/sustainability-action/suppliers/ People policies http://www.westpac.com.au/about-westpac/careers/westpac-as-employer/people-policies/				
	Forced and compulsory labor	Fully	Our Principles of Doing Business http://www.westpac.com.au/about-westpac/sustainability-and-community/our-approach/principles-for-doing-business/ Sustainable Supply Chain Management http://www.westpac.com.au/about-westpac/sustainability-and-community/sustainability-action/suppliers/ People policies http://www.westpac.com.au/about-westpac/careers/westpac-as-employer/people-policies/				

	Security practices	Fully	Supplier requirements detailed at http://www.westpac.com.au/about-westpac/sustainability-and-community/sustainability-action/suppliers/ apply to major security suppliers in Australia and Pacific Banking and are being rolled out in New Zealand.				
	Indigenous rights	Fully	Indigenous Australians http://www.westpac.com.au/about-westpac/careers/westpac-as-employer/diversity/				
DMA SO	Disclosure on Management Approach SO						
Aspects	Community	Fully	For many years, we've measured and reported the time and money we give to our communities. However, we recognise we have more to do to understand the difference we make. As a result, we are developing a social impact framework program over the next 18 months. This will enable us to better evaluate and strengthen our community involvement, ensuring we make the best decisions about where to focus our investment. 2013 Annual Review & Sustainability Report - Community (page 18) - Westpac Retail & Business Banking (page 10) - St. George Banking Group (page 11) - Our Approach (http://2013annualreport.westpacgroup.com.au/sustainability/our-approach)				
	Corruption	Fully	Compulsory Doing the Right Thing training covers areas of ethical business behaviour, including our gifts policy and other anti-corruption related topics. This training must be completed by all employees every two years. Content includes Our Principles for Doing Business http://www.westpac.com.au/about-westpac/sustainability-and-community/our-approach/principles-for-doing-business/				
	Public policy	Fully	Our approach http://www.westpac.com.au/about-westpac/sustainability-and-community/environment/policy-and-governance/ Commitments and frameworks http://www.westpac.com.au/about-westpac/sustainability-and-community/performance-reporting/commitments-and-frameworks/ http://www.westpac.com.au/about-westpac/sustainability-and-community/our-community/our-approach/				
	Anti-competitive behavior	Fully	Corporate governance http://www.westpac.com.au/about-westpac/westpac-group/corporate-governance/				
	Compliance	Fully	Risk management http://www.westpac.com.au/about-westpac/westpac-group/corporate-governance/risk-management/				
DMA PR	Disclosure on Management Approach PR						
Aspects	Customer health and safety	Not	Not considered material; due to the nature of our industry, we do not produce a physical product which would be considered to have potential health and safety implications during its lifecycle stages.				
	Product and service labelling	Fully	Westpac Group provides Product Disclosure Statements and Financial Services Guides with regards to relevant financial products and services. A PDS is a document that contains information about a financial product including any significant benefits and risks, the cost of the financial product and the fees and charges that the financial product issuer may receive. A FSG describes the financial services offered by, and important information about, a financial services licensee. Westpac Banking Corporation holds an Australian Financial Services Licence (AFSL). AFSL No 233714. http://www.westpac.com.au/disclosure-documents/				

Marketing communications	Fully	Westpac Group provides Product Disclosure Statements and Financial Services Guides with regards to relevant financial products and services. A PDS is a document that contains information about a financial product including any significant benefits and risks, the cost of the financial product and the fees and charges that the financial product issuer may receive. A FSG describes the financial services offered by, and important information about, a financial services licensee. Westpac Banking Corporation holds an Australian Financial Services Licence (AFSL). AFSL No 233714. http://www.westpac.com.au/disclosure-documents/				
Customer privacy	Fully	Operating principles and policies - Privacy policy http://www.westpac.com.au/about-westpac/westpac-group/corporate-governance/principles-policies/				
Compliance	Fully	Risk management http://www.westpac.com.au/about-westpac/westpac-group/corporate-governance/risk-management/				

STANDARD DISCLOSURES PART III: Performance Indicators

Economic

Indicator	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To be reported in
Economic performance							
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	Fully	Financial and Community Factpacs (http://2013annualreport.westpacgroup.com.au/sustainability/download-centre).				
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	Fully	Westpac Institutional Bank Climate Change Position Statement http://www.westpac.com.au/docs/pdf/aw/Transit_to_low_carbon_eco_no1.pdf and 2013 CDP response http://www.westpac.com.au/docs/pdf/aw/sustainability-community/CDP_submission_2013.pdf				
EC3	Coverage of the organization's defined benefit plan obligations.	Fully	Details of all superannuation obligations, including defined benefit for Australian employees can be found at http://www.westpacstaffsuper.com.au/ and http://www.westpacstaffsuper.com.au/pdf/MIB_0812.pdf and in the Westpac Group 2013 Annual Report. There are no defined benefit obligations in New Zealand and Pacific.				
EC4	Significant financial assistance received from government.	Fully	No significant financial assistance received from government				
Market presence							
EC5	Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation.	Fully	Standard entry level wage exceeds the local minimum wage. Specific ratios are not provided as difficult to draw meaningful comparisons.				
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	Partially	Data is not available for the proportion of spend with local suppliers due to a strategic focus on Sustainable Supply Chain Management (SSCM) rather than local sourcing. Our SSCM policy and practices are outlined at http://www.westpac.com.au/about-westpac/sustainability-and-community/sustainability-action/suppliers/	Proportion of spending on locally-based suppliers.	Not available	Our strategic focus to date has been on SSCM rather than local sourcing. However, we will consider the benefits and feasibility of integrating local sourcing in certain parts of our business in future years.	2015
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	Fully	Our Pacific Banking business is the only region where this indicator is material. Here preference is given to the local hire of senior leaders and the number is specifically reported (% expatriate employees) in our Employee Factpac (http://2013annualreport.westpacgroup.com.au/sustainability/download-centre) for Pacific Banking.				

Indirect economic impacts							
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	Fully	In 2011, in response to the major earthquake in Christchurch, Westpac New Zealand established the Westpac Business and Community Hub - a 2,600m2 office space offering free office space, access to facilities and advisers to all businesses. During 2013, we continued to offer this facility, which has been used by more than 2000 people since opening. In addition a number of community organisations use Westpac leased premises, including Jawun and the School for Social Enterprise.				
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	Fully	See our Community Factpac (http://2013annualreport.westpacgroup.com.au/sustainability/download-centre) for information on foregone revenue from fee-free accounts for non-profit organisations, pensioners, retirees and other low income earners. Social investment activities are detailed in our Annual Review and Sustainability Report (section on Westpac Institutional Bank). Details of supply chain spend are provided in the Supplier factpac. Over the next 18 months we are implementing a social impact framework program which will assist for reporting our indirect economic impacts in 2015.				
Environmental							
Indicator	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To be reported in
Materials							
EN1	Materials used by weight or volume.	Fully	Environment Factpac (http://2013annualreport.westpacgroup.com.au/sustainability/download-centre) includes paper				
EN2	Percentage of materials used that are recycled input materials.	Fully	Environment Factpac (http://2013annualreport.westpacgroup.com.au/sustainability/download-centre) includes percentages of paper consumed that has recycled or FSC accredited content.				
Energy							
EN3	Direct energy consumption by primary energy source.	Fully	Environment Factpac (http://2013annualreport.westpacgroup.com.au/sustainability/download-centre) includes fleet fuel, natural gas, LPG and diesel consumption				
EN4	Indirect energy consumption by primary source.	Fully	Environment Factpac (http://2013annualreport.westpacgroup.com.au/sustainability/download-centre) includes electricity consumption				
EN5	Energy saved due to conservation and efficiency improvements.	Fully	Energy Efficiency Opportunities Report http://www.westpac.com.au/about-westpac/sustainability-and-community/environment/our-approach/ 2013 Annual Review & Sustainability Report Sustainability Scorecard (pages 20 & 21) - Objective 6				
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	Fully	2013 Annual Review & Sustainability Report Sustainability Scorecard (pages 20 & 21) - Objective 4 Details on our ESG risk practices to manage our indirect impacts can be found at http://www.westpac.com.au/about-westpac/sustainability-and-community/sustainability-action/responsible-banking-investment/assessing-sustainable-risks/				
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	Fully	Energy Efficiency Opportunities Report http://www.westpac.com.au/about-westpac/sustainability-and-community/environment/our-approach/ 2013 Annual Review & Sustainability Report Sustainability Scorecard (pages 20 & 21) - Objective 6				

Water						
EN8	Total water withdrawal by source.	Fully	Environment Factpac (http://2013annualreport.westpacgroup.com.au/sustainability/download-centre) includes data for Australia, United Kingdom and the Pacific. This is primarily sourced from municipal water suppliers with some rain water harvesting also occurring at our 275 Kent St, Sydney, NSW, Australia site. <u>Water</u> http://www.westpac.com.au/about-westpac/sustainability-and-community/environment/water/			
EN9	Water sources significantly affected by withdrawal of water.	Not	We do not report on this indicator due to relatively low water intensity of the financial services industry <u>Water</u> http://www.westpac.com.au/about-westpac/sustainability-and-community/environment/water/			
EN10	Percentage and total volume of water recycled and reused.	Not	We do not report on this indicator due to relatively low water intensity of the financial services industry <u>Water</u> http://www.westpac.com.au/about-westpac/sustainability-and-community/environment/water/			
Biodiversity						
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	Fully	No direct material impact as our operations are predominately within existing urban environments where direct impacts on biodiversity are minimal. Details of our ESG policies and frameworks to manage indirect impacts are outlined at http://www.westpac.com.au/about-westpac/sustainability-and-community/sustainability-action/responsible-banking-investment/assessing-sustainable-risks/ Biodiversity http://www.westpac.com.au/about-westpac/sustainability-and-community/environment/biodiversity/ .			
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	Fully	Our operations are predominately within existing urban environments where direct impacts on biodiversity are minimal. Details of our ESG policies and frameworks to manage indirect impacts are outlined at http://www.westpac.com.au/about-westpac/sustainability-and-community/sustainability-action/responsible-banking-investment/assessing-sustainable-risks/ Biodiversity http://www.westpac.com.au/about-westpac/sustainability-and-community/environment/biodiversity/ .			
EN13	Habitats protected or restored.	Not	We are unable to provide information as to habitats protected and restored as a result of lending practices as it is unclear whether other institutions would take up funding of these activities in instances where we may not. Details of our ESG policies and frameworks to manage indirect impacts are provided at http://www.westpac.com.au/about-westpac/sustainability-and-community/sustainability-action/responsible-banking-investment/assessing-sustainable-risks/ Biodiversity http://www.westpac.com.au/about-westpac/sustainability-and-community/environment/biodiversity/			
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.	Fully	Our approach http://www.westpac.com.au/about-westpac/sustainability-and-community/environment/policy-and-governance/ Biodiversity http://www.westpac.com.au/about-westpac/sustainability-and-community/environment/biodiversity/			
EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	Not	No direct material impact as our operations are predominately within existing urban environments where direct impacts on biodiversity are minimal. Biodiversity http://www.westpac.com.au/about-westpac/sustainability-and-community/environment/biodiversity/			

Emissions, effluents and waste						
EN16	Total direct and indirect greenhouse gas emissions by weight.	Fully	Environment Factpac (http://2013annualreport.westpacgroup.com.au/sustainability/download-centre) includes total material direct and indirect greenhouse gas emissions			
EN17	Other relevant indirect greenhouse gas emissions by weight.	Fully	Environment Factpac (http://2013annualreport.westpacgroup.com.au/sustainability/download-centre) includes other relevant greenhouse gas emissions			
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	Fully	Energy Efficiency Opportunities Report http://www.westpac.com.au/about-westpac/sustainability-and-community/environment/our-approach/ 2013 Annual Review & Sustainability Report Sustainability Scorecard (pages 20 & 21) - Objective 6 Our approach http://www.westpac.com.au/about-westpac/sustainability-and-community/environment/our-approach/			
EN19	Emissions of ozone-depleting substances by weight.	Fully	The Westpac Australia Commercial Portfolio has 21 sites with units over 100kgs that contain R11, R123, R134A & R22 which are reportable under the Montreal Protocol. The recharge at these sites for the reporting period was not significant. Volumes from New Zealand and Pacific Banking are not believed to be material.			
EN20	NOx, SOx, and other significant air emissions by type and weight.	Not	We do not report on this indicator due to the nature of the financial services industry we do not emit NOx, SOx, and other significant air emissions as defined by this indicator			
EN21	Total water discharge by quality and destination.	Not	We do not report on this indicator as water discharges are not regarded to be material for the financial services industry and managed by municipal water authorities.			
EN22	Total weight of waste by type and disposal method.	Fully	Environment Factpac (http://2013annualreport.westpacgroup.com.au/sustainability/download-centre) includes data for Australia, New Zealand and the United Kingdom.			
EN23	Total number and volume of significant spills.	Fully	No environmental incidents, including significant spills, were reported this year			
EN24	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	Not	We do not report on this indicator as waste deemed hazardous under the Basel Convention is not produced within our operations.			
EN25	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff.	Not	Westpac - We do not report on this indicator as discharges of water and runoff are not regarded to be material for the financial services industry and managed by municipal water authorities.			
Products and services						
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	Fully	Our approach http://www.westpac.com.au/about-westpac/sustainability-and-community/environment/policy-and-governance/ Details of our ESG policies and frameworks to manage indirect impacts are outlined at http://www.westpac.com.au/about-westpac/sustainability-and-community/sustainability-action/responsible-banking-investment/assessing-sustainable-risks/ Equator principles http://www.westpac.com.au/about-westpac/sustainability-and-community/sustainability-action/responsible-banking-investment/equator-principles/			
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	Not	Not material for the financial services sector.			
Compliance						
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	Fully	No significant fines were recorded in the reporting year. 2013 Annual Report: Directors Report & Environment Disclosure.			
Transport						
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	Fully	Environment Factpac (http://2013annualreport.westpacgroup.com.au/sustainability/download-centre) includes business travel			
Overall						
EN30	Total environmental protection expenditures and investments by type.	Not	No direct material impact as our operations are predominately within existing urban environments where direct impacts on biodiversity are minimal.			

Social: Labor Practices and Decent Work							
Indicator	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To be reported in
Employment							
LA1	Total workforce by employment type, employment contract, and region.	Partially	Employee Factpac (http://2013annualreport.westpacgroup.com.au/sustainability/download-centre). Note: includes maximum term contractors in temporary employees. Pacific Banking data is reported as % only for this year - we will explore the feasibility of reporting this number in future years.	Total workforce for our Pacific Banking region.	Not available	Workforce data not monitored by employment type and contract for the Pacific region. We will explore the feasibility of reporting this in future years.	2014
LA2	Total number and rate of employee turnover by age group, gender, and region.	Partially	Turnover figures by region are available in the Employee Factpac (http://2013annualreport.westpacgroup.com.au/sustainability/download-centre). Turnover by age and gender is currently only available for Australia and New Zealand. We will explore the possibility of reporting this for Westpac Pacific in future years.	Turnover by age and gender for the Pacific Banking region.	Not available	Turnover data not disaggregated by age and gender for the Pacific region. We will explore the feasibility of reporting this in future years.	2014
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	Fully	Employees Benefits are available to all employees living in the country where the benefits are offered with the exception of temporary employees. Benefits include employee discounts on products and services (including insurance and health care), superannuation, share schemes, paid parental leave and disability/invalidity coverage. Additional benefits are available to expatriate employees as part of a relocation package.				
Labor/management relations							
LA4	Percentage of employees covered by collective bargaining agreements.	Fully	<p>Approximately 99% of Westpac Group employees in Australia were covered by a collective agreement as at the end of September 2013. A new Enterprise Agreement was negotiated with the Finance Sector Union to cover these employees in late 2012 and this came into effect on 1 January 2013.</p> <p>In Fiji, our Collective Agreement became null and void on 8 November 2011 by virtue of the Fijian Government's Essential National Industries Decree of July 2011. Westpac, however, decided to "roll over" the terms conditions of employment as they applied to individual employees. This means that there was no change to individual terms and conditions as set out in the collective agreement, as a result of the decree.</p> <p>Since the imposition of the decree, our Fiji business has been working directly and constructively with their workforce. In December 2011, Westpac also voluntarily recognised the newly formed Westpac Banking Corporation (Fiji) Staff Association, as the representative of Westpac Fiji employees for the purpose of collective bargaining. Now that the Staff Association has been registered by the Fijian Government, collective bargaining has commenced.</p> <p>In Papua New Guinea, our business has not been able to conclude a collective agreement with the Papua New Guinea Banks and Financial Institutions Workers Union. We anticipate that the Papua New Guinea Department of Labour and Industrial Relations will be required to assist the parties in reaching agreement through a form of arbitration.</p> <p>Management employees in New Zealand and other international based employees are not covered due to specific local industrial relations arrangements.</p>				

LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	Fully	<p>The Westpac Group Enterprise Agreement 2013 formally enshrined arrangements that had previously been agreed with the Finance Sector Union providing employees and the Union with a minimum of 14 days consultation period prior to the implementation of significant workplace changes. This period incorporates two days dedicated to the consideration of feedback provided by impacted employees and the FSU. Prior to the subsequent implementation of such changes, Management communicates the outcome of the consultation process, whether the change will be proceeding and any changes made to the proposed changes to employees and the FSU.</p> <p>In practice, the amount of notice provided takes into account the scale of the change proposed and often exceeds these periods. For instance in the case of a range of workplace changes introduced in our Group Operations and Contact Centre functions, notice periods of 3-6 months prior to implementation are common.</p> <p>Whilst the minimum notice period is not specifically outlined in our enterprise agreements, the agreement does commit the Group to notifying the FSU changes at the same time as employees where practicable. The FSU has provided positive feedback regarding the enhanced consultation arrangements that have been established.</p>				
Occupational health and safety							
LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.	Fully	<p>Health and safety committees are not the primary method of workforce OHS representation at Westpac therefore we have not reported on the percentage of total workforce represented. We have a range of different mechanisms for communicating with our workforce on OHS, as appropriate for different parts of our business. For example, focus groups, employee surveys, communication with our champions network, and consultation with people leaders are undertaken in addition to committees. For further details of our approach see People and http://www.westpac.com.au/about-westpac/careers/westpac-as-employer/people-policies/</p>				
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region.	Fully	<p>There were no fatalities amongst permanent or contract employees. Absenteeism and Lost Time Injury Frequency Rates are reported as an indicator of injury rates and are reported in the Employee Factpac (http://2013annualreport.westpacgroup.com.au/sustainability/download-centre).</p>				
LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	Fully	<p>The Westpac Group has several partnerships with organisations that offer programs in the workplace that promote healthy, productive and positive lifestyles.</p> <p>The following are some of the programs that are run for Westpac Group employees: Flu Vaccine Programme; Mental health; Weight Watchers; Influenza Vaccination Program and the HIV/AIDS Management Policy in Westpac Pacific.</p>				
LA9	Health and safety topics covered in formal agreements with trade unions.	Fully	<p>The Westpac Group Enterprise Agreement 2013 (the enterprise agreement for the Westpac Group operating in Australia) contains provisions relating to Occupational Health and Safety and safety in travelling to and from work.</p>				
Training and education							
LA10	Average hours of training per year per employee by employee category.	Partially	<p>Employee Factpac (http://2013annualreport.westpacgroup.com.au/sustainability/download-centre). Career development policies and approach http://www.westpac.com.au/about-westpac/careers/westpac-as-employer/career-and-development/</p>	Average training hours are not broken down by employee category.	Not applicable	We do not use employee categories formally within our business for monitoring aspects of our performance and have therefore not assigned categories within our learning management system. We will consider the potential benefit and feasibility of monitoring and reporting with this level of disaggregation in future years.	

LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	Fully	Training, Learning & Development http://www.westpac.com.au/about-westpac/careers/westpac-as-employer/career-and-development/ Transitional arrangements are in place for employees who are retiring or have been retrenched including access to financial advisors, severance pay which takes into account years of service, outplacements services as well as access to counselling services to both employees and their families. Redeployment is explored as a first option. More information is available at http://www.westpac.com.au/about-westpac/careers/westpac-as-employer/				
LA12	Percentage of employees receiving regular performance and career development reviews.	Fully	Performance reviews take place at least annually for all employees (100%) and include discussions around individual development opportunities.				

Diversity and equal opportunity

LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity.	Fully	Full details of directors are available at http://www.westpac.com.au/about-westpac/westpac-group/board-of-directors/ as raw data rather than percentages. For employee breakdown according to gender and age group see Employee Factpac (http://2013annualreport.westpacgroup.com.au/sustainability/download-centre). An estimate of employee breakdown based on key cultural minority groups across Westpac Group, provided through our 2012 Diversity Survey (which is currently the key way we track cultural representation at Westpac) is as follows*: Asian (including Indian) - 7.9% Pacific Islander - 1.9% Middle Eastern - 0.9% Indigenous (Aboriginal & Torres Strait Islanders) - 0.5% *This data is limited by the following factors: 1. The likely true cultural representation of many of these groups across Westpac Group is potentially higher as participation in the Diversity Survey is voluntary and not all employees participate. In 2012 only 44% or approx 15,068 employees completed the survey. 2. We ask employees to identify which culture they affiliate with and in many cases they will affiliate with more than one culture so there may be double-counting for some employees. 3) The 2012 survey also did not include employees in Pacific Banking.				
LA14	Ratio of basic salary of men to women by employee category.	Fully	See Employee Factpac (http://2013annualreport.westpacgroup.com.au/sustainability/download-centre) for female male salary ratios.				

Social: Human Rights

Indicator	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To be reported in
Investment and procurement practices							
HR1	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening.	Partially	100% of Project Finance deals are assessed against the Equator Principles. Specific data for other business lines is not currently tracked and we will investigate reporting over the medium term in compliance with the ESG Credit Policy. Business, Corporate and Institutional Lending & Investment http://www.westpac.com.au/about-westpac/sustainability-and-community/sustainability-action/responsible-banking-investment/assessing-sustainable-risks/ http://www.westpac.com.au/about-westpac/sustainability-and-community/sustainability-action/responsible-banking-investment/ See also Our Principles for Doing Business http://www.westpac.com.au/about-westpac/sustainability-and-community/our-approach/principles-for-doing-business/ See Westpac's approach to human rights http://www.westpac.com.au/about-westpac/sustainability-and-community/our-community/human-rights/	Percentage and total number of significant non-Project Finance investment agreements that include human rights clauses or that have undergone human rights screening.	Not available	We do not track the completion of human rights screening for all significant investment agreements outside of Project Finance. We will explore the feasibility of doing this in the medium term.	2017

HR2	Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken.	Fully	Both the Sustainable Supply Chain Management Questionnaire and the Code of Conduct include human rights criteria. Details on the number of suppliers completing these requirements and remedial action plans required for compliance is reported in the Supplier Factpac (http://2013annualreport.westpacgroup.com.au/sustainability/download-centre) in this report but is not broken down into areas for action (ie non-compliance). More specific reporting will be looked at over the medium to long-term. Sustainable Supply Chain Management http://www.westpac.com.au/about-westpac/sustainability-and-community/sustainability-action/suppliers/ Contractors employed by the Group are required to act in accordance with our policies and procedures, including Our Principles for Doing Business http://www.westpac.com.au/about-westpac/sustainability-and-community/our-approach/principles-for-doing-business/				
HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	Fully	All employees are required to complete Doing the Right Thing training and OH&S training every year which includes aspects of human rights. Employee Factpac (http://2013annualreport.westpacgroup.com.au/sustainability/download-centre) includes details on the number of employees who have completed some form of human rights training and the total hours of training on human rights.				
Non-discrimination							
HR4	Total number of incidents of discrimination and actions taken.	Fully	Employee Factpac (http://2013annualreport.westpacgroup.com.au/sustainability/download-centre) includes details of reported concerns in relation to employee behaviour (substantiated and in progress). We are unable to break the down by discrimination at the current time and will explore the feasibility of doing this for future reporting years.				
Freedom of association and collective bargaining							
HR5	Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights.	Fully	Our Principles for Doing Business http://www.westpac.com.au/about-westpac/sustainability-and-community/our-approach/principles-for-doing-business/ apply to all employees across all operations and explicitly address freedom of association and collective bargaining. As such we do not believe that any of our operations are at significant risk of being unable to exercise these rights.				
Child labor							
HR6	Operations identified as having significant risk for incidents of child labor, and measures taken to contribute to the elimination of child labor.	Fully	Our Principles for Doing Business http://www.westpac.com.au/about-westpac/sustainability-and-community/our-approach/principles-for-doing-business/ apply Group-wide and explicitly state our commitment to the UN Convention on the Rights of the Child. We do not believe that any of our areas of operations are at risk of using child labour as reinforced in our Employee Factpac (http://2013annualreport.westpacgroup.com.au/sustainability/download-centre) reporting of the age distribution of employees.				
Forced and compulsory labor							
HR7	Operations identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of forced or compulsory labor.	Fully	The Westpac Group does not have any operations with risk of forced labour. Our Principles for Doing Business http://www.westpac.com.au/about-westpac/sustainability-and-community/our-approach/principles-for-doing-business/ apply Group-wide and explicitly state our commitment to the ILO Declaration on Fundamental Principles and Rights at Work				
Security practices							
HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	Fully	Supplier requirements detailed at http://www.westpac.com.au/about-westpac/sustainability-and-community/sustainability-action/suppliers/ apply to major security suppliers in Australia and Pacific Banking and are being rolled out in New Zealand. This includes human rights criteria. No security personnel are employed directly by the Group.				
Indigenous rights							
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.	Fully	Based on our records, we are not aware of any violations involving the rights of indigenous people.				

Social: Society							
Indicator	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To be reported in
Community							
S01	Nature, scope, and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operating, and exiting.	Fully	<p>For many years, we've measured and reported the time and money we give to our communities. However, we recognise we have more to do to understand the difference we make. As a result, we are developing a social impact framework program over the next 18 months. This will enable us to better evaluate and strengthen our community involvement, ensuring we make the best decisions about where to focus our investment.</p> <p>2013 Annual Review & Sustainability Report - Community (page 18) - Westpac Retail & Business Banking (page 10) - St. George Banking Group (page 11) - Our Approach (http://2013annualreport.westpacgroup.com.au/sustainability/our-approach)</p>				
Corruption							
S02	Percentage and total number of business units analyzed for risks related to corruption.	Fully	Group Operational Risk and Compliance operates a Group-wide process across 100% of our business units which includes assessment and reporting on the potential for incidents of corruption. Typically, corruption is understood in terms of supplier outsourcing and alliance arrangements, MIS and business processes and sabotage and fraud. Financial Crimes Control provides expert fraud management and anti-corruption support.				
S03	Percentage of employees trained in organization's anti-corruption policies and procedures.	Fully	Compulsory Doing the Right Thing training covers areas of ethical business behaviour, including our gifts policy and other anti-corruption related topics. This training must be completed by all employees every two years. Content includes Our Principles for Doing Business http://www.westpac.com.au/about-westpac/sustainability-and-community/our-approach/principles-for-doing-business/				
S04	Actions taken in response to incidents of corruption.	Fully	<p>Financial Crime Analytics have developed a series of reports and detection systems which are designed to detect both serious misconduct and actions precipitous to misconduct. For instance, low level breaches of Code of Conduct are both detected and routinely communicated to 2 up management. These reports are then tabled at OPCO's to determine whether management are taking adequate action following detection. The second part of this process is aimed at addressing entrenched or cultural resistance to appropriate staff conduct. Multiple detection systems have now been deployed to detect more serious fraud by staff as determined by incurred incidents. Models have been developed which ensure that once an MO is utilised by a staff member for Fraud, its recurrence is controlled by detective process. Background deductive systems have also been deployed which are broader indicators of potential malfeasance.</p> <p>Operational Risk are frequently the recipients of these reports as actions required are less serious than an investigations response. More serious matters are managed through investigation and where necessary Law Enforcement intervention. The fundamental aim of this structured set of detection systems is that we ensure staff are corrected from early more trivial breaches of behavioural guidelines, therefore ensuring more serious matters are prevented. This will not work in all cases, but will tend to prevent fraud through habituation.</p> <p>For FY2012-2013 there were 40 Dismissals and 12 resignations for fraud.</p>				

Public policy							
SO5	Public policy positions and participation in public policy development and lobbying.	Fully	Our approach http://www.westpac.com.au/about-westpac/sustainability-and-community/environment/policy-and-governance/ Commitments and frameworks http://www.westpac.com.au/about-westpac/sustainability-and-community/performance-reporting/commitments-and-frameworks/				
SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	Fully	2013 Annual Report Directors Report - Political Expenditure (page 54) Political donations http://www.westpac.com.au/about-westpac/sustainability-and-community/better-tomorrow/our-approach/political-donations/				
Anti-competitive behavior							
SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.	Fully	Westpac is not a party to any legal action (nor any action completed during the year) regarding anti-competitive behaviour or violations of anti-trust and monopoly legislation.				
Compliance							
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	Fully	No administrative or judicial sanctions were levied against the organisation for failure to comply with laws or regulations including International declarations/conventions/ treaties, and national, sub-national, regional, and local regulations, nor any cases brought against the organization through the use of international dispute mechanisms or national dispute mechanisms supervised by government authorities. There were no significant fines, non-monetary sanctions reported nor any cases brought through dispute resolution mechanisms				
Social: Product Responsibility							
Indicator	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To be reported in
Customer health and safety							
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	Not	Not considered material; due to the nature of our industry, we do not produce a physical product which would be considered to have potential health and safety implications during its lifecycle stages.				
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	Not	Not considered material; due to the nature of our industry, we do not produce a physical product which would be considered to have potential health and safety implications during its lifecycle stages.				
Product and service labelling							
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	Fully	All financial products are subject to regulation covering product disclosure requirements, including sustainability criteria, for instance Responsible Investment mandates. In Australia this is primarily covered by the Code of Banking Practice, the Corporations Act, Competition and Consumer Act and Privacy Act.				
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	Fully	There were no incidents of non-compliance with a regulator resulting in a fine. There were no incidents of non-compliance with a regulator resulting in a warning. There were no incidents of non-compliance with voluntary codes reported. However, there were 9 AFS terms and conditions incidents of non-compliance with regulations between 1/10/2012 - 30/6/2013				
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	Fully	Although Net Promoter Score (NPS) is a measure of customer advocacy it is used as a proxy for customer satisfaction. Activities to support improvements are discussed in each of the brands together with NPS where applicable. See 5 Year Summary: Non-Financial and Other Information for details of NPS performance.				

Marketing communications						
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	Fully	Each brand has in place procedures to ensure compliance with the relevant laws, including the Competition and Consumer Act and Financial Services, as well as voluntary standards including our own Principles for Responsible Lending (http://www.westpac.com.au/about-westpac/sustainability-and-community/social-and-community/responsible-consumer-banking/responsible-lending/). Individual processes vary between brands but all require sign-off by in-house Legal teams and, in many cases, Enterprise Compliance. No products are sold that are banned in other markets.			
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.	Fully	There were no incidents of non-compliance with regulations concerning marketing communications, resulting in a fine or penalty There were no incidents of non-compliance concerning marketing communications with regulations resulting in a warning There were no incidents of non-compliance concerning marketing communications with voluntary codes However, there were 7 marketing incidents of non-compliance with regulations for AFS Marketing between 1/10/2012 - 30/9/2013			
Customer privacy						
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	Fully	There have been no FOS disputes where a breach of privacy was substantiated. There were no substantiated complaints received from Regulatory bodies. There was one leak of customer data recorded.			
Compliance						
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	Fully	There have been no significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.			

G3 Content Index - Financial Services Sector Supplement

Application Level		STANDARD DISCLOSURES PART II: Disclosures on Management Approach (DMAs)				Assured by	
FSSS DMAs	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To be reported in
DMA PS	Disclosure on Management Approach PS						
Aspects	Product Portfolio	Fully	We have in place a range of policies and procedures to manage the impacts of our products and services. These ensure we comply with our regulatory obligations as well as additional internal policies in relation to responsible banking and the consideration of environmental, social and governance risks in lending and investment. Responsible consumer banking and business lending and investment. http://www.westpac.com.au/about-westpac/sustainability-and-community/sustainability-action/responsible-banking-investment/ Our Principles for Doing Business http://www.westpac.com.au/about-westpac/sustainability-and-community/our-approach/principles-for-doing-business/ Further details on our approach to asset management can be found at www.btf.com.au				
FS1	Policies with specific environmental and social components applied to business lines.	Fully	Details of lending and investment policies with environmental and social components http://www.westpac.com.au/about-westpac/sustainability-and-community/sustainability-action/responsible-banking-investment/ This includes reference to our ESG Risk Management Framework, which articulates our approach to managing ESG risks in all aspects of our operations including lending and investment, our ESG Position Statements, ESG Credit Risk Policy, Our Principles for Responsible Lending, and details or how we how approach our UN PRI and Equator Principles commitments.				
FS2	Procedures for assessing and screening environmental and social risks in business lines.	Fully	Our Environmental, Social and Governance (ESG) Credit Risk Policy, in place since 2010, guides our approach to considering ESG factors in our lending activities. Westpac Group's ESG Credit Risk Policy provides guidance on how ESG risks should be considered at all stages of the credit process – from evaluation through to monitoring – for our business, corporate and institutional customers. Advance Investment Philosophy and Beliefs http://www.advance.com.au/downloads/flyers/Sustainable-Investing-Philosophy-Flyer.pdf				
FS3	Processes for monitoring clients' implementation of and compliance with environmental and social requirements included in agreements or transactions.	Fully	Our procedures for institutional banking and asset management apply across all operations and include an annual review process. These processes may include discussions with clients where concerns arise. We have embedded an escalation process for material reputation and ESG risks. These risks are escalated via the Chief Risk Officer WIB to the WIB Executive Team.				
FS4	Process(es) for improving staff competency to implement the environmental and social policies and procedures as applied to business lines.	Fully	The GROW program has also been developed to connect and build learning and development opportunities for risk people across the Westpac Group. GROW is about promoting knowledge creation, knowledge transfer and learning across the Group. Classes to improve staff competency held in FY13 included Identification, Evaluation and Management of Environmental, Social and Governance Risks with 25 attendees in Sydney and a video conference across 6 sites with 59 attendees (2x Adelaide & Melbourne and NZ 2x Auckland & Wellington).				
FS5	Interactions with clients/investees/business partners regarding environmental and social risks and opportunities.	Fully	Details of the process for engagement with institutional clients is described in Westpac Institutional Banking and at http://www.westpac.com.au/about-westpac/sustainability-and-community/sustainability-action/responsible-banking-investment/ Over 2012/13 more than 155 client meetings have been held solely on carbon and environment performance. See also our commitments http://www.westpac.com.au/about-westpac/sustainability-and-community/reporting-our-performance/commitments-and-frameworks/ . See Advance investment Philosophy and Beliefs http://www.advance.com.au/downloads/flyers/Sustainable-Investing-Philosophy-Flyer.pdf We also hold client events on specific issues.				

	Audits	Fully	Our approach to audits to assess implementation of environmental and social policies is guided by our Group ESG Risk Management Framework, and Credit Risk Management Framework. Our Credit Risk Review function evaluates the adequacy and effectiveness of credit management within business units. http://www.westpac.com.au/about-westpac/sustainability-and-community/sustainability-action/responsible-banking-investment/				
	Active Ownership	Fully	Funds management operations are lead by subsidiary BT Investment Management (BTIM), in which BTFG owns approximately a 60% stake and the 100% owned multi-manager business, branded Advance Asset Management (Advance). BTIM has a Proxy Voting policy and prepares an annual Proxy Voting and Shareholder Resolution Report. http://btim.com.au/CorporateGovernance Advance Proxy Voting Policy www.advance.com.au . Our engagement activities are undertaken both by our underlying fund managers by our specialist engagement service provider, Regnan Research and Engagement.				
DMA PR	Disclosure on Management Approach PR						
FS15	Policies for the fair design and sale of financial products and services.	Fully	Many of our practices in relation to the design and sale of financial products are strictly governed by local legislation. For instance the Code of Banking Practice, Competition and Consumer Act and Privacy Act in Australia. Our investment and lending policies are guided by Our Principles for Doing Business http://www.westpac.com.au/about-westpac/sustainability-and-community/our-approach/principles-for-doing-business/ including equity and access and customer service principles. Our Principles for Responsible Lending http://www.westpac.com.au/about-westpac/sustainability-and-community/social-and-community/responsible-consumer-banking/responsible-lending/ for business and consumer products in Australia and New Zealand include specific principles about seeking to lend only what customers can repay and to responsibly market our products and services. Underpinning this is the separation of the sale of credit from credit decisioning to avoid potential conflicts of interest. There are also whistleblowing channels and a Conflicts and Ethics Committee where grievances can be reported. These policies are included in the mandatory 'Doing the Right Thing' training which is undertaken by all employees every year. Non-compliance with any of the policies may result in performance management. See the PR indicators for further details on compliance with this indicator. Ultimate governance of these processes rests with the Board. For more information see: Responsible Business Lending and Investment http://www.westpac.com.au/about-westpac/sustainability-and-community/sustainability-action/responsible-banking-investment/ Responsible Consumer Banking http://www.westpac.com.au/about-westpac/sustainability-and-community/sustainability-action/responsible-banking-investment/ All product disclosure statements are also available online.				

STANDARD DISCLOSURES PART III: Performance Indicators

Product and Service Impact

Indicator	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To be reported in
Product portfolio							
FS6	Percentage of the portfolio for business lines by specific region, size (e.g. micro/SME/large) and by sector.	Fully	The financial and customer factpacs include details of country profile data and business sector breakdowns as well as SMEs. Further detail of portfolio size by region and business line is provided within each of the Business Unit reports.				
FS7	Monetary value of products and services designed to deliver a specific social benefit for each business line broken down by purpose.	Fully	Details of specific products and the size of market segments where we have specific strategies are provided in business unit commentary within the Annual Review and Sustainability Report, including our support for indigenous communities through our partnership with Many Rivers Microfinance (see commentary in the Community section), the funds that we have committed to making available for lending in the social and affordable housing sector, and 2013 launch of the first bank-backed Social Benefit Bond in Australia (see commentary from Westpac Institutional Bank); our social sector banking footings and our responsible investment funds under management (see the Five Year Summary); Details of our donation, together with the Group's employees, of \$4.5 million to approximately 650 Australian charities including dollar for dollar matched employee donations and microfinance loans are found in our Full year Financial Results 2013. See also Community and Customer Factpacs (http://2013annualreport.westpacgroup.com.au/sustainability/download-centre).				
FS8	Monetary value of products and services designed to deliver a specific environmental benefit for each business line broken down by purpose.	Fully	Details of specific products and the size of market segments where we have specific strategies are provided in business unit commentary within the Annual Review and Sustainability Report. This year data includes proportion of infrastructure and utilities financing in renewables and hydro for Australia and New Zealand for Westpac Institutional Bank, and responsible investment funds under management for BT Financial Group (see Five Year Summary in the Annual Review and Sustainability Report).				
Audit							
FS9	Coverage and frequency of audits to assess implementation of environmental and social policies and risk assessment procedures.	Fully	This year internal audit reviews were undertaken of Matching Gifts and our energy and emissions reporting. In addition our Group ESG Credit Policy is reviewed annually and our position statements every two years via internal risk governance mechanisms. Reviews of credit decisions are also undertaken as outlined at http://www.westpac.com.au/about-westpac/sustainability-and-community/sustainability-action/responsible-banking-investment/				
Active ownership							
FS10	Percentage and number of companies held in the institution's portfolio with which the reporting organization has interacted on environmental or social issues.	Fully	This occurs through a mixture of direct engagement and through third parties. During the year we surveyed external funds managers on a range of ESG related issues, including their engagement with investee companies with respect to environmental and social issues. Measurement of these engagements is challenging as many occur in the scope of analysts interaction on a range of issues. During the year, our Advance Asset Management business engaged advisor Regnan Governance Research and Engagement to communicate directly with companies about our investment expectations on these issues. Details of the process for engagement with institutional clients is described in Westpac Institutional Banking and at http://www.westpac.com.au/about-westpac/sustainability-and-community/sustainability-action/responsible-banking-investment/ Over 2012/13 more than 155 client meetings have been held solely on carbon and environment performance.				
FS11	Percentage of assets subject to positive and negative environmental or social screening.	Fully	Our BT Financial Group summary provides raw data as to the value of Responsible Investment funds. Whilst we have significant funds managed under positive and negative screens, at this stage, our primary focus remains on integration of ESG factors into our mainstream investment processes.				
FS12	Voting polic(ies) applied to environmental or social issues for shares over which the reporting organization holds the right to vote shares or advises on voting.	Fully	Advance proxy voting policy available at: http://www.advance.com.au/downloads/forms/Advance-Proxy-Voting-Policy.pdf BTIM proxy voting policy available at: http://www.btim.com.au/CorporateGovernance				

Social: Society								
Indicator	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To be reported in	
Community								
FS13	Access points in low-populated or economically disadvantaged areas by type.	Fully	A full list of physical locations is provided at the links below allowing stakeholders to assess whether an area is considered economically disadvantage. Our Assist and Financial Solutions Group services are available to all Australian and NZ customers. 218 Westpac Australia branches (approx 32%), 43 St George branches (approx 20%), 66 BankSA branches (approx 54%) and 8 Bank of Melbourne branches (approx 13%) are considered to be in regional areas using the ABS definition of regional (remote and rural areas with population less than or equal to 25,000). To search our representation in specific locations see: For Westpac Australia: http://www.westpac.com.au/locateus/ For Westpac Pacific Banking: http://www.nowhere.com.au/Westpac/LocateUs/PacificIslands/default.aspx For St. George see branch and ATM locator at: http://www.stgeorge.com.au/locator/ For BankSA see branch and ATM locator at: http://www.banksa.com.au/locator/ For Westpac New Zealand see branch and ATM locator at: http://www.westpac.co.nz/redpages For Bank of Melbourne see branch and ATM locator at: http://www.bankofmelbourne.com.au/locator					
FS14	Initiatives to improve access to financial services for disadvantaged people.	Fully	WRBB, Westpac New Zealand, Pacific Banking, St George, BTFG Accessibility http://www.westpac.com.au/accessibility/ Principles for Responsible Lending (Australia and New Zealand) http://www.westpac.com.au/about-westpac/sustainability-and-community/social-and-community/responsible-consumer-banking/responsible-lending/ Westpac Assist http://www.westpac.com.au/about-westpac/sustainability-and-community/social-and-community/responsible-consumer-banking/westpac-assist/ Managing your Money (New Zealand) http://www.westpac.co.nz/olcontent/olcontent.nsf/Content/Life+Journey St George website is available in Chinese and Vietnamese and has launched financial education and accessibility initiative in partnership with Wesley Mission www.stgeorge.com.au Bank SA Assist http://www.banksa.com.au/contact-us/financial-hardship Bank of Melbourne http://www.bankofmelbourne.com.au/contact-us/financial-hardship					
Social: Product Responsibility								
Indicator	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To be reported in	
Product and service labelling								
FS16	Initiatives to enhance financial literacy by type of beneficiary.	Fully	WRBB, Westpac New Zealand, Pacific Banking, St George Financial capability (Westpac Australia) https://www.davidsoninstitute.edu.au/ Indigenous http://www.westpac.com.au/about-westpac/sustainability-and-community/our-community/community-focus-areas/indigenous/ Microfinance http://www.westpac.com.au/about-westpac/sustainability-and-community/our-community/community-focus-areas/microfinance/ Managing your Money (NZ) http://www.westpac.co.nz/olcontent/olcontent.nsf/Content/Life+Journey St George Bank and Wesley Mission Partnership http://www.stgeorge.com.au/about-stgeorge/media/news/SGB+News+Item+491 See also Community Factpac (http://2013annualreport.westpacgroup.com.au/sustainability/download-centre)					

Australian-Specific Indicators developed in consultation with local stakeholders regarding our operations

Indicator	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To be reported in
Employee							
AUS1	Performance and evaluation	Fully	2013 Annual Review & Sustainability Report Our People (page 17) Employee Factpac (http://2013annualreport.westpacgroup.com.au/sustainability/download-centre) Employees (http://www.westpac.com.au/about-westpac/careers/westpac-as-employer/)				
AUS2	Non-work aspects career enhancement	Fully	2013 Annual Review & Sustainability Report Our People (page 17) Employee Factpac (http://2013annualreport.westpacgroup.com.au/sustainability/download-centre) Employees (http://www.westpac.com.au/about-westpac/careers/westpac-as-employer/)				
AUS3	Workloads and staffing levels	Fully	2013 Annual Review & Sustainability Report Our People (page 17) Employee Factpac (http://2013annualreport.westpacgroup.com.au/sustainability/download-centre) Employees (http://www.westpac.com.au/about-westpac/careers/westpac-as-employer/)				
AUS4	Staff selection & contract	Fully	2013 Annual Review & Sustainability Report Our People (page 17) Employee Factpac (http://2013annualreport.westpacgroup.com.au/sustainability/download-centre) Employees (http://www.westpac.com.au/about-westpac/careers/westpac-as-employer/)				
Customers							
AUS5	Low income and vulnerable customers	Fully	2013 Annual Review & Sustainability Report Community (page 18) Customer Factpac (http://2013annualreport.westpacgroup.com.au/sustainability/download-centre) Responsible Consumer Banking (http://www.westpac.com.au/about-westpac/sustainability-and-community/social-and-community/responsible-consumer-banking/)				
AUS6	Overprovision of credit	Fully	2013 Annual Review & Sustainability Report Customer Factpac (http://2013annualreport.westpacgroup.com.au/sustainability/download-centre) Responsible Consumer Banking (http://www.westpac.com.au/about-westpac/sustainability-and-community/social-and-community/responsible-consumer-banking/)				
AUS7	Accessibility	Fully	2013 Annual Review & Sustainability Report Our People (page 17) Accessibility http://www.westpac.com.au/about-westpac/westpac-group/corporate-governance/Accessibility/				
AUS8	Customer complaints	Fully	2013 Annual Review & Sustainability Report Westpac Retail & Business Banking (page 10) Customer Factpac (http://2013annualreport.westpacgroup.com.au/sustainability/download-centre)				
AUS9	Third world debt	Fully	Our Principles for Doing Business (http://www.westpac.com.au/about-westpac/sustainability-and-community/our-approach/principles-for-doing-business/)				
Social							
AUS10	Charitable contributions	Fully	2013 Annual Review & Sustainability Report Community (page 18) Community Factpac (http://2013annualreport.westpacgroup.com.au/sustainability/download-centre)				