

2014 Annual Review & Sustainability Report (/)

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GRI Content Index

GRI CONTENT INDEX



GRI G4 Comprehensive Index

Metrics EY performed assurance procedures over

Objective #1: Ensure our workforce is representative of the community Women in leadership (%)

Participation of mature age workers (%)

Objective #2: Extend length and quality of working lives Mean employee retirement age (years)

Objective #3: Anticipate the future needs of ageing & culturally diverse customers Initiatives to support the financial wellbeing of ageing and culturally diverse customers (cumulative number of initiatives)

| | |
|---|---|
| Objective #4: Provide products and services to help customers adapt to environmental challenges | Unique service offerings launched (cumulative number of service offerings) |
| Objective #5: Increase lending and investment in CleanTech and environmental services | Up to \$6bn available for lending & investment in CleanTech and environmental services across WIB, WNZL & AFS (\$bn) |
| Objective #6: Reduce our environmental footprint | Kwh of electricity per m2 in corporate and retail sites (Kwh) Power usage effectiveness (PUE) Establish and maintain carbon neutrality Office paper (tonnes) Recycling rates in Sydney head offices (% of waste) |
| Objective #7: Ensure all our customers have access to the right advice to achieve a secure retirement | AFS customer facing employees who hold appropriate wealth accreditation in line with role requirements (%) |
| Objective #8: Help our customers meet their financial goals in retirement | Westpac Group customers with Westpac Group superannuation (%) |
| Objective #9: Increase access to financial services in Net Basic Banking Account customers (cumulative) the Pacific | Number of In-store banking facilities (cumulative) |
| Objective #10: Help people gain access to social and affordable housing | Up to \$2bn available for social and affordable housing lending & investment across WIB, WNZL and AFS (\$bn) |
| Community factpac | Community investment (\$AUD) Community investment as a % of pre-tax profits |
| Customer factpac | Westpac Retail Business Banking: Complaint types (%) |
| Employee factpac | % working overtime - Australia Average overtime worked as a % of standard hours - Australia (%) Whistleblower reporting - Concern online (concerns reported) Whistleblower reporting - substantiated complaints Employee retention - high performer retention Gender and age profile |

Employee by division (FTE) (Number of FTE unless otherwise stated)

Lost time injury frequency rate – Group

Supplier factpac

Westpac validation including onshore and offshore vendors (number completed)

External validation (cumulative % of top suppliers including onshore and offshore vendors)

General Standard Disclosures

GENERAL STANDARD DISCLOSURES

REFERENCE / NOTES

PAGE AND / OR WEBLINK

OMISSIONS

EXTERNAL ASSURANCE (WHERE A LINK IS PROVIDED THIS MEANS THE CONTENT IS ASSURED)

STRATEGY AND ANALYSIS

G4-1

Statement from most senior decision-maker in the organisation

Chairman's Report (</chairman's-report/>)

CEO's Report (</ceo's-report/>)

Not applicable

2014 Sustainability Assurance Report (/docs/default-source/default-document-library/14-wes-sust---assurance-statement_westpac-annual-review-and-sustainabili.pdf?sfvrsn=4)

G4-2

Description of key impacts, risks and opportunities

Section 1: Key impacts on sustainability and effects on stakeholders

Section 2: Impact of sustainability trends, risks and opportunities on the long-term prospects and financial performance

Our strategy (</our-business/about-us/our-strategy/>)

Issues that matter (<http://2014annualreport.westpacgroup.com.au/our-business/business/issues-that-matter>)

Sustainability strategy performance (</our-performance/sustainability/embrace-societal-change>)

2014 Sustainability Scorecard (<http://2014annualreport.westpacgroup.com.au/our-performance/#sustainabilitystrategyscorecard>)

2014 Five year summary (PDF) (</docs/default-source/default-document-library/wbc599-5-year-summary-microsite.pdf?sfvrsn=10>)

Reporting approach (<http://www.westpac.com.au/about-westpac/sustainability-and-community/better-tomorrow/our-approach/>)

Not applicable

2014 Sustainability Assurance Report (/docs/default-source/default-document-library/14-wes-sust---assurance-statement_westpac-annual-review-and-sustainabili.pdf?sfvrsn=4)

ORGANISATIONAL PROFILE

G4-3

Name of organisation

Annual Report (<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=2>) and Annual Review and Sustainability Report (<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/wbc599-group-annual-review-2014-fa2-web.pdf?sfvrsn=6#page=2>)

Westpac Banking Corporation

Not applicable

2014 Sustainability Assurance Report (/docs/default-source/default-document-library/14-wes-sust---assurance-statement_westpac-annual-review-and-sustainabili.pdf?sfvrsn=4)

2014 Financial Assurance Report (<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=289>)

G4-4

Primary brands, products and services

About Us (</our-business/about-us>)

Not applicable

2014 Financial Assurance Report (<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=289>)

G4-5

Location of headquarters

2014 Annual Review and Sustainability Report (back cover)

275 Kent Street
Sydney NSW 2000
Australia

Not applicable

2014 Financial Assurance Report (<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=289>)

G4-6

Number of countries where the organisation operates and names of countries where the organisation has significant operations or that are specifically relevant to the sustainability topics covered

Global Locations (<http://www.westpac.com.au/about-westpac/global-locations/>)

Not applicable

2014 Financial Assurance Report (<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=289>)

G4-7

Nature of ownership and legal form

Annual Report - Information on Westpac
(<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=8>)

Not applicable

2014 Financial Assurance Report (<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=289>)

G4-8

Report the markets served (including geographic breakdown, sectors served and types of customers and beneficiaries)

About us (</our-business>)

Businesses (</our-performance/businesses#businesses>)

2014 Customer factpac (PDF) (</docs/default-source/default-document-library/2014-wbc-customer-factpac.pdf?sfvrsn=4>)

Not applicable

2014 Sustainability Assurance Report (/docs/default-source/default-document-library/14-wes-sust---assurance-statement_westpac-annual-review-and-sustainabili.pdf?sfvrsn=4)

2014 Financial Assurance Report (<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=289>)

G4-9

Report scale of organisation including:

- Total number employees
- Total number of operations
- Net sales
- Total capitalisation broken down in terms of debt and equity
- Quantity of products/services provided

About us (</our-business/about-us>)

2014 Five year summary (PDF) (</docs/default-source/default-document-library/wbc599-5-year-summary-microsite.pdf?sfvrsn=10>)

Annual Report (balance sheet, page 122)

2014 Customer factpac (PDF) (</docs/default-source/default-document-library/2014-wbc-customer-factpac.pdf?sfvrsn=4>)

Not applicable

2014 Sustainability Assurance Report (/docs/default-source/default-document-library/14-wes-sust---assurance-statement_westpac-annual-review-and-sustainabili.pdf?sfvrsn=4)

2014 Financial Assurance Report (<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=289>)

G4-10

- Total number of employee by gender and contract
- Total number of perm. employees by employment type/gender
- Total workforce by employee and supervised workers and by gender
- Total workforce by region and gender
- Report if substantial portion of work is performed by workers who are legally self employed, or by individual other than employees
- Report any significant variations in employment numbers

2014 Employees factpac (PDF) (</docs/default-source/default-document-library/2014-wbc-employees-factpac.pdf?sfvrsn=6>)

In New Zealand overall voluntary attrition has increased from 10.4% (Sept 13) to 12% (Sept 14) and there has been a reduction in usage of Casual employees, resulting in an overall decrease in FTE.

Not applicable

2014 Sustainability Assurance Report (/docs/default-source/default-document-library/14-wes-sust---assurance-statement_westpac-annual-review-and-sustainabili.pdf?sfvrsn=4)

G4-11

Percentage of total employees covered by collective bargaining agreements

Approximately 99% of Westpac Group employees in Australia were covered by a collective agreement as at the end of September 2014. 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. In 2014, employees voted to vary and extend the operation of this agreement. The Westpac Group Enterprise Agreement 2013 covers all employees of the Group within Australia, other than employees at the GM / GE level, those working on Christmas Island and employees of the following companies:

BT Investment Management Limited
 Hastings Management Pty Ltd
 Hastings Fund Management Limited
 Qvalent Pty Ltd
 RAMS Financial Group Pty Ltd

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. 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. 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. Management employees in New Zealand and other international based employees are not covered due to specific local industrial relations arrangements.

Not applicable

G4-12

Describe the organisation's supply chain

Suppliers (</our-performance/sustainability/suppliers>)

2014 Suppliers factpac (PDF) (</docs/default-source/default-document-library/2014-wbc-suppliers-factpac.pdf?sfvrsn=4>)

Not applicable

2014 Sustainability Assurance Report (PDF) (/docs/default-source/default-document-library/14-wes-sust---assurance-statement_westpac-annual-review-and-sustainabili.pdf?sfvrsn=4)

GR-13

Report any specific changes during the report period regarding the organisation's size, structure, ownership or its supply chain

Significant changes as they related to our business operations are reported in the Annual Report (Link to Annual Report - Significant Developments section (2013 page 17-22)).

For our supply chain significant changes are defined as changes to 'material' suppliers (material suppliers fall within APRA Prudential Standard CPS/SPS 231 Outsourcing and related guidance notes).

There were changes in the situation of material suppliers during the reporting period related to investor services, mortgage settlement activities and provision of business process outsourcing. Due to commercial-in-confidence agreements, Westpac can not disclose details about these changes with material suppliers.

Not applicable

G4-14

Report whether and how the precautionary approach or principle is addressed by the organisation

Westpac applies the precautionary principle in our assessment of sustainability risks. For example, in our approach to climate change outlined in our Climate Change and Environment Position Statement, and in our approach to soft commodities through our membership of the Banking Environment Initiative and endorsement of the Soft Commodities Compact (<http://www.cpsl.cam.ac.uk/banking>). Westpac are also signatories to the United Nations Global Compact (UNGC), of which the precautionary principle is the 7th Principle.

Not applicable

G4-15

List externally developed economic, environmental and social charters, principles, or other initiatives to which the organisation subscribes or which it endorses

Commitments and frameworks (<http://www.westpac.com.au/about-westpac/sustainability-and-community/reporting-our-performance/commitments-and-frameworks/>)

Environment - Our approach (<http://www.westpac.com.au/about-westpac/sustainability-and-community/environment/our-approach/>)

Ratings and awards (<http://www.westpac.com.au/about-westpac/sustainability-and-community/reporting-our-performance/ratings-and-awards/>)

Our commitments to human rights frameworks are also included in Westpac Group's Principles of Doing Business (<http://www.westpac.com.au/about-westpac/sustainability-and-community/better-tomorrow/our-approach/principles-for-doing-business/>)

Not applicable

G4-16

List memberships of associations and national or international advocacy organisations in which the organisation:

- Holds a position on the governance body
- Participates in projects and committees
- Provides substantive funding beyond routine membership dues
- Views membership as strategic

Commitments and frameworks (<http://www.westpac.com.au/about-westpac/sustainability-and-community/reporting-our-performance/commitments-and-frameworks/>)

Environment - Our approach (<http://www.westpac.com.au/about-westpac/sustainability-and-community/environment/our-approach/>)

Sustainability in action: Code of Banking Practice (<http://www.westpac.com.au/about-westpac/sustainability-and-community/sustainability-action/responsible-banking-investment/code-of-banking-practice/>)

Our Community - Disaster Relief (<https://www.westpac.com.au/about-westpac/sustainability-and-community/our-community/community-focus-areas/disaster-relief/>)

Westpac Weave (<http://rap.westpacgroup.com.au/>) (Reconciliation Action Plan)

Not applicable

IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES

G4-17

List all entities included in the organisation's consolidated financial statements or equivalent documents

Report whether any entity included in organisation's financial statements is not covered by the report

Annual Report Note 39: Group Entities

(<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=275>)

There are no entities included in our consolidated financial statements that are not covered by the Annual Review and Sustainability Report. However, Westpac has a number of philanthropic foundations which are not owned and operated by the Westpac Banking Corporation and are

therefore not part of our consolidated financial statements. These are:

- Westpac Matching Gifts Limited
- Westpac Community Trust
- Westpac Buckland Fund
- Westpac Scholars Limited
- Westpac Bicentennial Trust
- St. George Foundation Limited
- St. George Foundation Trust

Not applicable

2014 Sustainability Assurance Report (/docs/default-source/default-document-library/14-wes-sust---assurance-statement_westpac-annual-review-and-sustainabili.pdf?sfvrsn=4)

2014 Financial Assurance Report (<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=289>)

G4-18

Explain the process for defining the report content and Aspect Boundaries.

Explain how the organisation has implemented the Reporting Principles for Defining Report Content.

Our approach to sustainability reporting (</our-business/about-us/sustainability-governance>)

Issues that matter (</our-business/about-us/issues-that-matter>)

Not applicable

2014 Sustainability Assurance Report (/docs/default-source/default-document-library/14-wes-sust---assurance-statement_westpac-annual-review-and-sustainabili.pdf?sfvrsn=4)

G4-19

List all the material Aspects identified in the process for defining report content

Issues that matter (</our-business/about-us/issues-that-matter>)

Our strategy (</our-business/about-us/our-strategy>)

Not applicable

2014 Sustainability Assurance Report (/docs/default-source/default-document-library/14-wes-sust---assurance-statement_westpac-annual-review-and-sustainabili.pdf?sfvrsn=4)

G4-20

For each material Aspect, report the Aspect Boundary within the organisation, as follows:

Whether the Aspect is material within the organisation.

If the aspect is not material for all entities within the organisation, report the entities for which it is or is not material

Report any specific limitations regards the aspect boundary within the organisation

Issues that matter (</our-business/about-us/issues-that-matter>) (see table 2)

Not applicable

2014 Sustainability Assurance Report (/docs/default-source/default-document-library/14-wes-sust---assurance-statement_westpac-annual-review-and-sustainabili.pdf?sfvrsn=4)

G4-21

For each material Aspect report on the Aspect Boundary outside the organisation, as follows:

Whether the aspect is material outside the organisation

If the aspect is material outside the organisation identify the entities, groups of entities or elements for which the Aspect is material. In addition, describe the geographic location where the Aspect is material for the entities identified

Report any specific limitation regarding the Aspect Boundary outside the organisation

Issues that matter (</our-business/about-us/issues-that-matter>) (see table 2)

Not applicable

2014 Sustainability Assurance Report (/docs/default-source/default-document-library/14-wes-sust---assurance-statement_westpac-annual-review-and-sustainabili.pdf?sfvrsn=4)

G4-22

Report the effect of any restatements of information in previous reports, and the reasons for restatements

Where restatements are required this is noted with the affected data sets. In 2014 this included:

Sustainability Scorecard (<http://2014annualreport.westpacgroup.com.au/our-performance/#sustainabilitystrategyscorecard>)

Objective 6

- Change to Paper Target in FY17 given the previous target was achieved in FY14
- 2013 New Zealand emissions data restated due to finalised 2013 emission factors from NZ Ministry for the Environment for the reporting year
- 2012, 2011, 2010 New Zealand emissions data restated due to methodology change to align with wider WBC approach. Rental vehicles moved from Scope1 to Scope 3

Objective 7

- 2014 target was restated from 18% to 12% of AFS customer facing employees due to the prioritisation of training and accreditation to support legislative changes.

- Westpac Supplier validation figures in 2013 have been revised to ensure consistency in calculations.

2014 Suppliers factpac (PDF) (</docs/default-source/default-document-library/2014-wbc-suppliers-factpac.pdf?sfvrsn=4>)

Not applicable

2014 Sustainability Assurance Report (/docs/default-source/default-document-library/14-wes-sust---assurance-statement_westpac-annual-review-and-sustainabili.pdf?sfvrsn=4)

G4-23

Report significant changes from previous periods in the Scope and Aspect boundaries

No significant changes have been made to the scope of aspect boundaries of this report from previous periods.

Not applicable

2014 Sustainability Assurance Report (/docs/default-source/default-document-library/14-wes-sust---assurance-statement_westpac-annual-review-and-sustainabili.pdf?sfvrsn=4)

LISTENING TO OUR STAKEHOLDERS

G4-24

Provide a list of stakeholder groups engaged by the organisation

Issues that matter (</our-business/about-us/issues-that-matter>)

Listening to our stakeholders (<http://www.westpac.com.au/about-westpac/sustainability-and-community/better-tomorrow/our-approach/listening-matters/>)

Not applicable

2014 Sustainability Assurance Report (/docs/default-source/default-document-library/14-wes-sust---assurance-statement_westpac-annual-review-and-sustainabili.pdf?sfvrsn=4)

G4-25

Report basis for identification and selection of stakeholders with whom to engage

Listening to our stakeholders (<http://www.westpac.com.au/about-westpac/sustainability-and-community/better-tomorrow/our-approach/listening-matters/>)

Issues that matter (</our-business/about-us/issues-that-matter>)

Not applicable

2014 Sustainability Assurance Report (/docs/default-source/default-document-library/14-wes-sust---assurance-statement_westpac-annual-review-and-sustainabili.pdf?sfvrsn=4)

G4-26

Report the organisation's approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group, and an indication of whether any of the engagement was undertaken specifically as part of the report preparation process

Listening to our stakeholders (<http://www.westpac.com.au/about-westpac/sustainability-and-community/better-tomorrow/our-approach/listening-matters/>)

Issues that matter (</our-business/about-us/issues-that-matter>)

Not applicable

2014 Sustainability Assurance Report (/docs/default-source/default-document-library/14-wes-sust---assurance-statement_westpac-annual-review-and-sustainabili.pdf?sfvrsn=4)

G4-27

Report key topics and concerns that have been raised through stakeholder engagement and how the organisation has responded to those key topics and concerns, including through its reporting. Report the stakeholder groups that raised each of the key topics and concerns

Issues that matter (</our-business/about-us/issues-that-matter>)

Not applicable

2014 Sustainability Assurance Report (/docs/default-source/default-document-library/14-wes-sust---assurance-statement_westpac-annual-review-and-sustainabili.pdf?sfvrsn=4)

REPORT PROFILE

G4-28

Reporting period for information provided

Reporting our performance (<http://www.westpac.com.au/about-westpac/sustainability-and-community/reporting-our-performance/stakeholder-impact-reports/>)

2014 Sustainability Glossary (PDF) (</docs/default-source/default-document-library/2014-wbc-sustainability-glossary.pdf?sfvrsn=4>)

Not applicable

G4-29

Date of most recent report

2013 Annual Review and Sustainability Report
(http://www.westpac.com.au/docs/pdf/aw/ic/2013_Annual_Review_and_Sustainability_Report.pdf)

Not applicable

- Report the organisation's policy and current practice with regard to seeking external assurance for the report.
- If not included in the assurance statement, report the scope and basis of any external assurance provided
- Report the relationship between the organisation and assurance providers.
- Report whether the highest governance body or senior executives are involved in seeking assurance for the organisation's sustainability report.

Our approach to sustainability reporting (</our-business/about-us/sustainability-governance>)

2014 Sustainability Assurance Report (/docs/default-source/default-document-library/14-wes-sust---assurance-statement_westpac-annual-review-and-sustainabili.pdf?sfvrsn=4)

Not applicable

2014 Sustainability Assurance Report (/docs/default-source/default-document-library/14-wes-sust---assurance-statement_westpac-annual-review-and-sustainabili.pdf?sfvrsn=4)

GOVERNANCE - ALL IN REFERENCE TO ECONOMIC, ENVIRONMENT AND SOCIAL IMPACTS

GOVERNANCE STRUCTURE AND COMPOSITION

G4-34

Governance structure of organisation (incl. Board committees)

Annual Report - Governance Framework, Board, Committees and Oversight of Management (<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=28>)

Not applicable

Y (PwC)

G4-35

Delegation process from Board to senior executives

Governance Framework, Board, Committees and Oversight of Management (<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=27>)

Our approach to sustainability reporting (</our-business/about-us/sustainability-governance>)

2014 Sustainability Assurance Report (/docs/default-source/default-document-library/14-wes-sust---assurance-statement_westpac-annual-review-and-sustainabili.pdf?sfvrsn=4)

2014 Financial Assurance Report (<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=289>)

G4-36

Executive level position or other positions and reporting line from Board

Our approach to sustainability reporting (</our-business/about-us/sustainability-governance>)

The Westpac Group Board has overall responsibility for considering the social, ethical and environmental impact of the Westpac Group's activities, setting standards and monitoring compliance with Westpac Group's sustainability policies and practices. Specific items are also monitored by sub-committees as appropriate

2014 Sustainability Assurance Report (PDF) (/docs/default-source/default-document-library/14-wes-sust---assurance-statement_westpac-annual-review-and-sustainabili.pdf?sfvrsn=4)

G4-37

Processes for consultation between stakeholders and the highest governance body on economic, environmental and social topics.

Our approach to sustainability reporting (</our-business/about-us/sustainability-governance>)

Westpac Group's Sustainability Council, formed in 2008, brings together senior leaders from across Westpac Group with explicit responsibility for managing our sustainability agenda and performance. The Sustainability Council reviews and reports quarterly on progress against our sustainability objectives, shares best practice and discusses and pursues initiatives, issues and dilemmas on a collective basis. The Sustainability Council has accountability for the development and implementation of sustainability strategies and objectives for endorsement by the Executive Team and Board.

Our Environmental Management Committee has responsibility for the Group's footprint and performance against efficiency metrics and our CleanTech Working group has responsibility for driving performance against our commitment to make available up to \$6b (AUD) in lending and investment to CleanTech and environmental services. Working groups are formed to manage specific environmental issues as they arise.

2014 Sustainability Assurance Report (PDF) (/docs/default-source/default-document-library/14-wes-sust---assurance-statement_westpac-annual-review-and-sustainabili.pdf?sfvrsn=4)

G4-38

Board breakdown incl. gender, tenure, skills etc.

Annual report - Directors Report - Directors
(<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=45>)

Membership of underrepresented social groups

2014 Financial Assurance Report (<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=289>)

G4-39

Chair of Board also an executive officer

Annual report - Directors Report - Directors

(<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=45>)

The Chair of the Westpac Board is an independent director and a non-executive member.

2014 Financial Assurance Report (<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=289>)

G4-40

Nomination process incl. diversity, independence, skills, stakeholder engagement

Annual Report - Governance Framework, Board, Committees and Oversight of Management

2014 Financial Assurance Report (<http://2014annualreport.westpacgroup.com.au/our-performance/sustainability/gri-content-index>)

G4-41

Board conflicts of interest

Annual Report - Corporate Governance - Conflicts of Interest

(<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=33>)

Our approach to sustainability reporting (</our-business/about-us/sustainability-governance>)

2014 Financial Assurance Report (<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=289>)

HIGHEST GOVERNANCE BODY'S ROLE IN SETTING PURPOSE, VALUES AND STRATEGY

G4-42

Report the board and senior executive roles in development, approval and updating of the org.'s purpose, values or mission statements, strategies, procedures and goals related to economic, environmental and social impacts

Corporate Governance - Board, Committees and Oversight of Management (roles and responsibilities) (<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=37>)

[Our approach to sustainability reporting \(/our-business/about-us/sustainability-governance\)](#)

2014 Financial Assurance Report (<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=289>)

HIGHEST GOVERNANCE BODY'S COMPETENCIES AND PERFORMANCE EVALUATION

G4-43

Measures taken to develop Board knowledge with respect to governance of economic, environmental and social topics

Our approach (<http://www.westpac.com.au/about-westpac/sustainability-and-community/better-tomorrow/our-approach/listening-matters/>)

Where possible the board are provided opportunities to improve their understanding of issues material to the bank, for example in 2014 a number of members of the Westpac board visited Indigenous communities to further develop their understanding of the work done in partnership with Jarwun.

G4-44

- Evaluation of Board governance performance with respect to governance of economic, environmental and social topics.
- Report actions taken in response to this evaluation

In addition to the governance framework in place to monitor board and management performance, including annual independent review of board performance as outlined in Our Annual Report: Corporate Governance - Performance. Westpac's sustainability reporting includes annual review of sustainability reporting performance and materiality.

[Our approach to sustainability reporting \(/our-business/about-us/sustainability-governance\)](#)

Westpac has also received a number of external awards in 2014 and is included on global sustainability indices, including the DJSI and FTSE4 Good, in recognition of our strength in environmental, social and governance issues.

HIGHEST GOVERNANCE BODY'S ROLE IN RISK MANAGEMENT

G4-45

- Board role ESG risk identification and management of Economic, Environmental and Social Impacts, risk and opps including Due Diligence.
- Whether Stakeholder consultation is used to support the board identification and management of Eco, Enviro and socail impacts, risk and opps

Our approach (<http://www.westpac.com.au/about-westpac/sustainability-and-community/better-tomorrow/our-approach/listening-matters/>)

Annual Report- Corporate Governance - Risk Management (Sustainability Risk)
(<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=123>)

Listening to our stakeholders (<http://www.westpac.com.au/about-westpac/sustainability-and-community/better-tomorrow/our-approach/listening-matters/>)

2014 Sustainability Assurance Report (/docs/default-source/default-document-library/14-wes-sust---assurance-statement_westpac-annual-review-and-sustainabili.pdf?sfvrsn=4)

2014 Financial Assurance Report (<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=289>)

G4-46

Board role in review of ESG risk policies

Our approach (<http://www.westpac.com.au/about-westpac/sustainability-and-community/better-tomorrow/our-approach/listening-matters/>)

Annual Report- Corporate Governance - Risk Management (Sustainability Risk)
(<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=123>)

Annual Report- Corporate Governance - Risk Management
(<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=38>)

2014 Sustainability Assurance Report (/docs/default-source/default-document-library/14-wes-sust---assurance-statement_westpac-annual-review-and-sustainabili.pdf?sfvrsn=4)

2014 Financial Assurance Report (<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=289>)

G4-47

Frequency of review of ESG risks

Our approach (<http://www.westpac.com.au/about-westpac/sustainability-and-community/better-tomorrow/our-approach/listening-matters/>)

Annual Report - Corporate Governance (Board Risk & Compliance Committee)
(<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=39>)

2014 Sustainability Assurance Report (/docs/default-source/default-document-library/14-wes-sust---assurance-statement_westpac-annual-review-and-sustainabili.pdf?sfvrsn=4)

2014 Financial Assurance Report

(<http://http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=289>)

HIGHEST GOVERNANCE BODY'S ROLE IN SUSTAINABILITY REPORTING

G4-48

Report the highest committee or position that formally reviews and approves the organisation's sustainability report and ensures that all material aspects are covered.

The Board approves the Annual Report and the Full Year Financial Results, both of which include sustainability reporting information, consistent with our Annual Review and Sustainability Report, as part of our annual reporting suite.

The CEO and Chairman of the Board review the aspects of the Annual Review and Sustainability Report.

The General Manager Corporate Affairs and Sustainability, and the Head of Investor Relations review the Annual Review and Sustainability Report and ensure that all material aspects are covered.

HIGHEST GOVERNANCE BODY'S ROLE IN EVALUATING ECONOMIC, ENVIRONMENTAL AND SOCIAL PERFORMANCE

G4-49

Report the process for communicating critical concerns to the highest governance body

Our approach (<http://www.westpac.com.au/about-westpac/sustainability-and-community/better-tomorrow/our-approach/listening-matters/>)

G4-50

Report the nature and total number of critical concerns that were communicated to the highest governance body and the mechanism used to address and resolve them.

Annual Report - Risk Management (<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=35>)

The quarterly Board Risk and Compliance Committee (BRCC) reputational risk report typically contains 2-3 critical concerns related to ESG issues. This may include, for example, significant campaign activity, changes to our operations or the Westpac response to industry conduct issues.

REMUNERATION AND INCENTIVES

G4-51

Board remuneration report

Annual Report - Directors Report (Remuneration report)
(<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=57>)

2014 Financial Assurance Report (<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=289>)

G4-52

Process for determining Board remuneration

Annual Report - Corporate Governance - Remuneration
(<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=38>)

Annual Report - Directors Report (Remuneration report)
(<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=57>)

2014 Financial Assurance Report (<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=289>)

G4-53

Process to seek stakeholder views on remuneration, including the results of votes on remuneration policies and proposals

Annual Report - Corporate Governance (Remuneration report)
(<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=40>)

Annual Report - Directors Report (Remuneration Report)
(<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=57>)

The annual vote on the remuneration report is part of the AGM and the outcome is provided on our website. Last year it was passed (96% YES vote).

2014 Financial Assurance Report (<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=289>)

G4-54

Ratio of the annual total compensation for the organisation's highest paid individual to the median annual total compensation for all employees

Data provided in Remuneration Report and 2014 Employees factpac (PDF) (</docs/default-source/default-document-library/2014-wbc-environment-factpac.pdf?sfvrsn=4>)

Ratio: 135:1

Westpac are currently unable to report separate data for WNZL, this will be investigated for 2015.

2014 Financial Assurance Report (<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=289>)

G4-55

Ratio of the percentage increase in the annual total compensation for the organisation's highest paid individual to the median percentage annual increase in compensation for all employees

Data provided in Remuneration Report and 2014 Employees factpac (PDF) (</docs/default-source/default-document-library/2014-wbc-environment-factpac.pdf?sfvrsn=4>)

Ratio: 0.38:1

2014 Financial Assurance Report (<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=289>)

ETHICS AND INTEGRITY

G4-56

Describe the organisation's values, principles

[Our strategy \(/our-business/about-us/our-strategy\)](/our-business/about-us/our-strategy)

[Chairman's Report \(/chairman's-report\)](/chairman's-report)

[CEO's Report \(/ceo's-report\)](/ceo's-report)

[Westpac Groups's Principles for Doing Business \(http://www.westpac.com.au/about-westpac/sustainability-and-community/better-tomorrow/our-approach/principles-for-doing-business/ \)](http://www.westpac.com.au/about-westpac/sustainability-and-community/better-tomorrow/our-approach/principles-for-doing-business/)

Not applicable

[2014 Sustainability Assurance Report \(/docs/default-source/default-document-library/14-wes-sust---assurance-statement_westpac-annual-review-and-sustainabili.pdf?sfvrsn=4\)](/docs/default-source/default-document-library/14-wes-sust---assurance-statement_westpac-annual-review-and-sustainabili.pdf?sfvrsn=4)

[2014 Financial Assurance Report \(http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=289\)](http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=289)

G4-57

Report on the internal and external mechanism for seeking advice on ethical and lawful behavior, and matters related to organisational integrity, such as help lines and advice lines

Details on how Westpac support staff through traumatic events, including workplace grievances are included on our website (<http://www.westpac.com.au/about-westpac/careers/westpac-as-employer/people-policies/>).

Internally concerns can be raised in line with our concern reporting and whistleblower protection policy (<http://www.westpac.com.au/docs/pdf/aw/WhistleblowerProtectionPolicy.pdf>.) including reporting anonymously through concerns online.

Annual Report: Ethical and Responsible Decision (<file:///H:/Desktop/2014-westpac-group-annual-report.pdf#page=30>)

Externally, staff can raise concerns through the Our Employee Assistance Program.

[2014 Sustainability Assurance Report \(/docs/default-source/default-document-library/14-wes-sust---assurance-statement_westpac-annual-review-and-sustainabili.pdf?sfvrsn=4\)](/docs/default-source/default-document-library/14-wes-sust---assurance-statement_westpac-annual-review-and-sustainabili.pdf?sfvrsn=4)

G4-58

Report on the internal and external mechanism for reporting concerns about ethical and unlawful behaviour, and matters related to organisational integrity, such as escalation through line management, whistleblowing mechanisms or hotlines.

Internal concerns can be raised online with our concern reporting and whistleblower protection policy.

Annual Report: Ethical and Responsible Decision making (<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=32>)

External concerns can be raised through various options provided on our website (refer links below), this includes links to external bodies that can be contacted if required.

Customer Feedback (<http://www.westpac.com.au/contact-us/customer-feedback/>)

Complaint Resolution (http://www.westpac.com.au/docs/pdf/aw/Complaint_Resolution.pdf)

The employee factpac also includes information in regards to the number of whistleblower reports received and substantiated.

2014 Employees factpac (PDF) (</docs/default-source/default-document-library/2014-wbc-employees-factpac.pdf?sfvrsn=6>)

2014 Sustainability Assurance Report (/docs/default-source/default-document-library/14-wes-sust---assurance-statement_westpac-annual-review-and-sustainabili.pdf?sfvrsn=4)

Specific Standard Disclosures

MATERIAL ASPECTS

REFERENCE / NOTES

DMA AND INDICATORS PAGE AND / OR WEBLINK

OMISSIONS

EXTERNAL ASSURANCE

ECONOMIC PERFORMANCE

DMA

Statement from most senior decision-maker in the organisation

Annual Report (<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=6>)

Communities (</our-performance/sustainability/communities>)

2014 Financial Assurance Report (<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=289>)

G4-EC1

Direct economic value generated and distributed

2014 Five year summary (PDF) (</docs/default-source/default-document-library/wbc599-5-year-summary-microsite.pdf?sfvrsn=10>)

Direct Economic Value Generated (Revenue)

Indirect Economic Value Generated (Operating Costs)

Annual Report (income statements) (<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=127>)

Indirect Economic Value Generated (Wages and Benefits)

Annual Report (Note 4: Operating expenses)
(<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=155>)

Indirect Economic Value Generated (Payments to providers of capital)

Annual Report (Note 2: Net Interest Income)
(<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=153>)

Indirect Economic Value Generated (Payments to government - by country)

Annual Report (Note 5: Income Tax) (<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=156>)

Indirect Economic Value Generated (Community Investments)

2014 Communities Factpac (PDF) (</docs/default-source/default-document-library/2014-wbc-communities-factpac.pdf?sfvrsn=4>)

EVG&D By Country

Westpac New Zealand Disclosure Statements ((<http://www.westpac.co.nz/assets/Who-we-are/About-Westpac-NZ/Disclosure-statements/300614-WBC-DS-Secure.pdf>))

2014 Financial Assurance Report (<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=289>)

G4-EC2

Financial implications and other risks and opportunities for the organisation's activities due to climate change

- Description of the risk or op. from CC and its classifications as either physical, regulatory or other.
- Description of the Impact associated with the risk
- Fin. implication of the risk/ op. before action is taken
- Methods used to manage the risk
- Cost of actions

Environment Policy (<http://www.westpac.com.au/docs/pdf/aw/EnvironmentalPolicy.pdf>)

Climate Change Position Statement (<http://www.westpac.com.au/docs/pdf/aw/sustainability-community/WestpacCCEPositionStatement2014.pdf>)

Environment (</our-performance/sustainability/environment>)

CDP Response (http://www.westpac.com.au/docs/pdf/aw/sustainability-community/CDP_submission_2014.pdf)

Sustainability Risk Management Framework (<http://www.westpac.com.au/about-westpac/sustainability-and-community/environment/our-approach/>)

2014 Sustainability Assurance Report (PDF) (/docs/default-source/default-document-library/14-wes-sust---assurance-statement_westpac-annual-review-and-sustainabili.pdf?sfvrsn=4)

G4-EC3

Coverage of the organisation's defined benefit plan obligations

Under legislation in Australia and all Pacific nations that we operate in, all employees are required to participate in mandatory defined contribution and savings plan, known as superannuation. Staff are free to chose their own superannuation fund. Westpac's commitment is limited to making superannuation guarantee contributions on behalf of the employees.

In New Zealand Westpac employees are offered the option of a defined contribution scheme as outlined on our website.

2014 Sustainability Assurance Report (PDF) (/docs/default-source/default-document-library/14-wes-sust---assurance-statement_westpac-annual-review-and-sustainabili.pdf?sfvrsn=4)

G4-EC4

Financial assistance received from government

No significant financial assistance has been received from the government.

Westpac effective tax rates are reported in the Investor Discussion Pack (http://www.westpac.com.au/docs/pdf/aw/ic/141102_Final_-_website_V3.pdf)

and Annual report (<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=91>)

2014 Financial Assurance Report (<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=289>)

INDIRECT ECONOMIC IMPACTS

DMA

Describe work done to understand indirect economic impact

Explain the significance of indirect economic impacts in the context of external benchmarks and stakeholder priorities, such as national and international standards, protocols and report

Explain whether the organisation conducted a community assessment to determine the need for infrastructure and other services

[Our Strategy \(/our-business/about-us/our-strategy\)](#)

[Our Approach \(http://www.westpac.com.au/about-westpac/sustainability-and-community/better-tomorrow/our-approach/\)](http://www.westpac.com.au/about-westpac/sustainability-and-community/better-tomorrow/our-approach/)

[2014 Sustainability Assurance Report \(PDF\) \(/docs/default-source/default-document-library/14-wes-sust---assurance-statement_westpac-annual-review-and-sustainabili.pdf?sfvrsn=4\)](#)

G4-EC7

Development and impact of infrastructure investments and services supported

Impacts of Commercial Investment are reported through projects evaluated under the Equator Principles and also through our lending to CleanTech companies.

[Equator Principles \(http://www.westpac.com.au/about-westpac/sustainability-and-community/sustainability-action/responsible-banking-investment/equator-principles/\)](http://www.westpac.com.au/about-westpac/sustainability-and-community/sustainability-action/responsible-banking-investment/equator-principles/)

[Environment \(CleanTech Investment\) \(/our-performance/sustainability/environment\)](#)

Impacts of our ProBono and In kind investment are discussed through [Our Community pages](#)

[Communities \(/our-performance/sustainability/communities\)](#)

Duration of investment for commercial arrangements

[2014 Sustainability Assurance Report \(PDF\) \(/docs/default-source/default-document-library/14-wes-sust---assurance-statement_westpac-annual-review-and-sustainabili.pdf?sfvrsn=4\)](#)

G4-EC8

Significant indirect economic impacts, including the extent of impacts

[Our Community webpage \(http://www.westpac.com.au/about-westpac/sustainability-and-community/our-community/\)](http://www.westpac.com.au/about-westpac/sustainability-and-community/our-community/) and [2014 Communities Factpac \(PDF\) \(/docs/default-source/default-document-library/2014-wbc-communities-factpac.pdf?sfvrsn=4\)](#) provides information in regards to community investment, including forgone fee revenue and other in-kind donations.

[Our Suppliers webpage \(http://www.westpac.com.au/about-westpac/sustainability-and-community/sustainability-action/suppliers/\)](http://www.westpac.com.au/about-westpac/sustainability-and-community/sustainability-action/suppliers/) and [2014 Suppliers Factpac \(PDF\) \(/docs/default-source/default-document-library/2014-wbc-suppliers-factpac.pdf?sfvrsn=4\)](#) provides an overview of our supply chain spend and the percentage of suppliers who have been assessed against our sustainable supply chain management (SSCM) framework

Our work within the Pacific Islands focuses on improving access to banking services in these locations, as outlined in the [Westpac Pacific section \(/our-performance/businesses/westpac-pacific\)](#) of our Annual Review and Sustainability Report

Further information regarding investment and outcomes can be found throughout the 2014 Annual Review and Sustainability Report (PDF) ([/docs/default-source/default-document-library/2014-annual-review-and-sustainability-report-\(pdf\).pdf?sfvrsn=0](/docs/default-source/default-document-library/2014-annual-review-and-sustainability-report-(pdf).pdf?sfvrsn=0))

External Recognition (</our-performance/sustainability/external-recognition>) includes a summary of the external benchmarks and frameworks we use and an overview of our rankings and awards for 2014.

We also actively engage with our stakeholders, and align with the AA1000 Stakeholder Engagement Standard as outlined in Issues that matter, table one Engaging with our stakeholders (</our-business/about-us/sustainability-governance>)

2014 Sustainability Assurance Report (PDF) (/docs/default-source/default-document-library/14-wes-sust---assurance-statement_westpac-annual-review-and-sustainabili.pdf?sfvrsn=4)

DIVERSITY AND EQUAL OPPORTUNITY

DMA

Employees (</our-performance/sustainability/employees>)

Annual Report Corporate Governance - Diversity

(<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=34>)

Westpac as an Employer (<http://www.westpac.com.au/about-westpac/careers/westpac-as-employer/people-policies/>)

Our Employee Assistance Program provides confidential counselling for our people and immediate families on a range of issues. This may include relationship and family problems, stress management, grief and bereavement and trauma management. This service is provided by independent external counselling specialists located in each state of Australia.

Our Critical Incident Management Program provides assistance to employees requiring counselling after a traumatic event. This can include hold-ups, personal threats in the workplace, the death of a work colleague, or external events such as floods or bushfires

Whistleblower Protection Policy

(<http://www.westpac.com.au/docs/pdf/aw/WhistleblowerProtectionPolicy.pdf>)

2014 Sustainability Assurance Report (PDF) (/docs/default-source/default-document-library/14-wes-sust---assurance-statement_westpac-annual-review-and-sustainabili.pdf?sfvrsn=4)

2014 Financial Assurance Report (<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=289>)

G4-LA12

Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity

Full details of directors are available at on our website (<http://www.westpac.com.au/about-westpac/westpac-group/board-of-directors/>). This is presented as raw data rather than percentages.

Employee breakdown by gender and age group is provided in the 2014 Employees Factpac (PDF) (</docs/default-source/default-document-library/2014-wbc-employees-factpac.pdf?sfvrsn=6>)

Our most recent publicly available diversity survey data is included below:

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.

2014 Sustainability Assurance Report (PDF) (/docs/default-source/default-document-library/14-wes-sust---assurance-statement_westpac-annual-review-and-sustainabili.pdf?sfvrsn=4)

2014 Financial Assurance Report (<http://2014annualreport.westpacgroup.com.au/our-performance/sustainability/gri-content-index>)

LOCAL COMMUNITIES

DMA

As a major Australian Financial Institution we understand we can have a major impact on the communities we operate in by helping people participate in the economy and society through strengthening our approach to financial inclusion.

Our approach to this issues is outlined further in the Our Community section of the Annual Review and Sustainability report, and more specifically for our Pacific customers in the Pacific section of the Annual Review and Sustainability Report.

2014 Sustainability Assurance Report (PDF) (/docs/default-source/default-document-library/14-wes-sust---assurance-statement_westpac-annual-review-and-sustainabili.pdf?sfvrsn=4)

G4-SO1

Percentage of operations with implemented local community engagement, impact assessments, and development programs.

Westpac uses the following frameworks and polices to assess our engagement and the impact of our operations on local communities. These apply to 100% of our operations.

Social impact assessment is considered in our Social Impact Framework, Environmental Impact Assessment and Monitoring and Sustainability Risk Management Framework. This is reported in our 2014 Environment Factpac (PDF) (</docs/default-source/default-document-library/2014-wbc-environment-factpac.pdf?sfvrsn=4>) and environment as well on our website under Our Approach (<http://www.westpac.com.au/about-westpac/sustainability-and-community/better-tomorrow/our-approach/>).

Local community development programs are considered in through our Social Impact Framework outlined on our webpage under Supporting Community Organisations (<http://www.westpac.com.au/about-westpac/sustainability-and-community/our-community/supporting-community-organisations/>).

Our Annual Review and Sustainability (</our-business/about-us/issues-that-matter>) report contain details of how we interact and assess our stakeholders, as well as on our website under Listening to our stakeholders. (<http://www.westpac.com.au/about-westpac/sustainability-and-community/better-tomorrow/our-approach/listening-matters/>)

All grievances can be reported using Westpac's existing grievance and whistleblowing processes

2014 Sustainability Assurance Report (PDF) (/docs/default-source/default-document-library/14-wes-sust---assurance-statement_westpac-annual-review-and-sustainabili.pdf?sfvrsn=4)

G4-SO2

Operations with significant actual and potential negative impacts on local communities.

In 2014 there where no significant actual or potential negative impacts of our direct operations on local communities, for examples material branch closures, orchange of service. We do recognise that we can have an indirect impact on communities through the companies we lend to and invest in, and through our supplychain. Significant indirect impacts identified in 2014 are discussed on the pages below:

Customers (</our-performance/sustainability/customers>)

Environment (</our-performance/sustainability/environment>)

2014 Sustainability Assurance Report (PDF) (/docs/default-source/default-document-library/14-wes-sust---assurance-statement_westpac-annual-review-and-sustainabili.pdf?sfvrsn=4)

G4-FS13

Initiatives to improve access to financial services for disadvantaged people

For each initiative indicate:

1. target disadvantaged group
2. degree to which it is applied across the institution, and
3. progress made against the initiative

Businesses (</our-performance/businesses>)

Westpac provides a number of services to help those in low-populated or economically disadvantaged areas. These include the Westpac Pacific Everywhere Banking Initiatives ([link](/our-performance/businesses/westpac-pacific)) (</our-performance/businesses/westpac-pacific>), St George SENSE accounts and mobile innovation ([link](/our-performance/businesses/st-george-banking-group/st-george)) (</our-performance/businesses/st-george-banking-group/st-george>) and Westpac Assist Program ([link](/our-performance/businesses/westpac-retail-business-banking)) (</our-performance/businesses/westpac-retail-business-banking>). More details can be found on Westpac's corporate website. (<http://westpac.com.au>)

Details of access points for all brands within the Westpac group are contained within our 2014 Customer factpac (PDF) (</docs/default-source/default-document-library/2014-wbc-customer-factpac.pdf?sfvrsn=4>). Financial inclusion is a focus for our Pacific business, data for the Pacific is included in our 2013-17 Sustainability Strategy factpac (PDF) (</docs/default-source/default-document-library/2014-wbc-sustainability-strategy-factpac.pdf?sfvrsn=8>) under objective 9.

In 2014 there was a 2.02% decrease in the number of ATMs across the group and a 2% increase in the percentage of talking ATMs in the network.

2014 Sustainability Assurance Report (PDF) (/docs/default-source/default-document-library/14-wes-sust---assurance-statement_westpac-annual-review-and-sustainabili.pdf?sfvrsn=4)

G4-FS14

Access points in low-populated or economically disadvantaged areas by type.

Report the following:

1. Total number and percentage of total points of access by region and type of access
2. Provide context to the data
3. Percentage increase or decrease and absolute number of points of access, and
4. classification the reporting organisation has used to classify regions

Sustainable products and services available for customers ([:http://www.westpac.com.au/about-westpac/sustainability-and-community/sustainability-action/sustainable-products-services/](http://www.westpac.com.au/about-westpac/sustainability-and-community/sustainability-action/sustainable-products-services/))

These include products to improve access to financial services
(<http://www.westpac.com.au/about-westpac/sustainability-and-community/sustainability-action/sustainable-products-services/products-services/>)

As well as services and educations programs to improve financial literacy
(<http://www.westpac.com.au/about-westpac/sustainability-and-community/sustainability-action/sustainable-products-services/financial-education/>)

Westpac has developed an accessibility access plan and reports progress against this plan through our website ((<http://www.westpac.com.au/about-westpac/westpac-group/corporate-governance/Accessibility/accessibility-action-plan>)

To assist customers in accessing our branches, locations with disabled accesses are noted on the Westpac Website. Westpac also provides has a number of Talking ATM's across Westpac, St George and Westpac New Zealand to assist the visual impaired, these are reported in the 2014 Customer factpac (PDF) (</docs/default-source/default-document-library/2014-wbc-customer-factpac.pdf?sfvrsn=4>)

ANTI-CORRUPTION

DMA

Annual Report Note 27 (<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=199>)

Annual Report - Corporate Governance
(<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=26>)

2014 Financial Assurance Report (<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=289>)

G4-SO3

Total number and percentage of operations assessed for risks related to corruption and the significant risks identified

Annual Report - Operational Risk and Compliance Risk
(<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=123>)

Annual Report Note 27 (<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=199>)

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

2014 Financial Assurance Report (<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=289>)

G4-SO4

Communication and training on anti-corruption policies and procedures

Compulsory Doing the Right Thing training covers areas of ethical business behaviour, including our gifts policy and other anticorruption 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/aboutwestpac/sustainability-and-community/our-approach/principles-fordoing-business/>)).

See also our 2014 Employees Factpac (PDF) (</docs/default-source/default-document-library/2014-wbc-employees-factpac.pdf?sfvrsn=6>)

G4-SO5

Confirmed incidents of corruption and actions taken

2014 Employees Factpac (PDF) (</docs/default-source/default-document-library/2014-wbc-employees-factpac.pdf?sfvrsn=6>)

Annual Report (public cases of corruption and bribery brought against org. during reporting period.

There have been no cases of supplier contracts being terminated or not renewed due to violations related to corruption in 2014.

2014 Sustainability Assurance Report (PDF) (/docs/default-source/default-document-library/14-wes-sust---assurance-statement_westpac-annual-review-and-sustainabili.pdf?sfvrsn=4)

COMPLIANCE

DMA

Annual Report - Operational Risk and Compliance Risk

(<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=123>)

Annual Report Note 27 (<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=199>)

Not applicable

G4-SO8

Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations

There were no significant fines, non-monetary sanctions reported nor any cases brought through dispute resolution mechanisms

PRODUCT AND SERVICE LABELING

DMA

Annual Report - Operational Risk and Compliance Risk

(<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=123>)

Annual Report Note 27 (<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=199>)

Operating Principles (<http://www.westpac.com.au/about-westpac/westpac-group/corporate-governance/principles-policies/>)

Risk Management Frameworks (<http://www.westpac.com.au/about-westpac/westpac-group/corporate-governance/risk-management/>)

Principles for responsible lending

(http://www.westpac.com.au/docs/pdf/aw/Westpac_Principles_for_Resp1.pdf)

People Policies (<http://www.westpac.com.au/about-westpac/careers/westpac-as-employer/people-policies/>)

All staff are required to complete 'Doing The Right Thing' as new recruits and again every 2 years as existing. Training content includes Our Principles for Doing Business as well as modules on Human Rights, OH&S, Acting with Integrity, Maintaining Privacy, Equal Employment Opportunity in Action, AML & Counter-Terrorism, Operational Risk, Our Information Security, Giving Advice, Managing Regulator Relationships, Managing Records, Information Security, Complaints Management and Resolutions and Sanctions as well as

2014 Employees Factpac (PDF) (</docs/default-source/default-document-library/2014-wbc-employees-factpac.pdf?sfvrsn=6>)

2014 Financial Assurance Report (<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=289>)

G4-PR3

Type of product and service information required by the organization's procedures for product and service information and labeling, and percentage of significant product and service categories subject to such information requirements

Key offerings from Westpac Banking Group include products and services in relation to Personal Banking, Business Banking, Investment Banking, Superannuation and Financial Advice.

Principles for responsible lending (<http://www.westpac.com.au/about-westpac/sustainability-and-community/sustainability-action/responsible-banking-investment/responsible-lending/>)

Code of banking Practice (<http://www.westpac.com.au/about-westpac/sustainability-and-community/sustainability-action/responsible-banking-investment/code-of-banking-practice/>)

Westpac acknowledge our obligation to market our products responsibly and stay in touch with the expectations of customers and the community. All financial products offered are subject to regulation covering product disclosure requirements, Westpac also subscribe to voluntary codes of conduct, including the Code of Banking Practice. Where relevant this includes sustainability criteria.

Refer:

- Principles for responsible lending (<http://www.westpac.com.au/about-westpac/sustainability-and-community/sustainability-action/responsible-banking-investment/responsible-lending/>)
- Principles for responsible investment (<http://www.westpac.com.au/about-westpac/sustainability-and-community/sustainability-action/responsible-banking-investment/responsible-investment/>)
- Code of banking practice (<http://www.westpac.com.au/about-westpac/sustainability-and-community/sustainability-action/responsible-banking-investment/code-of-banking-practice/>)

G4-PR4

Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes

There have been no significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.

However, there was an instance of potentially misleading statements contained in a Product Disclosure Statement (PDS) and other promotional material. Two infringement notices were applied with a value of \$10,200 each. The payment of an infringement notice is not an admission of a

contravention of the Australian Securities and Investment Commission Act 2001 consumer protection provisions.

Link to notices (<https://www.asic.gov.au/asic/asic.nsf/byHeadline/14-236MR%20Westpac%20pays%20%2420400%20penalty%20for%20misleading%20statements?opendocument>)

G4-PR5

Results of surveys measuring customer satisfaction

2014 Customer factpac (PDF) (</docs/default-source/default-document-library/2014-wbc-customer-factpac.pdf?sfvrsn=4>)

NPS is a measure of customer advocacy, measuring how likely our customers are to recommend products and services provided by the Westpac Group. It is used as a proxy for customer satisfaction.

MARKETING COMMUNICATIONS

DMA

Annual Report - Operational Risk and Compliance Risk

(<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=123>)

Annual Report Note 27 (<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=199>)

2014 Financial Assurance Report (<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=289>)

G4-PR6

Sale of banned or disputed products

Report whether org sells products that are banned in certain markets or subject to stakeholder questions or public debate

Our principles for doing business (<http://www.westpac.com.au/about-westpac/sustainability-and-community/better-tomorrow/our-approach/principles-for-doing-business/>) outlines Westpac's standards of ethical practice and behaviors, including how we sell our products and services.

In 2014 no products are sold that are banned in other markets or subject to stakeholder question.

2014 Financial Assurance Report (<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=289>)

G4-PR6

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2014 Financial Assurance Report (<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=289>)

G4-PR7

There were no instances of non-compliance with regulatory codes concerning marketing communication resulting in a fine or warning and no instances of non-compliance with voluntary codes concerning marketing communication in 2014

CUSTOMER PRIVACY

DMA

Committed to protecting your privacy (<http://www.westpac.com.au/privacy/>)

G4-PR8

Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data

COMPLIANCE

DMA

Operational Risk and Compliance Risk

(<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=123>)

Annual Report Note 27 (<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=199>)

2014 Financial Assurance Report (<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=289>)

G4-PR9

Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services

There have been no significant fines for non-compliance with laws and regulations concerning the provision and use of products and services

However, there was an instance of potentially misleading statements contained in a Product Disclosure Statement (PDS) and other promotional material. Two infringement notices were applied with a value of \$10,200 each. The payment of an infringement notice is not an admission of a contravention of the Australian Securities and Investment Commission Act 2001 consumer protection provisions

Link to notices (<https://www.asic.gov.au/asic/asic.nsf/byHeadline/14-236MR%20Westpac%20pays%20%2420400%20penalty%20for%20misleading%20statements?opendocument>)

PRODUCT PORTFOLIO

DMA

Policies with specific environmental and social components applied to business lines.

Procedures for assessing and screening environmental and social risks in business lines.

Processes for monitoring clients' implementation of and compliance with environmental and social requirements included in agreements or transactions.

Processes for improving staff competency to implement the environmental and social policies and procedures as applied to business lines.

Interactions with clients / investees / business partners regarding environmental and social risks and opportunities.

Westpac has 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.

Details of lending and investment policies with environmental and social components (<http://www.westpac.com.au/about-westpac/sustainability-andcommunity/sustainability-action/responsible-banking-investment/>)

Westpac Group's Sustainability Risk Management Framework (SRMF) provides guidance on how sustainability risks should be considered across the business, including within lending and investments

Underpinning the SRMF are a range of other policies and position statements including:

Our internal ESG Credit Risk Policy, a summary of which is provided in our Position Statement on Sustainable Finance.

(http://www.westpac.com.au/docs/pdf/aw/Position_statement_on_sustainable_finance.pdf)

Our sensitive sector position statements, Principles for Responsible Lending, and details on how we approach our commitments under the Principles for Responsible Investment (PRI) and Equator Principles outlined on our website under assessing sustainable risks in lending

(<http://www.westpac.com.au/about-westpac/sustainability-and-community/sustainability-action/responsible-banking-investment/assessing-sustainable-risks/>)

Westpac reports on large scale projects assessed under the Equator Principles

(<http://www.westpac.com.au/about-westpac/sustainability-and-community/sustainability-action/responsible-banking-investment/equator-principles/>)

Our wealth management business, BT Financial Group (BTFG) is a signatory to the UN Principles for Responsible Investment (PRI) (<http://www.btf.com.au/about-bt-financial-group/corporate-sustainability/sustainability-in-action.asp>)

The BT MySuper Environmental Social and Governance Policy ((<http://www.btf.com.au/about-bt-financial-group/regulatory-reporting/documents/BT-MySuper-Environmental-Social-and-Governance-policy.pdf>) provides guidance relation to ESG assessment in the 'MySuper' product suite

Advance Asset management also has specific policies in regards to sustainable investment

((<http://www.advance.com.au/downloads/flyers/Sustainable-Investing-Philosophy-Flyer.pdf>)).

Westpac Governance Principles and Policies (<http://www.westpac.com.au/about-westpac/westpac-group/corporate-governance/principles-policies/>.) include details on how Westpac manages Human Rights

Our Environment Policy (:

<http://www.westpac.com.au/docs/pdf/aw/EnvironmentalPolicy.pdf>) includes our commitment to assess environmental risks associated with our lending and invest me

Our Climate Change and Environment Position Statement (<http://www.westpac.com.au/docs/pdf/aw/sustainability-community/WestpacCCEPositionStatement2014.pdf>) includes detail on action plans in relation to climate change and environmental risks - including as they relate to our lending and invest me

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 sustainability risks within the larger group risk management framework (<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=26>)

Within the Institutional Bank training requirements for staff with identified ESG risk management responsibility are delivered through our GROW program

Within BTFG, BTIM and Advance staff with a specific ESG focus attended regular industry events and training and have access to appropriate research in order to remain up to date and transfer knowledge to the wider business as appropriate.

Westpac engage with our clients and stakeholders on ESG issues in various ways. High level overview of our approach is provided in the Annual Review and Sustainability Report (</our-business/about-us/issues-that-matter>) and one our website (<http://www.westpac.com.au/about-westpac/sustainability-and-community/better-tomorrow/our-approach/listening-matters/>). Details of the process for engagement with institutional clients is described in Westpac Institutional Banking (</our-performance/businesses/westpac-institutional-bank>) and one our website under Responsible Banking and Investment (<http://www.westpac.com.au/about-westpac/sustainability-and-community/sustainability-action/responsible-banking-investment/>).

Advance and BTIM use an external service provider, Regnan -Governance Research and Engagement to undertake engagement for Australian share holdings. We also expect, where consistent with their process, external managers to engage on our behalf. More information can be found in regard to engagement by our investment business in the BTFG PRI R1 Transparency Report (http://www.unpri.org/viewer/?file=wp-content/uploads/Merged_Public_Transparency_Report_BT-Financial-Group.pdf)

As an investor our interactions are outlined with regards to the proxy voting policies of BTIM (<http://www.btim.com.au/shareholdercentre/corporategovernance/>) and Advance (http://www.advance.com.au/downloads/regulatory-updates/policy_document.pdf) and in specifically relation to to BTFG Superannuation Products (<http://www.btfsg.com.au/about-bt-financial-group/regulatory-reporting/documents/BT-Super-proxy-voting-policy.pdf>).

G4-FS6

Percentage of the portfolio for business lines by specific region, size (e.g.micro/sme/large) by sector

Majority of Wesptac Group's business in conduct within East Asia and the Pacific

The 2014 Financial factpac (PDF) (</docs/default-source/default-document-library/2014-wbc-financial-factpac.pdf?sfvrsn=4>) and 2014 Customer factpac (PDF) (</docs/default-source/default-document-library/2014-wbc-customer-factpac.pdf?sfvrsn=4>) 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 Our Businesses (</our-business>).

Country or region specific risk assessment is incorporated into the group wide Risk Management Framework (<http://2014annualreport.westpacgroup.com.au/docs/default-source/default-document-library/2014-westpac-group-annual-report.pdf?sfvrsn=4#page=41>) the ESG Credit Risk policy (http://www.westpac.com.au/docs/pdf/aw/Position_statement_on_sustainable_finance.pdf) outlines the approach taken to determine ESG risks at region or sector level.

G4-FS7

Monetary value of products and services designed to deliver a specific social benefit for each business line broken down by purpose

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 organisations such as the Tjanpi Desert Weavers (</case-studies/partnering-to-strengthen-communities>) and Many Rivers Microfinance (</our-performance/sustainability/communities>), the funds that we have committed to making available for lending in the social and affordable housing sector (</our-performance>), and our social sector banking footings and our responsible investment funds under management (refer 2014 Five year summary (PDF) (</docs/default-source/default-document-library/wbc599-5-year-summary-microsite.pdf?sfvrsn=10>))

Details of our donation, together with the Group's employees, microfinance loans are found in our Full year Financial Results ([link](#)). See also 2014 Communities Factpac (PDF) (</docs/default-source/default-document-library/2014-wbc-communities-factpac.pdf?sfvrsn=4>) and 2014 Customer factpac (PDF) (</docs/default-source/default-document-library/2014-wbc-customer-factpac.pdf?sfvrsn=4>)

G4-FS8

Monetary value of products and services designed to deliver a specific environmental benefit for each business line broken down by purpose

Details of specific initiatives to deliver environmental benefit are included under objective 4 in our 2017 Sustainability Strategy (</our-performance>)

Environmental Solutions (</our-performance/sustainability/environmental-solutions>)

Responsible investment funds under management for BT Financial Group are outlined in the 2014 Five year summary (PDF) (</docs/default-source/default-document-library/wbc599-5-year-summary-microsite.pdf?sfvrsn=10>).

ACTIVE OWNERSHIP

DMA

Westpac participates in share voting through our investment and asset management business. Relevant Policies are

Advance (www.advance.com.au/downloads/regulatory-updates/policy_document.pdf)

BTIM (<http://www.btim.com.au/shareholdercentre/corporategovernance/>)

BTFG Superannuation (<http://www.btfg.com.au/about-bt-financial-group/regulatory-reporting/documents/BT-Super-proxy-voting-policy.pdf>)

BTIM proxy voting record (<http://www.btim.com.au/media/July-2012-June-2013-Proxy-Voting-Report-Summary-for-BTIMwebsite-CP.pdf>)

G4-FS10

Percentage and number of companies held in the institution's portfolio with which the reporting organisation has interacted on environmental or social issues.

We monitor and track our engagements with companies in our asset portfolio as required. We disclose the outcomes of these engagements to clients and/or beneficiaries only. Our preference is undertaking non-public engagement with companies and will report on ESG activity relating to engagements of influence on an as needs basis

UN PRI R1 Transparency Report (http://www.unpri.org/viewer/?file=wp-content/uploads/Merged_Public_Transparency_Report_BT-Financial-Group.pdf)

G4-F11

Percentage of assets subject to positive and negative environmental or social screening

UN PRI R1 Transparency Report - Page 44-45 (http://www.unpri.org/viewer/?file=wp-content/uploads/Merged_Public_Transparency_Report_BT-Financial-Group.pdf#page=45)

Westpac report on Responsible Funds under Management in the 2014 Five year summary (PDF) (</docs/default-source/default-document-library/wbc599-5-year-summary-microsite.pdf?sfvrsn=10>). 100% of the Funds listed in the Ethical and the Sustainability Funds are screened as per the definition included in the GRI/UNPRI and the Group will continue to integrate ESG screening into mainstream investment products.

WESTPAC INVESTOR CENTRE ([HTTP://WWW.WESTPAC.COM.AU/ABOUT-WESTPAC/INVESTOR-CENTRE/](http://www.westpac.com.au/about-westpac/investor-centre/))

CONTACTS ([HTTP://WWW.WESTPAC.COM.AU/CONTACT-US/WESTPAC-GROUP/](http://www.westpac.com.au/contact-us/westpac-group/))

DISCLAIMER ([HTTP://WWW.WESTPAC.COM.AU/TERMS-AND-CONDITIONS/](http://www.westpac.com.au/terms-and-conditions/))

PRIVACY ([HTTP://WWW.WESTPAC.COM.AU/PRIVACY/](http://www.westpac.com.au/privacy/))

SITEMAP ([/SITEMAP](/sitemap/))

Assurance over the content and key data sets in this report is provided by Ernst & Young.

Access the detailed assurance statement. (/docs/default-source/default-document-library/14-wes-sust---assurance-statement_westpac-annual-review-and-sustainabili.pdf?sfvrsn=4) | © 2014 Westpac Group ABN 33 007 457 141