

2022 highlights

Shareholders

Returned

\$7.8bn

to shareholders via dividends and a \$3.5bn share buy-back

Full Year dividend of 125 cents per share

↑6% or 7 cents per share

(Final dividend of 64 cents per share)

Common equity tier 1 capital ratio

11.3%

comfortably above regulatory minimum

Total shareholder return

↓16%

Total shareholder return declined 16% from overall market declines and share price weakness following our FY21 result

Cash earnings return on equity

7.5%

Cash earnings per ordinary share

148.0 cents

up 1%

Customers

Lending

↑\$30bn

Customer deposits

↑\$33bn

Customer franchise improved with Australian consumer net promoter score (NPS) higher over the year, although overall level is below major bank competitors

94%

of complaints, on average, resolved at first point of contact

Digital enhancements:

- Completed roll-out of new mobile app
- Launched new online personal financial management features

Increased security to help protect customers:

- Blocking transactions to suspect merchants
- Stopping impersonation of Westpac Australia phone numbers
- Fraud reduced by **80%** when dynamic CVC was used

Supported

1,600+

customers through floods

Provided over

\$66m

in COVID-19 relief packages since 2020

Employees

Organisational Health Index

75

up one point over the year



Women in leadership

50%¹

Enhancing workplace policies:

- Increased paid parental leave entitlements
- Special paid leave and support for pregnancy loss



\$5.9bn

paid to our people

2/3

of employees who voted in the 2023 Australian Enterprise Agreement voted yes

Community

\$3.1bn

Income tax expense, including the bank levy

Launched our **fifth Reconciliation Action Plan** – recognised at the highest ‘Elevate’ level by Reconciliation Australia



Launched **fifth Climate Change Position Statement and Action Plan**

Joined Net-Zero Banking Alliance and set **2030 targets** for five emissions-intensive sectors in our lending portfolio

Largest bank lender to greenfield renewable projects in Australia over past five years²

Westpac Scholars Trust awarded

\$4.6m³

in scholarships to **100 scholars**

\$136m

in community investment

1. Women in Leadership refers to women in leadership roles across the Group. It includes the CEO, Group Executives, General Managers, senior leaders with significant influence on business outcomes (direct reports to General Managers and their direct reports), large (3+) team people leaders three levels below General Manager, and Bank and Assistant Bank Managers.

2. IJGlobal and Westpac research data.

3. Westpac Scholars Trust (ABN 35 600 251 071) is administered by Westpac Scholars Limited (ABN 72 168 847 041) as trustee for the Westpac Scholars Trust. Westpac Scholars Trust is a private charitable trust and neither the Trust nor the Trustee are part of Westpac Group. Westpac provides administrative support, skilled volunteering and funding for operational costs of Westpac Scholars Trust. Awarded scholarships include co-funding from university partners.