

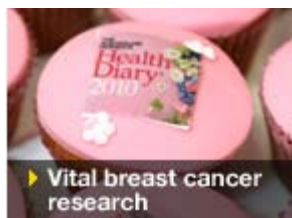
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Sustainable Communities News from the Commonwealth Bank



Issue 2 - November 2009



▶ Vital breast cancer research



▶ Indigenous employment strategy



▶ Student mentoring program



▶ Sustainability Report 2009



Welcome to the latest edition of our Sustainable Communities newsletter.

At the Commonwealth Bank, our focus is on working with communities to build a sustainable future for generations to come. This commitment is reflected in our community partnerships which span the health sector, arts, youth

and education, Indigenous communities, sport and the environment.

In this newsletter, we discuss the launch of our '2009 Sustainability Report' which highlights the positive work we are doing to deliver long-term value for our customers, our people and the wider community. We also highlight our support of the Prostate Cancer Foundation of Australia and the Breast Cancer Institute of Australia; two important organisations that are dedicated to research and awareness programs that promote the health and wellbeing of Australians.

I hope you enjoy this edition.

Kind regards,

Commonwealth Bank supports Prostate Cancer

We are a longstanding partner of the Prostate Cancer Foundation of Australia and our support of Prostate Cancer Awareness Month raised over \$40,000. For more information copy and paste this link in your browser:

commbank.com.au/community/prostatecancerfoundation

Supporting the Great Barrier Reef Foundation

Our staff participated in the Great Barrier Reef Foundation ZooX Ambassador Program, providing an opportunity to learn more about the impact environmental changes are having on the Reef. For more information copy and paste this link in your browser:

commbank.com.au/environment

Supporting vital research into the prevention and cure of breast cancer



The Commonwealth Bank has been a proud partner of the Breast Cancer Institute of Australia (BCIA) since 1995. Each year our support helps to produce The Australian Women's Health Diary, which contains health and finance tips for women and their families. Since 1999, sales of the diary have raised \$5.1 million to help support vital clinical trials and other research into the prevention and cure of breast cancer.

The diaries went on sale at selected Commonwealth Bank branches on 1st October to mark the start of Breast Cancer Awareness Month. Our staff are also passionate about finding a cure for breast cancer, and they actively sell the diaries not only to customers but to friends and family.

Pauline Neville is one staff member who gets behind Breast Cancer Awareness Month each year, and last year helped make Penrith Plaza in NSW our second highest selling branch.

"With my cousin passing away at only 44 years of age, I am passionate about supporting the fight to find a cure for this terrible disease. This is a cause close to my heart," she said.

Our staff also lent their support to Breast Cancer Awareness Month by hosting pink fundraisers across the country. Branches held BBQs and there was an abundance of pink morning teas and staff wearing pink throughout the month.

Copy and paste commbank.com.au/diary into your browser to help invest in a cure for breast cancer by purchasing the 2010 Australian Women's Health Diary.

Commonwealth Bank launches Indigenous Banking Team



The Group recently launched an Indigenous Banking Team, an innovative new initiative that will seek to increase economic equality for Indigenous people. As one of the first of its kind for Australian banking, the team will have four core areas of focus that will create tangible economic opportunities for Indigenous communities and customers.

The four key areas of focus are:

- **Economic opportunity**
- **Employment**
- **Innovative financial products and services**
- **Cultural appreciation**

Through the Group's employment strategy we are committed to employing 350 Indigenous people over 3 years through a diverse range of employment opportunities.

The employment strategy focuses on three key objectives:

- **Training and Development** - training and up-skilling opportunities for Indigenous job seekers;
- **Talent and Recruitment** - recruitment processes which broaden our capacity to attract quality Indigenous candidates; and
- **Environment** - providing a workplace environment that acknowledges Indigenous culture and supports Indigenous employees.

Tristan Wills, Executive General Manager Community and Sponsorship explains, "Providing increased Indigenous employment opportunities is key to our commitment to excel in customer service."

"We want to ensure our Commonwealth Bank staff reflect the diversity of our customer base so we can better meet their needs," she said.

To read about our commitment to Indigenous staff, customers and communities please cut and paste the following URL into your browser: commbank.com.au/Indigenous

Our people go back to school for a good cause



Over 30 staff have been involved in the "Your Face, Your Story" mentoring program with Cabramatta High School students this year. The program aims to engage students to create a written and creative piece of personal cultural expression.

The mentoring initiative is run over four high-impact sessions. Each session begins with a guest speaker who shares their own story with the group, then students and mentors work together to develop and refine their own stories.

Maria Ngo, a graduate from financial services, explains why she volunteered as a mentor.

"Coming from a background with parents arriving in Australia as refugees when they were only teenagers, I am fascinated by the extraordinary challenges young people face."

"I hope to make a difference to those who wish to share their cultural stories," she said.

This is the third year the Group has worked with Cabramatta High School on this project and the stories continue to inspire and challenge. The artworks and story extracts will be on public display in the Banking Chamber at 48 Martin Place on 23-27 November 2009.

Commonwealth Bank is a member company of the Australian Business and Community Network (ABCN) and CEO Ralph Norris sits on the ABCN Council. You can read more about the Group's work with the ABCN by copying and pasting the following link in your browser: commbank.com.au/volunteering

Commonwealth Bank launches Sustainability Report 2009



The Commonwealth Bank has always had a focus on the long-term success of our business and the broader community.

Our involvement in community partnerships, our focus on developing our people, and our commitment to our customers are all areas where we have had a dedicated approach for many years. In addition, managing our environmental impact and maintaining strong governance have been pivotal to our development as a sustainable business.

The diversity and longevity of our activities have now been captured in the Commonwealth Bank Sustainability Report 2009, demonstrating the Group's commitment to building a sustainable business. Published online, the report covers our work across our five foundations -

Customers, People, Governance, Community and Environment - with specific examples of activities during the 2008-09 financial year.




Barbara Chapman, Group Executive Human Resources and Group Services, commented; "The Sustainability Report 2009 provides a solid overview of the Group's activities and performance across our five foundations. It highlights the positive work we are doing and our commitment to being a well-managed business committed to delivering long-term value to our customers, our people and the community."

The Group's Sustainability Report is an annual publication and was published online in October, covering the 2008/09 financial year period.

To read the Commonwealth Bank Sustainability Report 2009 copy and paste the following link into your browser: commbank.com.au/sustainability

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