



# Sustainability 08

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Commonwealth Bank of Australia

**Understanding and managing the sustainability issues of our businesses is important to us. We believe that embedding sustainability into our business practices will result in delivering value to our shareholders and positively impact our reputation in the wider community.**

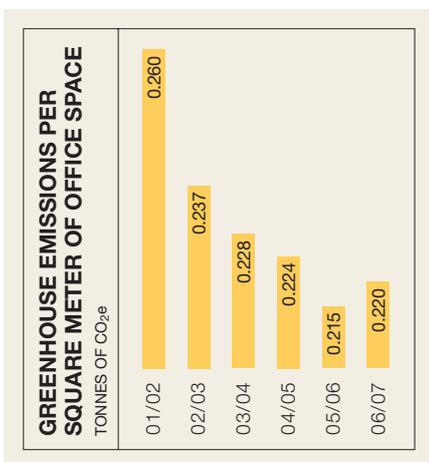
Sustainability issues can be divided into three broad categories – environment, social and governance.

## Environment

The Group has a direct and indirect impact on the environment and has already put in place a number of initiatives:

- > A commitment to continuous improvement in energy and water efficiency and waste management. Since 2001, our greenhouse emissions have reduced by 17% per square metre of office space.
- > Offer our customers the option of online account statements and 'eco friendly' options for customers using their award points.

- > Consider the environmental impacts of the companies we lend to, and invests in. This environmental policy has been in place since 2001.
- > In March 2007, Colonial First State Global Asset Management became a signatory to the United Nations Principle for Responsible Investment, demonstrating its commitment to consider environmental, social and governance issues across all investments.
- > In September 2007, Colonial First State launched the Generation Global Sustainability Fund, available through its FirstChoice investment platform.



**Determined** to be different

# Social

**As an employer of more than 38,000 people and with over 9 million customers, the Group has one of the largest social footprints of any Australian company.**

The Group seeks to attract, retain and develop the best people for our business, ensuring people are engaged, passionate and valued.

The Group works to create a culture of teamwork and collaboration where people are recognised for their achievements, challenged to improve, and are proud to work for the Group. The Group's Trust and Team Spirit Index which is a measure of organisational culture, has improved by 33% since November 2003.

The Group is committed to providing a safe and rewarding workplace through a range of programs and work practices. Workplace injury rates, as measured by Long Term Injury Frequency Rate (LTIFR) have continued to improve and the Group is now at a level which is close to "best in class" relative to its peers.

The Group's customer satisfaction (for the retail bank), as measured by Roy Morgan now stands at a 10 year high of 70.7%, having improved from 66.5% as at December 2006. Our Institutional

Banking business received the highest satisfaction rating in the most recent East & Partners biannual survey. Our FirstChoice platform is ranked No. 2 for overall advisor satisfaction.

The Group is also dedicated to building the financial literacy of young Australians. The Commonwealth Bank Foundation's financial literacy programs create and support educational projects that will reach more than 40,000 Australian students and teachers in 2008 alone.

# Governance

**The Group is open and transparent with its stakeholders and continually measures its reputation with its key stakeholder groups.**

The Group actively encourages a culture of good business ethics and transparency, to empower its people to act with integrity and honesty.

The Group takes its obligations to lend responsibly very seriously and has developed a responsible lending statement. In particular, the Commonwealth Bank Group:

- > does not offer credit increases to customers with a poor credit history or those who cannot meet the repayments on their card, even if they have collateral as security.
- > does not offer credit card limit increases to customers that it knows are on a fixed income.
- > provides customers with information on ways to reduce their debt and provides easy-to-understand guides such as 'Handling your Credit Card' to assist customers.
- > provides information that explains how interest is calculated and details applicable fees in clear and simple terms.
- > has an established financial hardship unit to assist customers who fall into financial difficulty.

## Contact information

For more information on the Group's approach to Sustainability, visit the About Us page on the Group's website [www.commbank.com.au](http://www.commbank.com.au) or send us an email at [ir@cba.com.au](mailto:ir@cba.com.au)

