

SUSTAINABILITY REPORT HIGHLIGHTS 2013



Established by the Commonwealth Bank Act 1911, the Commonwealth Bank Group (the Group) is Australia's leading provider of integrated financial services. Our vision is to excel at securing and enhancing the financial wellbeing of people, businesses and communities.

Our Sustainability Strategic Framework, with its five focus areas, supports this vision and the creation of enduring value for our customers, people, shareholders and the broader community.

WHO WE ARE

With established businesses in Australia, New Zealand, Europe and the Asia-Pacific region, we have around 52,000 employees globally who serve more than 14 million customers.

Our products and services include retail banking, premium banking, business banking, institutional banking, funds management, superannuation, insurance, investment and stockbroking.

Our brands include Commonwealth Bank, Colonial First State, Colonial First State Global Asset Management, First State Investments, CommInsure, CommSec, Bankwest, ASB, Sovereign, PT Bank Commonwealth, PT Bank Commonwealth Life and PT First State Investments Indonesia.

The Commonwealth Bank brand is the most recognised brand in the Australian financial services industry. Other award-winning brands within the Group include our wealth management business Colonial First State, our online broking service CommSec and Bankwest.

The Group has a strong domestic presence with the largest customer base of any Australian bank and operates the largest financial services distribution network in the country with the most points of access.

We seek to excel at securing and enhancing the financial wellbeing of people, businesses and communities.

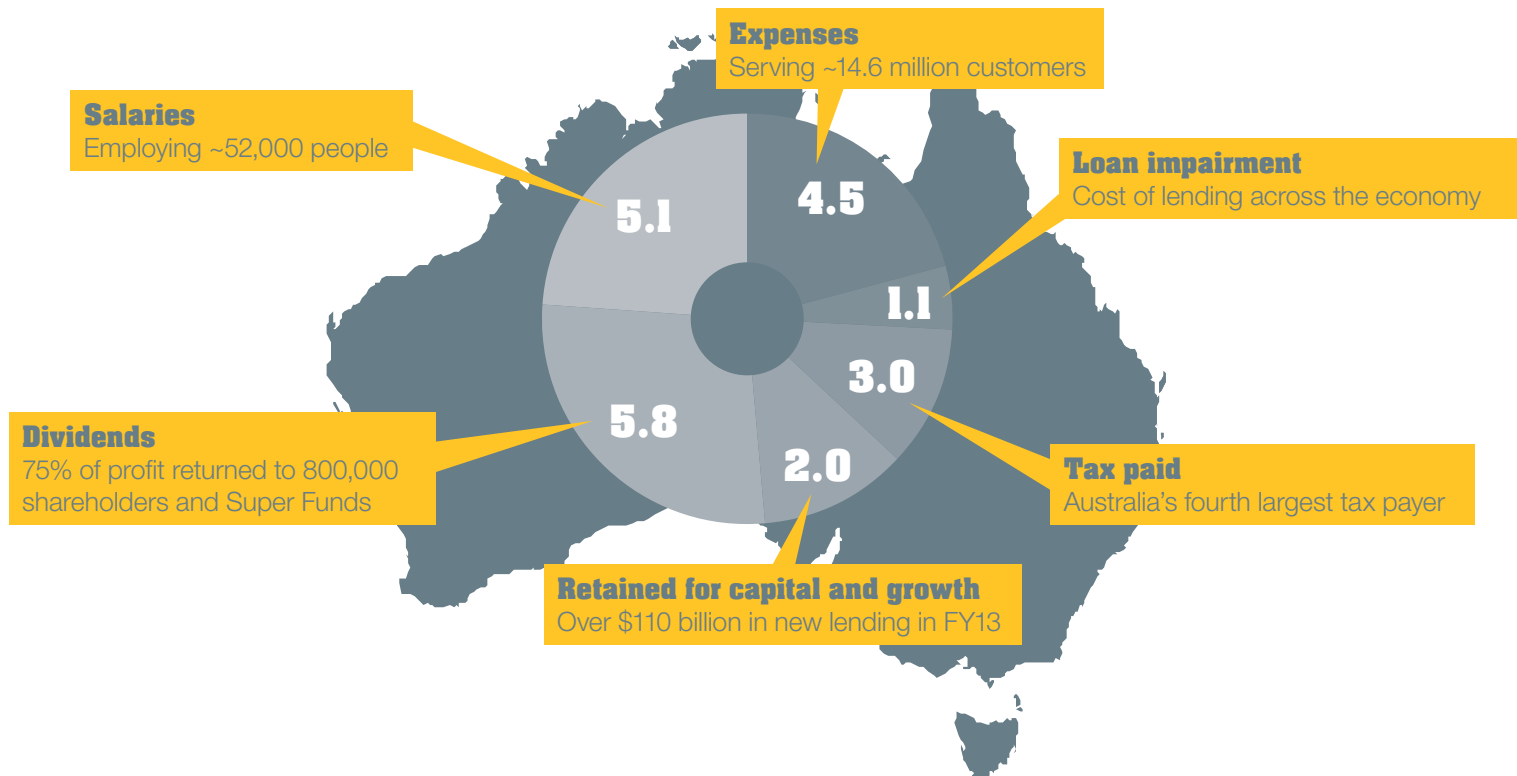
- ◆ We provide cost-effective and competitive banking and financial services;
- ◆ We enable customers to confidently transact at a time and place of their convenience;
- ◆ We help protect and enhance our customers' wealth; and
- ◆ We generate returns for millions of Australians who own our shares directly or through their superannuation.



A STRONG CONTRIBUTOR TO THE AUSTRALIAN ECONOMY

- ◆ The Group provides finance to more than 2 million home owners, and pays interest to more than 11 million retail saving and transaction account-holders.
- ◆ With around 52,000 people, the Group's annual payroll expenditure is more than \$5 billion.
- ◆ The Group returns 75 per cent of its profits to more than 800,000 Australians who hold our shares directly, and millions more who hold them through superannuation funds.
- ◆ The Group paid more than \$3.0 billion in taxes in FY 2013, making it Australia's fourth largest taxpayer.
- ◆ The Group directly helps more than 200 grassroots community organisations make a positive impact on the health and wellbeing of Australian youth.
- ◆ The Group delivered a range of financial literacy programs to more than 280,000 students across the country in FY 2013.

WHERE DOES OUR INCOME GO? FY 2013 (\$BN)



2013 HIGHLIGHTS

We remain committed to develop and implement programs and initiatives that assist our customers, engage our people, support our communities and lessen the impact our business activities have on the environment. Below are some of our 2013 highlights.



**REAL-TIME BANKING
24 HOURS A DAY
7 DAYS A WEEK***



**CUSTOMER
SATISFACTION
IN ALL BUSINESS AREAS**



**OF OUR PEOPLE SAY THAT THEY
WORK FLEXIBLY**



**284,834
STUDENTS
REACHED THROUGH
STARTSMART**



**2%
CARBON
REDUCTION TARGET
ACHIEVED ✓**



**3,520
PRIMARY
SCHOOLS
PARTICIPATING IN OUR
SCHOOL BANKING
PROGRAM**

* Real-time banking is not available for manual transactions, some contactless payment and credit transactions on mobile banking. Real-time settlement is only available on transactions made before 10pm AEST for customers with a Commonwealth Bank business transaction account and a linked Commonwealth Bank merchant facility.

OUR GROUP STRATEGY AND SUSTAINABILITY APPROACH

In May 2013, the Group announced its new vision built around a simple purpose: to excel at securing and enhancing the financial wellbeing of people, businesses and communities. Our new vision builds on our customer-focused culture and our desire to keep getting better, to continually improve everything we do.

We know our current and future success is tightly linked to the way we continue to deliver long-term value to our customers, shareholders and employees as well as to the wider community. As we continue to evolve our corporate strategy, we continue to embrace the importance of Environmental, Social and Governance (ESG) considerations in a rapidly changing operating environment.

Sustainability informs the way we do business. We continue to work with internal and external stakeholders to ensure our performance indicators align to our strategy, our material issues and our remuneration framework.



More information about the Group's approach to sustainability is available at www.commbank.com.au/sustainability2013

Our Sustainability Framework

Sustainable Business Practices	We embed sustainable business practices across our operations through strong governance, established management systems, responsible procurement and transparent reporting.
Responsible Financial Services	We take a responsible approach to the provision of financial products and services.
Engaged and Talented People	We attract, develop and retain a diverse, engaged and talented workforce.
Community Contribution and Action	We make impactful contributions to our communities through mutually beneficial partnerships.
Environmental Stewardship	We are proactive in measuring and reducing our own environmental footprint and provide smart solutions to help our customers and employees reduce their own.