



# WHAT WE

# VALUE MOST.

## INTEGRITY

**SAYING AND DOING  
WHAT'S RIGHT.**

This means saying and doing what is right for our customers, our people, our community and our shareholders.

Joel,  
FINANCIAL SERVICES, DECISION SUPPORT

## COLLABORATION

**WORKING AS  
ONE TEAM.**

We have a strong track record in delivering value to our customers and shareholders. What's our secret? We have over 52,000 people working together as a team.

Camilla,  
INSTITUTIONAL BANKING & MARKETS

**EXCELLENCE**

**DOING YOUR BEST.**

It's not just about having a mindset –  
it's also about consistently doing  
your best and continually striving  
to deliver a world-class service.

Lisa,  
**ENTERPRISE SERVICES**





## ACCOUNTABILITY

## TAKING OWNERSHIP.

It's about taking ownership:  
following up and delivering to our  
customers what we have promised  
them – day in, day out.

Jo,  
FINANCIAL SERVICES,  
PERFORMANCE REPORTING

## SERVICE

## HELPING OTHERS.

This is at the heart of everything  
we do and is what makes us  
a leading financial services  
organisation. We want to help  
our customers to achieve their  
goals and meet their needs.

David,  
WEALTH MANAGEMENT





**SERVICE**

**SUPPORTING**

**THE COMMUNITY.**

We have been proudly helping Australian communities to grow for over 100 years. It is something we will keep doing because we want to continue to make a real difference.

Karl,  
**RETAIL BANKING SERVICES**

