

## HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS

### REVIEW OF THE FOUR MAJOR BANKS

#### ANZ

**ANZ61QON:** **Dr ALY:** Picking up on a line of questioning that Dr Leigh was pursuing around sexual harassment, I want to ask about the structures that you have in place. Do you have contact officers in place within your organisation at various levels who are trained to take confidential complaints and pursue investigations around allegations of sexual harassment and also other forms of harassment like bullying and discrimination within the workplace?

**Mr Elliott:** Yes, we do. At a simple level, in terms of the confidential approach, if people don't feel confident to raise it more publicly in the company we have two. We have a whistleblower program and we have designated whistleblower protection officers who are very senior people, including our chief risk officer, our head of audit and others, who have been trained from a legal perspective in terms of their obligations around confidentiality et cetera but also in how to deal with those complaints and maintain appropriate process. And then we have a completely independent channel, if our people prefer, which is run by one of the professional services firms. So there's no ANZ involvement, if they go that way, and those people have been appropriately trained as well. To your point about the investigations, we have professional investigations team, which are part of our risk team. As I mentioned before, these are generally people with a police or similar background. That's what their core skill is, and they have been trained in how to be empathetic, how to maintain confidentiality and investigate those claims thoroughly, and then report to management at the appropriate level to decide the appropriate level of consequence.

**Dr ALY:** And are all your employees made aware of the fact that they don't need to pursue an internal process—that they can go directly to an equal opportunity commission or equal opportunity agency within each jurisdiction, should they have a complaint?

**Mr Elliott:** We very much promote our whistleblowing channels, as I said, which is either internally, or if they feel uncomfortable they can go externally to make a formal complaint or allegation—that's across all 33 markets in which we operate. To the specifics of your question about the equal opportunities area, I'll just have to check. I'm sure that that is the case, but I will check to make sure that we promote that appropriately.

**Answer:** Yes, we have contact officers who are trained to take confidential complaints and pursue investigations.

Our Whistleblower Policy reminds employees that they ‘...have the right to communicate with regulators and law enforcement authorities at any time in relation to [their] concerns’.

However, our Equal Opportunity, Bullying and Harassment Policy does not make clear to our employees that they do not need to pursue an internal complaint process and can go direct to external agencies. We agree that the policy should do this and have noted this message for inclusion.

In relation to Mr Elliott’s testimony extracted above, we note that while our Chief Risk Officer (**CRO**) has received training as a whistleblower protection officer, he does not currently act as one. Our Chief Compliance Officer, who reports to our CRO, is, however, a whistleblower protection officer. Our CRO also has oversight of our whistleblower program.