



An Australian Government Initiative

NCOS CARBON NEUTRAL PROGRAM

PUBLIC DISCLOSURE SUMMARY

Australia and New Zealand Banking Group Ltd

1. ORGANISATION AND PRODUCT INFORMATION

Organisation Name: Australia and New Zealand Banking Group Ltd (ANZBGL)

Disclosure Period: From: 1 October 2010 to: 30 September 2011

Date of most recent verification: 19/12/2011

Carbon Neutral Disclosure Type:

- a. Organisation ☒
- b. Product ☐

2. ORGANISATION DESCRIPTION

ANZ is a publicly listed company incorporated on 14 July 1977 in Australia. Australia and New Zealand Banking Group Limited (ANZBGL) is the main holding and operating company for the group registered to Level 9, ANZ Centre, 833 Collins Street, Docklands, Victoria 3008, Australia.

ANZ operates in 32 countries including Australia, New Zealand, throughout Asia and the Pacific, and in the Middle East, Europe and America. ANZ provides a range of banking and financial products and services to more than 5.7 million retail customers and employs over 48,000 people worldwide. This report covers the emissions associated with ANZ's Australian operations only. For details of ANZ's global Carbon Neutral commitment please refer to www.anz.com.

Organisational Boundary

To meet the requirements of the National Greenhouse and Energy Reporting (NGER) legislation and to ensure consistency in reporting across other voluntary reporting requirements including the National Carbon Offset Standard (NCOS), ANZ has adopted the principle of 'operational control' for all Greenhouse Gas (GHG) reporting¹

ANZBGL (as the controlling corporation for ANZ's Australian based activities) has reported the direct (Scope 1) and indirect (Scope 2) GHG emissions arising from all activities undertaken at facilities coming under its operational control for all or part of the reporting year ending September 2011.

During FY11 ANZBGL had operational control of the following facilities:

- 28 commercial buildings
- 6 'critical' sites – i.e. call centres and processing centres
- 2 data centres
- 873 retail sites – personal and business banking branches/outlets (including associated ATMs)
- 1,826 stand alone ATMs – not connected to a branch

ANZ has undertaken to include in its organisational boundary a number of indirect (Scope 3) emissions that occur as a consequence of the activities undertaken by ANZBGL, but arise from facilities outside of the operational control of ANZBGL. These are listed in section 4.

¹ World Resources Institute and World Business Council for Sustainable Development (2004) *The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard* Geneva, Switzerland.

3. Purchase Of Greenpower™ Or NCOS Carbon Neutral Products And/Or Cancellation Of Greenpower™ Eligible Renewable Energy Certificates (RECS))

Not applicable

4. TOTAL CARBON FOOTPRINT

2011 Australia

Australian Emissions	(Tonnes CO₂-e)
Scope 1	
Fuel used in tool of trade vehicles	5,116
Natural gas used in buildings	2,270
Diesel generators operated in buildings	108
Fuel used in car rentals	202
Scope 2	
Electricity used in buildings	156,106
Electricity used in ATM's	4,007
Scope 3	
Business air travel	28,813
Base building emissions (for commercial tenancies)	5,182
Business travel in personal vehicles including novated leases	2,119
Business travel in taxis	903
Electricity, natural gas and diesel used in hotel accommodation	5,605
Electricity used at outsourced data centres	2,033
Office and print paper used	5,480
Waste disposal from buildings	1,228
Distribution losses from natural gas purchased	213
Distribution losses from diesel purchased	8
Distribution losses from electricity purchase	21,260
Extraction, processing and transport losses from fuel used in tool of trade vehicles	409
Extraction, processing and transport losses from fuel used car rental vehicles	16
Total	241,078

In 2011, ANZ has assessed its global carbon footprint as 329,313 tonnes. Australian operations therefore accounted for 73% of ANZ's global emissions in 2011. Further details of the global inventory are available on ANZ.com.

5. EMISSION REDUCTION MEASURES

Since 2005, ANZ has reported on emissions and energy reduction against public targets. We monitor performance against both absolute and normalised (per FTE) consumption and seek to implement new initiatives as part of an overall performance improvement strategy focused on meeting our targets and business needs.

ANZ spends approximately \$21 million on electricity in Australia each year and our global use of electricity generates around 240,000 tonnes of greenhouse gas. Reducing our energy consumption therefore benefits both the environment as well as reducing costs to our business.

ANZ's energy-management strategy is focused on:

- Reducing energy use in our major commercial buildings and across our retail branch network
- Introducing initiatives and processes to encourage energy savings in the use of technology and at our data centres
- Ensuring environmental sustainability is a core consideration of all new ANZ properties (including leased properties) and refurbishments of existing buildings.

Central to this strategy is the accessibility to good quality data (including through sub-metering of electricity in our buildings), working with our facilities managers to implement continuous commissioning as well as allocating an annual budget to energy efficiency works.

Those emissions activities that are able to be accounted for as distinct and absolute emission reductions are detailed below.

Emission Management and Reduction Measures	Emission Quantity (Tonnes CO ₂ -e)
Queensland Retail Energy Efficiency Pilot (energy efficiency retrofit in eleven branches)	170
ANZ Centre (continuous commissioning and lighting upgrades)	1,163
Commercial Buildings (energy management including operational expenditure and continuous commissioning)	1,464
20 Martin Place (lighting upgrade)	308
Total Quantity of Emissions Reduced	3,105

Please see ANZ's Energy Efficiency Opportunities (EEO) Public Report 2011 available on www.anz.com for further details of ANZ's approach to energy management.

6. OFFSET PURCHASE / CANCELLATION

Offset Type	Registry	Serial Number	Offset Quantity (Tonnes CO ₂ -e)
VCU (CO ₂ -e)	Markit Environmental Registry: ID 100000000000700	987-44867052-44877051- VCU-001-TZ1-CN-1-135- 01012009-31122009-0	8,331
VCU (CO ₂ -e)	Markit Environmental Registry: ID 100000000000700	1148-51127475- 51142350-VCU-001-apx- cn-1-539-01012009- 31122009-0	14,876
VCU (CO ₂ -e)	Markit Environmental Registry: ID 100000000000700	989-44984269-44999388- VCU-008-CDC-KH-3-181- 01012009-31122009-0	15,120
VCU (CO ₂ -e)	Markit Environmental Registry: ID 100000000000700	993-45116727-45133709- VCU-008-APX-CN-1-505- 01012010-28022010-0	16,983
VCU (CO ₂ -e)	Markit Environmental Registry: ID 100000000000700	1510-64024520- 64074519-VCU-009-APX- IN-1-624-14022009- 11012010-0	50,000
VCU (CO ₂ -e)	Markit Environmental Registry: ID 100000000000700	1659-68875699- 68925698-VCU-MER-ID-1- 688-040320009- 01122010-0	50,000
VCU (CO ₂ -e)	Markit Environmental Registry: ID 100000000000700	994-45173710-45254438- VCU-008-APX-CN-1-505- 01012009-31122009-0	80,729
VCU (CO ₂ -e)	Markit Environmental Registry: ID 100000000000700	990-44999389-4501680- VCU-008-APX-CN-1-507- 01012009-31122009-0	5,039
Total			241,078

ANZ purchased and retired 330,000 tonnes of Verified Carbon Standard (VCS) offsets for its global operations in 2010-2011 and allocated 241,078 tonnes to cover the Australian operations for the year ending 30 September 2011.

7. OTHER INFORMATION

Further information to ANZ's approach to Corporate Responsibility and Environmental Sustainability is available on ANZ.com.