



**FY17 Final Results - Non-Financial Metrics  
(Environmental, Social and Governance databank)**

All metrics capture data for Bankwest only and excludes all other wholly owned and operated entities of the Commonwealth Bank of Australia (CBA).

**Bankwest Corporate Responsibility Performance Summary**  
**Environmental Metrics**

<b>Greenhouse Gas Emissions</b>	<b>30-Jun-17</b>	<b>30-Jun-16</b>	<b>30-Jun-15</b>
Total of scope 1, 2 & 3	13,126	17,629	19,815
Scope 1 emissions	751	835	776
Scope 2 emissions	9,201	12,948	14,861
Scope 3 emissions	3,174	3,846	4,178
Greenhouse Gas Emissions per FTE (Scope 1&2)	3.25	4.58	5.16
Yr-on-Yr Reduction %	-27.8%	-11.9%	-13.7%
Total full-time equivalent employees	3,065	3,007	3,032

**Bankwest Corporate Responsibility Performance Summary**

**Customer Satisfaction Metrics**

		30-Jun-17	30-Jun-16	30-Jun-15
Bankwest - Retail Banking Customer Advocacy	out of 10	7.4	7.6	7.4
Bankwest - Business Banking Customer Advocacy	out of 10	7.2	7.8	7.2

## Bankwest Corporate Responsibility Performance Summary

### Social Metrics

		30-Jun-17	30-Jun-16	30-Jun-15
Full time equivalent employees	#	3173	3100	3117

#### Employee Engagement

Employee engagement index	%	78.0%	80.0%	81.0%
Employee Voluntary Turnover	%	13.3%	13.7%	15.2%

#### Diversity

Women in workforce	%	56.2%	57.6%	58.8%
Women in level 4+ leadership roles	%	36.8%	37.3%	35.9%
Women in level 5+ leadership roles	%	25.7%	27.0%	25.5%

#### Gender Pay Equity - Female to Male base salary comparison

General Manager - Level 6	Ratio	1.04	1.02	
Executive Manager - Level 5	Ratio	0.96	0.92	
Level 4	Ratio	0.98	0.97	
Level 3	Ratio	0.97	0.99	
Level 1 & 2	Ratio	1.00	1.00	

#### Age Diversity

<25 years	%	5.3%	6.0%	7.5%
25 - 34 years	%	37.2%	38.8%	39.8%
35 - 44 years	%	29.2%	27.2%	26.1%
45 - 54 years	%	19.4%	19.1%	17.9%
55 - 64 years	%	8.0%	8.0%	7.7%
65+ years	%	0.8%	0.7%	0.9%

#### Ethnic Diversity

Australian peoples	%	58.6%	49.8%	55.3%
Indigenous workforce	%	0.2%	0.2%	0.3%
Non-Australian peoples	%	31.1%	34.3%	29.8%
Choose not to respond	%	10.1%	15.8%	14.7%

#### Flexibility

Staff working flexibly	%	71.4%	52.6%	35.4%
Staff working part time of job share	%	18.4%	20.2%	21.6%

Number of graduates	#	29	24	11
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#### Safety & Well Being

Lost Time Injury Frequency Rate (LTIFR)	Rate	1.5	1.4	1.5
Absenteeism	Days	8.13	8.18	7.99

#### Community Investment

Total Community Investments	\$	4,662,092	4,505,654	4,751,285
Cash Contributions	\$	3,898,486	3,741,652	4,097,758
Time volunteering	\$	423,325	415,847	369,855
Number of blood donations	#	620	475	403
Easy Grants awarded	\$	218,610	204,846	n/a

Metrics	Definition
<b>ENVIRONMENT</b>	
Greenhouse Gas Emissions	Total Greenhouse Gas Emissions are the sum of Scope 1, Scope 2 and Scope 3 emissions defined below.
Scope 1 Greenhouse Gas	Scope 1 Greenhouse Gas Emissions relate to the consumption of natural gas and stationary fuel used in retail and commercial properties. It also includes the business use of our domestic tool-of-trade vehicle fleet. Source of emissions factors: NGA Factors (2016).
Scope 2 Greenhouse Gas	Scope 2 Greenhouse Gas Emissions relate to the electricity use by domestic retail, commercial, ATMs and certain residential properties. Source of emissions factors: NGA Factors (2016).
Scope 3 Greenhouse Gas	Scope 3 Greenhouse Gas Emissions relate to domestic indirect emissions associated with Scope 1 and Scope 2 emission sources, rental car and taxi use, business use of private vehicles, dedicated bus service, business flights and waste to landfill. Source of emissions factors: NGA Factors (2016), and DEFRA (2016) for flights.
Greenhouse Gas Emissions per FTE	Greenhouse Gas Emissions relate to Scope 1 and 2 emissions sources as detailed above. FTE relates to domestic full-time equivalent employees. For consistency and comparability with peers, emissions per FTE relate to Scope 1 and 2 only.
<b>CUSTOMER</b>	
Bankwest - Retail Banking Customer Advocacy	This metric represents the average score retail customers give on a scale of 1-10 surveyed by Roy Morgan, based on their likelihood of recommending Bankwest as their Main Financial Institution (MFI). MFI customers are defined as retail customers who consider Bankwest to be their main financial institution. The metric is reported as a 6 month rolling average as at 30 June, based on the Australian population aged 14 and over.
Bankwest - Business Banking Customer Advocacy	The metric represents the average score business customers give on a scale of 0-10, based on their likelihood to recommend Bankwest as their Main Financial Institution (MFI). MFI customers are defined as business customers who consider Bankwest to be their main financial institution. The metric is measured by DBM's Business Financial Services Monitor as a 6 month rolling average as at 30 June.
<b>PEOPLE &amp; COMMUNITY</b>	
Full-time equivalent employees	This metric represents the full time equivalent (FTE) employees. Staff lists produced as at time specified, includes contractors and casuals, excludes colleagues on leave without pay. One full-time role is equal to 40 working hours per week. Excludes employees who support Bankwest but report to CBA divisions (eg Risk, Finance, HR)
Employee engagement index	The index shows the proportion of employees replying with a score of 4 or 5 to four engagement questions in the People and Culture Survey. These questions relate to satisfaction, retention, advocacy and pride on a scale of 1-5 (where 1 is 'Strongly Disagree' and 5 is 'Strongly Agree').
Employee turnover (voluntary)	Employee voluntary leavers refers to the number of leavers in period as a percentage of the average headcount. Headcount excludes contractors, casuals and colleagues on leave without pay.
Women in workforce	The metric represents percentage of roles filled by women, in relation to the total headcount as at time lists produced. Headcount captures permanent headcount (full-time, part-time, job-share, on leave without pay), and fixed term contractors paid directly. Excludes contractors and casuals.
Women in level 4 and above roles	The metric represents percentage of roles that are filled by women at level 4 and above, in relation to the total headcount as at time lists produced. Headcount captures permanent headcount (full-time, part-time, job-share, on leave without pay), and fixed term contractors paid directly. Excludes contractors and casuals.

Metrics	Definition
Women in level 5 and above roles	The metric represents percentage of roles that are filled by women at level 5 and above, in relation to the total headcount as at time lists produced. Headcount captures permanent headcount (full-time, part-time, job-share, on leave without pay), and fixed term contractors paid directly. Excludes contractors and casuals.
Gender Pay Equity – Female to Male Base Salary Comparison	Gender pay equity is defined as the pay gap between the weighted average base salary of males and females employees. The data reflects roles in similar functions, role size and responsibilities. The data refers to permanent full time and part time employees and on extended leave, excluding fixed term and third party contractors as at 30 June of the reporting year.
Age diversity	Age diversity is the breakdown of permanent employees (full-time, part-time, job share or on extended leave) and fixed term contractors paid directly, by their age group as at 30 June of the reporting year. Excludes where date of birth is not known and excludes contractors and casuals.
Ethnic diversity	The metric represents the ethnicity of respondents who chose to nominate the ethnicity they most strongly identify with in the People and Culture Survey conducted by Bankwest. It also includes respondents who chose not to respond to this question. The surveyed population is the same as the 'Employee Engagement Index'.
Indigenous workforce	The metric represents the ethnicity of respondents who chose to nominate the ethnicity they most strongly identify with in the People and Culture Survey conducted by Bankwest. Indigenous Workforce shows the proportions of employees who selected: 1) Australian Peoples - Australian Aboriginal 2) Australian Peoples - Torres Strait Islander; and 3) Australian Peoples - Both Australian & Torres Strait Islander. The surveyed population is the same as the 'Employee Engagement Index'.
Staff working flexibly	The metric represents the proportion of Bankwest employees that have used flexible work options in the last 12 months based on the survey responses in the People and Culture Survey. The answer options are multi-select. Answer options for flexible working include: working from home, alternating my start/finish time; working from a different location; purchased extra annual leave; job-share; part time/reduced working hours; compressed work week; and other. Note this question slightly varied from last year's: 'My manager allows me the flexibility I need to meet my work goals and personal needs' that responded with a score of 4 or 5.
Staff working part-time or job-sharing	The number of employees at 30 June who are employed on a part-time or job share basis, as a percentage of permanent employees (includes full-time, part-time, job share or on leave without pay) and fixed term contractors paid directly. Excludes contractors and casuals.
Number of graduates	The number of graduates who accepted and commenced on a formal Bankwest graduate program
Lost Time Injury Frequency Rate (LTIFR)	LTIFR is the reported number of occurrences of lost time arising from injury or disease that have resulted in an accepted workers compensation claim, for each million hours worked by domestic employees. The metric captures claims relating to Bankwest employees only (permanent, casual and those contractors paid directly). Data is presented using the information available as at 30 June for each financial year.
Absenteeism	Absenteeism refers to the average number of sick / carers leave days per full-time equivalent (FTE), excludes colleagues on leave without pay, contractors and casuals
Total community investments	Total voluntary investments contributed to the community in the form of cash contributions, time volunteering, foregone revenue and program implementation costs as defined under each metric below.
Cash contributions	Total dollars contributed by Bankwest through charitable gifts, community partnerships and matched giving. Matched giving excludes staff contributions.
Time volunteering	Total estimated cost of volunteering hours contributed by Bankwest employees through volunteering activities as captured in Bankwest's volunteering database. Average hourly rates are calculated using Australia permanent employees' salaries as at 30 June excluding the salary of executive leadership and management team.