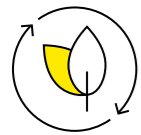


Sustainability performance



Environmental

Sustainable financing		30 Jun 23	30 Jun 22	30 Jun 21	30 Jun 20	30 Jun 19
Sustainability funding (cumulative)	\$bn	44.7	30.6	–	–	–
ESG bond arrangement	\$m	8,642	13,570	7,854	9,516	3,251

Operational greenhouse gas emissions	tCO ₂ -e	30 Jun 23	30 Jun 22	30 Jun 21	30 Jun 20	30 Jun 19
Group¹						
Market-based reporting²		68,600	35,745	32,955	–	–
– Scope 1 emissions		7,891	6,667	8,768	–	–
– Scope 2 emissions ³		12	0	1,812	–	–
– Selected Scope 3 emissions ⁴		60,697	29,078	22,375	–	–
Location-based reporting^{2,5}		158,835	137,481	152,109	174,413	185,960
– Scope 1 emissions		7,891	6,667	8,768	12,757	7,624
– Scope 2 emissions		74,577	83,249	95,762	103,818	78,756
– Selected Scope 3 emissions ⁴		76,367	47,565	47,579	57,838	99,580

Operational greenhouse gas emissions	tCO ₂ -e	30 Jun 23	30 Jun 22	30 Jun 21	30 Jun 20	30 Jun 19
Australia¹						
Market-based reporting²		51,876	27,372	24,080	–	–
– Scope 1 emissions		5,165	4,613	6,095	–	–
– Scope 2 emissions ³		0	0	0	–	–
– Selected Scope 3 emissions ⁴		46,711	22,759	17,985	–	–
Location-based reporting²		129,912	118,517	136,319	159,898	166,393
– Scope 1 emissions		5,165	4,613	6,095	9,992	6,983
– Scope 2 emissions		62,366	72,658	87,035	96,262	71,128
– Selected Scope 3 emissions ⁴		62,381	41,246	43,189	53,644	88,282

Operational greenhouse gas emissions	tCO ₂ -e	30 Jun 23	30 Jun 22	30 Jun 21	30 Jun 20	30 Jun 19
New Zealand						
Market-based reporting²		4,780	2,554	4,960	–	–
– Scope 1 emissions		1,807	1,469	2,189	–	–
– Scope 2 emissions ³		12	0	1,812	–	–
– Selected Scope 3 emissions ⁴		2,961	1,085	959	–	–
Location-based reporting^{2,5}		5,883	3,926	4,960	5,831	6,279
– Scope 1 emissions		1,807	1,469	2,189	2,277	82
– Scope 2 emissions		1,115	1,372	1,812	1,904	1,938
– Selected Scope 3 emissions ⁴		2,961	1,085	959	1,650	4,259

✦ For definitions of metrics in this section, see *Glossary* on pages 290–303.

✦ A more complete set of metrics is available for download at commbank.com.au/sustainabilityreporting

Operational greenhouse gas emissions	tCO ₂ -e	30 Jun 23	30 Jun 22	30 Jun 21	30 Jun 20	30 Jun 19
Other overseas						
Market-based reporting²		11,944	5,819	3,915	–	–
– Scope 1 emissions		919	585	484	–	–
– Scope 2 emissions ³		0	0	0	–	–
– Selected Scope 3 emissions ⁴		11,025	5,234	3,431	–	–
Location-based reporting²		23,040	15,038	10,830	8,684	13,288
– Scope 1 emissions		919	585	484	488	559
– Scope 2 emissions		11,096	9,219	6,915	5,652	5,690
– Selected Scope 3 emissions ⁴		11,025	5,234	3,431	2,544	7,039

Renewable electricity procurement	%	30 Jun 23	30 Jun 22	30 Jun 21	30 Jun 20	30 Jun 19
Australia		100	100	100	100	33
New Zealand ⁶		99	100	–	–	–
Other overseas		100	100	100	–	–

Energy consumption – Australia	gigajoules	30 Jun 23	30 Jun 22	30 Jun 21	30 Jun 20	30 Jun 19
Total fuel consumption		66,110	67,624	75,572	112,968	112,675
– Natural gas ⁷		2,104	2,396	2,534	4,235	6,451
– Diesel stationary ⁷		1,994	3,089	4,396	2,059	1,717
– Transport ⁷		62,012	62,139	68,642	106,674	104,507
Electricity consumption – property		332,563	344,268	399,800	445,040	485,744
Total renewable energy consumption		332,563	344,268	399,800	445,040	160,607
– Renewable electricity purchased		325,988	336,436	392,581	438,934	156,548
– Electricity generated from on-site solar panels		6,575	7,832	7,219	6,106	4,059
Total energy consumption (including electricity and fuel)		398,673	411,892	475,372	558,008	598,419

Water, waste and paper – Australia		30 Jun 23	30 Jun 22	30 Jun 21	30 Jun 20	30 Jun 19
Waste (commercial operations)	tonnes					
Landfill ⁸		335	230	470	988	1,167
Recycled ⁸		303	205	308	585	835
Secure paper recycled		143	203	414	580	896
Total waste		781	638	1,192	2,153	2,898
Water⁸	kilolitres	152,791	105,172	129,494	177,047	216,102
Office paper usage (retail and commercial operations)	tonnes	284	293	343	483	570

- From FY20 onwards CBA assumed operational control of two data centres. Emissions from these locations have been reclassified from Scope 3 to Scope 1 or 2 emissions, depending on source.
- Market-based reporting reflects the emissions from electricity that companies have purchased. Reported from FY21 onwards. Location-based reporting reflects the average emissions intensity of the grid where electricity is consumed.
- Pending acquittal of energy attribute certificates for the reporting year. ASB offsite ATMs reclassified as Scope 2 in FY23. Renewable Energy Certificates (REC) could not be purchased due to metering limitations.
- Refers to reporting of selected Scope 3 emissions categories under the GHG Protocol. Increase in emissions due to business travel and new reporting of emissions from Australian employee commuting. Refer to definitions for changes.
- New Zealand's FY20, FY21 and FY22 location-based emissions have been restated.
- ASB offsite ATMs were reclassified as Scope 2 in FY23. RECs could not be purchased due to metering limitations. New Zealand data excludes base building electricity consumption.
- Not assured by PwC.
- In FY23, invoiced amounts contributed to 90% of waste to landfill data, 88% of waste recycled data and 76% of water usage. The remainder is estimated based on average tonnes per m² of net lettable area.



Limited assurance report

PwC has provided limited assurance on these metrics on pages 40–46, for the year ended 30 June 2023, unless otherwise indicated.

✦ The PwC Limited Assurance Report is provided on pages 47–49.





Social – Our people

Employees ¹		30 Jun 23	30 Jun 22	30 Jun 21	30 Jun 20	30 Jun 19		
Total full-time equivalent (FTE)	#	49,454	48,906	45,833	43,585	45,165		
– Australia ^{2,3}		36,697	38,153	37,245	36,330	37,137		
– New Zealand (ASB) ^{2,3}		6,016	5,879	5,634	5,122	5,038		
– India ^{3,4}		4,721	2,854	–	–	–		
– Other ^{2,3}		2,020	2,020	2,954	2,133	2,990		
Graduates		343	241	191	153	183		
Headcount²	#	53,754	53,056	49,922	48,167	50,482		
Employee turnover – voluntary	%	11.2	14.8	11.0	10.1	11.3		
Employee turnover – involuntary	%	2.4	2.1	1.9	4.2	4.0		
Employment type (headcount)	#							
Full-time		32,228	32,303	31,112	32,178	33,125		
Part-time		6,656	6,858	7,007	7,565	7,900		
Casual		529	266	294	399	438		
Safety and wellbeing								
Lost time injury frequency rate	rate	0.42	0.51	0.72	1.12	1.59		
Absenteeism ⁵	days	9.2	8.7	7.8	8.4	8.0		
Health, safety and wellbeing training ⁶	#	56,814	59,575	51,926	49,385	49,977		
People engagement and flexible working	%							
		Mar 23	Sep 22	Mar 22	Sep 21	Mar 21	Sep 20	Apr 20
People engagement index – CBA		79	81	80	80	78	80	81
Employees working flexibly		–	84.9	–	84.9	–	81.1	–
Employees with caring responsibilities		–	59.4	–	56.6	–	54.0	–
Parental leave								
		30 Jun 23	30 Jun 22	30 Jun 21	30 Jun 20	30 Jun 19		
Employees who have accessed parental leave	#							
– Female employees		1,345	1,300	1,284	1,433	1,479		
– Male employees		978	890	1,013	913	917		
Employees who have returned from parental leave and are still employed after 12 months	%							
– Female employees		87.5	89.4	87.2	85.7	–		
– Male employees		86.4	88.5	87.2	84.5	–		

1 Includes discontinued operations.

2 Comparative information has been restated to conform to presentation in the current period.

3 Not assured by PwC.

4 Reported for the first time in FY23, India-based employees reported under 'other' for periods prior to FY22.

5 In FY23 the methodology to calculate FTE changed. Prior years restated. FY23 assured by PwC.

6 The health, safety and wellbeing training number is higher than FTE as the training is assigned annually and to new employees.

Employee training	hrs per employee	30 Jun 23			30 Jun 22			
		Total	Female	Male	Total	Female	Male	
Executive Managers and above roles		22.5	24.4	21.1	39.9	47.2	34.7	
Others		25.0	27.4	22.6	31.5	34.5	28.4	
Average per employee		24.9	27.3	22.5	31.9	35.0	28.8	
ESG training completed (headcount)	#	13,552	2,911	6,240	1,560	4,043		
Gender diversity	%							
		30 Jun 23	30 Jun 22	30 Jun 21	30 Jun 20	30 Jun 19		
Women in workforce		54.4	55.2	56.1	56.9	57.2		
Women in Manager and above roles		45.1	45.5	45.2	45.0	45.0		
Women in Executive Manager and above roles		44.0	43.1	41.7	41.2	39.1		
Women in Senior Leadership (Group Executives) ¹		41.7	41.7	27.3	33.3	30.0		
Gender pay equity (female to male base salary)	ratio							
		31 Mar 23	31 Mar 22	31 Mar 21	31 Mar 20	31 Mar 19		
Executive General Manager		0.93	0.91	0.86	0.90	0.95		
General Manager		0.98	0.99	0.99	1.00	0.97		
Executive Manager		0.99	0.98	0.98	0.98	1.00		
Manager/Professional		0.98	0.97	0.97	0.98	0.98		
Team Member		1.01	1.01	1.00	1.00	1.00		
Age diversity³	%							
		30 Jun 23	30 Jun 22	30 Jun 21	30 Jun 20	30 Jun 19		
<25 years		6.5	7.0	7.1	7.9	7.4		
25–34 years		32.9	32.3	30.7	30.8	31.4		
35–44 years		32.9	32.5	32.5	31.9	31.8		
45–54 years		18.2	18.6	19.9	19.6	19.9		
55–64 years		8.2	8.1	8.6	8.6	8.4		
65+ years		1.1	1.0	1.1	1.0	0.9		
Other diversity dimension	%							
		Sep 22	Sep 21	Sep 20	Oct 19	Apr 19		
CBA Indigenous workforce (ancestry) ²		1.0	0.9	0.8	1.5	0.9		
Employees living with disability		7.6	7.1	6.5	8.7	10.5		
Employees who identify as LGBTI and/or gender non-binary		5.1	4.8	4.9	3.3	3.4		
Cultural diversity based on ancestry (Sep 2022)³								
		Cultural Diversity Index #	Australia, NZ, British, Irish %	Europe %	Asia %	Africa, Middle East %	Americas %	Indigenous, Pacific Islanders %
CBA overall		0.78	48	12	33	4	1	3
General Manager and above		0.60	68	15	11	4	2	1
Executive Manager and above		0.65	65	14	16	3	1	1
2021 Australian Census (ancestry)		0.65	64	11	16	4	1	4

1 Not assured by PwC.

2 Metric can be volatile due to small sample size. Prior to FY23, figure was calculated as a proportion of employees in all included locations. In FY23, we provided localised response options to participants based in India. As such, the methodology changed to reflect the proportion of Australia-based participants who selected any of the Indigenous response options. 2021 Australian Census (Aboriginal or Torres Strait Islander) was 3.2%.

3 Numbers may not sum to 100 due to rounding.





Social – Our customers

Customers	#m	30 Jun 23	30 Jun 22	30 Jun 21	30 Jun 20	30 Jun 19
Total customers¹		17.1	16.6	16.7	17.3	17.6
– CBA customers		13.8	13.2	13.3	13.9	14.2
– Bankwest customers ¹		1.2	1.3	1.3	1.4	1.4
– ASB customers ¹		2.1	2.1	2.1	2.0	2.0
	#m	Jun 23	Jun 22	Jun 21	Jun 20	Jun 19
Digitally active customers¹		8.7	8.0	7.6	7.4	7.0
– CommBank app customers		7.8	6.9	6.4	6.1	5.6
Customer advocacy ²	#	30 Jun 23	30 Jun 22	30 Jun 21	30 Jun 20	30 Jun 19
Commonwealth Bank – Net Promoter Score						
Consumer NPS		3.9	4.5	0.8	(2.9)	(10.0)
– Rank		1st	2nd	2nd	2nd	3rd
Online banking NPS		11.1	16.8	19.0	17.2	12.6
– Rank		1st	1st	1st	1st	2nd
Mobile banking app NPS		26.2	30.7	30.0	28.6	24.5
– Rank		1st	1st	1st	1st	1st
Business NPS		7.5	(3.2)	(5.8)	(14.3)	(22.4)
– Rank		1st	1st	1st	3rd	3rd
Bankwest – Net Promoter Score³						
Consumer NPS		12.8	19.5	11.8	9.4	0.0
– Rank		3rd	3rd	4th	3rd	5th
ASB – Net Promoter Score						
Consumer NPS ⁴		23.6	29.5	32.5	32.0	–
– Rank		3rd	3rd	3rd	3rd	–
Business and rural banking NPS ⁵		(0.5)	(7.4)	4.0	4.2	3.7
– Rank		1st	1st	1st	1st	1st
Customer complaints		30 Jun 23	30 Jun 22	30 Jun 21	30 Jun 20	
Received	#	921,855	984,493	1,211,808	1,182,699	
– Resolved within five days	%	93	94	96	96	
Escalated to an external dispute resolution (EDR) scheme	#	6,871	5,384	5,419	6,455	
– Privacy complaints	#	98	61	123	–	

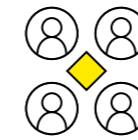
1 Not assured by PwC.

2 Customer advocacy metrics have not been assured by PwC as they are sourced from independent third-party providers.

3 Bankwest Business NPS and rank is not reported in FY23 as Bankwest Business Bank transitioned to CBA.

4 NPS methodology changed in 2019. Numbers prior to FY20 are not comparable.

5 NPS methodology changed in 2022. Prior years are not comparable.



Social – Our communities

		30 Jun 23	30 Jun 22	30 Jun 21	30 Jun 20	30 Jun 19
Community investment	\$m					
Total community investment		264.0	239.0	247.4	250.5	204.3
– Cash contributions		27.1	30.0	37.5	57.5	41.6
– Value of time volunteering		2.5	0.7	1.2	0.7	1.1
– Forgone revenue		210.5	188.2	187.5	178.5	147.4
– Program management costs		23.9	20.1	21.2	13.8	14.2
Total community investment as a percentage of cash net profit before tax	%	1.8	1.8	2.0	2.4	1.8
Our commitment to end financial abuse	#					
Financial Independence Hub (participants supported) ¹		1,598	1,440	1,440	–	–
Next Chapter and Community Wellbeing (customer interactions) ²		20,560	17,107	–	–	–
Indigenous community support						
Indigenous cultural development (training completion rate) ³	%	44.2	62.3	18.7	8.4	–
Indigenous Customer Assistance Line (calls received)	#	198,504	184,927	181,460	206,436	202,444
Australian Indigenous supplier spend	\$'000	9,078	7,028	6,093	4,395	2,959
– Direct spend ⁴		8,338	7,028	6,093	4,395	2,959
– Directed spend ⁵		740	–	–	–	–

1 FY23 includes a broader range of meaningful support provided to participants by the Financial Independence Hub. Prior years have been restated to ensure comparable year-on-year data. Metric is not assured by PwC.

2 In FY22, 72 interactions covering outbound contacts made for the purpose of supporting customers in receipt of potentially abusive transaction descriptions were also included. This channel was excluded in FY23 due to a change in information handling. Of the total 20,560 interactions, 16,260 were assured by PwC. 875 internal vulnerability referrals received by the Community Wellbeing team were also excluded from the limited assurance engagement due to a change in information handling. 3,425 interactions related to the asynchronous chat channel, were unable to be assured due to the nature of the third party data that was able to be provided as part of the assurance.

3 The 'Providing banking services to First Nations customers' e-learning was completed and launched in the second half of FY22 and is mandatory for targeted teams in the retail and business banks and is recommended for all other employees. The roll out of this mandatory learning drove the increase between FY21 to FY22. As employees are not expected to complete this training every year, the overall training completion rate is lower in FY23.

4 Does not include identified corporate credit card spend of \$98,577 with Indigenous suppliers. Credit Card spend is not assured by PwC.

5 Reported for the first time in FY23.





		30 Jun 23	30 Jun 22	30 Jun 21	30 Jun 20	30 Jun 19
Board composition¹	#					
Total Directors		10	11	10	9	10
– Female		5	5	4	5	5
– Male		5	6	6	4	5
Independent Non-Executive Directors		9	10	9	8	9
Female Directors on Board	%	50	45	40	56	50
Group compliance training²	%					
Training completion rate – Code of Conduct		99.8	99.6	99.5	99.6	96.7
Training completion rate – mandatory learning		99.8	99.6	99.5	99.5	99.5
Conduct and whistleblowing	#					
Substantiated misconduct cases		1,122	1,071	1,825	1,851	1,869
– Misconduct cases resulting in termination		119	76	105	136	187
SpeakUP Program cases		331	317	335	284	311
– Whistleblower cases		81	96	123	103	30

1 Numbers are actuals, not assured by PwC.

2 Training completion rates are not 100% as allocated training may be overdue. There are remuneration consequences for employees who do not meet their training obligations.



To: The Board of Directors of the Commonwealth Bank of Australia

Independent limited assurance report on Selected Sustainability Information for the Commonwealth Bank of Australia (the Bank) and its controlled entities (together the Group) in its 2023 Annual Report for the year ended 30 June 2023

The Board of Directors of the Commonwealth Bank of Australia engaged us to perform an independent limited assurance engagement in respect of the Selected Sustainability Information, presented on pages 40 to 46 in the 2023 Annual Report for the year ended 30 June 2023 (the **Selected Sustainability Information**).

Selected Sustainability Information and Criteria

We assessed the Selected Sustainability Information against the Criteria. The Selected Sustainability Information needs to be read and understood together with the Criteria.

The Criteria used by the Group to prepare the Selected Sustainability Information is set out on pages 290 to 303 in the 2023 Annual Report (the **Criteria**).

The maintenance and integrity of the Group's website is the responsibility of the Group's management; the work carried out by us does not involve consideration of these matters and, accordingly, we accept no responsibility for any changes that may have occurred to the reported Selected Sustainability Information or Criteria when presented on the Group's website.

Our assurance conclusion was with respect to the year ended 30 June 2023 and does not extend to information in respect of earlier periods or to any other information included in, or linked from, the 2023 Annual Report.

Responsibilities of Management

Management of the Group is responsible for the preparation of the Selected Sustainability Information in accordance with the Criteria. This responsibility includes:

- determining appropriate reporting topics and selecting or establishing suitable criteria for measuring, evaluating and preparing the underlying Selected Sustainability Information;
- ensuring that those Criteria are relevant and appropriate to the Group and the intended users;
- designing, implementing and maintaining systems, processes and internal controls over information relevant to the evaluation or measurement of the Selected Sustainability Information, which is free from material misstatement, whether due to fraud or error, against the Criteria.

Our Independence and Quality control

We have complied with the ethical requirements of the Accounting Professional and Ethical Standard Board's APES 110 Code of Ethics for Professional Accountants (including Independence Standards) relevant to assurance engagements, which are founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour.

Our firm applies Australian Standard on Quality Management ASQM 1, *Quality Management for Firms that Perform Audits or Reviews of Financial Reports and Other Financial Information, or Other Assurance or Related Services Engagements*, which requires the firm to design, implement and operate a system of quality management including policies or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

PricewaterhouseCoopers, ABN 52 780 433 757

One International Towers Sydney, Watermans Quay, Barangaroo NSW 2000, GPO BOX 2650 Sydney NSW 2001

T: +61 2 8266 0000, F: +61 2 8266 9999, www.pwc.com.au

Level 11, 1PSQ, 169 Macquarie Street, Parramatta NSW 2150, PO Box 1155 Parramatta NSW 2124

T: +61 2 9659 2476, F: +61 2 8266 9999, www.pwc.com.au

Liability limited by a scheme approved under Professional Standards Legislation.





Our responsibilities

Our responsibility is to express a limited assurance conclusion based on the procedures we have performed and the evidence we have obtained.

Our engagement has been conducted in accordance with the Australian Standard on Assurance Engagements (ASAE) 3000 *Assurance Engagements Other Than Audits or Reviews of Historical Financial Information* and ASAE 3410 *Assurance Engagements on Greenhouse Gas Statements*. Those standards require that we plan and perform this engagement to obtain limited assurance about whether anything has come to our attention to indicate that the Selected Sustainability Information has not been prepared, in all material respects, in accordance with the Criteria, for the year ended 30 June 2023.

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement and consequently the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed. Accordingly, we do not express a reasonable assurance opinion.

The procedures we performed were based on our professional judgement and included:

- Reading the Selected Sustainability Information to determine whether it is in line with our overall knowledge of, and experience with, the Sustainability performance;
- Enquiring of management responsible for preparing the Selected Sustainability Information;
- Enquiries regarding the processes and controls for capturing, collating, calculating and reporting the Selected Sustainability Information;
- Assessing the appropriateness of estimates, assumptions and methodologies applied by management in the preparation of the Selected Sustainability Information;
- Calculating the arithmetic accuracy of a sample of calculations of the Selected Sustainability Information;
- Assessing the appropriateness of the greenhouse gas emission factors and methodologies applied in calculating the Selected Sustainability Information;
- Undertaking analytical procedures over the performance data utilised within the calculations and preparation of the Selected Sustainability Information; and
- Comparing the Selected Sustainability Information to relevant underlying sources on a sample basis.

The Selected Sustainability Information includes a deduction from the Group's emissions for the year of 90,235 tonnes of CO₂-e relating to offsets. We have performed procedures as to whether these offsets were acquired during the year and arrangements are in place for their surrender, as well as procedures over the calculation of net emissions. We have not, however, performed any procedures regarding the external providers of these offsets, and express no conclusion about whether the offsets have resulted, or will result, in a reduction of 90,235 tonnes of CO₂-e.

We believe that the evidence we have obtained is sufficient and appropriate to provide a basis for our conclusion.

Inherent limitations

Inherent limitations exist in all assurance engagements due to the selective testing of the information being examined. It is therefore possible that fraud, error or non-compliance may occur and not be detected. A limited assurance engagement is not designed to detect all instances of non-compliance of the Selected Sustainability Information with the Criteria, as it is limited primarily to making enquiries of Management and applying analytical procedures.

Additionally, non-financial data may be subject to more inherent limitations than financial data, given both its nature and the methods used for determining, calculating and estimating such data. The precision of different measurement techniques may also vary. The absence of a significant body of established practice on which to draw to evaluate and measure non-financial information allows for different, but acceptable, evaluation and measurement techniques that can affect comparability between entities over time.

The limited assurance conclusion expressed in this report has been formed on the above basis.

Our limited assurance conclusion

Based on the procedures we have performed, as described under 'Our responsibilities' and the evidence we have obtained, nothing has come to our attention that causes us to believe that the Selected Sustainability Information has not been prepared, in all material respects, in accordance with the Criteria for the year ended 30 June 2023.

Emphasis of matter – Estimation of 'Selected Scope 3 emissions'

The estimation of 'Selected Scope 3 emissions' reported by the Group comprises selected sources of operational Scope 3 emissions only.

We draw attention to the Glossary of terms on pages 295 to 296 which sets out these assumptions and data sources for different Scope 3 emissions sources. Our conclusion is not qualified in respect of this matter.

Use and distribution of our report

We were engaged by the Board of Directors of the Commonwealth Bank of Australia to prepare this independent assurance report having regard to the criteria specified by the Group and set out in this report. This report was prepared solely for the Board of Directors of the Commonwealth Bank of Australia for the purpose of providing limited assurance on the Selected Sustainability Information and may not be suitable for any other purpose.

We accept no duty, responsibility or liability to anyone other than the Group in connection with this report or to the Group for the consequences of using or relying on it for a purpose other than that referred to above. We make no representation concerning the appropriateness of this report for anyone other than the Group and if anyone other than the Group chooses to use or rely on it they do so at their own risk.

This disclaimer applies to the maximum extent permitted by law and, without limitation, to liability arising in negligence or under statute and even if we consent to anyone other than the Group receiving or using this report.

PricewaterhouseCoopers

Elizabeth O'Brien
Partner

Sydney
9 August 2023



Glossary of terms

Term	Definition
#1 banking app in Australia	Commonwealth Bank of Australia was named the overall digital experience leader (for the 6th year in a row) among mobile apps in Australia in Forrester's proprietary Digital Experience Review™ – Australian Mobile Banking Apps, Q2 2022. Forrester Research does not endorse any company included in any Digital Experience Review™ report and does not advise any person or organisation to select the products or services of any particular company based on the ratings included in such reports. Received August 2022.
Absenteeism	Absenteeism refers to the average number of sick leave days taken (and carer's leave days for CommSec employees) per Australia-based full-time equivalent employee. Bankwest is included from FY19. Colonial First State is included up to 1 December 2021, after which time our divestment from the business was complete. Accompanying sustainability performance metric assured by PwC.
Age diversity	Percentage of permanent employees (full-time, part-time, job share or on extended leave), casuals, employees on international assignment and contractors paid directly by the Group, by age group as at 30 June. Excludes ASB businesses in New Zealand. Accompanying sustainability performance metric assured by PwC.
ASB customers	The number of customers who have a relationship with ASB New Zealand, as at 30 June. A customer is defined as anyone who holds an open account. Includes retail and non-retail customers and deceased estates.
Assets under management (AUM)	Assets under management represent the market value of assets for which the Group acts as an appointed manager.
Australian Indigenous supplier spend (Direct)	Direct (first tier) supplier spend (GST inclusive) includes any approved invoice (including grants) from an Indigenous enterprise. To meet the definition of an Indigenous enterprise, the enterprise must be at least 50% Indigenous owned. It includes any approved invoices from an Indigenous enterprise that is; registered or certified by Supply Nation, listed by the Office of the Registrar of Indigenous Corporations, listed by an Indigenous Chamber of Commerce, that provides a Certificate of Indigeneity or a Statutory Declaration that the business is 50% or more Indigenous owned. Accompanying sustainability performance metric assured by PwC.
Australian Indigenous supplier spend (Directed)	Directed Indigenous Supplier Spend for FY23 includes spend with three Indigenous enterprises through a first tier non-Indigenous supplier (agents) where the Bank has requested spend with the Indigenous supplier (principal) and the transaction can be verified. This metric is calculated based on the actual amount (GST inclusive) spent with the Indigenous supplier (principal). To meet the definition of an Indigenous enterprise, the enterprise must be at least 50% Indigenous owned. It includes any approved invoices from an Indigenous enterprise that is registered or certified by Supply Nation, listed by the Office of the Registrar of Indigenous Corporations, listed by an Indigenous Chamber of Commerce, that provides a Certificate of Indigeneity or a Statutory Declaration that the business is 50% or more Indigenous owned. Accompanying sustainability performance metric assured by PwC.
Bankwest customers	The number of customers who have a relationship with Bankwest, as at 30 June. A customer is defined as anyone who holds an open account. Includes, retail and non-retail customers and deceased estates.
Board	The Board of Directors of the Commonwealth Bank of Australia.
Cash contributions	Total funds contributed by the Group (excluding Aussie Home Loans) through donations, charitable gifts, community partnerships and matched giving. Matched giving excludes staff contributions. All amounts are verified transactions, inclusive of GST where applicable, with the exception of donations and charitable gift transactions which are exempt from GST. Colonial First State is included to 1 December 2021, after which time our divestment from the business was complete. Accompanying sustainability performance metric assured by PwC.

Term	Definition
CBA customers	The number of customers who have a relationship with the Commonwealth Bank of Australia, as at 30 June. A customer is defined as anyone who is currently associated with an open account as either the owner, joint owner, trustee or primary cardholder. Includes retail, non-retail customers and deceased estates. Accompanying sustainability performance metric assured by PwC.
Client	A customer who is relationship managed by the Group's Institutional or Business Bank with financing transactions \$5 million or greater.
CommBank app customers	The total number of customers that have logged into the CommBank mobile app at least once in the month of June, for years 2019-2023.
Common Equity Tier 1 Capital (CET1)	The highest quality of capital available to the Group reflecting the permanent and unrestricted commitment of funds that are freely available to absorb losses. It comprises ordinary share capital, retained earnings and reserves less prescribed deductions.
Community investment as a percentage of cash net profit before tax	Total community investment as a percentage of the Group's cash net profit from continuing operations before tax as at 30 June. Accompanying sustainability performance metric assured by PwC.
Corporations Act	<i>Corporations Act 2001</i> (Cth).
Cost-to-income ratio	Represents operating expenses as a percentage of total operating income. The ratio is a key efficiency measure.
Cultural diversity index (CDI)	The concentration mix of all cultures of the Group's employees resulting in an index between 0 and 1, where the higher the score, the more diverse the population. CDI is calculated using demographic information disclosed in the Group's biannual people and culture survey and benchmarked against the ancestry question in the 2021 Australian Census. Participation and disclosure in the survey is voluntary and can vary from year-to-year. The CDI excludes ASB businesses in New Zealand, and businesses in Indonesia. Accompanying sustainability performance metric assured by PwC.
Customer complaints – received	The number of complaints received by the Group during the reporting period, as recorded in the FirstPoint feedback management system, managed via our Internal Dispute Resolution process. Resolution timeliness reports on proportion of complaints resolved within five working days. Includes Bankwest and CBA/Colonial First State (CFS) or Commonwealth Insurance Limited (CIL) comingled complaints or complaints related to the sale and distribution of CFS/CIL products. Excludes ASB businesses in New Zealand and other overseas operations. Accompanying sustainability performance metric assured by PwC.
Deferred shares	Awarded from the 2019 financial year, deferred shares are ordinary shares in CBA, which are restricted until vesting and used for deferred STVR arrangements and sign-on awards. These equity awards are subject to forfeiture if the Executive ceases to be employed by the Group prior to the vesting date as a result of resignation or serious misconduct, Board risk and reputation review and, malus and clawback provisions.
Digitally active customers	The total number of customers who have logged into a core digital asset (NetBank or CommBank mobile app, excludes CommBiz) at least once in the month of June for the years 2019-2023.
Dividend payout ratio ("statutory basis")	Dividends paid on ordinary shares divided by net profit after tax ("statutory basis").
Dividend payout ratio ("cash basis")	Dividends paid on ordinary shares divided by net profit after tax ("cash basis").



Glossary of terms (continued)

Term	Definition
DPS	Dividends per share.
DRP	Dividend reinvestment plan.
DRP participation	The percentage of total issued capital participating in the dividend reinvestment plan.
Earnings per share (EPS) (basic)	Basic earnings per share is the net profit attributable to ordinary equity holders of the Bank, divided by the weighted average number of ordinary shares on issue during the year per the requirements of relevant accounting standards.
Earnings per share (EPS) (diluted)	Diluted earnings per share adjusts the net profit attributable to ordinary equity holders of the Bank and the weighted average number of ordinary shares on issue used in the calculation of basic earnings per share, for the effects of dilutive potential ordinary shares per the requirements of relevant accounting standards.
Electricity generated from on-site solar panels	Comprised of solar energy consumed in the generation of electricity from solar photovoltaic panels installed on CBA and Bankwest branches in Australia that is equal to the amount generated. In FY23 there were approximately 88 branches with solar panels installed. Accompanying sustainability performance metric assured by PwC.
Employee training	Average completed training hours per employee recorded in CBA's learning management system (PeopleLink) as at 30 June, measured by headcount. Training hours are allocated to each training item including face-to-face or online training and excludes external training and video training. Executive Managers, General Managers, Executive General Managers and the Chief Executive Officer are included in 'Executive Managers and above' and 'Others' includes team managers and team members. This metric excludes the training completion rates of the employees of ASB businesses in New Zealand. Accompanying sustainability performance metric assured by PwC.
Employee turnover – involuntary	Refers to all involuntary exits of permanent employees as a percentage of the average permanent headcount paid directly by the Group (full-time, part-time, job share or on extended leave), excluding ASB businesses in New Zealand. Involuntary exits include redundancies and terminations for disciplinary reasons. Accompanying sustainability performance metric assured by PwC.
Employee turnover – voluntary	Refers to all voluntary exits of permanent employees as a percentage of the average permanent headcount paid directly by the Group (full-time, part-time, job share or on extended leave), excluding non-permanent employees and ASB businesses in New Zealand. Voluntary exits are determined to be resignations and retirements. Accompanying sustainability performance metric assured by PwC.
Employees living with disability	The proportion of employees who disclosed that they are currently living with disability, chronic illness or other medical condition in the Group's biannual people and culture survey. Not all questions are surveyed during the survey period. Participation and disclosure in the survey is voluntary and can vary from year-to-year. Bankwest and businesses in Indonesia are included from September 2020. Excludes ASB businesses in New Zealand. Accompanying sustainability performance metric assured by PwC.
Employees who have accessed parental leave	Number of employees eligible for parental leave benefits who had started primary or secondary carer parental leave during the reporting period, as recorded in the Group's human resources system. Excludes ASB businesses in New Zealand and employees of discontinued operations. Accompanying sustainability performance metric assured by PwC.

Term	Definition
Employees who have returned from parental leave and are still employed after 12 months	The proportion of employees who returned to work from a period of primary or secondary carer parental leave in the prior year and were still employed after 12 months within the reporting period, as recorded in the Group's human resources system. Excludes employees that returned to a major business or subsidiary that is now a discontinued operation. Excludes ASB businesses in New Zealand. Accompanying sustainability performance metric assured by PwC.
Employees who identify as LGBTI and/or gender non-binary	The proportion of employees who disclosed that they identify as Lesbian, Gay, Bisexual, Transgender, Intersex (LGBTI), gender-non binary or other, in the Group's biannual people and culture survey. Not all questions are surveyed during the survey period. Participation and disclosure in the survey is voluntary and can vary from year-to-year. Bankwest is included from September 2020. Businesses in China and Singapore are included from September 2021. Excludes ASB businesses in New Zealand, and businesses in Indonesia. Accompanying sustainability performance metric assured by PwC.
Employees with caring responsibilities	The proportion of employees who selected one or more of the caring responsibility options (including, but not limited to, caring for elderly, children, people with disability, chronic conditions, etc.) in the Group's biannual people and culture survey. Not all questions are surveyed during the survey period. Participation and disclosure in the survey is voluntary and can vary from year-to-year. Bankwest is included from September 2020. Excludes ASB businesses in New Zealand. Accompanying sustainability performance metric assured by PwC.
Employees working flexibly	The proportion of employees who disclosed that they used one or more of the flexible work options in the previous 12 months in the Group's biannual people and culture survey. Not all questions are surveyed during the survey period. Participation and disclosure in the survey is voluntary and can vary from year-to-year. Bankwest and businesses in China are included from September 2020. Businesses in Indonesia are included from September 2021. Excludes ASB businesses in New Zealand. Accompanying sustainability performance metric assured by PwC.
Employment type (headcount)	The number of Australian employees as at 30 June who are permanent employees working in full-time, part-time or casual positions, including job share or on extended leave. It excludes ASB businesses in New Zealand, fixed contractors and contingent workers. Accompanying sustainability performance metric assured by PwC.
ENCORE	Exploring Natural Capital Opportunities, Risks and Exposure is a tool to help users better understand and visualise the impact of environmental change on the economy. ENCORE was developed by the Natural Capital Finance Alliance in partnership with the United Nations Environment Programme World Conservation Monitoring Centre.
Energy consumption	Energy consumption is the consumption of natural gas, diesel stationary and electricity for properties under the Group's operational control; including two data centres under non-operational control. Energy consumption is associated with fuel combusted for the business use of tool-of-trade vehicles, hire cars and fuel expensed. Accompanying sustainability performance metric assured by PwC.
Escalated complaints to an external dispute resolution (EDR) scheme	Number of complaints escalated to an EDR scheme for the Group. This includes complaints that have been through the Bank's Internal Dispute Resolution (IDR) process, then escalated to an EDR scheme. These complaints are recorded in FirstPoint and managed by the Group Customer Relations and/or Customer Care teams. EDR schemes include, but are not limited to the Australian Financial Complaints Authority (AFCA) and the Office of the Australian Information Commissioner (OAIC). Includes Bankwest and CBA/ Colonial First State (CFS) or Commonwealth Insurance Limited (CIL) comingled complaints or complaints related to the sale and distribution of CFS/CIL products. Excludes ASB businesses in New Zealand and other overseas operations. Accompanying sustainability performance metric assured by PwC.
ESG	Environmental, social and governance.



Glossary of terms (continued)

Term	Definition
ESG bond arrangement	The full value of all Green, Social, Sustainability, Sustainability-Linked and Transition Bonds arranged during the 12 months ended 30 June, in which CBA acted as Global Coordinator, Manager/Bookrunner or Lead Arranger. The roles and bond classification have been defined and confirmed by Bloomberg. Private placements aligned with International Capital Market Association principles are included. Accompanying sustainability performance metric assured by PwC.
ESG training completed (headcount)	The number of CBA and Bankwest employees who have completed ESG training modules, measured by headcount, as recorded in the Bank's learning management system (PeopleLink) as at 30 June. Excludes ASB businesses in New Zealand. Accompanying sustainability performance metric assured by PwC.
Executive Leadership Team (ELT)	The team comprises of the CEO and individuals in the following executive groups: Group Executives and CEO ASB.
Executives	Collective term referring to the individuals in the following executive groups: CEO, Group Executives and CEO ASB.
Financed emissions	The emissions financed by a financial institution's loans and/or investments. They are estimated based on an attributed proportion of the financial institution's customers' emissions. These financed emissions are part of the financial institution's Scope 3, Category 15 emissions.
Financial Independence Hub (participants supported)	An individual who has received meaningful support, interactions or assistance within the Financial Independence program. This might include, but is not limited to, financial coaching, financial counselling, providing advice, information or education on domestic and family violence and/or financial abuse, referrals to other services within Good Shepherd or to external agencies, or support with tasks. A participant can receive one or more services.
Forgone revenue	Forgone revenue consists of the aggregate value of fee-free or discounted CBA products and services related to transacting accounts during the reporting period, to a range of customers including youth, students, young adults, government benefit recipients, not-for-profit organisations and older people. This metric relates to monthly account fee and transaction fees and contains some assumptions to estimate the number of active accounts with forgone revenue. This metric does not include discounts on interest rates or revenue forgone as part of CBA's Emergency Assistance Packages. Certain transaction fee waivers are excluded from forgone revenue estimates. Accompanying sustainability performance metric assured by PwC.
Fuels – natural gas, diesel and transport	Energy from the use of natural gas and diesel in data centres, retail and commercial operations. Includes energy from the use of fuels such as petrol, diesel and ethanol for transport, under CBA's operational control during the reporting period. Accompanying sustainability performance metric assured by PwC.
Full-time equivalent employees (FTE) (page 42)	Total FTE of the Group by geographical work locations as at 30 June. FTE includes full-time, part-time, job share employees, employees on extended leave and contractors. One full-time role is equal to 38 working hours per week. New Zealand category refers to ASB employees only. CBA staff based in New Zealand are captured under 'Other'. India FTE prior to FY22 are captured under 'Other'. Total FTE sustainability performance metric assured by PwC.
Full-time equivalent staff	Includes all permanent full-time staff, part-time staff equivalents and external contractors employed through third-party agencies.
Funds under Administration (FUA)	Funds under administration represents the market value of funds administered by the Group and excludes AUM.

Term	Definition
Gender pay equity – female to male base salary comparison	Gender pay equity is defined as the ratio of the weighted average base salary of males and females for Australia-based employees of the Group, as at 31 March. The data reflects roles in similar functions, role scope and responsibilities. The data refers to permanent employees who are full-time, part-time, job sharing or on extended leave. It excludes the CEO, Board members, contractors, casual employees, seconded employees and employees who have not responded with a defined gender. Accompanying sustainability performance metric assured by PwC.
Graduates	The number of graduates who accepted and commenced in a graduate position with CBA or Bankwest under the Talent Acquisition program. Graduate positions commence in February each year. Accompanying sustainability performance metric assured by PwC.
Greenhouse gases (GHGs)	Greenhouse gases (GHGs) are the six gases listed in the Kyoto Protocol being carbon dioxide (CO ₂), methane (CH ₄), nitrous oxide (N ₂ O), hydrofluorocarbons (HFCs), perfluorocarbons (PFCs), and sulphur hexafluoride (SF ₆).
Greenhouse Gas Protocol	The Greenhouse Gas Protocol is a collection of comprehensive global standardised frameworks to measure and manage greenhouse gas (GHG) emissions from private and public sector operations, value chains and mitigation actions.
Greenhouse gas emissions:	
Exclusions and reclassifications	<p><u>From FY19 onwards:</u></p> <ol style="list-style-type: none"> Selected Scope 3 includes emissions from base buildings and paper use. <p><u>From FY20 onwards:</u></p> <ol style="list-style-type: none"> CBA assumed operational control of two data centres. Emissions from these locations have been reclassified from Scope 3 to Scope 1 or 2 emissions, depending on source. Scope 1 includes refrigerant emissions. Selected Scope 3 includes additional emissions from waste, water, work from home and couriers. <p><u>From FY22 onwards:</u></p> <ol style="list-style-type: none"> Aussie Home Loans data is excluded due to divestment. From December 2021, Colonial First State data is excluded due to divestment. Selected Scope 3 includes additional emissions from the production of annual reports. <p><u>From FY23 onwards:</u></p> <ol style="list-style-type: none"> Selected Scope 3 includes additional emissions from CBA's Annual General Meeting and employee commuting.
Location-based emissions reporting	Reflects the average emissions intensity of the grid where electricity is consumed by the Group.
Scope 1 emissions	Relates to the consumption of natural gas, stationary fuel and refrigerants used in retail, commercial and data centre properties under the Group's operational control, and business use of tool-of-trade vehicles. The consumption data is based on a combination of invoiced amounts and estimates based on historical information or pro-rata consumption. Emissions are calculated using the relevant emissions factors noted in the 'Scope 1, Scope 2 and selected Scope 3 emissions' regional definitions. Accompanying sustainability performance metric assured by PwC.
Scope 2 emissions	Emissions from the electricity used by ATMs, retail, commercial, residential and data centre properties under the Group's operational control. The consumption data is based on a combination of invoiced amounts and estimates based on historical information or pro-rata consumption. Emissions are calculated using the relevant emission factors noted in the regional definitions below. Accompanying sustainability performance metric assured by PwC.



Glossary of terms (continued)

Term	Definition
Scope 2 emissions (market-based emissions)	Market-based reporting reflects the emissions from electricity that companies have purchased. For the Group, this is emissions from the electricity used by ATMs, retail, commercial, residential and data centre properties under the Group's operational control. Market-based emissions are determined by contractually purchased electricity bundled with Large Generation Certifications, New Zealand Energy Certificate System, and Renewable Energy Certificates for Australian, NZ and Other overseas operations respectively. Accompanying sustainability performance metric assured by PwC.
Selected Scope 3 emissions	Indirect greenhouse gas emissions as a result of sources outside the Group's operational control, but support the Group's business activities. The consumption/activity data is based on a combination of invoiced amounts and estimates based on historical information or pro-rata consumption/activity. Emissions are calculated using the relevant emission factors noted in the regional definitions below. Selected Scope 3 emissions currently do not cover all categories of the GHG Protocol; however, it is the Bank's intention to align in the future with the Protocol and disclose relevant categories. Accompanying sustainability performance metric assured by PwC.
Scope 1, Scope 2 and selected Scope 3 emissions – Australia	Australian emissions are based on emission factors sourced from the Climate Active Carbon Neutral Standard (2023), National Greenhouse Accounts Factors (2022) and the Department for Environment, Food and Rural Affairs (United Kingdom) (2022). Scope 3 emissions sources for Australia included hire car and taxi use, fuel expensed, business flights, hotel accommodation, water, waste, couriers, office paper, emissions associated with employees working from home, employees commuting, emissions associated with electricity at data centres not under CBA's operational control, base building emissions, annual report production and CBA's Annual General Meeting. Accompanying sustainability performance metric assured by PwC.
Scope 1, Scope 2 and selected Scope 3 emissions – New Zealand	New Zealand emissions are based on emission factors sourced from the Ministry for Environment NZ, Measuring Emissions: A Guide for Organisations (2022) and the Department for Business, Energy and Industrial Strategy (2022). In FY20, ASB reclassified leased fleet fuel usage under its direct control from Scope 3 emissions to Scope 1 emissions. Comparative information for FY19 and FY18 has not been reclassified. FY18 includes Sovereign which was sold by CBA in FY19. Scope 3 emissions sources for New Zealand included hire car and taxi use, fuel expensed, business flights, hotel accommodation, water, waste, couriers, office paper, emissions associated with employees working from home. Accompanying sustainability performance metric assured by PwC.
Scope 1, Scope 2 and selected Scope 3 emissions – Other overseas	Other overseas emissions are estimated by multiplying the Australian emissions per FTE as at 30 June by the number of FTEs of all the Group's other overseas offices. Accompanying sustainability performance metric assured by PwC.
Scope 1 and 2 greenhouse gas emissions reduction target	The Scope 1 and 2 target is based on a 1.5°C trajectory, requiring 4.2% annual linear contraction. Emissions relate to the consumption of natural gas, stationary fuel, refrigerant and electricity used in retail, commercial and data centre properties under the Group's operational control, and business use of tool-of-trade vehicles. Australian electricity emissions are zero as the equivalent of 100% of our Australian operational electricity needs have been sourced from renewable sources. Market-based reporting is used for New Zealand and Other overseas electricity. Only electricity is included in other overseas emissions due to data limitations.
Scope 3 greenhouse gas (GHG) emissions (excluding financed emissions) reduction target	The Scope 3 target is based on a well below 2°C trajectory, requiring a 2.5% annual linear contraction. To ensure the baseline is representative of a typical year, Scope 3 Business Travel emissions are adjusted to FY19 values to normalise for the impacts of the COVID-19 pandemic. Includes indirect greenhouse gas emissions as a result of sources outside the Group's operational control, but support the Group's business activities. Base building, business use of private vehicles and work from home emissions are excluded. Due to data limitations New Zealand emissions exclude upstream stationary and transport fuels, and courier emissions. Only flight emissions are included for Other overseas due to data limitations.

Term	Definition
Group	Commonwealth Bank of Australia and its subsidiaries.
Group Executive (GE)	Members of the Executive Leadership Team (excludes the CEO and the CEO ASB).
Headcount	Total number of employees, including permanent headcount (full-time, part-time, job share, on extended leave), and contractors (fixed term arrangements) paid directly by the Group as at 30 June. Excludes contingent workers. Accompanying sustainability performance metric assured by PwC.
Health, safety and wellbeing training	Number of employees who completed health, safety and wellbeing training, as recorded in the Group's learning management system (PeopleLink) as at 30 June, measured by headcount. Excludes ASB businesses in New Zealand. Accompanying sustainability performance metric assured by PwC.
Indigenous cultural development (training completion rate)	Percentage of employees who have completed Indigenous cultural development, as recorded in the Group's learning management system (PeopleLink) as at 30 June. Indigenous cultural development programs included are: Indigenous cultural awareness e-learning; Providing banking services to First Nations customers e-learning; or BlackCard Cultural Learning Program. Includes CBA and Bankwest domestic employees. Excludes ASB businesses in New Zealand and other overseas operations. Accompanying sustainability performance metric assured by PwC.
Indigenous Customer Assistance Line (calls received)	Number of calls received via the dedicated Indigenous Customer Assistance Line (ICAL) to 30 June. It excludes calls that were abandoned by customers. Accompanying sustainability performance metric assured by PwC.
Indigenous workforce (ancestry)	Represents the proportion of employees who disclosed that they most strongly identify with Australian Aboriginal and/or Torres Strait Islander ancestry in the Group's biannual people and culture survey. Not all questions are surveyed during the survey period. Participation and disclosure in the survey is voluntary and can vary from year-to-year. Bankwest included from September 2020. From September 2022, the data represents the proportion of Australia-based employees only. Aboriginal and Torres Strait Islander representation in Australia is based on the 2021 Australian Census. Accompanying sustainability performance metric assured by PwC.
Interest rate risk in the banking book (IRRBB)	Interest rate risk in the banking book is the risk that the Bank's profit derived from Net Interest Income (interest earned less interest paid), in current and future periods, is adversely impacted by changes in interest rates. This is measured from two perspectives: firstly by quantifying the change in the net present value of the balance sheet's future earnings potential, and secondly as the anticipated change to net interest income earned over 12 months. This calculation is driven by APRA regulations with further detail outlined in the Group's Basel III Pillar 3 report.
Long-term alignment remuneration (LTAR)	Remuneration that is subject to pre-grant and pre-vest assessments and vests subject to service conditions after a period of four and five years for the CEO, and four years for Group Executives and CEO ASB.
Long-term variable remuneration (LTVR)	Variable remuneration subject to service conditions and performance measures over four years. From FY23, LTVR awards that remain on foot following satisfaction of service conditions and performance measures are restricted until completion of a risk and compliance review after a further holding period of two years for the CEO and one year for Group Executives and CEO ASB.



Glossary of terms (continued)

Term	Definition
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 Australia and New Zealand employees. The metric captures claims relating to permanent, casual and contractors paid directly by the Group. It is reported using the information available as at 30 June. Prior year numbers have been restated due to claims received after year-end reporting date. This metric includes data for the now divested Colonial First State business covering the period up to 30 November 2021. These records pertain to workers that were employed by CBA at the time, and CBA retains some legal obligations as an employer for that period. Accompanying sustainability performance metric assured by PwC.
Misconduct cases resulting in termination	This metric represents closed substantiated misconduct cases which resulted in termination and were managed in Australia by the Workplace Relations team, SpeakUP team and/or Group Investigations team. The metric excludes incidents reported by local associates and joint ventures. There are various internal policies within the Group that govern staff conduct obligations, such as the 'Code of Conduct' which is the guiding framework at CBA. Colonial First State is included up to 1 December 2021, after which time our divestment from the business was complete. Accompanying sustainability performance metric assured by PwC.
Natural capital	The stock of renewable and non-renewable natural resources (e.g., plants, animals, air, water, soils and minerals) that combine to yield a flow of benefits to people, organisations (including financial institutions) and the environment.
Nature	The natural world, with an emphasis on the diversity of living organisms (including people) and their interactions among themselves and with their environment.
Net profit after tax (NPAT) ("cash basis")	Represents net profit after tax and non-controlling interests before non-cash items including hedging and IFRS volatility, and gains or losses on acquisitions, disposal, closure, capital repatriation and demerger of controlled businesses, or associates that are not discontinued operations. This is management's preferred measure of the Group's financial performance.
Net profit after tax (NPAT) ("statutory basis")	Represents net profit after tax and non-controlling interests, calculated in accordance with Australian Accounting Standards. This is equivalent to the statutory item "Net profit attributable to Equity holders of the Bank".
Net Promoter Score (NPS)	For the major banks, NPS is reported for main brand only. "Net Promoter [®] , NPS [®] , NPS Prism [®] , and the NPS-related emoticons are registered trademarks of Bain & Company, Inc., NICE Systems, Inc., and Fred Reichheld. Net Promoter Score SM and Net Promoter System SM are service marks of Bain & Company, Inc., NICE Systems, Inc., and Fred Reichheld." NPS refers to customer likelihood to recommend their main financial institution using a scale from 0–10 (where 0 is 'Not at all likely' and 10 is 'Extremely likely') and NPS is calculated by subtracting the percentage of Detractors (scores 0–6) from the percentage of Promoters (scores 9–10).
Net Stable Funding Ratio (NSFR)	The NSFR more closely aligns the behaviour terms of assets and liabilities. It is the ratio of the amount of available stable funding (ASF) to the amount of required stable funding (RSF). ASF is the portion of an Authorised Deposit-taking Institution's (ADI) capital and liabilities expected to be a reliable source of funds over a one year time horizon. RSF is a function of the liquidity characteristics and residual maturities of an ADI's assets and off Balance Sheet activities.
Net tangible assets per share	Net assets excluding intangible assets, non-controlling interests and other equity instruments divided by ordinary shares on issue at the end of the period (excluding Treasury Shares deduction). Right of use assets are included in net tangible assets per share.
New Zealand	New Zealand includes the banking and funds management businesses operating under the ASB brand. ASB provides a range of banking, wealth and insurance products and services to personal, business, rural and corporate customers in New Zealand.

Term	Definition
Next Chapter and Community Wellbeing (customer interactions)	The total number of interactions with customers in vulnerable circumstances, supported by the Next Chapter and Community Wellbeing teams. The channels are: calls answered; internal and external vulnerability referrals; and asynchronous chat opened conversations via the CommBank App. Excludes ASB businesses in New Zealand. Note that the metric may include some non-CBA customers who have called into the Next Chapter and Community Wellbeing teams.
NPS – ASB – Business and rural banking	Business Finance Monitor NPS measures the net likelihood of recommendation to others of the business or rural customer's main financial institution. Using a scale of 1 to 10 (1 means 'extremely unlikely' and 10 means 'extremely likely'), the 1–6 raters (detractors) are deducted from the 9–10 raters (promoters). Four-quarter rolling average data is used. The ranking refers to ASB's position relative to the other three main New Zealand banks.
NPS – ASB – Consumer	Retail Market Monitor NPS measures the net likelihood of recommendation to others of the customer's main financial institution. Using a scale of 1 to 10 (1 means 'extremely unlikely' and 10 means 'extremely likely'), the 1–6 raters (detractors) are deducted from the 9–10 raters (promoters). Twelve-month rolling average data is used. The ranking refers to ASB's position relative to the other four main New Zealand banks.
NPS – Bankwest – Consumer	RFI-DBM Atlas Consumer Main Financial Institution (MFI) NPS (refer to definition for Net Promoter Score). Based on Australian population aged 14+ years old, rating their likelihood to recommend their MFI. NPS results are shown as a six-month rolling average. NPS is reported for each brand, therefore Commonwealth Bank of Australia excludes Bankwest, and Westpac excludes St George, BankSA and Bank of Melbourne. Bankwest ranking is based on the following nine banks: CBA, ANZ, Westpac, NAB, Adelaide/Bendigo Bank, Suncorp, Bankwest, Bank of Queensland and St George. NPS ranks are based on absolute scores among reported banks and not statistically significant differences.
NPS – CBA – Business	RFI-DBM Atlas Business Main Financial Institution (MFI) NPS (refer to definition for Net Promoter Score). Based on Australian businesses rating their likelihood to recommend their MFI for Business Banking. NPS results are shown as a six-month rolling average. NPS ranks are based on absolute scores, or simple comparisons of incidences among major banks, not statistically significant differences.
NPS – CBA – Consumer	RFI-DBM Atlas Consumer Main Financial Institution (MFI) NPS (refer to definition for Net Promoter Score). Based on Australian population aged 14+ years old rating their likelihood to recommend their MFI. NPS results are shown as a six-month rolling average. NPS ranks are based on absolute scores, or simple comparisons of incidences among major banks, not statistically significant differences.
NPS – CBA – Consumer mobile banking app	RFI-DBM Atlas Consumer Main Financial Institution (MFI) Mobile Banking App NPS (refer to definition for Net Promoter Score). Based on MFI customers rating their likelihood to recommend their MFI Mobile Banking App used in the last 4 weeks. NPS results are shown as a six-month rolling average. NPS ranks are based on absolute scores, or simple comparisons of incidences among major banks, not statistically significant differences.
NPS – CBA – Consumer online banking	RFI-DBM Atlas Consumer Main Financial Institution (MFI) Online Banking NPS (refer to definition for Net Promoter Score) based on MFI customers rating their likelihood to recommend their MFI Online Banking used in the last 4 weeks. NPS results are shown as a six-month rolling average. NPS ranks are based on absolute scores, or simple comparisons of incidences among major banks, not statistically significant differences.
NPS – Institutional	RFI-DBM Atlas Institutional \$300m+ Business Main Financial Institution (MFI) NPS (refer to definition for Net Promoter Score). Based on Australian businesses with an annual revenue of \$300m or more for the previous financial year rating their likelihood to recommend their MFI for Business Banking. NPS results are shown as a twelve-month rolling average.



Glossary of terms (continued)

Term	Definition
Office paper usage (retail and commercial operations)	Office paper used in retail and commercial operations under the Group's operational control. Invoiced reams of paper are used to estimate usage by weight. Accompanying sustainability performance metric assured by PwC.
Operational emissions	Scope 1, 2 and selected Scope 3 emissions (excluding financed emissions) resulting from the operations of our business for the Commonwealth Bank of Australia Group, including ASB Bank Limited and other overseas operations.
Other overseas	Represents amounts booked in branches and controlled entities outside Australia and New Zealand.
People engagement index – CBA	The People Engagement Index (PEI) measures how engaged our people are, including their connection, motivation and commitment to the organisation. The PEI was refreshed in September 2020 from a four item metric to a five item metric to include items relating to discretionary effort and work involvement and the removal of work satisfaction as a predictor of engagement. PEI is calculated based on the proportion of employees replying with a score of 4 or 5 to five engagement questions in the Group's biannual people and culture survey. These questions relate to pride, advocacy, intent to stay, discretionary effort and work involvement on a scale of 1–5 (where 1 is 'Strongly Disagree' and 5 is 'Strongly Agree'). Not all metrics are surveyed during the survey period. Participation and disclosure in the survey is voluntary and can vary from year-to-year. Bankwest included from September 2020. Excludes ASB businesses in New Zealand. Accompanying sustainability performance metric assured by PwC.
Performance rights	Performance rights to ordinary shares in CBA granted under the LTVR and subject to the satisfaction of performance measures and service conditions.
Privacy complaints	Number of privacy related complaints escalated to the Office of the Australian Information Commissioner (OAIC) or Australian Financial Complaints Authority (AFCA) for the Group. This includes complaints that have been through the Bank's Internal Dispute Resolution (IDR) process and have escalated to an External Dispute Resolution (EDR) scheme. These complaints are recorded in FirstPoint and are managed by the Group Customer Relations and/or Customer Care team. Includes Bankwest and CBA/Colonial First State (CFS) or Commonwealth Insurance Limited (CIL) comingled complaints or complaints related to the sale and distribution of CFS/CIL products. Excludes ASB businesses in New Zealand and other overseas operations. Accompanying sustainability performance metric assured by PwC.
Production	The amount of output – in the relevant unit (e.g., barrels of oil, megawatt hours) – the counterparty has produced.
Profit after capital charge (PACC)	The Group uses PACC, a risk-adjusted measure, as a key measure of financial performance. It takes into account the profit achieved, the risk to capital that was taken to achieve it, and other adjustments.
Program management costs	Total costs incurred by the Group to implement and manage community investment programs including the Indigenous Customer Assistance Line (ICAL) call centre, Next Chapter, Women in Focus, school programs as well as other not-for-profit activities. These costs include salary and wages, occupancy, IT and other expenditure. Amounts include approved invoices (including grants) to a registered Australian Indigenous business – refer to Australian Indigenous supplier spend. All amounts are verified transactions, inclusive of GST where applicable, with the exception of transactions which are exempt from GST. Accompanying sustainability performance metric assured by PwC.
RAP	Reconciliation Action Plan.

Term	Definition
Renewable electricity procurement	The usage of electricity for operations within Australia, New Zealand and Other Overseas generated via renewable sources in compliance with CBA's RE100 commitment. Addressed through the procurement of Large Generation Certificates (LGCs) or Renewable Energy Certificates (RECs) in local and or regional jurisdictions for the reporting period. Accompanying sustainability performance metric assured by PwC.
Renewable electricity purchased	Comprised of renewable electricity purchased via power purchase agreements or retail contracts and renewable energy certificates (including small-scale technology certificates (STCs) and Large-scale generation certificates (LGCs) surrendered in connection with electricity consumed during the reporting period. Accompanying sustainability performance metric assured by PwC.
RepTrak score	The RepTrak Company, June 2023. CBA and Major Bank Peer reputation scores. Source: RepTrak, The RepTrak Company. Data is reported on a quarterly basis.
Restricted share units (RSU)	Rights to ordinary shares in CBA or a cash equivalent, granted under the LTAR and subject to a pre-grant and pre-vest assessment (from the FY23 award onward), and service conditions.
Return on equity – cash basis	Based on net profit after tax ("cash basis") less other equity instruments' distributions applied to average shareholders' equity, excluding non-controlling interests and other equity instruments.
Return on equity – statutory basis	Based on net profit after tax ("statutory basis") less other equity instruments' distributions applied to average shareholders' equity, excluding non-controlling interests and other equity instruments.
Short-term variable remuneration (STVR)	Variable remuneration paid, subject to the achievement of predetermined performance hurdles over one financial year. STVR is received as cash and deferred shares.
SpeakUP program cases	Number of cases recorded in the Group's SpeakUP program to 30 June. The reports include both whistleblower and non-whistleblower disclosures. Colonial First State disclosures are included up to 1 December 2021, after which time our divestment from the business was complete. Accompanying sustainability performance metric assured by PwC.
Substantiated misconduct cases	This metric represents closed substantiated misconduct cases managed in Australia by the Workplace Relations team, SpeakUP team and/or Group Investigations team. The metric excludes incidents reported by local associates and joint ventures. There are various internal policies within the Group that govern staff conduct obligations, such as the 'Code of Conduct' which is the guiding framework at CBA. Colonial First State is included up to 1 December 2021, after which time our divestment from the business was complete. Accompanying sustainability performance metric assured by PwC.
Sustainability Funding Target (SFT)	The Group's target to provide \$70 billion of cumulative sustainability funding by 2030. For the full definition, including definitions of each asset category, refer to pages 78–80 of the 2023 Climate Report .
Sustainability funding (cumulative)	The cumulative funding provided to 30 June tracked against the Group's SFT. For the full definition, including definitions of each asset category, refer to pages 78–80 of the 2023 Climate Report . Accompanying sustainability performance metric assured by PwC.
Total customers	The combined number of customers who have a relationship with the Group, as at 30 June. A customer is defined as anyone who holds an open account. Includes retail and non-retail customers and deceased estates. Customers who have a relationship with more than one entity (CBA, Bankwest and/or ASB) may be counted more than once.



Glossary of terms (continued)

Term	Definition
Training completion rates – Code of Conduct	Percentage of employees who have been assigned or completed the 'Code of Conduct' learning module recorded in the Group's learning management system (PeopleLink) as at 30 June. It includes employees who have a learning due date after 30 June. Excludes the training completion rates of the employees of ASB businesses in New Zealand. Numbers prior to FY19 are for completion of 'Our Commitments' training. Accompanying sustainability performance metric assured by PwC.
Training completion rates – mandatory learning	Percentage of employees who have been assigned or completed the Group mandatory learning modules recorded in the Group's learning management system (PeopleLink) as at 30 June. It includes employees who have a learning due date after 30 June. Excludes the training completion rates of the employees of ASB businesses in New Zealand. The Group's mandatory learning modules are: Code of Conduct; Conflicts of Interest; Valuing Privacy; Health, Safety and Wellbeing; Workplace Conduct (which includes Sexual Harassment); Group Securities Insider Trading; Financial Crime (which includes Anti-Bribery and Corruption, Anti-Money Laundering and Counter-Terrorism Financing); Fraud; Resolving Customer Complaints; Information Security; and The Group Risk Management Approach. Accompanying sustainability performance metric assured by PwC.
Transition Plan	A plan that, at a minimum: <ul style="list-style-type: none"> contains a time-bound decarbonisation plan which is aligned to the goal of the Paris Agreement to limit global warming to well below 2 degrees above pre-industrial levels; and includes the Client's Scope 1, 2 and 3 emissions. <p>CBA will engage a third-party to assess applicable Clients' Transition Plans against the above two requirements.</p>
Value of time volunteering	Total estimated dollar value of volunteering hours contributed by Australia-based CBA and Bankwest employees, excluding terminated employees. Volunteering activities include pro bono (skilled) and general (unskilled) volunteering, as captured in the Group's leave management system (Workday) and by volunteering managers. Average hourly rates are calculated using Australia-based permanent employees' salaries as at 30 June, excluding the salaries of the Board, the CEO, Group Executives and offshore employees. In FY21, the methodology for calculating the employee hourly rate changed. FY20 and FY19 have not been restated. Colonial First State is included up to 1 December 2021, after which time our divestment from the business was complete. Accompanying sustainability performance metric assured by PwC.
Waste (commercial operations) – landfill	Tonnes of waste to landfill generated per annum from CBA and Bankwest commercial buildings under the Group's operational control in Australia. Waste to landfill data is based on combination of invoiced amounts and estimates based on an average tonnes per m ² of net lettable area. Invoiced amounts are estimated by the total number of bin lifts using density conversion factors or actual weighed amounts where available. Accompanying sustainability performance metric assured by PwC.
Waste (commercial operations) – recycled	Tonnes of recycled waste generated per annum from CBA and Bankwest buildings under the Group's operational control in Australia. Recycled waste data is a combination of invoiced amounts and estimates based on an average tonnes per m ² of net lettable area. Invoiced amounts are estimated by the total number of bin lifts using density conversion factors or actual weighed amounts where available. Accompanying sustainability performance metric assured by PwC.
Waste (commercial operations) – secure paper recycled	Tonnes of secured paper waste collected from CBA and Bankwest commercial buildings under the Group's operational control in Australia. Secured paper waste is shredded and recycled in a secure process to protect privacy. Based on invoiced volumes which are estimated using average weight per bin collected. In FY22, the process changed to also include onsite volumetric measurement at selected sites. Accompanying sustainability performance metric assured by PwC.

Term	Definition
Water	Water consumption includes tenanted usage from CBA and Bankwest commercial buildings and data centres under Group's operational control in Australia. Water usage is based on a combination of invoiced amounts and estimates based on an average usage per m ² of net lettable area. It includes invoiced water use for the two data centres that are under the Group's operational control. Accompanying sustainability performance metric assured by PwC.
Weighted average number of shares	The calculation incorporates the bonus element of any rights issue, discount element of any DRP and excludes "Treasury Shares" related to investment in the Bank's shares held for future issuance at vesting of related share based payment awards.
Whistleblower cases	Number of whistleblower cases on-boarded into the Group's SpeakUP Program to 30 June. Colonial First State cases are included up to 1 December 2021, after which time our divestment from the business was complete. Accompanying sustainability performance metric assured by PwC.
Women in Executive Manager and above roles	The percentage of roles at the level of Executive Manager and above filled by women, in relation to the total headcount at these levels as at 30 June. Excludes ASB businesses in New Zealand. Accompanying sustainability performance metric assured by PwC.
Women in Manager and above roles	The percentage of roles at the level of Manager and above (including Branch Managers) filled by women, in relation to the total headcount at these levels as at 30 June. Excludes ASB businesses in New Zealand. Accompanying sustainability performance metric assured by PwC.
Women in Senior Leadership (Group Executives)	The percentage of executive roles that are filled by women as at 30 June. These roles are direct reports of the Chief Executive Officer with authority and responsibility for planning, directing and controlling the Group's activities. For the list of current executives, refer to pages 78–81.
Women in workforce	The percentage of roles filled by women, in relation to the total headcount as at 30 June. Excludes ASB businesses in New Zealand. Accompanying sustainability performance metric assured by PwC.



Contact us

Registered office

Commonwealth Bank Place South
Level 1, 11 Harbour Street
Sydney NSW 2000

Telephone: +61 2 9378 2000
Facsimile: +61 2 9118 7192
commbank.com.au

International locations

commbank.com.au/internationallocations

Share Registry

Link Market Services Limited
Level 12, 680 George Street
Sydney NSW 2000

Mail: Link Market Services Limited
Locked Bag A14 Sydney South NSW 1235

Telephone: +61 1800 022 440
Email: cba@linkmarketservices.com.au
linkmarketservices.com.au

American Depository Receipt (ADR) program

CBA ADRs are negotiable securities issued by BNY Mellon, with one ADR representing one CBA ordinary share. They are traded under the symbol CMWAY and are classified as Level 1. They are not listed on any exchange and are only traded over-the-counter via brokers.

ADR Investors who hold ADRs via a broker should contact their US broker directly for queries relating to their holdings.

Registered ADR Holders – held via Computershare – should contact the registry directly:

BNY Mellon Shareowner Services
P. O. Box 43006
Providence RI 02940-3078
USA

U.S. Toll Free Telephone: 1-888-BNY-ADRS (1-888-269-2377)

Telephone for International Callers: 1-201-680-6825

Website: <https://www-us.computershare.com/investor>

E-Mail: shrrelations@cpushareownerservices.com

CBA Investor Relations

Telephone: +61 2 9118 7113
Email: CBAInvestorRelations@cba.com.au
commbank.com.au/investors

All other enquiries

commbank.com.au/contactus

We have committed to prioritising the purchase of Australian carbon credit units to offset the emissions from our annual reporting. All emissions associated with the design, printing, distribution and disposal of our 2023 Annual Report will be included in our Climate Active carbon neutral certification.

Design Communication and Production by ARMSTRONG

