

# Key Westpac 2017 Results

	2017	2016	2015
Cash earnings (\$m)	970	886	905
Number of customers (m)	1.35	1.35	1.34
Digitally active customers	772,335	736,013	704,527
Branches	169	189	189
Branches with 24/7 banking capability (%)	50	51	49
ATMs	611	620	639
Smart ATMs (%)	29	26	24
Change in customer complaints from prior year (%)	-21.2	-6.8 <sup>1</sup>	-18.2 <sup>1</sup>
Total supply chain spend (\$m)	590	580	510
CleanTech exposures (\$bn)	1.3	1.29	1.17
Total Scope 1-3 (tonnes CO <sub>2</sub> e) <sup>2</sup>	5,871	7,371	8,391
Employees (total full- and part-time)	4,797	4,903	5,073
Employees (total full-time equivalent)	4,255	4,145	4,375
Women as a % of the total workforce	62.4	62.8	62.7
Women in Leadership	52.4	50.5	46.3
Employees completing unconscious bias training (%)	100	98	98
Community investment (\$m)	5.91	6.46	5.67
Volunteering (value of hours in \$)	892,434	719,647	688,330
Financial education (participants)	91,792 <sup>3</sup>	29,377	35,904
Money raised for Rescue Helicopters (\$m) <sup>2</sup>	1.25	1.31	1.54

<sup>1</sup> Data restated in FY17.

<sup>2</sup> The Rescue Helicopter and environmental year reporting runs 1 July to 30 June. CO<sub>2</sub>e results include all Westpac business units based in New Zealand.

<sup>3</sup> Active CashNav (Westpac app) users included in FY17. CashNav launched in FY16 but no reporting was available in that reporting period.