

Key Westpac 2016 Results

	2016	2015	2014
Cash earnings (\$m)	872	905 ¹	864
Number of customers (m)	1.35	1.34	1.31
Digitally active customers	736,013	704,527	660,778
Branches	169	189	193
Branches with 24/7 banking capability (%)	51	49	40
ATMs (Westpac branded)	620	639	628
ATMs with 'Smart' (deposit-taking) functionality (%)	26	24	21
Change in customer complaints from prior year (%) ²	-7.3	-22.3	-18.7
Total supply chain spend (\$bn)	0.58	0.51	0.47
CleanTech exposures (\$bn)	1.29	1.17	1.05
Employees (total full- and part-time head count)	4,903	5,073	5,075
Employees (total full-time equivalent FTE)	4,145	4,375	4,342
Women as a % of the total workforce	62.8	62.7	62.6
Women in Leadership	50.5	46.3	44.2
Employees completing unconscious bias training (%) ³	98	98	na
Community investment (\$m)	6.46	5.67	4.99
Volunteering (monetary value)	719,647	688,330	329,921
Financial education (participants)	29,377	35,904	21,034
Money raised for Rescue Helicopters (\$m) ⁴	1.31	1.54	1.38
Total Scope 1-3 (tonnes CO2e) ⁵	7,371	8,391	8,193

¹ The change in cash earnings is due to accounting methodology changes made in FY16 and applied retrospectively to comparatives. (confirming only FY15)

² 2015 figures restated to reflect updated calculation methodology.

³ Unconscious bias training commenced in 2015.

⁴ The Rescue Helicopter reporting year runs 1 July to 30 June.

⁵ The environmental year reporting year runs 1 July to 30 June. CO2e results include all Westpac business units based in New Zealand.