

Five year summary

	2021 \$m	2020 \$m	2019 \$m	2018 \$m	2017 \$m
Financial performance - cash¹					
Net interest income	14,161	14,049	14,339	14,514	14,875
Other operating income	3,286	3,703	4,690	4,853	4,941
Operating expenses	(9,051)	(9,383)	(9,071)	(9,401)	(8,967)
Profit before credit impairment and income tax	8,396	8,369	9,958	9,966	10,849
Credit impairment charge	567	(2,738)	(795)	(688)	(1,199)
Income tax expense	(2,764)	(1,872)	(2,678)	(2,775)	(2,826)
Non-controlling interests	(1)	(1)	(15)	(16)	(15)
Cash profit from continuing operations¹	6,198	3,758	6,470	6,487	6,809
Cash profit/(loss) from discontinued operations	(17)	(98)	(309)	(682)	129
Cash profit	6,181	3,660	6,161	5,805	6,938
Adjustments to arrive at statutory profit ¹	(19)	(83)	(208)	595	(532)
Profit attributable to shareholders of the Company	6,162	3,577	5,953	6,400	6,406
Financial position					
Assets	978,857	1,042,286	981,137	943,182	897,326
Net assets	63,676	61,297	60,794	59,405	59,075
Common Equity Tier 1	12.3%	11.3%	11.4%	11.4%	10.6%
Common Equity Tier 1 – Internationally Comparable Basel 3 ²	18.3%	16.7%	16.4%	16.8%	15.8%
Return on average ordinary equity (statutory) ³	9.9%	5.9%	10.0%	10.9%	11.0%
Return on average assets (statutory)	0.6%	0.3%	0.6%	0.7%	0.7%
Cost to income ratio (cash) ¹	52.2%	53.8%	49.5%	52.0%	46.1%
Shareholder value – ordinary shares					
Total return to shareholders (share price movement plus dividends)	70.7%	-36.9%	9.2%	0.6%	13.1%
Market capitalisation	79,483	48,839	80,842	80,979	86,948
Dividend (cents)	142	60	160	160	160
Franked portion					
– interim	100%	100%	100%	100%	100%
– final	100%	100%	70%	100%	100%
Share price					
– high (dollars)	\$29.64	\$28.67	\$29.30	\$30.80	\$32.95
– low (dollars)	\$16.97	\$14.10	\$22.98	\$26.08	\$25.78
– closing (dollars)	\$28.15	\$17.22	\$28.52	\$28.18	\$29.60
Share information					
(per fully paid ordinary share)					
Earnings per share (cents) (statutory)	217.1	126.4	210.0	221.6	220.1
Dividend payout ratio (statutory)	65.3%	47.6%	76.2%	72.1%	73.4%
Net tangible assets per ordinary share ⁴	\$21.09	\$20.04	\$19.59	\$18.47	\$17.66
No. of fully paid ordinary shares issued (millions)	2,824	2,840	2,835	2,874	2,937
Dividend reinvestment plan (DRP) issue price					
– interim	\$27.91	\$18.06	\$27.79	\$27.76	\$28.80
– final	-	\$22.19	\$25.03	\$26.03	\$29.02
Other information					
No. of employees (full time equivalents)	40,221	38,579	39,060	39,924	44,896
No. of shareholders	534,166	553,171	506,847	509,238	522,425

¹ Cash profit excludes non-core items included in statutory profit and is provided to assist readers in understanding the result of the ongoing business activities of the Group. Cash profit is not audited; however, the external auditor has informed the Audit Committee that the adjustments have been determined on a consistent basis across each period presented.

² Internationally Comparable Methodology applied for 2017–2021 aligns with APRA's information paper entitled 'International Capital Comparison Study' (13 July 2015). Basel Internationally Comparable ratios do not include an estimate of the Basel I capital floor requirement.

³ Average ordinary equity excludes non-controlling interests.

⁴ Equals shareholders' equity less total non-controlling interests, goodwill and other intangible assets, divided by the number of ordinary shares.



Five year summary (continued)

	2021	2020	2019	2018	2017
Fair and responsible banking					
Net Promoter Score Ranking (relative to peers)					
Australia Retail ¹	4	3	4	3	4
Australia Commercial ²	4	4	3	3	4
Australia Institutional ³	2	1	1	1	2
New Zealand Retail ⁴	4	4	4	4	4
New Zealand Commercial and Agricultural ⁵	5	5	5	5	5
New Zealand Institutional ⁶	1	1	1	1	3
Code of Conduct					
Breaches	573	569	784	1,114	1,443
Investigations resulting in termination	114	93	151	226	262
Whistleblower reports	157	157	156	137	121
Financial Wellbeing					
People reached by our financial inclusion programs⁷	>67,600	>61,352	>90,850	>88,224	>80,074
Employees					
Employee Engagement (%) ⁸	81	86	77	73	72
Total Women in Leadership (%) ⁹	35.3	33.4	32.5	32.0	31.1
Recruitment of people from under-represented groups ¹⁰	255	185	224	260	250
Community					
Total community investment (\$million) ¹¹	139.7	139.5	142.2	136.9	131.1
Volunteer hours	54,645	66,402	134,930	124,113	113,127
Employee volunteering participation rate (%) ¹²	15.5	20.5	42.4	34.6	29.4
Sustainable Finance					
Total funded or facilitated towards:					
Environmentally sustainable solutions (AU\$ billion)	9.18	7.57	7.60	4.65	4.51
Housing (AU\$ billion) ¹³	1.40	1.45			
Other social (AU\$ billion) ¹⁴	2.29	0.06			
Environmental Sustainability					
Environmental footprint					
Total scope 1 & 2 (tCO ₂ e)	111,409	134,093	156,568	171,012	180,993
Total scope 1, 2 & 3 GHG emissions (tCO ₂ e)	153,697	203,700	250,857	266,906	273,216
Project finance portfolio¹⁵					
Renewables (%)	88	87	83	76	70
Coal (%)	3	5	9	13	16
Gas (%)	9	7	8	10	13
Project finance commitment to renewable energy (\$million)	1,425	1,501	1,371	1,076	1,141

1. Roy Morgan Single Source, Australian population aged 14+, Main Financial Institution, six-month rolling average to Sep'17, Sep'18, Sep'19, Sep'20 & Sep'21. Ranking based on the four major Australian banks. 2. DBM Atlas (Business). Base: Commercial (<\$100 million annual turnover) Main Financial Institution customers. Six-month average to Sep'17, Sep'18, Sep'19, Sep'20 & Sep'21. Ranking based on the four major Australian banks. 3. Peter Lee Associates, 2017–2020 Large Corporate and Institutional Relationship Banking surveys, Australia. Ranking based on the four major Australian banks. 4. Retail Market Monitor, Camorra Research, six month rolling average to Sep'17, Sep'18, Sep'19, Sep'20 & Sep'21. Ranking based on the five major New Zealand banks. 5. Business Finance Monitor, TNS Kantar Research. Base: Commercial (\$3 million–\$150 million annual turnover) and Agricultural (>500K annual turnover) customers. Four quarter rolling average to Q3'17, Q3'18, Q3'19, Q3'20 & Q3'21. Ranking based on the five major New Zealand commercial/agricultural banks. 6. Peter Lee Associates Large Corporate Relationship Banking surveys, New Zealand 2017–2021, ranked against the Top 4 competitors. 7. Includes individuals who have participated in more than one program or product (for example, people who have participated in MoneyMinded as part of Saver Plus are counted twice as they are included in both the MoneyMinded and Saver Plus totals). 8. The 2017 engagement survey was run as a pulse survey sent to 10% of the bank's employees with a 57% response rate. 9. Measures representation at the Senior Manager, Executive and Senior Executive levels. Includes all employees regardless of leave status but not contractors (which are included in FTE). 10. Including Aboriginal and Torres Strait Islander peoples, people with disability and refugees. 11. Figure includes forgone revenue, being the cost of providing low or fee free accounts to a range of customers such as government benefit recipients, not-for-profit organisations, students and the elderly. International transfer fees were waived for funds sent from Australia and New Zealand to the Pacific to support communities impacted by COVID-19. 12. Commenced reporting in 2017. 13. Commenced reporting in 2020. 14. Commenced reporting in 2020. Includes transactions eligible for inclusion in \$50 billion target but unable to be allocated to environmentally sustainable solutions, housing or financial wellbeing. 15. Breakdowns for 2020, 2018 and 2017 do not total to 100% due to rounding.