

## **HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS**

### **REVIEW OF THE FOUR MAJOR BANKS (FOURTH REPORT)**

#### **Australia and New Zealand Banking Group Limited**

**ANZ20QW:** Evans

Bank employees

- a. How many employees does your organisation have?
- b. How do you judge the impact of events over the past year or so, including these hearings and the Royal Commission and public commentary, on your employees?
- c. Have there been issues in your organisation concerning bullying or harassment as a result of the Royal Commission or other events over the past year or so?

#### **ANSWER**

##### **a. Employee numbers**

As at 30 September 2018, the ANZ Group had 39,924 full time equivalent employees.

##### **b. Impact of events on employees**

Employees at all levels of ANZ are very aware of the Royal Commission and related issues. They have expressed disappointment, shock and frustration at hearing the proceedings and case studies. Staff are conscious of the poor public perception of banks and an emerging stigma of working for a bank. Many feel frustrated or embarrassed about regularly needing to defend the bank to friends, family and community members, and that their efforts to help customers have been unrecognized publicly.

As noted below in response to part c of this question, we have also seen an increase in the incidence of 'externally-driven' incidents. We attribute this to changes in the general community view of the banking industry and recognise that it will impact staff. We provide training on preventing and managing these incidents, and support staff, for example by providing specialist services like the Employee Assistance Program.

##### **c. Bullying and harassment**

The level of customer aggression or violence against ANZ staff in Australia has risen, noting that we have been encouraging staff to report incidents. We consider that there has been some trend upwards, which we do not attribute to particular events. The number of reported incidents increased to 737 in the 2018 bank year, an increase of ~50% from 2017. The banking industry definition of incidents includes verbal abuse or intimidation, property damage, threats or assaults.

There is no evidence of an increase in 'internally-driven' incidents (for example, related to workplace harassment or stress) over the last year in our management reporting.