

HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS

REVIEW OF THE FOUR MAJOR BANKS (FOURTH REPORT)

Commonwealth Bank of Australia

- CBA43QW:**
1. How many employees does your organisation have?
 2. 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?
 3. 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:**
1. Commonwealth Bank has 49,125 employees. 40,508 are employed in Australia.
 2. Commonwealth Bank conducts a twice annual survey to gather feedback from employees. Our people are also encouraged to raise any aspects of their role they are finding challenging during regular one-on-one meetings with their managers or with any other senior manager at any time. Employees have communicated that they feel the pride they take in their work has been impacted by the events of the past year.
 3. We have seen an increase in negative feedback from customers in recent months, some of which is likely a response to matters raised through the Royal Commission.