

# Key Westpac 2018 Results

	2018	2017	2016	2015
Cash earnings (\$m)	1,017	970	886	905
Number of customers (m)	1.35	1.35	1.35	1.34
Digitally active customers	803,646	772,335	736,013	704,527
Branches	163	169	189	189
Branches with 24/7 capabilities (%)	59	50	51	49
ATMs	538	611	620	639
Smart ATMs (%)	33	29	26	24
Change in customer complaints from prior year (%)	-15.7	-21.2	-6.8	-18.2
Total supply chain spend (\$m)	613	590	580	510
CleanTech exposure (\$bn)	1.6	1.3	1.29	1.17
Total Scope 1-3 (tonnes CO <sub>2</sub> e) <sup>1</sup>	6,333	5,871	7,371	8,391
Employees (total full and part time) <sup>2</sup>	4,603	4,800	4,899	5,072
Employees (total full time)	4,182	4,328	4,444	4,375
Women as a % of the workforce	61.8	62.4	62.1	62.7
Women in leadership (%)	52.1	52.4	50.5	46.3
Employees completing unconscious bias training (%) <sup>3</sup>	99	100	98	98
Community investment (\$m)	5.24	5.91	6.46	5.67
Volunteering (value of hours in \$) <sup>4</sup>	567,740	472,842	294,766	297,241
Financial education (participants) <sup>5</sup>	106,479	91,792	29,377	35,904
Money raised for Resue Helicopter (\$m)	1.22	1.25	1.31	1.54

<sup>1</sup> Environmental year runs 1 July to 30 June. CO<sub>2</sub>e results include all Westpac business units based in New Zealand

<sup>2</sup> Current headcount as at 30 Sep each year, including all employee categories (permanent, fixed term, casual, contractors and directors), excluding WBC.

<sup>3</sup> Integrated with Doing the Right thing training

<sup>4</sup> Methodology has been improved

<sup>5</sup> Active CashNav (Westpac app) users included in FY18 & FY17