

Our Commitments

Principles for Customer-Oriented Business Conduct

Living our vision and values





Our Commitments

This document, “**Our Commitments**”, is the foundational policy and guiding framework for performing our role. It sets clear expectations for engaging with and balancing the interests of our stakeholders: customers, shareholders, regulators, suppliers, colleagues and the communities in which we operate. It also includes our expectations for when you represent Commonwealth Bank of Australia (CBA).



I commit to **uphold the guiding framework of our vision and values**

I commit to uphold:

- **Our Vision:** to excel at securing and enhancing the financial wellbeing of people, businesses and communities
- **Our Values:** integrity, accountability, collaboration, excellence, service
- **Values Guidelines:** see attachment

I will use the Values Guidelines to ensure I understand, practice and demonstrate our vision and values in my role. I will work with and support my colleagues to comply with **Our Commitments**, live our values and to achieve our vision. If I am ever unsure of which decisions to make or how our vision or values apply to me or my work, I will ask my manager or other leaders for guidance.



I commit to **honesty**

I will be honest and demonstrate integrity in every aspect of my work and whenever I represent CBA, including in balancing and fulfilling customer, shareholder, colleague and other stakeholder needs. I recognise this is essential to our stakeholders’ trust in us. I will be straightforward in how I create, improve and talk about our products and services; thorough in how I manage risk; and transparent in the way I provide necessary information on our business whilst also maintaining my commitment to confidentiality.

I will express to my colleagues, manager or other leaders my full and truthful views, positive or negative, on CBA’s business, practices and policies and their effects upon our stakeholders. I will quickly and openly acknowledge my mistakes and talk to my manager about them.

To support our performance framework, I will respond to appropriate requests for feedback on my colleagues’ demonstration of our vision and values with honest, fact-based input. I understand that dishonesty conflicts with our vision and values. I will be vigilant in identifying and reporting any knowledge of dishonesty, fraud, breach of policy or law, concealed practices, errors or risks that may affect CBA or our stakeholders. I understand that any legitimate concerns I raise will be taken seriously and, upon request, will be treated in confidence.



I commit to **maintaining confidentiality**

I understand that when I act on behalf of customers, shareholders, colleagues or other stakeholders in my role, they trust me to protect their valuable property, including their personal and other information. I will treat their and CBA's information in confidence, respecting CBA and our stakeholders' trust. I will not use this information for inappropriate purposes or personal gain, or allow unauthorised access to it.

I will only engage with regulators or the media, or make public statements about CBA, if required and authorised. If so, I will comply with relevant policy and only use verified, accurate and authorised information.

I am bound by this commitment to confidentiality even if I leave CBA.



I commit to **disclosing and managing conflicts of interest**

I understand that a conflict of interest arises where my personal interests, or those of someone close to me, conflict with the interests of CBA or our stakeholders. This could include the misuse of information obtained in my role, being influenced by personal relationships with customers, suppliers or colleagues, accepting gifts or hospitality from third parties or where I, or someone close to me, may stand to benefit from a transaction between CBA and another party.

I recognise that conflicts of interest could harm our stakeholders' trust in CBA.

I will avoid actual or potential conflicts wherever possible. If any conflict arises or could be perceived, I will disclose it to my manager, ensure the conflict is appropriately managed in ways consistent with all other relevant policies and that I have permission to continue before I act. I will not use information obtained during my work for my own benefit, for those close to me or for other purposes not connected with my role and duties.



I commit to **appropriate use of technology and communications**

I commit to using CBA technology and communications in my role for business and limited personal uses in an appropriate way, not in an offensive manner and consistently with the law, our values and all policies. I will only transmit confidential or customer information by using CBA technology and communications, when I am expressly authorised to do so and in compliance with CBA's security protocols. I will not allow unauthorised access to any CBA information, systems or assets.

I recognise that my use of social media can reflect on me personally and professionally and also reflect on CBA. If my use of social media could be connected to my employment with CBA, I will be responsible for its appropriateness, demonstrate respect for the people and communities I interact with and be clear I am representing only myself unless the content is properly approved in advance by CBA. I will act in accordance with CBA's social and other media policies at all times.



I commit to **operating in a safe and inclusive manner**

I commit to treating customers, shareholders, colleagues, suppliers and other stakeholders fairly and with respect, regardless of gender, culture, belief, sexual identity, disability or age. I will uphold CBA's high standards of workplace conduct and our commitment to eliminating unlawful discrimination, harassment, bullying and victimisation.

I will also take appropriate care for the wellbeing, health and safety of me, my colleagues and our stakeholders, including only allowing authorised access to Group premises. This includes taking part in safety awareness learning and hazard and risk management, including reporting any safety, health or wellbeing concerns immediately. When working, regardless of location, I will comply with CBA's policy relating to alcohol and drugs.



I commit to **maintaining personal standards that support our vision and values**

I understand that our stakeholders' experience with us in and beyond our workplace shapes their view of and trust in CBA and our values and impacts our reputation. I commit to contributing positively to this by maintaining personal standards, behaviours, finances and relationships at work and beyond (where my actions could impact CBA's interests) in ways consistent with our vision and values, which protect and enhance CBA's reputation and which maintain my ability to perform my role.

I will do my best to manage my personal finances in a prudent manner and take care not to over commit myself. If I am experiencing any personal or financial difficulties, I know I am able to raise these with my manager and discuss support which may be available through Employee Assist or other external programs. I will inform my manager if I am involved in any bankruptcy or similar action, or am in serious financial or other difficulty which could impact the performance of my role.

I will abide by CBA's zero tolerance to bribery, corruption and facilitation payments and I will comply with relevant CBA expense policies.



I commit to **understanding and fulfilling all aspects of my role**

I will meet all requirements of my role to the best of my ability, including complying with all laws, general and specific CBA policies applying to my role, management directions, training and certification requirements, and exercising the appropriate authority of my role. This also means meeting customer needs and only offering appropriate products and services for which I am appropriately authorised and trained.

External roles or appointments may affect my capacity to perform my role at CBA. I will only hold external employment, directorships or honorary positions in clubs, charities or community organisations or stand for political or public office if there is no conflict with or adverse effect on my duties or CBA's reputation. I will obtain my manager's written approval before seeking or accepting any such external roles.

VALUES



Integrity

Team Member (Everyone)

- I am trustworthy
- I do the right thing
- I express my ideas or concerns

Team Leader

- I encourage people to speak openly and honestly
- I take action when issues are raised
- I engage my team on what the values mean for us

Accountability

Team Member (Everyone)

- I understand and deliver what is expected of me
- I take ownership and follow up
- I acknowledge mistakes, escalate them quickly and learn from them

Team Leader

- I set clear expectations of each person and the team
- I manage performance and behaviour consistently and constructively
- I make hard decisions when I need to

Collaboration

Team Member (Everyone)

- I listen, speak and act respectfully
- I work with others to get the best outcomes
- I appreciate great contributions from others

Team Leader

- I encourage diversity of teams and points of view
- I prioritise Group outcomes over Business Unit goals
- I make timely and effective decisions with appropriate input from others

Excellence

Team Member (Everyone)

- I get the basics right first time
- I take the initiative to achieve better, simpler outcomes
- I do my best

Team Leader

- I lead the business like I own it
- I help people see and reach their potential
- I expect and celebrate great work

Service

Team Member (Everyone)

- I help others
- I care about understanding and meeting customers' needs
- I represent CBA well at all times

Team Leader

- I provide clarity on balancing different stakeholder interests
- I set high service standards for my team and share best practice
- I coach and encourage others to deliver exceptional service

Our vision: To excel at securing and enhancing the financial wellbeing of people, businesses and communities.