

One hundred years together – we are proud to have been part of Australian history and to have supported Australian communities for 100 years.

On 22 December 1911, Commonwealth Bank of Australia was established by an act of Federal Parliament to conduct general and savings banking. We opened for business on 15 July 1912 at 317 Collins St, Melbourne and in the 100 years since then, the growth of Commonwealth Bank has mirrored the evolution of modern Australia.

Our centenary is an important milestone, one that will allow us to reflect with pride on the difference we have made to millions of Australian families and businesses in this country over such a long period of time. That is 100 years of supporting the infrastructure and growth of Australia. 100 years of being one of the biggest employers in the country and 100 years of supporting the communities we operate in.

From the very beginning, our founders were determined that a branch or agency of Commonwealth Bank should be available wherever its services were needed. Where access to a branch or agency was limited, mobile banking services were provided. In fact a mobile agency was mounted on a pay train to take wages to workers constructing the Trans-Australian Railway, and the workers camps, stations and sidings that dotted the route. This focus on mobile banking remains a cornerstone of Commonwealth Bank's philosophy today.

We were there helping the country rebuild after the World Wars with funding to build housing for returned soldiers and their families. We were there to help iconic Australian companies grow from small to large. We were there to fund major



Moore Street (now Martin Place), Sydney circa 1913. The small building with the gable façade was opened as the first Sydney branch of the Commonwealth Bank on 13 January 1913. The three storey building on the corner of Pitt Street was soon demolished and became the site of the future Head Office building of the Bank.



Children handing over money boxes and passbooks to deposit savings in their Commonwealth Bank accounts, November 1956.

infrastructure like the Snowy Mountains Hydro Electric Scheme, and we were there in times of crisis, helping Australians through bushfires, floods and cyclones. We were also there to help the many migrants who have come to Australia to assist in this country's development.

For more than 80 years we have been teaching school children fundamental money management skills, thanks to our School Banking Program. Through the Commonwealth Bank Staff Community Fund, Australia's longest running employee contribution program, the generosity of our employees has provided ongoing support to the health and wellbeing of young Australians since 1917.

We have always been determined to provide service excellence and innovation. Our vision has been and remains to be Australia's finest financial services organisation through excelling in customer service. This vision builds

on and recognises our unique heritage as the bank for all Australians. It is a strategy which aims to tap into the tremendous potential we have in our franchise, by better understanding our customers, improving the service we offer them and doing so in the most efficient way possible. This is a strategy which has helped deliver strong financial returns, and in many ways has helped us navigate recently through the Global Financial Crisis.

As one of Australia's largest and most respected organisations the Group recognises the importance of taking a leadership position in tackling potentially crippling social challenges. The recent response to the East Coast floods and cyclone is an example of the leadership role the Group plays not only from a finance industry perspective, but also for corporate Australia.

SUPPORTING AUSTRALIA THROUGH SUSTAINABILITY

The Group continued on its sustainability journey and delivered significant achievements across its five sustainability foundations of Customers, People, Community, Environment and Governance during the last 12 months.

CUSTOMERS

In line with its key priority of customer satisfaction, the Group rolled out a number of innovative products for its retail, business and wealth management customers. These included the GoalSaver savings account, No fee Variable Interest Rate Home Loan and the Business Debit Mastercard.

SUPPORTING AUSTRALIA – 100 YEARS AND BEYOND



Commonwealth Bank Place, the Group's new environmentally responsible office building.

PEOPLE

The Group made solid progress towards its target of 35% of women in senior management roles by December 2014 and launched its Diversity Policy in June 2011. Staff engagement and pride have remained strong as evidenced in the People Engagement survey which placed the Group in the 73rd percentile of the Gallup Worldwide Database.

COMMUNITY

The Group's achievements in 2011 included raising \$452,000 for the Breast Cancer Institute of Australia; hosting 65 Cleanup sites in support of Clean Up Australia Day and supporting over 200 crickets clubs through the Grants for Grassroots Cricket™ programme.

ENVIRONMENT

The Group continued its shift to environmentally responsible commercial properties with the construction of Commonwealth Bank Place, with the first teams taking occupancy in June 2011. Commonwealth Bank Place has a range



Ross McEwan, Group Executive RBS presented a donation cheque to a flood affected tennis club in Wagga Wagga.

of sustainability features including state-of-the-art technology and innovative features to help reduce energy consumption. In September 2010, the Group was announced as a global sector leader in the Carbon Disclosure Leadership Index by achieving a third place in world-standing for carbon disclosure within the 2010 CDP Global 500 Report.

GOVERNANCE

With its continuous focus on good corporate governance, the Group strengthened core operations in the areas of ethics as well as transparency of systems, processes, guidelines and policies.

100 YEARS TOGETHER. We've been with Australians side-by-side through the great history of our country – in its moments of triumph and its moments of need. We share this milestone with our customers, shareholders and staff; and we look forward to continuing to support Australia in our next century.

SUPPORTING AUSTRALIA IN 2010/2011

At the Commonwealth Bank, we have a history of supporting our customers and local communities in times of need. In the wake of the devastating natural disasters which struck across Australia in December 2010 and January 2011, the Group worked with State and Commonwealth Governments to develop an unparalleled disaster relief response.

The Group introduced a range of initiatives to assist affected customers.

These included:

- › Compassionate Assistance Fund of up to \$50 million
- › Commlnsure ex gratia payments of \$8 million
- › hardship assistance through Special Emergency Assistance package
- › \$1 billion set aside and no interest for the first three months for loans to business and agribusiness customers

- › \$5 million Community Flood Assistance Grants Programme to help community groups that had suffered damage or loss of uninsured equipment giving 381 not-for-profit organisations grants of up to \$20,000
- › donated \$2 million to flood relief appeals and
- › in excess of \$44 million in donations was collected from staff and customers through all Commonwealth Bank branches and online channels.

