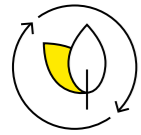


Sustainability performance



Environmental

Sustainable financing	\$bn	30 Jun 24	30 Jun 23	30 Jun 22	30 Jun 21	30 Jun 20
Sustainability funding (cumulative) ¹		54.2	44.7	30.6	–	–
Renewable energy exposure ²		6.3	4.8	4.2	–	–
ESG bond arrangement		18.6	8.6	13.6	7.9	9.5

Operational greenhouse gas emissions	tCO ₂ -e	30 Jun 24	30 Jun 23	30 Jun 22	30 Jun 21	30 Jun 20
Group						
Market-based reporting		71,149	67,433	35,745	32,955	–
– Scope 1 emissions		7,258	7,891	6,667	8,768	–
– Scope 2 emissions ³		33	12	0	1,812	–
– Selected Scope 3 emissions ⁴		63,858	59,530	29,078	22,375	–
Location-based reporting		152,256	157,668	137,481	152,109	174,413
– Scope 1 emissions		7,258	7,891	6,667	8,768	12,757
– Scope 2 emissions		63,609	74,577	83,249	95,762	103,818
– Selected Scope 3 emissions ⁴		81,389	75,200	47,565	47,579	57,838

Operational greenhouse gas emissions	tCO ₂ -e	30 Jun 24	30 Jun 23	30 Jun 22	30 Jun 21	30 Jun 20
Australia						
Market-based reporting		56,891	50,852	27,372	24,080	–
– Scope 1 emissions		5,195	5,165	4,613	6,095	–
– Scope 2 emissions ³		0	0	0	0	–
– Selected Scope 3 emissions ⁴		51,696	45,687	22,759	17,985	–
Location-based reporting		131,269	128,888	118,517	136,319	159,898
– Scope 1 emissions		5,195	5,165	4,613	6,095	9,992
– Scope 2 emissions		58,312	62,366	72,658	87,035	96,262
– Selected Scope 3 emissions ⁴		67,762	61,357	41,246	43,189	53,644

✦ For definitions of metrics in this section, see *Glossary* on pages 312–327.

✦ A more complete set of metrics is available for download at commbank.com.au/sustainabilityreporting



Assurance report

PwC has provided assurance on these metrics on pages 48–55, for the year ended 30 June 2024, unless otherwise indicated.

✦ The PwC Assurance Report is provided on pages 56–59.

Operational greenhouse gas emissions	tCO ₂ -e	30 Jun 24	30 Jun 23	30 Jun 22	30 Jun 21	30 Jun 20
New Zealand⁵						
Market-based reporting		4,024	4,637	2,554	4,960	–
– Scope 1 emissions		1,529	1,807	1,469	2,189	–
– Scope 2 emissions ³		33	12	0	1,812	–
– Selected Scope 3 emissions ⁴		2,462	2,818	1,085	959	–
Location-based reporting		5,066	5,740	3,926	4,960	5,831
– Scope 1 emissions		1,529	1,807	1,469	2,189	2,277
– Scope 2 emissions		1,075	1,115	1,372	1,812	1,904
– Selected Scope 3 emissions ⁴		2,462	2,818	1,085	959	1,650

Operational greenhouse gas emissions	tCO ₂ -e	30 Jun 24	30 Jun 23	30 Jun 22	30 Jun 21	30 Jun 20
India⁶						
Market-based reporting		7,190	–	–	–	–
– Scope 1 emissions		318	–	–	–	–
– Scope 2 emissions ³		0	–	–	–	–
– Selected Scope 3 emissions ⁴		6,872	–	–	–	–
Location-based reporting		10,473	–	–	–	–
– Scope 1 emissions		318	–	–	–	–
– Scope 2 emissions		1,802	–	–	–	–
– Selected Scope 3 emissions ⁴		8,353	–	–	–	–

Operational greenhouse gas emissions	tCO ₂ -e	30 Jun 24	30 Jun 23	30 Jun 22	30 Jun 21	30 Jun 20
Other overseas⁷						
Market-based reporting		3,044	11,944	5,819	3,915	–
– Scope 1 emissions		216	919	585	484	–
– Scope 2 emissions ³		0	0	0	0	–
– Selected Scope 3 emissions ⁴		2,828	11,025	5,234	3,431	–
Location-based reporting		5,448	23,040	15,038	10,830	8,684
– Scope 1 emissions		216	919	585	484	488
– Scope 2 emissions		2,420	11,096	9,219	6,915	5,652
– Selected Scope 3 emissions ⁴		2,812	11,025	5,234	3,431	2,544

- Included in the scope of PwC's limited assurance engagement on selected Sustainability Funding and Sector-level Glidepath Subject Matter for the Group's 2024 Climate Report.
- The Group's total committed exposure as at the end of the reporting period. Renewable energy exposure includes pure-play renewables companies and diversified power generation customers where at least 90% of electricity generated is from renewable sources. We assess changes to customer classification using a rolling three-year generation average. Not assured by PwC.
- Pending acquittal of energy attribute certificates for the reporting year. In FY23, ASB offsite ATMs were reclassified as Scope 2 and Renewable Energy Certificates (RECs) could not be purchased due to metering limitations.
- Refers to reporting of selected Scope 3 emissions categories under the GHG Protocol. FY23 restated for overstatement in flight data, for Australia and New Zealand, reflecting duplication of entries from exchanged tickets and alignment of factors with Australia's Climate Active certification.
- ASB is subject to a separate NZ mandatory disclosure regime and expects to publish a stand-alone climate report later this year. As such the equivalent numbers in ASB's own disclosures may change between the publication of CBA's 2024 Climate Report and ASB's 2024 climate-related disclosures.
- Reported separately for first time in FY24. Prior period presentations included in 'Other overseas'.
- India was excluded and reported separately from FY24. PT Bank Commonwealth (PTBC) is included up to 30 April 2024, after which time our divestment of the business was complete.



Environmental continued

Renewable electricity procurement	%	30 Jun 24	30 Jun 23	30 Jun 22	30 Jun 21	30 Jun 20
Australia		100	100	100	100	100
New Zealand ¹		97	98	100	–	–
India ²		100	100	100	100	–
Other overseas		100	100	100	100	–

Energy consumption – Australia	gigajoules	30 Jun 24	30 Jun 23	30 Jun 22	30 Jun 21	30 Jun 20
Total fuel consumption		69,793	66,110	67,624	75,572	112,968
– Diesel stationary ³		6,888	1,994	3,089	4,396	2,059
– Natural gas ³		1,345	2,104	2,396	2,534	4,235
– Transport ³		61,560	62,012	62,139	68,642	106,674
Electricity consumption – property and fleet⁴		329,739	332,563	344,268	399,800	445,040
Total renewable energy consumption		329,739	332,563	344,268	399,800	445,040
– Renewable electricity purchased		322,936	325,988	336,436	392,581	438,934
– Electricity generated from on-site solar panels		6,803	6,575	7,832	7,219	6,106
Total energy consumption (including electricity and fuel)		399,532	398,673	411,892	475,372	558,008

Water, waste and paper – Australia		30 Jun 24	30 Jun 23	30 Jun 22	30 Jun 21	30 Jun 20
Waste (Commercial and data centre operations)⁵	tonnes					
Landfill ^{3,6}		418	335	230	470	988
Recycled ^{3,6}		157	303	205	308	585
Secure paper recycled ³		123	143	203	414	580
Total waste		698	781	638	1,192	2,153
Water (Commercial and data centre operations) ⁶	kilolitres	167,696	152,791	105,172	129,494	177,047
Office paper usage (retail and commercial operations)	tonnes	243	284	293	343	483

1 New Zealand data excludes base building electricity consumption. In FY23, ASB offsite ATMs were reclassified as Scope 2 and RECs could not be purchased due to metering limitations.

2 Reported separately for the first time in FY24. India's 100% renewable electricity procurement, since FY21, was reported under 'Other overseas'.

3 Not assured by PwC.

4 Includes energy consumption from electric vehicle charging from FY24.

5 Data centre waste reported for the first time in FY24. Prior period presentations have not been restated.

6 In FY24, invoiced amounts contributed to 81% of waste to landfill data, 87% of waste recycled data and 89% of water usage. The remainder is estimated based on average tonnes of waste and kilolitres of water per m² of net lettable area.



Social – Our customers

Customers	#m	30 Jun 24	30 Jun 23	30 Jun 22	30 Jun 21	30 Jun 20
Total customers¹		17.6	17.1	16.6	16.7	17.3
– CBA customers		14.3	13.8	13.2	13.3	13.9
– Bankwest customers ¹		1.2	1.2	1.3	1.3	1.4
– ASB customers ¹		2.1	2.1	2.1	2.1	2.0
Digitally active customers²		9.3	8.7	8.0	7.6	7.4
– CommBank app customers ²		8.5	7.8	6.9	6.4	6.1

Customer advocacy ¹	#	30 Jun 24	30 Jun 23	30 Jun 22	30 Jun 21	30 Jun 20
Commonwealth Bank – Net Promoter Score						
Consumer NPS		8.4	3.9	4.5	0.8	(2.9)
– Rank		1st	1st	2nd	2nd	2nd
Online banking NPS		12.0	11.1	16.8	19.0	17.2
– Rank		1st	1st	1st	1st	1st
Mobile banking app NPS		29.3	26.2	30.7	30.0	28.6
– Rank		1st	1st	1st	1st	1st
Business NPS		(2.7)	7.5	(3.2)	(5.8)	(14.3)
– Rank		2nd	1st	1st	1st	3rd
Institutional NPS		49.1	52.3	36.5	44.0	34.8
– Rank		1st	1st	2nd	1st	1st
Bankwest – Net Promoter Score						
Consumer NPS		3.6	12.8	19.5	11.8	9.4
– Rank		7th	3rd	3rd	4th	3rd
ASB – Net Promoter Score						
Consumer NPS		21.3	23.6	29.5	32.5	32.0
– Rank		3rd	3rd	3rd	3rd	3rd
Business and rural banking NPS ³		5.2	(0.5)	(7.4)	4.0	4.2
– Rank		1st	1st	1st	1st	1st

Customer complaints		30 Jun 24	30 Jun 23	30 Jun 22	30 Jun 21	30 Jun 20
Received ⁴	#	538,954	921,855	984,493	1,211,808	1,182,699
– Resolved within five days	%	90	93	94	96	96
Escalated to an external dispute resolution (EDR) scheme ⁵	#	8,359	6,871	5,384	5,419	6,455
– Privacy complaints	#	156	98	61	123	–

Cyber defence	#	30 Jun 24	30 Jun 23	30 Jun 22	30 Jun 21	30 Jun 20
Phishing sites taken down ²		2,247	2,275	1,806	–	–
Signals analysed for potential cyber threats ¹	ave per week (bn)	274	214	184	–	–

1 Not assured by PwC.

2 Assured for the first time in FY24.

3 NPS methodology changed in 2023. Prior years are not comparable.

4 Reduction in customer complaints driven by prevention initiatives and process improvements to better differentiate between complaints and customer feedback.

5 Increase partly driven by higher complaints related to disputed transactions, fraud, scams as well as complaints concerning the service provided in connection with financial products issued to customers.





Social – Our people

Employees		30 Jun 24	30 Jun 23	30 Jun 22	30 Jun 21	30 Jun 20
Total full-time equivalent (FTE)	#	48,887	49,454	48,906	45,833	43,585
– Australia ¹		36,572	36,697	38,153	37,245	36,330
– New Zealand (ASB) ¹		5,983	6,016	5,879	5,634	5,122
– India ^{1,2}		5,630	4,721	2,854	–	–
– Other ^{1,2,3}		702	2,020	2,020	2,954	2,133
Graduates		348	343	241	191	153
Headcount	#	53,262	53,754	53,056	49,922	48,167
Employee turnover – voluntary	%	9.0	11.2	14.8	11.0	10.1
Employee turnover – involuntary	%	3.4	2.4	2.1	1.9	4.2
Employment type (headcount)	#					
Full-time		32,259	32,228	32,303	31,112	32,178
Part-time		6,755	6,656	6,858	7,007	7,565
Casual		880	529	266	294	399
Safety and wellbeing						
Lost time injury frequency rate ⁴	rate	0.23	0.58	0.51	0.72	1.12
Absenteeism	days	10.2	9.2	8.7	7.8	8.4
Health, safety and wellbeing training ⁵	#	55,076	56,814	59,575	51,926	49,385
People engagement and flexible working	%					
People engagement index – CBA ⁶		84	82	84	85	85
Employees working flexibly		–	81.0	–	84.9	–
Employees with caring responsibilities		–	59.5	–	59.4	–
Parental leave						
Employees who have accessed parental leave ⁷	#					
– Female employees		1,281	1,260	1,246	1,173	1,243
– Male employees		1,031	990	942	987	909
Employees who have returned from parental leave, and are still employed after 12 months ⁸	%					
– Female employees		86.7	87.5	89.4	87.2	85.7
– Male employees		89.2	86.4	88.5	87.2	84.5

1 Not assured by PwC.
 2 India-based employees reported under 'other' for periods prior to FY22.
 3 Reduction reflects the divestment of PT Bank Commonwealth (PTBC) which was completed on 1 May 2024.
 4 Reduction in FY24 is driven by preventative measures and early intervention which have resulted in less injuries that incur lost time.
 5 The health, safety and wellbeing training number is higher than FTE as the training is assigned annually and to new employees.
 6 People engagement index (PEI) was reduced from a five-item metric to a two-item metric in February 2024, to reduce the length of the Group's quarterly people and culture survey and time taken to complete. Internal and independent analysis was conducted to ensure the index remains reliable as a measure of engagement. Prior year numbers have been restated accordingly.
 7 Prior year numbers have been restated to only capture parental leave events that began that year, and not double-count over multiple years.
 8 Not assured by PwC. Reported for the last time in FY24. This metric can no longer be reported as, from 1 December 2023, CBA offers full-time and part-time CBA employees flexibility in how and when parental leave can be taken within two years of a child's birth or placement.

Employee training	hrs per employee	30 Jun 24			30 Jun 23		
		Total	Female	Male	Total	Female	Male
Executive Managers and above roles		27.5	29.8	25.6	22.5	24.4	21.1
Others		25.8	27.7	23.7	25.0	27.4	22.6
Average per employee		25.9	27.8	23.8	24.9	27.3	22.5

ESG training	#	30 Jun 24	30 Jun 23	30 Jun 22	30 Jun 21	30 Jun 20
ESG training completed (headcount)		13,023	13,552	2,911	6,240	1,560

Gender diversity	%	30 Jun 24	30 Jun 23	30 Jun 22	30 Jun 21	30 Jun 20
Women in workforce		53.7	54.4	55.2	56.1	56.9
Women in Manager and above roles		44.9	45.1	45.5	45.2	45.0
Women in Executive Manager and above roles		44.9	44.0	43.1	41.7	41.2
Women in Senior Leadership (Group Executives) ¹		41.7	41.7	41.7	27.3	33.3

Gender pay equity (female to male base salary)	ratio	31 Mar 24	31 Mar 23	31 Mar 22	31 Mar 21	31 Mar 20
Executive General Manager		0.98	0.93	0.91	0.86	0.90
General Manager		1.00	0.98	0.99	0.99	1.00
Executive Manager		0.98	0.99	0.98	0.98	0.98
Manager/Professional		0.98	0.98	0.97	0.97	0.98
Team Member		1.01	1.01	1.01	1.00	1.00

Age diversity ²	%	30 Jun 24	30 Jun 23	30 Jun 22	30 Jun 21	30 Jun 20
<25 years		6.8	6.5	7.0	7.1	7.9
25–34 years		32.2	32.9	32.3	30.7	30.8
35–44 years		33.3	32.9	32.5	32.5	31.9
45–54 years		17.9	18.2	18.6	19.9	19.6
55–64 years		8.6	8.2	8.1	8.6	8.6
65+ years		1.2	1.1	1.0	1.1	1.0

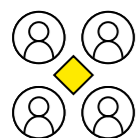
Cultural diversity ¹	%	30 Jun 24	30 Jun 23	30 Jun 22	30 Jun 21	30 Jun 20
Executive Manager and above roles		37.0	36.0	–	–	–

Other diversity metrics	%	Sep 23	Sep 22	Sep 21	Sep 20	Oct 19
CBA Indigenous workforce (ancestry)		1.2	1.0	0.9	0.8	1.5
Employees living with a disability, chronic illness or other medical condition		6.3	7.6	7.1	6.5	8.7
Employees who identify as LGBTQIA+		4.8	5.1	4.8	4.9	3.3

Cultural diversity based on ancestry (Sep 2023) ^{1,2,3}	Cultural Diversity Index #	Australia, NZ, British, Irish %	Europe %	Asia %	Africa, Middle East %	Americas %	Indigenous, Pacific Islanders %
CBA overall	0.78	44	11	34	4	1	3
General Manager and above	0.64	65	17	11	3	2	2
Executive Manager and above	0.66	63	15	15	4	1	1
2021 Australian Census (ancestry)	0.65	64	11	16	4	1	4

1 Not assured by PwC.
 2 Numbers may not sum to 100 due to rounding.
 3 Reported for the last time in FY24 as the group has moved to a new diversity goal to achieve 40% cultural diversity representation in Executive Manager and above roles by 2028.





Social – Our communities

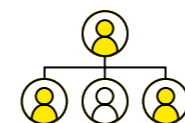
Community investment	\$m	30 Jun 24	30 Jun 23	30 Jun 22	30 Jun 21	30 Jun 20
Total community investment		329.2	264.0	239.0	247.4	250.5
– Cash contributions		25.4	27.1	30.0	37.5	57.5
– Value of time volunteering		3.8	2.5	0.7	1.2	0.7
– Forgone revenue		274.2	210.5	188.2	187.5	178.5
– Program management costs		25.8	23.9	20.1	21.2	13.8
Total community investment as a percentage of cash net profit before tax	%	2.3	1.8	1.8	2.0	2.4

Our commitment to end financial abuse	#	30 Jun 24	30 Jun 23	30 Jun 22	30 Jun 21	30 Jun 20
Financial Independence Hub (participants supported) ^{1,2}		4,505	1,598	1,440	1,440	–
Next Chapter and Community Wellbeing (customer interactions)		21,215	20,560	17,107	–	–

Community reputation	#	30 Jun 24	30 Jun 23	30 Jun 22	30 Jun 21	30 Jun 20
RepTrak reputation score ¹		65.8	66.3	63.3	65.0	61.6

Indigenous community support		30 Jun 24	30 Jun 23	30 Jun 22	30 Jun 21	30 Jun 20
Indigenous cultural development (training completion rate) ³	%	40.4	41.7	55.8	17.8	8.0
Indigenous Customer Assistance Line (calls received)	#	260,004	198,504	184,927	181,460	206,436
Australian Indigenous supplier spend	\$'000	22,654	9,078	7,028	6,093	4,395
– Direct spend ⁴		22,200	8,338	7,028	6,093	4,395
– Directed spend		454	740	–	–	–

1 Not assured by PwC.
 2 FY24 increase is attributable to changes made in FY23 to broaden the support provided to participants of the Financial Independence Hub, as well as support provided under the Extended Care program which merged with the Financial Independence Hub during the year.
 3 Prior periods have been restated to exclude other overseas and service providers to align with the reporting criteria.
 4 Does not include identified corporate credit card spend of \$86,093 in FY24 with Indigenous suppliers. Credit card spend is not assured by PwC.



Governance

Board composition ¹	#	30 Jun 24	30 Jun 23	30 Jun 22	30 Jun 21	30 Jun 20
Total Directors		9	10	11	10	9
– Female		4	5	5	4	5
– Male		5	5	6	6	4
Independent Non-Executive Directors		8	9	10	9	8
Female Directors on Board	%	44	50	45	40	56

Group compliance training ²	%	30 Jun 24	30 Jun 23	30 Jun 22	30 Jun 21	30 Jun 20
Training completion rate – Code of Conduct		99.9	99.8	99.6	99.5	99.6
Training completion rate – mandatory learning		99.9	99.8	99.6	99.5	99.5

Conduct and whistleblowing	#	30 Jun 24	30 Jun 23	30 Jun 22	30 Jun 21	30 Jun 20
Substantiated misconduct cases		2,259	1,122	1,071	1,825	1,851
– Sexual harassment/sex-based harassment ³		18	11	5	2	10
– Discrimination ³		0	0	1	0	0
– Harassment, bullying, victimisation ³		2	3	0	0	3
– Fraud/theft ³		41	47	23	25	27
– All other breach of role expectations, policy or process ³		2,198	1,061	1,042	1,798	1,811
Misconduct cases resulting in termination		180	119	76	105	136
Conduct captured by The Banking Industry Conduct Background Check Protocol ³		71	57	26	39	48
SpeakUP Program cases		331	331	317	335	284
– Whistleblower cases		65	81	96	123	103

Incidents and outages ⁴	#	30 Jun 24	30 Jun 23	30 Jun 22	30 Jun 21	30 Jun 20
Data breaches reported to the OAIC		4	5	3	6	12
Significant IT incidents		4	8	21	20	21

1 Numbers are actuals, not assured by PwC.
 2 Training completion rates are not 100% as allocated training may be overdue. There are remuneration consequences for employees who do not meet their training obligations.
 3 Reported for the first time in FY24. Not assured by PwC.
 4 Assured for the first time in FY24.





To the Directors of Commonwealth Bank of Australia

Independent Assurance Report on Selected Sustainability Information for the Commonwealth Bank of Australia (the Bank) and its controlled entities (together the Group) in its 2024 Annual Report for the year ended 30 June 2024

The Board of Directors of the Commonwealth Bank of Australia engaged us to perform independent reasonable and limited assurance engagements, as applicable, in respect of selected Environmental, Social and Governance metrics (the **Selected Sustainability Information**), presented on pages 48 to 55 in the Commonwealth Bank of Australia Annual Report for the year ended 30 June 2024 (the **2024 Annual Report**).

Specifically, we were engaged to:

- perform limited assurance on the Selected Sustainability Information, unless otherwise stated, in the 2024 Annual Report (the **'Selected Sustainability Information^{LA}**); and
- perform reasonable assurance on the following Selected Sustainability Information in the 2024 Annual Report (the **'Selected Sustainability Information^{RA}**)

Selected Sustainability Information^{RA}

Greenhouse gas emissions – Scope 1 emissions (Location-based, Group)
Greenhouse gas emissions – Scope 2 emissions (Location-based, Group)
Greenhouse gas emissions – Scope 1 and 2 emissions (Location-based, Australia)
Greenhouse gas emissions – Scope 1 and 2 emissions (Location-based, New Zealand)
Total energy consumption – Australia (Total fuel consumption, Electricity consumption, Total energy consumption incl. fuel and electricity)

as at 30 June 2024 and the year/ period then ended, or as otherwise specified in the Selected Sustainability Information set out on pages 48 to 55 in the 2024 Annual Report.

Selected Sustainability Information and Criteria

The Criteria used by the Group to prepare the Selected Sustainability Information is set out within the Glossary on pages 312 to 327 in the 2024 Annual Report (the 'Criteria'). Specifically, the Criteria is identified within the Glossary by way of the following sentence: *This is the Criteria for the accompanying Selected Sustainability Information, assured by PwC to a limited or reasonable assurance level.*

We assessed the Selected Sustainability Information against the Criteria. The Selected Sustainability Information needs to be read and understood together with the Criteria, as at 30 June 2024 and the year/ period then ended, or as otherwise specified in the Selected Sustainability Information set out on pages 48 to 55 in the 2024 Annual Report.

Our assurance conclusion and opinion are with respect to the Selected Sustainability Information as at 30 June 2024 and/or for the year/period then ended (unless otherwise stated), and does not extend to information in respect of earlier periods or to any other information included in, or linked from, the 2024 Annual Report.

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Responsibilities of Management

Management of the Group is responsible for the preparation of the Selected Sustainability Information in accordance with the Criteria. This responsibility includes:

- determining appropriate reporting topics and selecting or establishing suitable criteria for measuring, evaluating and preparing the underlying Selected Sustainability Information;
- ensuring that those Criteria are relevant and appropriate to the Group and the intended users; and
- designing, implementing and maintaining systems, processes and internal controls relevant to the evaluation, measurement and preparation of the Selected Sustainability Information which is free from material misstatement, whether due to fraud or error, against the Criteria.

The maintenance and integrity of the Group's website is the responsibility of the Group's management; the work carried out by us does not involve consideration of these matters and, accordingly, we accept no responsibility for any changes that may have occurred to the reported Selected Sustainability Information or Criteria when presented on the Group's website.

Our independence and quality management

We have complied with the ethical requirements of the Accounting Professional and Ethical Standard Board's APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* relevant to assurance engagements, which are founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality, and professional behaviour.

Our firm applies Australian Standard on Quality Management ASQM 1, *Quality Management for Firms that Perform Audits or Reviews of Financial Reports and Other Financial Information, or Other Assurance or Related Services Engagements*, which requires the firm to design, implement and operate a system of quality management including policies or procedures regarding compliance with ethical requirements, professional standards, and applicable legal and regulatory requirements.

Our responsibilities

Selected Sustainability Information^{LA}

Our responsibility is to express a conclusion on Selected Sustainability Information^{LA}, based on the limited assurance procedures we have performed and the evidence we have obtained.

Our engagement has been conducted in accordance with the Australian Standard on Assurance Engagements (ASAE 3000) *Assurance Engagements Other Than Audits or Reviews of Historical Financial Information* and ASAE 3410 *Assurance Engagements on Greenhouse Gas Statements*. Those standards require that we plan and perform this engagement to obtain limited assurance about whether anything has come to our attention that causes us to believe that the Selected Sustainability Information^{LA} has not been prepared, in all material respects, in accordance with the Criteria, as at 30 June 2024 and the year/ period then ended (unless otherwise stated).

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement and consequently the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed. Accordingly, we do not express a reasonable assurance opinion.

The procedures we performed in carrying out our limited assurance in respect of the Selected Sustainability Information^{LA} were based on our professional judgment and included:

- Reading the Selected Sustainability Information to determine whether it is in line with our overall knowledge of, and experience with, the Sustainability performance;
- Performing enquiries with respect to capturing, collating, calculating and reporting the Selected Sustainability Information;
- Assessing the appropriateness of selected estimates, assumptions and methodologies applied by management in the preparation of the Selected Sustainability Information;
- Calculating the arithmetic accuracy of a sample of calculations of the Selected Sustainability Information;
- Undertaking analytical procedures over the performance data utilised within the calculations and preparation of the Selected Sustainability Information; and
- Comparing the Selected Sustainability Information to relevant underlying sources on a sample basis.



We believe that the evidence we have obtained is sufficient and appropriate to provide a basis for our limited assurance conclusion.

The Selected Sustainability Information^{LA} includes a deduction from Group's emissions for the year of 500 tonnes of CO₂-e relating to offsets. We have performed procedures as to whether these offsets were acquired during the year (or when actual emissions are unknown before the year end, until the issuance of the assurance report post year-end) and arrangements are in place for their surrender, as well as perform procedures over the calculation of net emissions. We have not, however, performed any procedures regarding the external providers of these offsets, and express no conclusion about whether the offsets have resulted, or will result, in a reduction of 500 tonnes of CO₂-e.

Selected Sustainability Information^{RA}

Our responsibility is to express an opinion on the Selected Sustainability Information^{RA} based on the procedures we have performed and the evidence we have obtained. We have conducted our reasonable assurance in accordance with the Australian Standard on Assurance Engagements (ASAE) 3000 *Assurance Engagements Other Than Audits or Reviews of Historical Financial Information* and ASAE 3410 *Assurance Engagements on Greenhouse Gas Statements*. Those standards require that we plan and perform this engagement to obtain reasonable assurance about whether the Selected Sustainability Information^{RA} has been prepared, in all material respects, in accordance with the Criteria, as at 30 June 2024 and for the year/period then ended (unless otherwise stated).

A reasonable assurance engagement involves performing procedures to obtain evidence about the Selected Sustainability Information^{RA}. The nature, timing and extent of procedures selected depend on professional judgement, including the assessment of risks of material misstatement, whether due to fraud or error, in the Selected Sustainability Information^{RA}. In making those risk assessments, we considered internal control relevant to the Group's preparation of the Group's Selected Sustainability Information^{RA}. Our reasonable assurance engagement also included:

- Evaluating the design and implementation of controls relevant to the Selected Sustainability Information^{RA};
- Performing procedures on location at the Group's significant facilities on a sample basis; and
- Use of larger sample sizes for substantive procedures undertaken on a sample basis.

We believe that the evidence we have obtained is sufficient and appropriate to provide a basis for our reasonable assurance opinion.

Inherent limitations

Inherent limitations exist in all assurance engagements due to the selective testing of the information being examined. It is therefore possible that fraud, error, or non-compliance may occur and not be detected.

A reasonable or limited assurance engagement is not designed to detect all misstatements in the Selected Sustainability Information or instances of non-compliance of the Selected Sustainability Information with the Criteria, as a limited assurance engagement is limited primarily to making enquiries of the Group's management and applying analytical procedures; and limited/reasonable assurance engagement procedures are not performed continuously throughout the period and procedures are undertaken on a test basis.

Additionally, non-financial data may be subject to more inherent limitations than financial data, given both its nature and the methods used for determining, calculating, and estimating such data. The precision of different measurement techniques may also vary. The absence of a significant body of established practice on which to draw to evaluate and measure non-financial information allows for different, but acceptable, evaluation and measurement techniques that can affect comparability between entities and over time. In addition, greenhouse gas quantification is subject to inherent uncertainty because of evolving knowledge and information used in estimating emissions factors and the values needed to combine emissions of different gases.

The assurance conclusion and opinion expressed in this report have been formed on the above basis.

Limited assurance conclusion

Based on the procedures we have performed, as described under 'Our responsibilities' and the evidence we have obtained, nothing has come to our attention that causes us to believe that the Selected Sustainability Information^{LA} has not been prepared, in all material respects, in accordance with the Criteria as at 30 June 2024 and the year/ period then ended, or as otherwise specified in the Selected Sustainability Information set out on [pages 48 to 55](#) in the 2024 Annual Report.

Emphasis of matter – Estimation of 'Selected Scope 3 emissions'

The estimation of 'Selected Scope 3 emissions' reported by the Group comprises selected sources of operational Scope 3 emissions only.

We draw attention to the Glossary of terms on [pages 312 to 327](#) in the 2024 Annual Report which sets out these assumptions and data sources for different Scope 3 emissions sources. Our conclusion is not modified in respect of this matter.

Reasonable assurance opinion

In our opinion, in all material respects, the Group has prepared the Selected Sustainability Information^{RA}, in accordance with the Criteria as at 30 June 2024 and the year/period then ended, or as otherwise specified in the Selected Sustainability Information set out on [pages 48 to 55](#) in the 2024 Annual Report.

Use and distribution of our report

We were engaged by the Board of Directors of the Commonwealth Bank of Australia to prepare this independent assurance report having regard to the criteria specified by the Group and set out in this report. This report was prepared solely for the Directors of the Commonwealth Bank of Australia for the purpose of providing limited or reasonable assurance, as applicable, in respect of the Selected Sustainability Information as at 30 June 2024 and the period/year then ended (unless otherwise stated) within the 2024 Annual Report and may not be suitable for any other purpose.

We accept no duty, responsibility, or liability to anyone other than the Group in connection with this report or to the Group for the consequences of using or relying on it for a purpose other than that referred to above. We make no representation concerning the appropriateness of this report for anyone other than the Group and if anyone other than the Group chooses to use or rely on it, they do so at their own risk.

This disclaimer applies to the maximum extent permitted by law and, without limitation, to liability arising in negligence or under statute and even if we consent to anyone other than the Group receiving or using this report.

PricewaterhouseCoopers

Elizabeth O'Brien
Partner

Sydney
14 August 2024

