

Meeting multiple reporting requirements, from GRI to DJSI - move your reporting to the next level

Westpac serves 7 million customers through five key business areas and employs approximately 27,000 people. The bank is ranked in the top ten companies on the Australian stock exchange and is consistently rated as a sustainability leader by the likes of DJSI and Ethisphere. Westpac has 290,000 individual and institutional shareholders to whom the bank's reputation is integral.

Moving away from spreadsheets

Westpac completed a review of sustainability data collation and management for the purpose of streamlining and simplifying sustainability data collection. This review found that the spreadsheet and e-mail based system they were using was insufficient to meet the increasing complexity of CR data, and the growing demands for greater transparency. In order to maintain their leading position in global sustainability indexes, the **credit360** system was rolled out across Westpac's business units in the Pacific, New Zealand and Australia. **credit360** now provides a robust workflow for data entry, with full approval layers and an audit trail.

A comprehensive reporting solution

Westpac's sustainability professionals can now access a single, central resource to efficiently meet a whole range of internal and external reporting requirements, from their GRI A+ level Stakeholder Impact Report to DJSI submissions. Additional value has been seen in the form of increased transparency during the verification process completed by Banarra, and in the systems use for the collation of information in support of the Australian government's greenhouse challenge program.



Key benefits

- Accuracy and efficiency of data collection improved
- Transparent audit trail
- Flexible reporting tools to respond to ad hoc requests and periodic requirements
- A single, easily accessible system to cover a diverse global business
- Responding to the GRI, DJSI and more in a single system

“ *credit360* has allowed us to streamline our data gathering and reporting processes, and strengthen governance structures around the production of our annual Stakeholder Impact Report. The system is extremely accessible for people across our business contributing data and easy to manage for those of us coordinating extra-financial reporting. I would recommend it to anyone looking to move their reporting to the next level.” ”

Emma Herd

Senior Advisor, Corporate Responsibility & Sustainability

Westpac Banking Corporation

credit360 is actively involved with the Global Reporting Initiative (GRI) as both Organisational Stakeholders and Technical Partners. Our team includes reporting specialists who have developed GRI aligned reports and authored research papers on best practise use of the G3 standard.

