

News Release

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Organisational changes to improve operational performance

ANZ today announced a series of organisational changes to further streamline and improve the efficiency, responsiveness, and effectiveness of its operations teams.

As part of these changes, a group-wide operations function will bring together existing operations functions to create greater alignment and support each division more effectively.

Reporting to Chief Executive Officer Shayne Elliott and being a member of the Group Executive Committee, the new Group Executive Operations, will also be accountable for ANZ's Group Capability Centre infrastructure along with its property and procurement teams.

Other changes include the establishment a group-wide Data and Analytics function, reporting into the Group Executive Technology Gerard Florian. Led by a new Chief Data and Analytics Officer, the team will be responsible for data strategy and architecture along with shaping the use of artificial intelligence within the Group.

Commenting on the changes, Mr Elliott said: "While our banking businesses are performing very strongly, providing clearer accountabilities for operations will drive consistency and predictability. Importantly, it will also help capture scale across the Group and improve how we respond to customers and other important stakeholders.

"Our vision is to create a more unified model for the way in which operations and other parts of the bank work together. This will ultimately unlock the next era of growth for the bank. It will also ensure we are able to acquire and retain the best talent available for these areas," Mr Elliott said.

An internal and external search for the new Group Executive Operations is expected to be completed in the coming months with the new structure expected to be operational from March 2025.

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