

OUR COMMITMENT IN AUSTRALIA



At American Express, our company values provide the basis of our commitment to customers, quality, integrity, teamwork and good citizenship. With a proud heritage in Australia, we recognise the importance of creating a great place to work for our employees. We also strive to positively impact the wider Australian community beyond our immediate business through a range of community and volunteering initiatives that we support.

WE VALUE OUR PEOPLE, ENCOURAGE THEIR DEVELOPMENT AND REWARD THEIR PERFORMANCE.

American Express places great importance on our people, encourage their development and reward great performance. This includes career development planning, continued education and leadership programs, and ensuring that employees receive benefits and opportunities to support a healthy work/life balance.

In Australia, employees are entitled to a range of benefits, not limited to:

- Summer hours – When employees accumulate three additional hours over a two week period between December and February they can choose to take off every other Friday afternoon or Monday morning. This gives employees a chance to enjoy extended weekends for a limited time during the summer months.
- Sunshine Fridays – All meetings should finish by 4pm on Friday afternoons.
- Flexible Work Arrangements – The opportunity to work from home, job share, or work a compressed week.
- Carer's leave – When employees are the primary carer of a parent, partner or child who is sick they can use sick leave to look after them.
- Parental leave – Employees are entitled to 12 weeks paid leave.
- Healthy Living – A range of initiatives to promote good health and healthy lifestyles in and outside of the workplace. For example, discounted BUPA health insurance, health club subsidy, Employee Assistance Program, free annual flu vaccination and skin checks.

Our business fosters a culture where differences are embraced and employees are enabled to reach their full potential. Our Employee Networks bring to life that philosophy and represent the full spectrum of diversity including disability, ethnicity, faith, gender, gender identity, generation, and sexual orientation. In Australia we have three networks that employees can join: Women's Interest Network, Parents@Amex, and Globe (LGBTI).

WE ARE GOOD CITIZENS IN THE COMMUNITIES IN WHICH WE LIVE AND WORK.

We recognise the importance of making a positive impact that extends beyond our core business. We do this globally, through our work with not-for-profit organisations, where we have partnerships that focus on leadership, historic preservation and community service.

In Australia, we provide funding to two not-for-profit organisations, OzHarvest and the Australian Business Community Network. As part of our support, employees volunteer their time to work on community projects and assist them in these organisations in their business operations.

In 2015, we also introduced the American Express 'Serve2Gether Consulting Challenge', where employees dedicated time over a 12-week period at Enactus University in Sydney. They provided their expertise in the fields of marketing, social media communications, management and technology to develop a refined business model for the Culinary Tales project.

In the past 12 months, American Express Australia has donated a minimum of 500 hours to non-profit entities as more than 380 employees participated in one of our philanthropy programs.

Finally, we take pride in our 'Shop Small' program which we run in partnership with a range of Australian corporations and small community-based businesses across Australia. This program, which is in its third year of service, provides a powerful advocacy platform to encourage Australians to shop locally and shop small to enable vibrant and innovative small business in communities across Australia.

WE ARE PERSONALLY ACCOUNTABLE FOR DELIVERING ON OUR COMMITMENTS.

American Express is guided by a value system that ensures we are personally accountable for delivering on our commitments. This includes our commitment to complying with all Australian legislation, tax laws and regulations, and conducting business with the highest levels of ethics, transparency and integrity.

American Express conducts its Australian operations through a number of legal entities that are either subsidiary companies or branches of subsidiaries. American Express' business is competitive, regulated and investments are long term in nature.

TAX TRANSPARENCY

Throughout its history, American Express has been guided by a value system that emphasizes integrity and trust at all levels of the organization. We have longstanding policies and practices to ensure that our Company is managed with integrity and in our shareholders' best interests. In addition, American Express is committed to upholding sound principles of corporate governance and to meeting the requirements of all laws in the countries in which it operates.

Globally, as a Bank Holding Company, American Express and its subsidiaries are subject to significant regulatory, compliance and capital requirements. Our profitability is impacted by the state of the economy, level of spending, exchange rates and the cost of doing business in Australia.

We operate in a manner to ensure compliance with all requirements in every country in which we operate. We proactively manage our compliance obligations, which is fundamental to our business practice and we comply with all Australian Tax laws.

We are independently audited by PWC, which ensures that our accounting practices are in line with industry standards and maintain a co-operative and transparent working relationship with regulators.

WE DEVELOP RELATIONSHIPS THAT MAKE A POSITIVE DIFFERENCE IN OUR CUSTOMERS' LIVES.

At American Express, we develop relationships with our customers to make a positive difference to their lives. We put our customers first, helping them realise their dreams and aspirations through industry-leading benefits, access to unique experiences, business-building insights, and global customer care. We enable our customers to do more and achieve more.

We have three operating principles, which guide our daily actions:

1. Offer superior value propositions to all of our customers: We aim to provide products, services, benefits and rewards that deliver more value than any competitor.

2. Operate with best-in-class economics: We focus on managing our business as efficiently as possible to continually improve the quality of our service and invest in growth.

3. Support the American Express brand: American Express is one of the world's most trusted brands. We strive to always provide the world-class service and personal recognition that our customers expect from us.

