

27/03/2020

Dear

I am writing to you again regarding responses from employers in the banking and finance sector to the coronavirus pandemic. We all recognise that we have a shared responsibility to do what we can to protect our community, our people and our economy.

In addition to the measures included in my first letter (reverse), it is the FSU's view that there are a suite of things that ought to be undertaken by finance sector employers. These are set out below.

Changes to “business as usual”

- Immediately suspend branch closures and major restructures.
- Immediately suspend all targets and KPIs, including NPS.

Workplace layout for those working in retail branches and/or on site

- Immediately implement stringent social distancing measures in all workplaces.
- Put measures in place to reduce crowding and spread customer load throughout retail networks.
- Where necessary, deploy static guards to manage customer volume and distancing.
- Install plexiglass screens in retail environments to protect staff who are not able to maintain a distance of 1.5m.
- Provide parking (or reimburse costs) where staff are required to physically attend work to minimise use of public transport.
- Provide reimbursements for taxi or rideshare options to assist essential staff without access to a car to avoid public transport.
- Perform risk assessments for all workplaces and implement measures to minimise risk.
- Provide appropriate personal protective equipment (PPE) to all those not already working from home.

Work from home

- Provide (or reimburse the cost of) all equipment required to work from home.
- Pay a special allowance to cover electricity, phone and internet costs associated with working from home for those who are being asked to work from home due to coronavirus.
- Provide vulnerable staff members with work from home options, flexibility or special leave as a matter of urgency.
- Provide an alternative workplace option for those who cannot work from home.
- Guarantee paid special leave or flexible working from home arrangements for those who have caring responsibilities for children or vulnerable people.

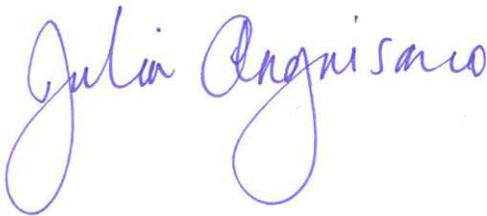
Communication protocol

- Implement regular communication protocols that guarantee workers and the FSU will be provided with up to date information regarding confirmed cases in the workplace.

It is in all our interests to protect Australia's banking and finance sector, and the people who power it, during difficult times.

We believe that after these measures are implemented the Australian banking and finance sector will be well placed to remain a strong centre of confidence in the economic landscape ahead.

Yours Sincerely,



Julia Angrisano
National Secretary
Finance Sector Union

Addendum

As well as the measures outlined above, the FSU has previously called for the following measures to be implemented:

- Provide access to special paid leave for employees required to self-isolate, or who cannot work due to the impact of the pandemic. This should be provided in line with Government and health authorities' recommendations for quarantine and should include those with caring responsibilities.
- Provide access to paid special leave for all employees including those engaged on a casual, labour hire, or fixed term contract basis. There is a significant public health risk where workers without access to paid special leave must choose between forgoing income and self-isolating once they become symptomatic. In the absence of a Governmental solution the responsibility falls to us to mitigate this unacceptable risk.
- Do not require employees to use or exhaust personal or carer's leave before being able to access to paid special leave.
- Reverse annual leave approvals (if requested) for employees who have had to cancel overseas holidays due to travel restrictions and circumstances beyond their control.
- Provide employees with clear advice regarding their workplace's response to the coronavirus.
- As the workforce moves to remote and satellite working arrangements provide flexibility around start/finish times, access to travel allowances and appropriate technology.
- Provide any workplace policy to the FSU (on an ongoing basis to fsuinfo@fsunion.org.au)
- Suspend all performance/sales targets effective immediately.
- Provide employees with appropriate protective equipment, prioritising those with customer facing/cash handling roles.

The FSU understands that Government recommendations are changing regularly as are your responses to the changing situation. We ask that you nominate a contact person to communicate changes as they occur to the FSU so that we are able to accurately and in a timely manner respond to member enquiries.

Please send the contact details of your nominated contact person to Amelia.Clancy@fsunion.org.au along with your updated response to the new and outstanding matters highlighted above.