

27 October 2021

Ann Maree Ludeke
Senior Manager Employee Relations
Westpac Group
SYDNEY, NSW, 2000

Email: AnnMaree.Ludeke@westpac.com.au

Dear Ann Maree,

RE: Proposed Change – Mortgage Operations, Originations and Digital Pathways

We write in relation to Westpac's proposed significant change announcement of 13 October 2021, that as part of the Customer Service Hub transformation program the bank intends to migrate broker submissions to one bank platform resulting in a reduction of 36 roles.

During Westpac's consultation period the FSU has engaged with impacted members and employees through Zoom meetings and online feedback forums.

Many affected members have reported feeling a great deal of stress and anxiety as a result of a poor consultation process and the lack of details provided to them about the change.

FSU members have reported that a lack of detail about the change was provided at the time of the announcement. They reported no employee packs outlining the proposed changes were available or provided to staff. The packs were only provided because of staff demanding the information, and a full week after employees were first advised of the change.

Staff have reported that the process was not explained to them, with little time being given to go through the announcement and details. We have received reports that as a result of the way the announcement was conducted a number of staff did not complete the EOI survey as they did not realise it was part of the process.

There appears to be a lack of clarity and transparency in relation to this proposed change. Staff feel their requests for information packs and more details was dismissed or not taken seriously. Some staff reported not understanding their roles were impacted until they received the pack referred to above. There was no information about what future roles may be available or details of what the new structure would look like.

Extremely concerning is reports that when a question was asked about what happens if no comparable roles are available the response was "you have to resign".

We have also received questions about staff at level 3 Kogarah being included as impacted by the change. Our members have reported they don't believe this is correct. Can you confirm staff at this geographical location are impacted by this change?

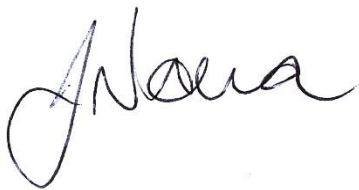
During the consultation time frames we have received reports from members and impacted staff that the workloads in the impacted teams is currently high. Members are concerned that the high workloads have not been considered as part of this proposed change. We request details of what considerations were given to current and future workloads of impacted staff.

It appears from reports received that the consultation process has been flawed and Westpac may not have met their consultation obligations. We request details of what steps Westpac has taken to ensure they have met the obligations as outlined in clause 46.2 and 46.3 of the Westpac Group Enterprise Agreement 2019, and what additional steps will be taken to rectify concerns outlined in this correspondence.

We note the high number of change notifications currently occurring across Westpac Group. Of concern is that the feedback outlined in our correspondence is not limited to just this proposed change. We request steps be taken to ensure staff impacted by significant change are given all the information and support required during what is a difficult and stressful time.

We look forward to receiving your written response to matters outlined about by close of business Friday 29 October 2021. Should you wish to discuss the matter further I can be contacted on 0434 169 444.

Yours sincerely,



Joanne Nava
Finance Sector Union
Acting Local Executive Secretary NSW/ACT

c.c FSU Members