

8 August 2022

Christine Parker  
Group Executive  
Human Resources

Dear Christine,

**RE: When will Westpac get it?**

We write to express our disappointment with the Bank's behaviour in the negotiations for our new Enterprise Agreement.

Through our Union representatives we have raised important issues including workloads, industry leading leave conditions, flexible working arrangements and, most importantly, a real pay increase.

**Pay and your recent communication to staff:**

You recently put out an email to all staff that appeared to celebrate the newest offer from the Bank which included real and significant pay cuts against the rising cost of living and the payment of superannuation contributions that are already mandated.

You also acknowledged that inflation is increasing, people are dealing with a higher cost of living and that it's a tough environment for everyone. In your communication you invited all of us experiencing hardship to access the Bank's Customer Assist and Employee Assist team for support.

It is insulting to us that one of the biggest companies in Australia, with \$5.6 billion in profit last year, appears unwilling to provide its staff, who are undergoing extreme financial hardship, a real wage solution. Instead, you have advised us, for example, to go to our People Leader and Employee Assistance for support. This is completely removed from the realities we are facing and goes no way in meeting the Bank's sentiment that it cares about the lives of people who work here.

**Excessive workloads:**

Increasing and unsustainable workloads is another key issue that we have sought to address through these negotiations. It appears that Westpac are unwilling to acknowledge that many of its staff are suffering, right now, due to increasing and unsustainable workloads.

Last week, we were shocked by Westpac's position that staffing levels should be based on working additional hours to complete our work. While we understand that some additional hours may be required from time to time due to unforeseen circumstances, it is a fundamental principle to us that staffing levels should be based on completing work during ordinary hours. Anything more will mean even further workload problems for all of us and a further hit to real income for those of us who are packaged.

We are further disappointed in Westpac's rejection of our proposal that employees should have a real say in our performance measures and not merely access to a review mechanism once those measures are determined.

It is unacceptable to us that the Bank appears unwilling to even acknowledge that an excessive workload problem exists.

### **Job security:**

With hundreds of branch closures and thousands of positions cut in our corporate sites recently, job security is a major part of our claim at this negotiation. We are disappointed that the Bank appears unwilling to mitigate the impact of these types of changes by providing more certainty within a new Enterprise Agreement.

Westpac Bank is one of the most profitable companies in the country and in 2022 and 2023 you are proposing a real pay cut for all employees. Workloads are immense and job security is front of mind for all staff - especially when Westpac continue to announce more and more branch closures and corporate site job cuts. Thousands of Westpac Group staff are telling us that this is not good enough!

WESTPAC CAN AND MUST DO BETTER

In unity,

<b>Christine Otto</b>	FSU NEC Member, St George Bank, Concord West
<b>Ernest Shadbolt</b>	FSU LEC Member, St George Bank, Kogarah
<b>Helen Borlas</b>	FSU LEC Member, St George Bank, Kogarah
<b>Scott McDonell</b>	FSU LEC Member, St George Bank, Kogarah
<b>Tracy Piltz</b>	FSU NEC Member, Bank SA, Tailem Bend
<b>Jennifer Nicolai</b>	FSU LEC Member, Bank SA, Berri
<b>Monica Browney</b>	FSU LEC Member, Bank SA, St Peters
<b>Isobel Fish</b>	FSU NEC Member, Bank Of Melbourne, Collins St, Melbourne
<b>Penny Stefanou</b>	FSU NEC Member, Westpac, Kogarah
<b>Robin Mayo</b>	FSU LEC Member, Westpac, Kent St, Sydney
<b>Petra Godfrey</b>	FSU LEC Member, Westpac, Barrangaroo
<b>Sarojni Goundar</b>	FSU LEC Member, Westpac, Liverpool
<b>Scott Sommers</b>	FSU LEC Member, Westpac, Concord West
<b>Paul Selke</b>	FSU NEC Member, Westpac, Eagle St, Brisbane
<b>Frank Brady</b>	FSU NEC Member, Westpac, Lockleys
<b>Lynda Ellul</b>	FSU LEC Member, Westpac, Bedford Park
<b>Sacha Hammersley</b>	FSU NEC Member, Westpac, Lomond