

PRIVATE AND CONFIDENTIAL

30 March 2026

Finance Sector Union
Level 13, 380 La Trobe Street,
Melbourne VIC
3000

Dear Julia,

I refer to your letter dated 23rd March 2026 in relation to suspension of office attendance requirements.

We acknowledge the significant cost of living pressures currently affecting many employees and their households, including impacts associated with commuting and time away from home responsibilities.

We have carefully considered the request for a suspension of office attendance requirements. Our view is that the matters raised are best addressed through the flexibility that already exists under our Work from Home Policy, rather than through a general suspension.

Our approach is role-based and is designed to balance flexibility for our people with operational requirements, risk and compliance obligations, and the needs of members and customers. Some roles can be performed effectively from home on a regular basis, while others require a stronger on-site presence to deliver safe, timely and high-quality service.

Flexibility has been, and continues to be, an important part of how we support our people while maintaining effective operations. We will continue to apply flexibility thoughtfully and, on a case-by-case basis within existing guidelines, taking into account individual circumstances, role requirements, team impacts and service outcomes.

We are also working with our internal sustainability team to provide our employees with some simple strategies that could support reduction in travel costs.

We remain committed to working constructively with the FSU and our employees.

Please do let me know if you have any further follow up questions.

Yours sincerely,

Melissa Mendola

Melissa Mendola
Head of Human Resources
for and on behalf of David Marshall – CEO
Beyond Bank Australia