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30 March 2026

Julia Angrisano
National Secretary
Finance Sector Union
c/o [REDACTED]

Dear Julia,

Thank you for your correspondence dated 23 March 2026 regarding "suspension of office attendance requirements".

Brighter Super provides very flexible terms and conditions of employment including a generous offering for team members to work flexibly (subject to role requirements).

Clause 6.3 of our Enterprise Bargaining Agreement provides for hybrid working arrangements where team members have a minimum expectation of 50% of their time each fortnight being worked in their assigned office. Team members who are not already using this arrangement may discuss this with their direct leader and where practicable, requests for hybrid arrangements are approved.

Our main offices are located in the CBD in Brisbane and Sydney, which are serviced by public transport (buses, trains or ferries) depending on where a team member lives. It is our understanding that the vast majority of team members utilise public transport to attend work.

Most staff are based in Queensland. In 2025, the Queensland Government reduced public transport fares to 50 cents per trip, and there is no indication that this arrangement will change. Accordingly, the cost of public transport travel to and from the Brisbane CBD is generally \$1 per day and is not impacted by current global events.

Therefore, we do not believe that it is necessary or operationally viable to make the changes to existing flexibility options suggested in your correspondence.

As noted above, team members who are not currently utilising the full flexibilities available to them under our Enterprise Bargaining Agreement are welcome to discuss with their direct leader what hybrid arrangements may be available to them.

We will keep encouraging leaders to check in regularly with their teams and to consider any exceptional circumstances on a case-by-case basis, consistent with our usual practice.

We will continue to monitor global and local economic conditions, consider any government guidance on working from home, and adjust our approach as required.

Yours sincerely,

A handwritten signature in blue ink, appearing to read "Kate Farrar", followed by a long horizontal line extending to the right.

Kate Farrar
Chief Executive Officer