



1 April 2026

Julia Angrisano  
National Secretary  
Finance Sector Union

By email: [REDACTED]

## Office Attendance Requirements

Dear Julia,

Thank you for your correspondence dated 23 March 2026 regarding office attendance requirements at Great Southern Bank.

We recognise the ongoing cost of living pressures impacting our people and appreciate the perspective you have shared on behalf of FSU members. Supporting our employees' wellbeing remains a priority for us, and we continue to consider a range of factors in how we design and apply our ways of working and employee benefits.

Great Southern Bank's approach offers flexibility and regular office attendance to maintain strong collaboration, connection and trust across our teams. We believe this balance supports both our people and the long-term effectiveness of the organisation.

Currently, we do not intend to change our in-office attendance expectations at this time, however, will continue to take guidance from the government as provided. We remain committed to ensuring that individual circumstances are considered appropriately, and that flexibility continues to be applied in a fair and practical way. We also note that our branch teams are important employees and require in person attendance to service our customers. Our balanced approach to offering flexibility and encouraging in office attendance culturally aligns to an organisation servicing its customers in a retail environment.

We value ongoing dialogue with the FSU and welcome continued engagement on matters important to our people.

Yours sincerely,

A handwritten signature in black ink, appearing to be "Tracey Lake", written in a cursive style.

Tracey Lake  
Chief People Officer  
Great Southern Bank