

27 March 2026

Julia Angrisano
National Secretary
Finance Sector Union

Dear Julia,

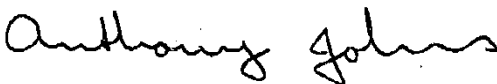
Thank you for your correspondence dated 23 March 2026 to Mr Steve Laidlaw, Chief Executive Officer, People First Bank, regarding the suspension of office attendance requirements. I am responding on behalf of Mr Laidlaw.

People First Bank (PFB) has implemented a flexible approach to office attendance when appropriate. For some roles, such as front-line branch positions, in person attendance is mandatory due to the inherent nature of the role. For these roles, amending the attendance requirement cannot be accommodated without a significant disruptive and detrimental impact to PFB's operations.

For roles where office attendance flexibility is appropriate, PFB only requires attendance for team connection days, which generally occur on 1 day per week. PFB has been flexible in implementing this requirement due individual employee circumstances. It is our understanding that this is well below the standard finance industry attendance requirement. We recognise that some employees attend PFB offices more frequently than the connection day requirement. These employees have the discretion to amend their attendance pattern to accommodate their individual circumstances, while maintaining the connection day requirement.

PFB considers that its approach to office attendance is reasonable and appropriate and does not intend to amend its approach at present.

Yours sincerely



Anthony Johns
Head of Employee Relations

