

HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS

REVIEW OF THE FOUR MAJOR BANKS (FOURTH REPORT)

National Australia Bank (NAB)

NAB08QW:

- a. How many employees does your organisation have?
- b. How do you judge the impact of events over the past year or so, including these hearings and the Royal Commission and public commentary, on your employees?
- c. Have there been issues in your organisation concerning bullying or harassment as a result of the Royal Commission or other events over the past year or so?

Answer:

- a. As at 30 September 2018, NAB employed 33,283 people*.

**This figure represents full time equivalent employees for the NAB Group.*

- b. NAB believes that the events over the past year, including hearings before the House of Representatives Standing Committee on Economics and the Royal Commission, together with publicity and media coverage, has had an impact on employees to varying degrees. Many employees feel disappointed, embarrassed and ashamed that we have let our customers and community down. The vast majority of NAB's bankers are proud bankers and want to do the right thing by our customers. The fact that on some occasions we have not done this is felt very deeply by our employees.

For those employees and teams who have been subject to greater scrutiny by these various inquiries, NAB has provided the services of our Employee Assistance Program, which includes counselling support to assist them to manage the impact of negative commentary about how they undertake their job and their personal integrity.

- c. One of NAB's branches received an anonymous letter with reference to a news article about the Royal Commission which included threatening comments. NAB is unaware of any further incidents of bullying or harassment as a result of the Royal Commission or other events over the past year.