

HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS

REVIEW OF THE FOUR MAJOR BANKS (FOURTH REPORT)

Westpac Banking Corporation

- WBC20QW:**
- 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, the Westpac Group had 35,029 full-time equivalent employees
 - b. Our employees have a range of questions and concerns that have been prompted by the level of scrutiny on the industry over the last year. We have sought to support and inform our employees through our internal communications channels.
 - c. Westpac collects data on aggressive customer incidents. There have been a small number of incidents this year which have been recorded as mentioning the Royal Commission.