

Attachment A

HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS

REVIEW OF THE FOUR MAJOR BANKS

Westpac

Answers to additional written questions:

QW2: The Committee requests documents relating to the bank's internal risk management processes, compliance processes, and, specifically, the bank's processes for dealing with whistleblowers and related matters.

Answer: For the Committee's consideration of this question we have provided relevant Westpac internal policies including:

- Risk Management Strategy
- Compliance Management Framework; and
- Whistleblower Protection Policy; a process map for Concern Online, Westpac's system for employees to raise issues of concern; and a summary of the Whistleblower Protection Policy which is readily available to the general public on our website.

These policies are regularly reviewed to ensure they reflect best practice.

Given the Committee's specific interest in Westpac's processes for dealing with whistleblowers, we have provided additional information below.

Whistleblower Protection Policy

Westpac promotes an environment where its staff and contractors can feel free to speak up if they become aware of or suspect any form of inappropriate conduct. Our Whistleblower Protection Policy includes a number of protections and support to whistleblowers to encourage reporting of concerns.

Staff are encouraged to raise concerns via their line manager or directly with the relevant Risk, Compliance or HR department. If staff are concerned that speaking up may disadvantage them in any way, they can also raise matters confidentially and anonymously via Westpac's reporting system, Concern Online.

Westpac's policy also requires the appointment of a Whistleblower Protection Officer (WPO). The WPO is a senior staff member responsible for protecting whistleblowers from victimisation or disadvantage as a result of making a report. Anyone who has made or is considering making a report can seek confidential support from the WPO.

Whistleblowing Process

All matters raised through Concern Online are investigated by a whistleblowing investigator. Concern Online allows whistleblowers to have direct and ongoing contact with the investigator while continuing to remain anonymous if they choose. Whistleblowers using this channel are provided regular updates on the progress of the investigation and are able to confirm that they are satisfied with the investigation outcome at its conclusion.

When an investigator substantiates a report, Westpac Group incident management processes are initiated to allocate the matter to the relevant senior manager and to assess it for any customer impacts. The matter is also assessed for non-compliance and to determine if it should be notified to a regulator.

Opportunities to improve our products, systems and processes are considered prior to the incident being closed. Where a matter relates to staff misconduct, appropriate disciplinary action is considered in line with our Code of Conduct and Misconduct and Disciplinary Action Policy.

Whistleblowing reports are analysed and quarterly reports, including the status of employee training on whistleblowing, are provided to the Group's Board Risk and Compliance Committee (BRCC) and Group Risk and Compliance Committee (RISKCO) for program oversight.