

QW3: The Committee requests information on Westpac's internal processes for disciplining senior executives who are involved in malfeasance.

Answer: We discipline employees involved in misconduct and unethical behaviour. Our policy and process for disciplining executives is the same as for other employee groups. Our approach includes a framework of internal processes and procedures to report and investigate concerns relating to misconduct and unethical behaviour.

Allegations of misconduct are investigated in accordance with Westpac's Misconduct and Disciplinary Action Policy, which articulates that:

- We expect our employees to do the right thing and behave appropriately. We do not tolerate misconduct and will take disciplinary action to deal with it.
- The policy outlines what misconduct is, what types of disciplinary action we take and the process we use to implement disciplinary action.
- Under the policy, misconduct is defined as unacceptable, deliberate, negligent or reckless behaviour that breaches Westpac's Code of Conduct, policies or legal and compliance standards (including a breach of its 'Our Principles for Doing Business', Applying the Technology Code of Use Policy, Health and Safety at the Westpac Group policy and Westpac's Discrimination, Harassment and Bullying policy).
- If we suspect that an employee has engaged in misconduct, we will investigate the matter.
- If we conclude that misconduct has occurred, then we may take disciplinary action up to and including the termination of employment.
- The disciplinary action will reflect the nature, type and severity of the misconduct.