

QW25: In relation to unethical behaviour:

- a) How many reports have you received in the last 12 months regarding unethical behaviour?
- b) How many of these have been investigated?
- c) Of those investigated how many have been related to selling of products, how many

- have resulting in disciplinary action and how many have resulted in termination?
d) Of those dismissed, how many were senior managers or executives?

Answer: Westpac's Code of Conduct sets out the conduct expected of our people, both employees (regardless of level or position) and contractors.

For the purposes of this question we have defined unethical behaviour as serious breaches of the Code including matters involving fraud, theft and bribery. These are investigated by Westpac's Group Investigations team.

Since 1 October 2015, Group Investigations have received and investigated 234 cases involving 286 people who were alleged to have breached the Code within Australia.

Of these, a total of 131 cases resulted in some form of disciplinary action (with 68 cases resulting in a warning/counselling and 63 cases resulting in the termination of employment); 47 cases were referred back to the business (allegations not substantiated and matter referred to the business for training, behavioural management etc.); 27 cases resulted in resignation and no further action was taken in 81 cases.

Of those dismissed none were at the senior manager or executive level.

Four employees were identified as selling products contrary to the Code. All four were terminated.