

## HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS

### REVIEW OF THE FOUR MAJOR BANKS AND OTHER FINANCIAL INSTITUTIONS

#### Bank of Queensland

**BOQ24QW:** Terminations for misconduct:

**(a)** How many employees does the bank have?

**Answer:** 2,312 as at 16 January 2020.

**(b)** How do you define employee misconduct?

**Answer:** BOQ defines employee misconduct in two categories, misconduct and serious misconduct:

- Misconduct is defined as behaviour that isn't an intentional act to harm the business, a customer or another person.
- Serious misconduct is defined as behaviour that is wilful or deliberate, that causes serious or imminent risk to reputation or profit of the business, or has a serious impact on a customer or another person.

**(c)** How many employees have been cautioned for misconduct over the past five years?

**Answer:** 40.

**(d)** How many employees have had a penalty (such as, but not limited to, loss of bonus) for misconduct over the past five years?

**Answer:** Data is only available in detail for the past two financial years, over which period 75 employees had their bonus reduced or lost due to misconduct.

**(e)** How many employees have been terminated for misconduct over the past five years?

**Answer:** 44.

**(f)** How many employees have been cautioned for misconduct over the past five years, as a share of all employees over that timeframe?

**Answer:** 0.8%

**(g)** How many employees have had a penalty (such as, but not limited to, loss of bonus) for misconduct over the past five years, as a share of all employees over that timeframe?

**Answer:** The 75 employees in question (d) represent 2.2% of all employees over that period.

**(h)** How many employees have been terminated for misconduct over the past five years, as a share of all employees over that timeframe?

**Answer:** 0.9%

**(i)** What are the processes available for whistle-blowers into misconduct within the bank?

**Answer:** Please see attached whistle-blowers policy.