



Delegates please ensure that all workers on your site or branch get a copy of this update
Westpac
Friday 11th September

Major Changes to Branch Structure Proposed: Delegate Meetings Next Week to Discuss

KEY POINTS:

- Westpac have now released fuller details of their proposed changes to the Branch Operating Model. Nearly all branch based roles will be impacted by the changes.
- Finsec delegate meetings will take place next Tuesday 15th September to discuss and give feedback on the proposal. It is very important that each branch sends a delegate along.

ACTION:

- Delegates / union contacts please ensure all staff read this *Update*.
- Delegates please confirm which meeting or call you will attend next week by returning the faxback sheet circulated to members earlier this week. Please confirm by 5pm today.

More details of the proposal released

Westpac has now released fuller details of their proposed changes to the Branch Operating Model. Nearly all branch based roles will be impacted by the proposed changes.

There are a range of changes proposed, but the most significant for Finsec members are:

- 1) The creation of a new *Customer Services Representative* that combines the existing *Teller* and *Customer Support* roles.
- 2) The splitting out of the current *Customer Consultant Role* into a front of house role and a back of house role.

Now that details of the proposal have been released to staff, Westpac has established a brief period of consultation.

Attendance at delegate meetings essential

Finsec believes that the scale of these changes make it essential that we act as a

group to ensure that we fully understand the implications of the change; that we understand our rights during a change process, and that we provide clear feedback about the proposal that is taken seriously by the bank.

The main way we are ensuring that this happens is through Finsec delegate meetings and conference calls that happen across the country next Tuesday 15 September. It is really important that a delegate or representative from your branch attends one of these bank approved meetings. If you have not confirmed already then please urgently fax back the confirmation form you were sent on Tuesday.

If you do not have a copy of the meeting confirmation faxback, please email union@finsec.org.nz or phone 0800Finsec.

At a time of change it is more important than ever that we work together for fairness. If you have any queries please contact your local Finsec office.

From your Westpac Union Council