



Rec'd: New Office 8/5/2018

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Mr Graeme Kelly  
General Secretary  
United Services Union  
P.O. Box 47  
HAMILTON NSW 2303

4 May 2018

**PRIVATE AND CONFIDENTIAL**

**Re: Work Health and Safety Concerns**

Dear Graeme,

We refer to your letter dated 05 April 2018 and received 24 April 2018, regarding work, health and safety concerns in Greater Bank's (**Greater**) retail network (**Letter**). Your Letter outlines concerns regarding a purported operational decision made directing employees to take customers opening new accounts into a branch office to perform this action.

To clarify, Greater has recently conducted training to retail network employees regarding the new account opening process between 13 February and 7 March 2018. The training included a recommendation that 'where possible' the new account opening process could occur in either a branch office or in the casual seated area of the branch, however can still occur at the branch counter if required.

The recommendation has been introduced to enable a more confidential and private area for our customers to hold sensitive conversations regarding their financial needs with Greater retail employees. At times this situation may not be suitable to either the customer or the employee, and/or may not be either parties' preference, and so the conversation would take place at the branch counter.

Greater does not consider this approach to customer service as a significant change, nor a risk to employee safety or security. Face to face customer interactions within branch offices have occurred as a matter of normal operations for many years. In addition, Greater operates a number of 'open plan design' branches where this approach to customer conversations has been utilised since inception.

In response to your concerns regarding employee security, and procedures that effectively deter criminals, Greater's Security Policy sets out '*that there should always be at least two (2) staff members in the front area of the branch, wherever possible*'. This provision continues to apply and interact with the abovementioned service recommendation to mitigate any risk to employee safety. Branch employees manage customer interactions in line with this provision and at their discretion.

Greater is committed to providing and maintaining a safe and healthy work environment, and the safety and security of Greater employees prevails over any customer interaction.

Notwithstanding the above, if you believe there is any specific circumstance in which an employee's safety or security has been placed at risk we would be happy to give further consideration to the matter on receipt of further information from you.

Yours sincerely,



Kristy Bagnall  
**Head of Human Resources**  
**Greater Bank Ltd**