

17 September 2020

Angela Budai
National Industrial Officer
Finance Sector Union of Australia
Level 2, 321 Pitt Street
SYDNEY NSW 2000

By email: angela.budai@fsunion.org.au

Dear Angela

Proposed changes to support new operating model

We refer to your letter dated Wednesday, 16 September 2020 and your telephone discussions with Clarissa Robbins, People & Culture Manager, Specialist Advice, on the same day. Thank you for sharing feedback on behalf of FSU members regarding the proposed changes to support Suncorp's new operating model announced in July.

Availability of information to support consultation and EOI process

We understand some members have raised concerns regarding the information available on the proposed changes, including in relation to position descriptions.

To confirm your discussion with Clarissa yesterday:

- Executive and Strategic leaders briefed their leaders and emailed all teams with details on proposed changes to roles and responsibilities on Friday, 11 September 2020.
- A dedicated Operating Model intranet hub has been in place since Group CEO, Steve Johnston announced the new model in July. This site includes a range of important information for all employees, including timelines, frequently asked questions and the proposed structures for all functions. This link is prominently displayed on the Suncorp Group intranet home page and included in all communications.
- Position descriptions for proposed new roles are being finalised ahead of the EOI process. These position descriptions will be uploaded to a dedicated position description library on the intranet, which will be accessible to all employees.

We requested our people provide feedback by 5pm on Wednesday, 16 September 2020, to ensure we can consider and respond to their feedback and views before finalising the structure. We also offered a variety of feedback mechanisms for our people, including:

- direct provision of feedback to an employee's leader or leader once removed, and
- a consultation feedback form, allowing our people to share their feedback with leaders on an anonymous basis.

We are currently reviewing the feedback for all functions in readiness for confirming final structures on Wednesday, 23 September 2020, at which point in time the EOI process will open. In the meantime, we will continue to consult with our people regarding the proposed changes.

Information will also be made available to our people about the roles subject to an EOI process and those roles subject to desktop selection. This will be clearly indicated in the final structure charts which will be published and accessible on the same Operating Model intranet site as referred to above, as well as a link to the position description library.

At this stage, the EOI process is scheduled to close on Monday, 28 September 2020 at 5pm. However, we will take on board the feedback provided directly to us by our people, along with the feedback raised by the FSU on behalf of your members, in considering an extended timeframe for the EOI process, to ensure our people have sufficient time to:

- review the position descriptions for the roles subject to an EOI; and
- seek further information as required prior to submitting an EOI.

We will also ensure our people are informed on the necessary information or requirements which should be submitted as part of the EOI process.

Communication of any further changes

We will continue to act in good faith and if any further impacts are proposed, Suncorp will share this information with our people and the FSU as soon as practicable once any decision is made, in line with past practice and our obligations at law. Additionally, we have provided a range of support for Suncorp leaders, including guidelines for holding virtual conversations.

Potential impact on workloads

We understand some members have expressed concerns about the potential impact to permanent employees and workload levels if role reductions occur.

As discussed with Clarissa yesterday, we refute any suggestion that permanent employees are being 'targeted'. Where a role is impacted as part of these proposed changes, this is due to an assessment of the role itself no longer being required due to a changed scope of work or accountability, rather than consideration of the individual currently performing that role or their employment (including citizenship status).

The safety and wellbeing of our people remains paramount, and we are closely monitoring workload levels to ensure our people are not working unreasonable hours. We also re-iterate that the proposed operating model changes will enable us to simplify processes and focus on stopping work that does not add value, rather than redistribution of the same scope of work and accountabilities.

Potential job losses

We acknowledge the concerns raised on behalf of your members regarding the potential scale of impacted roles. As discussed, the anticipated number of impacted roles does not take into account redeployment opportunities available, nor the new roles proposed to be created as part of the proposed structure changes.

Throughout this process, Suncorp has been open and transparent in communicating our communications with our people. However, we appreciate the legitimacy of our people's concerns and will endeavour to secure redeployment opportunities for those who may be impacted.

Next steps

As referred to above, we will continue to review and consider the feedback raised by our people during consultation, prior to confirming the final structure.

Along with the proposed structure charts which have been published to the Operating Model intranet site, we will continue to update this site as further details are confirmed. We will also inform our people as soon as the finalised position descriptions are available for roles subject to an EOI process, while continuing to encourage our people to speak to their leader (or leader once removed) if they have any questions or need any further information.

As an aside, we note the concerns you have raised regarding one leader claiming to have not received any further information and being unable to share any further details with their team. We thank you for bringing this to our attention and will take immediate steps to ensure our people from this area of the business are provided with clarity and further details on any proposed impacts.

We trust our previous discussions and this response addresses the concerns raised by your members and provides further clarity on the next steps, timeframes and information available.

Should you have any questions or require clarification on any of the details provided, please let us know.

Yours sincerely



Matthew Leslie
Executive General Manager, Advice & Services
Suncorp

Copy to:

Wendy.Streets@fsunion.org.au

Gaye.Vale@fsunion.org.au