

Employee Factpac

Employee numbers

Total employees by employment type and region

(number of employees unless otherwise stated)	2013	2012	2011	2010	2009
Australia					
Full time	24,330	24,398	24,920	25,054	23,971
Part time	6,632	6,815	6,962	7,415	7,614
Temporary	2,706	2,524	3,775	3,649	137
Total Australia	33,668	33,737	35,657	36,118	31,722
New Zealand					
Full time	3,975	4,097	3,958	4,317	4,037
Part time	685	739	800	902	984
Temporary ¹	640	719	512	283	296
Total New Zealand	5,300	5,555	5,270	5,502	5,317
Westpac Pacific					
Full time (%)	89	90	91	89	87
Part time (%)	11	10	9	11	12
Expatriate employees	37	31	42	42	39
Expatriate employees (%)	3	2	3	3	3

¹ Maximum Term employees included in the temporary category from 2011 onwards.

Employees by division (FTE)

(number of FTE unless otherwise stated)	2013	2012	2011 ¹	2010 ¹	2009
Westpac Retail & Business Banking	9,847	10,171	10,940	11,860	11,407
St. George	5,149	5,106	5,190	5,614	5,227
BT Financial Group	4,164	3,898	3,709	3,750	3,949
Westpac Institutional Bank	1,793	1,751	1,707	1,782	3,065
Westpac New Zealand	4,481	4,691	4,660	4,782	4,510
Westpac Pacific	1,310	1,306	1,306	1,254	1,176
Head Office Functions and Other	8,853	8,752	10,294	9,920	7,698
Group total	35,597	35,675	37,806	38,962	37,032

¹ 2010 and 2011 figures restated due to subsequent corporate reorganisation. Total FTE in these periods did not change.

Employee Factpac

Employee engagement, LTIFR, leave and overtime

	2013	2012	2011	2010	2009
Employee engagement – Group ¹	87	84	81	80	81
Lost time injury frequency rate – Group ²	1.5	1.9	2.5	2.6	2.6
% working overtime – Australia (%)	48	52	50	46	48
Average overtime worked as a % of standard hours – Australia (%)	2.4	2.6	2.3	2.1	2.1
% working overtime – New Zealand (%)	36	40	40	43	n/a
Average overtime worked as a % of standard hours – NZ (%)	0.67	0.97	0.80	0.77	0.83

¹ 2011 figure excludes Westpac Pacific

² 2009 figure has been restated reflecting improved data capture.

Leave

Employees with accumulated annual leave

	2013		2012		2011		2010		2009	
	Number	%	Number	%	Number	%	Number	%	Number	%
Australia										
< 4 weeks	26,559	84	25,240	79	24,454	75	26,211	74	24,783	71
≥4 & ≤ 8 weeks	4,794	15	5,894	19	7,037	22	7,894	23	8,637	25
> 8 weeks	414	1	724	2	1,058	3	1,180	3	1,431	4
Total	31,767	100	31,858	100	32,549	100	35,285	100	34,851	100
New Zealand¹										
< 4 weeks	4,282	91	4,401	89	4,330	90	4,575	90	4,987	91
≥4 & ≤ 8 weeks	441	9	526	11	499	10	485	10	511	9
> 8 weeks	4	-	2	-	4	-	-	-	8	-
Total	4,727	100	4,929	100	4,833	100	5,060	100	5,506	100
Westpac Pacific										
< 4 weeks	153	94	108	87	108	89	n/a	n/a	114	36
≥4 & ≤ 8 weeks	9	6	15	12	10	8	n/a	n/a	134	42
> 8 weeks	-	-	1	1	3	3	n/a	n/a	68	22
Total	162	100	124	100	121	100	n/a	n/a	316	100

¹ 2009 figure includes New Zealand casual employees. All other years have been restated to exclude casual employees

Employees accessing parental leave

	2013	2012
Australia	2,829	2,746
New Zealand	153	141
Group total	2,982	2,887

Absenteeism

(number of actual absenteeism days lost (due to incapacity of any kind) as a percentage of total days scheduled to be worked by workforce)

	2013	2012
Australia	3.14	3.67
New Zealand	2.09	2.16

Employee Factpac

Training

Average hours of training per employee

(as captured by our learning management system only)	2013	2012
Australia, UK & USA	21.28	18.32
New Zealand	16.89	12.43

Human Rights Training

('Doing the Right Thing' and OH&S training)	2013		2012	
	Aust, UK & USA	New Zealand	Aust, UK & USA	New Zealand
Number of Employees trained on Human Rights	37,224	5,748	33,623	6,180
Total hours of employee training on Human Rights	81,878	13,437	54,971	19,860

Employee Factpac

Gender

Gender profile (%)

	2013		2012		2011		2010		2009	
	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
Australia	41	59	40	60	40	60	39	61	38	62
New Zealand	35	65	34	66	32	68	32	68	32	68
Westpac Pacific	41	59	41	59	43	57	43	57	n/a	n/a

Women in leadership

	2013		2012	
	Total Number	%	Total Number	%
Board ¹	3	30	3	33
Executive	19	26	19	25
Senior Manager	172	39	182	39
Manager	1,949	43	1,841	41
Group total	2,140	42	2,042	40

¹ Board not included in Group total

Gender and age profiles (%)

	2013		2012		2011		2010 ¹		2009 ¹	
	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
Australia & NZ										
≤ 24	6	6	6	7	7	8	10	12	12	13
25-34	30	30	31	30	31	30	33	30	34	32
35-44	32	29	32	29	32	29	31	29	30	28
45-54	22	23	22	22	21	21	19	20	18	20
≥ 55	9	12	9	12	8	10	7	9	6	7
Westpac Pacific										
≤ 25	17	18	30	29	24	29	10	15	n/a	n/a
26-35	48	43	36	31	34	32	17	18	n/a	n/a
36-45	21	18	22	23	28	23	10	14	n/a	n/a
46-55	13	17	11	15	12	15	5	9	n/a	n/a
≥ 56	2	4	1	2	2	1	1	1	n/a	n/a

¹ Australian data prior to 2011 align to the following categories - ≤ 25, 26-35, 36-45, 46-55 & ≥ 56 however these were updated in 2011 to align to the ABS 6205 standard.

Female/male salary ratios (base salary – female salary as a % of male salary)

	2013 %	2012 %
Group		
Administrator	111	111
Senior Administrator	99	98
Team Leader/Supervisor	99	99
Manager	99	99
Middle Manager	99	99
Senior Manager	94	94
Executive	95	97

Employee Factpac

Attrition, tenure & age profile

Employee voluntary attrition (%)

	2013	2012
Australia and New Zealand (%)	9.8	9.9
Westpac Pacific (%)	9.0	9.0

Employee voluntary attrition (number)

	2013	2012
Australia and New Zealand	3,650	3,750

Employee voluntary attrition by age and gender (%)

	2013	2012
Australia and New Zealand		
Attrition by gender (%)		
Female	10	10
Male	10	10
Attrition by age (%)		
≤ 24	16	19
25-34	13	12
35-44	9	9
45-54	6	6
≥ 55	5	6

Employee Retention (%)

	2013	2012
New Starter Retention	87	85
High Performer Retention	96	96

Tenure and gender profile (%)

	<1 Yr	1 Yr	2-3 Yrs	4-5 Yrs	6-10 Yrs	11-15 Yrs	16-20 Yrs	21 Yrs +
Female – Australia & NZ	55	54	55	59	63	66	74	61
Male – Australia & NZ	45	46	45	41	37	34	26	39

Tenure and age profile (%)

	≤24	25-34	35-44	45-54	≥55
Australia and New Zealand					
<1 Yr	39	18	11	7	3
1 Yr	26	12	7	4	2
2-3 Yrs	25	24	16	11	7
4-5 Yrs	8	18	13	9	7
6-10 Yrs	2	23	25	20	17
11-15 Yrs	-	4	15	15	15
16-20 Yrs	-	-	7	12	17
21 Yrs +	-	-	6	22	32

Age profile of workforce compared to National labour force (%)

	≤24	25-34	35-44	45-54	≥55
Westpac Group – Australia	6	31	31	22	10
Australian labour force	17	23	22	21	17
Westpac Group – New Zealand	7	25	28	25	14
New Zealand labour force	15	20	20	23	22

Employee Factpac

Whistleblower reporting

Concern Online

(concerns reported)	2013			2012 ¹	2011 ¹
	Total	Substantiated	In Progress		
Dishonest Conduct	39	7	4	39	17
Fraudulent or other illegal activity	5	1	1	4	9
Significant People or HR issues ²	65	-	11	41	-
Substantial health and safety risk	4	-	1	8	4
Other	19	3	1	15	43
Total number of new concerns	132	11	18	107	73

¹ Restated to reflect updated categories. Total numbers have not changed.

² Includes concerns redirected to other channels.