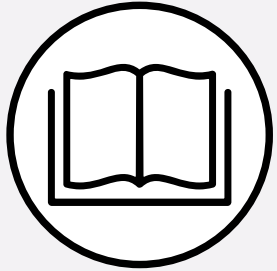


A photograph of two women sitting at a table in a cafe, smiling and looking at a laptop. The woman on the left has dark hair and is wearing a black patterned top. The woman on the right has blonde hair with pink highlights, wears red glasses, and a black top with white patterns. The background is a blurred cafe interior.

Working with Westpac Group

Supplier Playbook

September 2023



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Welcome



I'm pleased to introduce the Supplier Playbook for Westpac, Australia's oldest bank and one of the largest banks in New Zealand.

As Chief Procurement Officer, I want to emphasize commitment to building relationships with suppliers who share our corporate values. We understand the significance of a strong supplier network and the opportunities it presents to businesses like your own. With our diverse portfolio of financial service brands, including Westpac, St.George, Bank of Melbourne, BankSA, BT, and RAMS, we support and serve over 12.7 million customers. We seek to conduct business with organisations which share our values, abide by our principles and help support our commitments to operate in an ethical, socially and environmentally responsible manner. Our goal is to build relationships and collaborate with suppliers to maximise the positive impacts of our buying decisions. We take pride in our status as proud signatories of the Australian Supplier Payment Code (ASPC). We recognize the critical importance of cash flow for small and medium-sized suppliers and firmly believe in addressing this challenge by upholding the highest ASPC standards and ensuring timely payments.

To ensure our partnership thrives, we have crafted this Supplier Playbook. It serves as a guide, providing you with an understanding of our expectations and requirements when collaborating with us. By familiarizing yourself with its contents, you will gain insights into our processes and supporting technologies, our corporate profile and values, and where to go if you need help.

We are committed to nurturing long-lasting relationships that benefit both parties involved.

Thank you for considering Westpac as your preferred partner.

A handwritten signature in blue ink, consisting of a stylized 'B' followed by a series of loops and a final horizontal stroke.

Sincerely,
Brian Hagen

Westpac company profile and values

As Australia's first bank and oldest company, the Westpac Group—which started life as the Bank of New South Wales in 1817—represents a central, unbroken thread that runs through Australian history. It has survived and thrived because of the partnerships we have cultivated with suppliers across Australia.

One of four major banking organisations in Australia and one of the largest banks in New Zealand. We provide a broad range of banking and financial services in these markets, including consumer, business and institutional banking and wealth management services.

Westpac Group's portfolio of financial services brands and businesses is focused on our purpose which is creating better futures together. It's what we do, who we are and why we come to work every day.

From ensuring individuals can save, transact and borrow with confidence, to supporting the financial needs of small businesses, multi-national corporates, institutional and government clients, our customers are at the centre of everything we do.

Through our unique portfolio of brands comprising Westpac, St.George, Bank of Melbourne, BankSA, BT and RAMS we support and serve over 12.7 million customers.

Our company's values

Our values are what we believe in at Westpac Group. Our values are based around helping as it's at the heart of what we do. We expect to partner with like-minded suppliers. They are:

HELPFUL

Passionate about providing a great customer experience.

ETHICAL

Trusted to do the right thing.

LEADING CHANGE

Determined to make it better and be better.

PERFORMING

Accountable to get it done.

SIMPLE

Inspired to keep it simple and easy.



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What we look for when selecting a supplier

WHAT WE LOOK FOR WHEN SELECTING A SUPPLIER

① Suppliers who are safe and secure

We are committed to protecting the privacy and security of personal information of our employees and customers. If you provide products or services to Westpac Group that involve the handling of personal and confidential information, we require you to have appropriate privacy and security safeguards in place.

② Suppliers who are responsible and ethical

We want to collaborate with suppliers to mitigate the environment, social and governance (ESG or 'sustainability') risks in our supply chain, including issues such as climate change, human rights and modern slavery.

Our Responsible Sourcing Code of Conduct sets out our expectations of suppliers and shares our sustainability and risk management principles for doing business.

We encourage our suppliers to adopt similar principles with their own suppliers.



Responsible Sourcing Code of Conduct

What we look for when selecting a supplier

WHAT WE LOOK FOR WHEN SELECTING A SUPPLIER

3 Suppliers who are diverse and inclusive

With thousands of suppliers providing us with products and services, we recognise the opportunities our supply chain creates to positively impact people through inclusive and diverse sourcing strategies and practices. Through our **Supplier Inclusion & Diversity Principles**, we seek to promote social and economic participation with our supplier partners.

Westpac Group is committed to increasing opportunities in our supply chain for businesses that have a social or environmental mission or that are owned by, or employ, people or groups that are traditionally excluded or under-represented in the Australian economy. Westpac is particularly focused on developing relationships with:

- ✓ Indigenous-owned businesses (at least 50% owned) by individuals of Australian Indigenous descent and must be accredited by **Supply Nation** or listed with an Australian Indigenous Chamber of Commerce or equivalent certifying body.
- ✓ Businesses owned by women - at least 51% owned, managed and controlled by one or more women.
- ✓ Australian Disability Enterprises - provides supported employment opportunities to people with disability and is listed on **BuyAbility**.
- ✓ Social Enterprises - has a defined primary social or environmental purpose, derives a substantial portion of its income from trade and is certified by **Social Traders** or hold **Australian Charitable Status**.
- ✓ B Corporations - meets specified standards of social and environmental performance, accountability and transparency and is certified by **B Lab**.

4 Suppliers who help us grow

We want to work with suppliers who leverage their experience and expertise to collaborate with us in creating value for Westpac. Such partnerships transcend the transactional nature of supplier relationships, evolving into strategic alliances that benefit both parties. When suppliers bring their extensive knowledge and skills to the table, they can better understand our unique needs and challenges. Moreover, your expertise often translates into innovative solutions that can help us stay ahead in a competitive market.

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What to expect when working with us



Section 3 outlines what we may ask of you at each of the stages shown here.



About Coupa

Once we have identified an opportunity you will go through our procurement process which is powered by Coupa.

We are digitising our procurement process and how we work with suppliers using **Coupa**.

By utilising Coupa, which is free for suppliers, you will benefit more from your partnership with us by having:

- 1 more assurance and visibility of payments,
- 2 an easier way to connect with our people, and
- 3 freedom to self-serve.

It's part of our commitment to being easy to do business with.

Many of our suppliers already use Coupa to do business with other organisations, but some suppliers may not be familiar with Coupa, or may need some extra help. The good news is, it's relatively straightforward for these suppliers to get set up.

Using our digital platforms to work with us is mandatory.

ABOUT COUPA

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Starting with Westpac and risk assessment



Starting with Westpac

We will ask you to share the scope of goods or services you offer and provide examples of your work to demonstrate your capability. Given your deep expertise in your industry, we may also ask for market insights and trends you are seeing.



Risk assessment

We will ask you to participate in an online risk assessment to assist us in meeting our regulatory requirements as an Australian Financial Institution. You will be provided with login details when it's time to start.

Your participation in the risk assessment is mandatory for us to work with you.

Once the risk assessment is complete, depending on what you're providing us, you may be asked to provide additional information regarding certain controls and capabilities relating to areas such as your privacy, security or sustainability practices.

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Sourcing and contracting



Sourcing

Depending on what we are buying, we complete sourcing events which might involve a market engagement, request for information, competitive tender, or direct negotiation. You will be provided with login details when its time to respond.

For smaller sourcing events, we may ask you to provide a quote or price for what we are buying and about your capability to deliver what we need.



Contracting

We will ask you to enter into an agreement that will depend on the risk and value of what we are buying.

The agreement protects both Westpac and you for the duration of the engagement we have with you.

We use different forms of agreements, ranging from **Purchase Order terms and conditions**, Master Service agreements or a Short Form contract.

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Onboarding



After we have signed the contract and are ready to start work we will onboard you via the Coupa Supplier Portal (CSP), a free platform suppliers will use to receive purchase orders, submit invoices and track payments.

CSP is a free tool to suppliers easily do business with customers, like Westpac Group, who use Coupa. The CSP makes managing customers and transactions easy. Suppliers can manage content and settings on a customer-by-customer basis, including viewing purchase orders, setting up delivery methods, creating hosted catalogues, sending invoices, checking the status of transactions, and more.

The CSP is also where you can manage advance ship notices (ASNs), helping you keep us updated with delivery times - this is really important to us.

For help on how to use the CSP, visit the [help page](#). Use the chat function to connect with an operator who is ready to assist.

When we sign the contract and during onboarding, we will agree with you the method of receiving purchase orders and invoicing.

- 1 Coupa Supplier Portal (CSP).**
The preferred method for most suppliers to submit invoices is using the CSP. There's no need for complex eCommerce set-ups and it's the fastest way to get invoices paid. You will receive an email from us with an invitation to join the CSP.
- 2 Commerce XML (cXML).**
The preferred method for high transaction volume suppliers is using Commerce XML (or cXML). Commerce XML is an XML-based standard developed to help buyers and sellers to transact electronically - and works with punchout catalogues. With a punchout catalogue, users follow a link to a supplier's eCommerce website where they shop as normal, before being brought back to Coupa when they check out. This type of set up requires significantly more work from suppliers but it enables suppliers to link Coupa directly with their core systems for transaction management.
- 3 Other methods.**
For suppliers that transact with us infrequently, a purchase order can be issued to the supplier via email with an option to create an invoice instantly by clicking on a link in the email. This supports fast invoice payment, but it will not provide visibility of multiple purchase orders and suppliers will not be able to track the payment status of an invoice. Remember, we can only process valid invoices. We understand the importance of cashflow for small to medium suppliers and how we can play a role in addressing this by committing and adhering to the ASPC standards. To avoid delays in payment, ensure the invoice is **valid**.

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Manage



Once you have established a relationship with Westpac, it is important that we continue to develop and manage this together.

How we do this will depend on the scale and scope of the products and services you provide. We operate four distinct levels of governance that is commensurate to the work you're doing with us.

You will be informed of our governance requirements when we're negotiating your contract.

For our higher risk supplier engagements, we will establish regular forums for us to both share feedback on how to continue managing and developing our relationship.

At our governance forums we may:

- 1 **Review survey results** and mutually agree on ways we can improve the relationship.
- 2 **Undertake performance improvement programmes** where we build competencies and capabilities, resolve quality issues, and share innovative services or products.
- 3 **Undergo performance management** where we provide feedback and identify and mitigate any risks within our agreement.

We also need you to keep your contact details up-to-date with us. You can manage your own access and set up users via the CSP. Updates to your payment or primary addresses needs to be updated directly with us via the Supplier Advocate team. When the contract is complete, ensure you return or destroy any data or information shared as per the terms of our agreement.

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Supporting resources

Getting support



Where can I go for help?

Supplier Advocacy team

The Westpac Supplier Advocate recognises the part our suppliers, particularly small and diverse suppliers, play in the community. The Supplier Advocate is the voice of suppliers within Westpac for:

- 1 ensuring obligations under the Australian Supplier Payment Code are met,
- 2 ensuring valid invoices are paid within 30 days,
- 3 on-boarding new suppliers, including providing advice regarding the invoicing and payment process, and
- 4 any queries, complaints, or escalations.



Contact our [Supplier Advocacy team](#).

Raising concerns of reportable conduct involving Westpac

Westpac has a dedicated Whistleblower Channel which allows suppliers (including their current and former employees) who have knowledge of, or reason to suspect, any reportable conduct which involves Westpac, and anyone connected within the Westpac Group to confidentially raise their concerns.

Reports can be completely anonymous, or you can identify yourself to those authorised by Westpac to manage such reports. More details can be found here: **[Speaking Up Policy](#)** (PDF 394KB) or search 'Speaking Up Policy' at westpac.com.au.

Broadly, 'reportable conduct' under our policy includes any conduct which is dishonest, corrupt, fraudulent, or illegal, including any suspected modern slavery or human rights violations, involving Westpac's operations or supply chain where it has significant implications for Westpac. Safely report such conduct via our Speak Up reporting system at **<http://westpac.whispli.com/whistleblowing>** or by calling a dedicated 24-hour independent Whistleblower Hotline: 1800 989 569 (an Australian free call number), which is operated by a third party.

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Additional resource



Before we can pay an invoice, it needs to be valid.

An invoice does not need to be issued in paper form, electronic invoices in PDF format can be provided via e-mail and should include:

1 Purchase Order (PO) number.

Please ensure you have received a PO from Westpac in advance of providing products or services. The PO number must be also be clearly marked on the invoice.

2 Correct description.

- a. **Tax invoice** - If your business is registered for GST, your invoices should clearly, display the words 'Tax invoice'.
- b. **Regular invoice** - If your business is not registered for GST, the word 'Invoice' should be clearly displayed on the invoice.
- c. **Other** - Invoice statements (a statement collating amounts owed) and quotes (a statement with an estimated cost for goods/services) will not be accepted.

3 Invoice number and invoice issue date.

A unique invoice number should be assigned to each invoice for payment tracking purposes, along with the date you are issuing the invoice.

4 Your contact details.

This includes:

- a. **your business name** (must match with ABR records),
- b. **business address** - include your postal address if different from your business address,
- c. **business contact details** - contact number and email address, and
- d. **Australian Business Number (ABN).**

5 Payment details.

This includes:

- a. **The account name, BSB and account number.**
- b. **A brief description of the goods or services you have provided.** This includes the quantity, unit price, GST amount (if GST has not been charged this must be clearly stated), and the total (inc/exc GST). Also include the Westpac cost centre for each item (this will help us direct your invoice to the correct business unit for payment).

Thank you

Date created: **00 September 2023**
Effective date: **00 September 2023**
Approved by: **Firstname Lastname**

