

A woman with long blonde hair, wearing glasses and a beige blazer over a dark top, is smiling and gesturing with her hands as if in a meeting. In the background, other people are blurred, suggesting a professional setting.

Working with Westpac Group

Supplier Playbook



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Introduction

Introduction

Westpac Group's purpose is to help Australians succeed. It is what we do, who we are and why we come to work every day. Our strategy seeks to deliver on this purpose by building deep and enduring customer relationships, being a leader in the community, being a place where the best people want to work and delivering superior returns for shareholders.

As an organisation that purchases a wide range of products and services, Westpac Group recognises the opportunities our supply chain creates to drive positive social and environmental change.

We view our suppliers as partners, so we have created this playbook to explain what we look for when selecting suppliers and how we manage these important relationships.

The Supplier Playbook seeks to:

- ✓ Provide clear guidelines on what we look for when selecting a supplier partner
- ✓ Answer your questions around how we manage our relationships
- ✓ Provide key tips to support you to begin and maintain a mutually rewarding relationship with Westpac Group.

You can review a list of the products and services we buy, or register your interest to become a supplier partner to Westpac Group [here](#).



Find out more about how we work with our supplier partners using these links:

- ✓ [Our expectations of suppliers](#)
- ✓ [How to become a supplier to Westpac Group](#)
- ✓ [Our commitments to our supplier partners](#)
- ✓ [Our commitment to supplier inclusion and diversity](#)



Understand how we work

Our procurement process

At Westpac Group our procurement process helps us develop strong relationships with suppliers that seek to deliver value and adhere to the governance, risk, and compliance requirements of our highly regulated industry.



Engaging the market

When seeking to engage a supplier, Westpac Group may:

- ✓ Leverage an existing preferred supplier or supplier panel
- ✓ Negotiate directly with a supplier
- ✓ Conduct a formal approach to market, including an RFX (e.g. Request for Information, Request for Quotation or a Request for Proposal/Tender).

An RFX process will help us seek to understand your ability to meet Westpac Group's requirements – including whether your goods/services are fit for our purpose, and whether your organisation can meet our financial, contractual, regulatory, governance and commercial requirements.

Westpac Group does not maintain a public portal where details of current or upcoming RFX's are published. However you can register your interest to become a supplier [here](#).

If you are invited to participate in an RFX, you will be provided with the relevant information.

Here are some of the steps we may undertake when engaging the market in an RFX:

- 1 RFX released.
- 2 Suppliers have an amount of time (usually 2-3 weeks) to respond.
- 3 Suppliers submit their responses by the due date set out in the RFX documentation.
- 4 Responses are formally evaluated by Westpac Group.
- 5 Suppliers may be asked to come in and present to the Westpac Group Evaluation Panel.
- 6 Suppliers may be shortlisted.
- 7 Shortlisted suppliers may participate in a series of commercial and contractual negotiations.
- 8 Successful suppliers will agree final contractual terms with Westpac Group, complete risk assessments, execute an appropriate agreement, and be onboarded as new suppliers.
- 9 Unsuccessful shortlisted suppliers may be offered a debrief to discuss their response.

How we contract

To supply to Westpac Group you must have a valid supplier agreement. The nature of this agreement will vary based on the value, complexity, and risks of the goods and services you supply.

In nearly all instances, you will be provided with a standard Westpac Group agreement. It is your responsibility to seek independent, professional legal advice and to ensure you understand all terms, conditions, and obligations prior to executing the agreement.

Tips on your response

Westpac Group may use written responses and/or presentations to assess who we will work with.

Tips for Written Responses & Presentations

Please note: Suppliers will be asked to present only if they have been shortlisted.

- ① Above all else, **answer all the questions accurately** and comply with the formatting or presentation requirements set out.
- ② Share your businesses story and focus on your competitive advantage:
 - ✓ What is special about your product or service?
 - ✓ What are the specific benefits of using your product/service (what problems will it solve for Westpac Group)?

- ✓ How other clients like Westpac Group are benefitting from your services/products?
 - ✓ Keep your answers concise
 - ✓ Avoid focusing on generic capability
- ③ Communicate your business story memorably:
 - ✓ Develop an elevator pitch – a quick and memorable way for people to remember you and your business
 - ✓ Remember to highlight whether you fit our supplier inclusion and diversity criteria
 - ✓ Practice before you present and know your audience.
 - ④ If you have any questions, contact the key Westpac Group category manager.



What we look for in a supplier

Working with Westpac Group

Our suppliers are important partners and we take great care in selecting who we work with. We look for organisations who can meet our business requirements and share our commitment to **sustainability**.

Westpac Group seeks to work with organisations which have:

- ① The capacity, capability, and geographical scope to supply the services or goods we require.
- ② Documented systems and processes to support the services and products they supply.
- ③ The right certifications or approvals to enable our businesses to work together.

It is also important for businesses we work with to have:

- ① Appropriate risk and compliance management systems.
- ② Clear management and legal business structures.
- ③ Awareness of the regulatory environment we operate in.
- ④ Financial stability.

Responsible Sourcing

Westpac Group seeks to conduct business with organisations who share our values, abide by our principles and help support our commitments to operate in an ethical, socially and environmentally responsible manner.

We ask all businesses who seek to work with us to adhere to Westpac Group's **Responsible Sourcing Code of Conduct**. Our Responsible Sourcing Code of Conduct sets out our expectations of suppliers and shares our sustainability and risk management principles for doing business.

By applying these principles, Westpac Group seeks 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. We encourage our suppliers to adopt similar principles with their own suppliers.

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 groups that are underrepresented in the Australian economy.

Learn more about the expectations we have of suppliers in our **Responsible Sourcing Code of Conduct**.

Sustainable procurement

Our suppliers are important partners in our sustainability performance and we aim to work with people and businesses that are willing to partner with us to deliver **sustainable sourcing** solutions.

We seek to drive supply chain sustainability by applying principles like:

- ✓ Value for money – consideration of both financial/non-financial costs and benefits
 - ✓ Fair and ethical sourcing practices
 - ✓ Compliance with responsible sourcing practices and regulatory obligations (including modern slavery)
 - ✓ Environmentally Preferable Purchasing
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- ✓ Fostering innovation in sustainable products and services through design and implementation
 - ✓ Committing to and integrating diversity within the supply chain
 - ✓ Learn more about our principles in our **Responsible Sourcing Code of Conduct**

Supplier inclusion and diversity

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.

We are interested in developing relationships with:

- ✓ Indigenous owned businesses (at least 51% owned and controlled)
- ✓ Businesses owned by women (at least 51% owned and controlled)
- ✓ Australian Disability Enterprises
- ✓ Social Enterprises
- ✓ B Corporations

To qualify for our diverse supplier program, you may be asked to obtain certification from an independent organisation such as:

- 1 Indigenous Owned Businesses – [Supply Nation](#) or your local Indigenous Chamber of Commerce
- 2 Social Enterprises – [Social Traders](#)
- 3 Women owned businesses – [WeConnect International](#)
- 4 [B Corporations](#)
- 5 [Australian Disability Enterprises](#)

Find out more:

[Supplier Inclusion & Diversity](#)

[How to become a Supplier to Westpac Group](#)

[Our expectations of suppliers](#)

Environmental sustainability

Westpac Group is committed to managing our direct and indirect environmental impacts, risks and opportunities.

We recognise our ability to influence positive environmental change, to help find solutions to environmental challenges and minimise our direct and indirect footprint.

We recognise that climate change is one of the most significant issues that will impact the long-term prosperity of the global economy and our way of life. Addressing climate change requires collective action, engagement and collaboration with a range of stakeholders, including our supply chain.

Learn more about our principle on [environmental management and climate risk](#).

Privacy and information security

Westpac Group is committed to protecting the privacy and security of personal information.

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.

Learn more about how we handle personal information by reading the privacy collection notice in our [Supplier Registration of Interest](#).



How we pay and support our suppliers

Westpac Group Supplier Advocacy

Westpac Group is obliged to report under the [Payment Times Reporting Scheme](#) and is a proud signatory to the [Australian Supplier Payment Code](#).

We are committed to paying all suppliers within 30 days of receipt of a valid tax invoice. To help our suppliers get paid on time, Westpac Group has a dedicated [Supplier Advocacy Team](#).

- 1 Read about our [invoicing and payment process](#)
- 2 Learn what to include in your [invoice](#)
- 3 Register your interest in [supply goods/ services to Westpac Group](#)

Find out more about our [Supplier Advocacy program](#), or contact our [Supplier Advocacy Team](#).



How we manage our supplier partnerships

Relationship Governance

Once you have established a relationship with Westpac Group 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.

As a part of our supplier management practice, we may require you to participate in regular Governance Forums to help track performance and manage expectations. You may also be asked to participate in a Voice of Supplier (VOS) or Voice of Customer (VOC) survey.

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.



Tips to take the partnership to the next level

Proactively manage our relationship

Westpac Group strives to build deep and enduring customer relationships, so we really value a similar commitment from the businesses we work with.

We encourage you to proactively plan, evaluate, and manage your relationship with us. Use the Governance Forums mentioned in Section 5 to:

- ✓ Seek feedback on the work you are doing
- ✓ Learn about any future opportunities
- ✓ Promote your products and services
- ✓ Share any new offerings that may expand your business with Westpac Group.

By delivering great service to your Westpac Group customers you may open new opportunities for your business across our organisation.

Create a stellar relationship

Tips for leveraging your relationship with Westpac Group:

- 1 Understand Westpac Group's business and our evolving needs.
- 2 Ask your contact to refer your business to their internal or external networks.
- 3 Improve the value, quality, reliability, functionality and performance of the product or service you provide.
- 4 Share new innovative ideas that will enhance our relationship.

Find out about:

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Thank you

