

Name:	
Position:	Customer Advisor 2
Division:	

SCORECARD - Employee

Category	Category Weighting	Objective	Measure	Evidenced By	Q1 Feedback	Q2 Feedback	Q3 Feedback	Full Year Outcome
<i>Objectives designed to assist in delivering strong and sustainable shareholder value</i>								
Financial / Sales	30%	Actively Identifying Opportunities to add value to customers and deliver on Business Outcomes	SPSP.....10%	Effectiveness of referral and sales performance Other components that influence this category are People Leader Assessment of: • Quality of 'Inspire' conversations with customers				
			Referrals to BAs (Refinance and Specialist)....10%					
			Quality of Referrals....10%					
<i>Objectives designed to assist nab in leveraging assets and capabilities for competitive advantage</i>								
Operation / Quality / Risk	20%	Drive a risk and compliance culture across the Group	Cash Errors.....10%	Role compliance and ethical selling with a focus on Quality Important components that influence this category are: 1) Performing and adhering to policies, processes and procedures, and meeting quality measures pertaining to role. 2) Identification and escalation of events / losses / breaches as incurred. People Leader assessment. • Adherence to Policy, Process, and Procedures and achievement of target quality measures. • Proactively raises events, issues or concerns Other components that influence this category: • Assurance review action planning • SSI Clawback Outcomes • eRisk Compliance (including action planning)				
			Assurance Review...10%					
			Compliance Gateway Outcome:		<input type="radio"/> Green <input type="radio"/> Amber <input type="radio"/> Red			
<i>Objectives designed to build a high performance organisation with superior capability and leadership</i>								
Employees / Culture	20%	Actively demonstrate strong performance and fulfil own potential	Contribution to SUSU Action Planning/Engagement Initiatives5%	Individual capability and proactive contribution to team effectiveness through collaboration All measures in this category will be assessed by People Leaders considering the following points of evidence: • Inspire Coaching logs & observational coaching • Team Feedback • Demonstrating an understanding of what drives engagement, what the strengths and opportunities are in your team and your contribution to planning and implementing clear actions to maintain and improve these. • Support of strategic initiatives in LAM (such as PBOP) • IDP • Capability development (Inspire, Business Development, PBOP, Product Knowledge, Credit, Digital Awareness, Sales Effectiveness etc.) • Your contribution to Branch Deposit Growth				
			Inspire Coaching Logs & Skills Assessment/Team Feedback and IDP...10%					
			Contribution to Branch Deposit Growth to Plan...5%					
<i>Objectives designed to build customer and community satisfaction, advocacy and trust</i>								
Customer / Community	30%	Deepening customer relationships by delivering help, guidance and advice to our customers	Cross Sell....10%	Effectiveness of customer conversations and quality of solutions provided Other components that influence this category: • Cross Sell • Trigger Calls - outbound calls in Siebel • Referrals to Specialists • IB Registration and Customer Migration • Activating Transaction Accounts				
			IB Registration and Customer Migration....5%					
			Main Bank Customer...5%					
			FAIR Management5%					
			Customer Advocacy....5%					

Living Our Values A B C D

Performance Objectives Exceeded expectations Met expectations Expectations not met

Overall Performance Outcome: