

Name:
 Position: Banking Advisor
 Division:

SCORECARD - Employee

Category	Category Weighting	Objective	Measure	Evidenced By	Q1 Feedback	Q2 Feedback	Q3 Feedback	Full Year Outcome
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Objectives designed to assist in delivering strong and sustainable shareholder value

Financial / Sales	30%	Actively identifying opportunities to add value to customers and deliver on business outcomes	SSI Home Loan Drawdowns Weekly Average Units....20%	Banker Sales Productivity Other components that influence this category are: • Home Loan Productivity • Net Refi Position • Sales Effectiveness • Business Development				
			SPSP....10%					

Objectives designed to assist nab in leveraging assets and capabilities for competitive advantage

Operation / Quality / Risk	20%	Drive a risk and compliance culture across the Group	Clean File Score/PQIT....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)				
			Fee Collection.....5%					
			Assurance Review...5%					
			Compliance Gateway Outcome:		Green Amber Red			

Objectives designed to build a high performance organisation with superior capability and leadership

Employees / Culture	20%	Actively demonstrate strong performance and fulfil own potential	Referrals to Specialists ...5%	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, Sales Effectiveness etc.) • Home Loan Productivity Reporting • Net Refi Position • Sales Effectiveness • Business Development				
			Inspire Coaching Logs & Skills Assessment/Team Feedback and IDP...5%					
			Contribution to Branch Mortgage Growth...10%					

Objectives designed to build customer and community satisfaction, advocacy and trust

Customer / Community	30%	Deepening customer relationships by delivering help, guidance and advice to our customers	Cross Sell....10%	Quality of your interaction with our customers Other components that influence this category: • Trigger Calls - outbound calls in Siebel • Referrals to Specialists • IB Registration and Customer Migration • Activating Transaction Accounts				
			Main Bank Customer...5%					
			Protection Strike Rate....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: