

SCORECARD - PEOPLE LEADER

Name:  
 Position: Assistant Branch Manager  
 Division:

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%	Leading financial performance to achieve business plan	HL Lending to plan....20%	Effectiveness of team sales performance  Other components that influence this category are: • Home Loan Productivity • Net Refi Position • Sales Effectiveness • Business Development				
			Deposits to plan.....5%					
			SPSP.....5%					
<i>Objectives designed to assist nab in leveraging assets and capabilities for competitive advantage</i>								
Operation / Quality / Risk	30%	Drive a proactive risk management capability, risk accountability and compliance culture across the Division.	Clean File Score/PQIT .....10%	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 • eRisk Compliance (including action planning) • Pcard Management • Management of Overtime • FTE to plan • Management of leave • SSI Clawback Outcomes				
			Expenses to Plan .....5%					
			Assurance Review .....10%					
			Fee Collection.....5%					
			Compliance Gateway Outcome:		Green                      Amber                      Red			
<i>Objectives designed to build a high performance organisation with superior capability and leadership</i>								
Employees / Culture	20%	Drive strong performance and fulfil potential in your team	People Leader Fundamentals .....10%	Fulfil all performance standards of People Leader Fundamentals (PLF) by managing performance, development and team. Evidence of fulfilling PLF performance standards including local BU PLF areas of focus as applicable  All measures in this category will be assessed by People Leaders considering the following points of evidence: • Inspire Coaching logs & observational coaching • Managing Performance • Evidence of Kaizen • Skip Levels • Leader Led strategic initiatives in LAM (such as PBOP) • IDP & Succession plans • Lead capability development (Inspire, Business Development, PBOP, Product Knowledge, Credit, Sales Effectiveness etc.) • Evidence of 70:20:10 learning philosophy (70% experience, 20% exposure and 10% education) • Demonstrating an understanding of what drives engagement, what the strengths and opportunities are in your team, planning and implementing clear actions to maintain and improve these.				
			SUSU Action Planning/Engagement Initiatives .....5%		• Evidence and completion of SAP Learning • Team CE Points and Accreditation • Support mandatory training through coaching, role modelling and providing opportunities to gain experience and exposure			
			Completion of Team's mandatory training.....5%					
<i>Objectives designed to build customer and community satisfaction, advocacy and trust</i>								
Customer / Community	20%	Deepening customer relationships by delivering help, guidance and advice to our customers	Cross Sell....5%	Quality of our teams 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%					
			Customer Advocacy...5%					

Living Our Values  A  B  C  D

Performance Objectives  Exceeded expectations  Met expectations  Expectations not met

Overall Performance Outcome: