SCORECARD - PEOPLE LEADER

Name:	
Position:	Branch Manager
Division:	

Category	Category Weighting	Objective	Measure	Evidenced By	Q1 Feedback	Q2 Feedback	Q3 Feedback	Full Year Outcome
				Objectives designed to assist in delivering strong and sustainable shareholder value				
Financial / Sales	30%	**Leading financial performance to achieve business plan**	HL Lending to plan....20% Deposits to plan......5% SPSP.........5%	*Effectiveness of team sales performance* Other components that influence this category are: • Home Loan Productivity • Net Refi Position • Sales Effectiveness • Business Development				
				Objectives designed to assist nab in leveraging assets and capabilities for competitive advantage				
Operation / Quality / Risk	30%	**Drive a proactive risk management capability, risk accountability and compliance culture across the Division.**	Clean File Score/PQIT .....10% Expenses to Plan ......5% Assurance Review ......10% Fee Collection.....5% Compliance Gateway Outcome:	**Important components that influence this category are:** 1) Performing and adhering to policies, processes and procedures, and meeting quality measures pertinent 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 • Pcard Management • Management of Overtime • FTE to plan • Management of leave • SSI Clawback Outcomes • eRisk Compliance (including action planning) ⚪ Green 🟡 Amber 🔴 Red				
				Objectives designed to build a high performance organisation with superior capability and leadership				
Employees / Culture	20%	**Drive strong performance and fulfil potential in your team**	People Leader Fundamentals .....10% SUSU Action Planning/Engagement Initiatives ....5% Completion of Team's mandatory training.....5%	*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. • 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				
				Objectives designed to build customer and community satisfaction, advocacy and trust				
Customer / Community	20%	**Deepening customer relationships by delivering help, guidance and advice to our customers**	Cross Sell....5% Main Bank Customer...5% Protection Strike Rate....5% Customer Advocacy....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				

Living Our Values	☐ A	☐ B	☐ C	☐ D	
Performance Objectives	☐ Exceeded expectations	☐ Met expectations	☐ Expectations not met		
Overall Performance Outcome:					