

Name: \_\_\_\_\_  
 Position: Mobile Banker  
 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	SSI Home Loan Drawdowns and agreed volume to plan....30%	<p><i>Banker Sales Productivity</i></p> <p><b>Other components that influence this category are:</b></p> <ul style="list-style-type: none"> <li>• Home Loan Productivity</li> <li>• Sales Effectiveness</li> <li>• Business Development</li> <li>• Active Introducers</li> </ul>				
			<i>Objectives designed to assist nab in leveraging assets and capabilities for competitive advantage</i>					
Operation / Quality / Risk	35%	Drive a risk and compliance culture across the Group	Clean File Score/PQIT.....15%	<p><i>Role compliance and ethical selling with a focus on Quality</i></p> <p><b>Important components that influence this category are:</b></p> <ol style="list-style-type: none"> <li>1) Performing and adhering to policies, processes and procedures, and meeting quality measures pertaining to role.</li> <li>2) Identification and escalation of events / losses / breaches as incurred.</li> </ol> <p><b>People Leader assessment.</b></p> <ul style="list-style-type: none"> <li>• Adherence to Policy, Process, and Procedures and achievement of target quality measures.</li> <li>• Proactively raises events, issues or concerns</li> </ul> <p><b>Other components that influence this category:</b></p> <ul style="list-style-type: none"> <li>• SSI Clawback Outcomes</li> <li>• Expired Opportunities</li> <li>• Conversion Rates</li> <li>• PCard Expense Management</li> </ul> <p> <span style="color: green;">○</span> <span style="color: yellow;">○</span> <span style="color: red;">○</span>            Green   Amber   Red         </p> <p>NOTE: Quarterly compliance of CE Points will be a compliance gateway</p>				
			Fee Collection.....5%					
			Sales Effectiveness... 5%					
			SSI Home Loan Drawdowns Weekly Average Units ....5%					
			Expenses to Plan....5%					
			Compliance Gateway Outcome:					
<i>Objectives designed to build a high performance organisation with superior capability and leadership</i>								
Employees / Culture	15%	Actively demonstrate strong performance and fulfil own potential	Referrals to Specialists ...5%	<p><i>Individual capability and proactive contribution to team effectiveness through collaboration</i></p> <p><b>Measures in this category will be assessed by People Leaders considering the following points of evidence:</b></p> <ul style="list-style-type: none"> <li>• Team Feedback</li> <li>• Support of strategic initiatives in LAM (such as PBOP)</li> <li>• Capability development of yourself and others (Inspire, Business Development, PBOP, Product Knowledge, Credit, Sales Effectiveness etc.)</li> <li>• Home Loan Productivity Reporting</li> <li>• Net Refi Position</li> <li>• Business Development</li> </ul>				
			Contribution to LAM Growth...10%					
<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	Protection Strike Rate....15%	<p><i>Effectiveness of customer conversations and quality of solutions provided</i></p>				
			FAIR Management ... 5%					

Living Our Values    A    B    C    D

Performance Objectives    Exceeded expectations    Met expectations    Expectations not met

Overall Performance Outcome: \_\_\_\_\_