

## **ATTACHMENT A: Response to Questions on Notice**

*Mr THISTLETHWAITE: We are told that the system of measuring relative employee performance is known as IQ in CBA.*

*Mr Narev: We will have to come back to you on that point. That is not a name I have heard it referred to, but we are happy to come back and confirm that. [ ... ]*

*Mr Narev: Can I also say in regard to your question about IQ that I knew that by a different name, which was BPR, branch performance reporting, but we will report back to you. IQ is how it is referred to internally by staff. I know it by a different name, but it will be covered when we respond to the question on notice.*

*Mr THISTLETHWAITE: So there is a program called IQ?*

*Mr Narev: There is a program called branch performance reporting, as I knew it. It is understood with a different name in parts of the business.*

### **ANSWER**

As Mr Narev confirmed at the end of the hearing, the system which is known as Branch IQ replaces a system previously known as the Branch Performance Reporting tool. This system is used to track the performance of branches against three key criteria, including customer satisfaction, driving usage of in-branch technology, and meeting customer needs.