

Name:	
Position:	Customer Advisor 1
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	Contribution to Branch Deposit Growth to Plan...5%	<i>Effectiveness of referral and sales performance</i> Other components that influence this category are People Leader Assessment of: <ul style="list-style-type: none"> Quality of 'Inspire' conversations with customers 				
			Referrals to BA (Refinance and Specialists)....15%					
			Quality of Referrals....10%					
<i>Objectives designed to assist nab in leveraging assets and capabilities for competitive advantage</i>								
Operation / Quality / Risk	20%	Drive a risk and compliance culture across the Group	Cash Errors.....10%	<i>Role compliance and ethical selling with a focus on Quality</i> Important components that influence this category are: <ol style="list-style-type: none"> Performing and adhering to policies, processes and procedures, and meeting quality measures pertaining to role. Identification and escalation of events / losses / breaches as incurred. People Leader assessment. <ul style="list-style-type: none"> Adherence to Policy, Process, and Procedures and achievement of target quality measures. Proactively raises events, issues or concerns Other components that influence this category: <ul style="list-style-type: none"> Assurance review action planning SSI Clawback outcomes eRisk Compliance (including action planning) 				
			Assurance Review...10%					
			Compliance Gateway Outcome:		Green Amber Red			
<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	Contribution to SUSU Action Planning/Engagement Initiatives5%	<i>Individual capability and proactive contribution to team effectiveness through collaboration</i> All measures in this category will be assessed by People Leaders considering the following points of evidence: <ul style="list-style-type: none"> 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, Digital Awareness, Sales Effectiveness etc.) 				
			Inspire Coaching Logs & Skills Assessment/Team Feedback and IDP...10%					
<i>Objectives designed to build customer and community satisfaction, advocacy and trust</i>								
Customer / Community	35%	Deepening customer relationships by delivering help, guidance and advice to our customers	IB Registration and Customer Migration.....15%	<i>Effectiveness of customer conversations and quality of solutions provided</i> Other components that influence this category: <ul style="list-style-type: none"> Trigger Calls - outbound calls in Siebel Referrals to Specialists Activating Transaction Accounts 				
			Main Bank Customer...5%					
			FAIR Management5%					
			Customer Advocacy....10%					

Living Our Values A B C D

Performance Objectives Exceeded expectations Met expectations Expectations not met

Overall Performance Outcome: