



2009 ZURICH FINANCIAL SERVICES AUSTRALIA

# EMPLOYEE SURVEY

On November 21 this year the current Collective Agreement that covers your conditions of employment at Zurich will expire. To prepare for negotiations FSU needs you to use your voice.

## Your answers to this survey will:

- help shape FSU's claim
- provide direction for your future employment conditions and
- provide important feedback on how FSU may best represent your interests at Zurich

*Your answers to this survey are confidential.*

## How to complete this survey:

- ANSWER...**  
each question by ticking a box. There are no right or wrong answers.
- YOUR ANSWERS...**  
will remain confidential. Results published will be in collated form only, and not individually identifiable.
- PLEASE RETURN...**  
to your FSU Workplace Representative, OR  
Fax to: (02) 9320 0094 *by Friday 8 May 2009.*



# EMPLOYEE SURVEY

## 1. My pay

	Strongly Agree	Agree	Unsure (NA)	Disagree	Strongly Disagree
a) Our new Agreement must deliver guaranteed annual pay increases					
b) My pay should keep up with the cost of living increases					
c) The pay outcome should be a mix of guaranteed and performance-based pay					
d) Zurich's performance measurement systems are fair and transparent					
e) I know what I have to achieve to receive performance pay increases					
f) My performance targets are reasonable and achievable					
g) I have input into my performance targets					
h) A good performance rating depends on how well you get on with your manager					
i) The pay of all grades of employees should be protected in a Collective Agreement					
j) Maternity leave bonuses and other remuneration entitlements should be protected under our Agreement					
k) All staff understand how their pay is set					
l) Guaranteed pay increases provide greater security to staff					
m) I expect a transparent approach to the sharing of Zurich's success					
n) Under the current circumstances, the wage freeze applicable to those earning above the current TEC threshold of \$66,000 is appropriate					
o) The TEC threshold of \$66,000 should be increased					

## 2. My conditions

	Strongly Agree	Agree	Unsure (NA)	Disagree	Strongly Disagree
a) I feel secure in my employment at Zurich					
b) The current retrenchment entitlements are adequate					
c) The retrenchment pay cap of 75 weeks should be increased					
d) Any retrenchments should be voluntary					
e) Staff morale will be damaged should the Company seek to reduce conditions of employment in this agreement					
f) I am familiar with the terms set out in the current Collective Agreement					
g) Zurich should work with the Employee's representative, the Finance Sector Union of Australia (FSU) in identifying and resolving work issues					
h) My workload is such that it can normally be completed within the 36.25 hour working week					
i) I feel the current arrangements regarding overtime and time off in lieu are satisfactory					
j) I am happy with the current arrangements for mutually agreed days off					
k) The way annual leave is scheduled in my workplace is fair					

# EMPLOYEE SURVEY



## 3. My career

	Strongly Agree	Agree	Unsure (NA)	Disagree	Strongly Disagree
a) Zurich have provided me with adequate training to perform my role					
b) I have access to good career opportunities at Zurich					
c) My career progression depends on how well I get along with my manager/ team leader					
d) Temporary staff should be given the opportunity to go permanent after 6 months' employment					

## 4. My commitment

	Strongly Agree	Agree	Unsure (NA)	Disagree	Strongly Disagree
a) I would recommend Zurich as a good place to work					
b) I take pride in providing excellent service to my clientele					
c) I will support the FSU in pursuit of a good Collective Agreement					
d) I will make sure my workplace has an FSU Workplace Representative					
e) I will talk to staff in my workplace about the importance of bargaining in 2009					

### Other comments


## Personal details (will be kept strictly confidential)

Name:

Position:  Business Unit:

Level:  Street address:

Suburb:  State:  Postcode:

Phone:  Fax:

Email:

Are you an FSU Member? Yes  No  Male  Female  Full time  Part time

If yes, membership number:

Are you an FSU Rep? Yes  No

Please return this survey back to your Workplace Rep or Fax it to FSU on (02) 9320 0094 by 8 May, 2009. Thank you for completing this survey.