

TARGETS

In 2006 the Finance Sector Union (FSU) and the National Australia Bank (NAB) negotiated a 3 year Enterprise Agreement. If you work for NAB, this Agreement applies to you, and NAB must legally abide by the Agreement. Here's what your Agreement says about performance measures and targets.

- NAB rewards performance outcomes, sets targets for each group in a Short Term Incentive (STI) Plan, and pays an incentive as a percentage of TEC depending on performance outcomes.
- Performance objectives must be agreed between employees and people leaders, and have clearly measurable qualitative and quantitative elements.
- People leaders are to explain how employees' performance objectives relate to organisational strategy, are to be set, agreed, measured, and achieved within normal working hours.
- Employees who have difficulty meeting agreed objectives must be provided with additional training and coaching, and time management assistance, if appropriate.
- Employees having difficulty meeting agreed sales objectives must be given access to regular sales coaching and training.
- If it can be demonstrated that attaining objectives is adversely impacted by lack of relief staff, objectives can be adjusted and this will be taken into account in performance assessment.
- Unresolved performance objective disputes can be dealt with under the Dispute Resolution Procedure in the Agreement.

The Performance Management Framework at NAB must:

- have consistent application across and within all business units;
- be non-discriminatory;
- be open and transparent;
- be built on shared responsibility;
- promote the development of employees, and;
- establish performance objectives that are fairly and equitably set.

Staffing, cuts to hours and workloads can impact on your ability to meet targets and performance outcomes. Please refer to the FSU fact sheets on Staffing and Cuts to Hours for more information. On workloads, your Agreement says:

- workloads should be capable of being completed in ordinary working hours
- all relevant local factors including employee experience, market demographics, business opportunities and appropriate training must be taken into account when determining staffing levels for a workplace
- staffing levels can only be reduced if workloads are reduced as a result of restructuring, re-engineering or the introduction of a new process or technology
- reductions in staffing levels must not result in increased workloads for remaining staff

You have rights. Exercise them.

Together with your union, you can hold NAB to the Agreement.

What can I do?

- Do not agree to performance objectives or targets if you have a demonstrable belief that they are not achievable within normal working hours.
- Once agreed, request details of your performance objectives or targets in writing.
- If you are having difficulty meeting performance objectives because of lack of relief staff, request that your objectives or targets be adjusted.
- Request additional training and coaching if you are having difficulty meeting agreed objectives.
- Don't risk your health and wellbeing by working excessive hours in order to meet performance objectives. Remember, performance objectives should be achievable within normal working hours.
- If you need help or advice speak to your FSU Rep, your FSU Organiser or the Member Rights Centre on **1300 366 378**.