



Delegates please ensure that all workers on your site or branch get a copy of this update  
ANZ Retail  
27 February 2009

## Report back on meeting with ANZ retail management

### KEY POINTS:

- Your Finsec Union Council met with ANZ Retail Management on 24 February in Auckland to discuss issues of importance to members.
- This update summarises the key issues discussed at this meeting.

### ACTION:

Please copy this communication and pass it on to all staff in your worksite so they are aware of the issues that Finsec members are working on with the bank.

### Overview of key issues

Feedback from members had a common theme of inadequate staffing and service levels, increases in workloads, targets, and some branches moving to one queue.

### Targets

We discussed how staff are unable to achieve targets due to the current economic environment and urged the bank to review targets immediately.

Finsec proposed a number of solutions:

- Targets be immediately reduced for all roles
- The same percentage of staff who received a bonus in the last financial year receive one this year
- The bank and Finsec agree to an annual consultation process on targets where staff are given an opportunity to provide input and feedback

### What the bank said on targets

ANZ said they have taken the economy into account when they reduced targets late last year and last month.

They are closely monitoring the situation due to the volatility in the market. We reiterated despite the recent changes, targets were placing stress on staff.

ANZ did not agree to the Finsec proposal for the same number of staff getting a bonus as last year and said it would still depend on the person's performance.

### Next steps on targets

We have scheduled a meeting for April to present solutions for targets. We believe this is a great opportunity for union members to have an influence on the targets set for the next financial year.

### **Workloads, staffing, and service levels**

We informed the bank that employees are working excess hours to ensure they continue to meet the needs of customers, as well as keep on top of their work.

This is further exacerbated by insufficient relief being provided to cover those staff on planned and unplanned leave. We believe these issues are a consequence of recent voluntary redundancies.

The bank said the voluntary redundancies would “heighten emotions” of staff “and that these months would be a settling down period”. They say staffing levels are appropriate, apart from Auckland and Wellington where there is a higher turnover.

We also raised that staff are fielding a number of customer complaints about the lack of staff in branches, the length of time it takes to be served, and that customers are walking out the door. We said this needed to change.

The bank said they are constantly monitoring service levels.

### **One queue**

We advised the bank that a number of branches are operating one queue where CSO1 roles are doing the same work as the CSO2 roles.

The bank said a number of branches had changed their design, but that these roles had not been restructured.

We have undertaken to send the bank a list of branches that have moved to one queue so they can investigate this issue further.

We will advise those sites when we have the bank’s response on any further developments.

### **Further meetings**

The bank said that they found the meeting beneficial and would like to continue this forum.

They said if there were any issues that were not being resolved at manager level they should be escalated.

We believe this is an important mechanism for union members to collectively have our say and improve things at the bank.

***From the ANZ National Union Council***