



Delegates please ensure that all workers on your site or branch get a copy of this update
Westpac 30 September 2009

First Targets Forum Approaches: We Want Change

KEY POINTS:

- Finsec's first Targets Forum with Westpac is scheduled for this Friday. From members' feedback, we have identified five key recommendations that we are asking Westpac to implement to make the system fairer.
- Demonstrate your support of these recommendations by texting Finsec on 027 548 2131 by 4pm Thursday 1 October. **Text your site name and "YES" (ie: LEVIN YES) to show your site's support.**

ACTION:

Delegates: Circulate this *Update* to all members in your workplace, and ensure everyone understands and supports the 5 key recommendations we are putting forward to the bank. Text your support to Finsec by 4pm 1 October. Text your site name and "YES" (ie, LEVIN YES) to 027 548 2131 to show your site's support.

Target Forums Begin

Finsec's first Targets Forum with Westpac is scheduled to occur this Friday. These annual forums were agreed to at CEA bargaining in response to staff concerns that there is no consultation about targets and serious target management problems.

We recognise that targets are a part of the way that Westpac runs its business, but we want them to be reasonable, and for the management of targets to be fairer. Based on issues members have been raising for years, we know that the current system is neither fair nor reasonable. That has to change and we want the Targets Forum to be a first step.

Five Key Recommendations

In response to Finsec's request for feedback from members, we received a huge volume of information. This ranges from specific issues on how points are allocated to serious and concerning accounts of staff being bullied about targets.

After analysing members' feedback we have produced a report called "Fairer Targets and Fairer Management of Targets" that outlines a large number of members' issues. View full report at:

<http://www.finsec.org.nz/Westpac/2009/Fairer%20Targets%20and%20Fairer%20Management%20of%20Targets.pdf>

However we are also realistic and know that it will not be possible to resolve all of these issues at one time, so we have identified five key recommendations that we are asking Westpac to implement now to make the system fairer:

- 1) CNA's should only be about quality. A total stop to staff being given quantity CNA targets.
- 2) Investigations and consultation should commence into ways of calibrating targets to take into account factors such as regional and socio-economic differences.
- 3) A review of current targets to take account of the current poor economic conditions.
- 4) The performance of individuals to be kept private. No more "shame boards" or group e-mails. These are demeaning and a breach of privacy.
- 5) A trial to be run in Palmerston North* of a simpler targets system with fewer targets and less monitoring, to be reviewed after six months of operation.

Show your Support

We want to demonstrate that members support these recommendations to make our targets system fairer. Showing your support is really simple. Just confirm that your branch supports the recommendations and then **text us with your site name and "YES" (ie: LEVIN YES)**. Please text to 027 548 2131 before 4pm on Thursday 1 October.

We will report back to you after the Forum. In the meantime please encourage non-members to join the campaign for fairer targets by joining Finsec!

**Palmerston North identified because members on this site have been involved in a long running campaign about unfair targets and have formulated a proposal.*

From your Union Council