



Australia Post
CONFIDENTIAL

360° Feedback Survey



INDIVIDUAL REPORT FOR NIGEL GROUNDS End of Year

22 MAY 2018

OVERVIEW OF REPORT

At Australia Post, we are at our best when we are demonstrating our Shared Values. In the spirit of 'improving everyday' this 360 degree feedback survey provides you with a great opportunity to give and receive feedback from a range of people that you work closely with in your day to day activities. It will help you understand how people see you demonstrating our Shared Values as well as potential areas for development.

The information in this report should be incorporated into your individual development plan. It will also be used by your manager as an input into your end-of-year performance rating and will be included in the end of year calibration process.

Behavioural Review Process:

You and your assessors were asked to rate and provide feedback relating to each of our Shared Values, using the following scale description:

1. Unsatisfactory
2. Partially demonstrates
3. Demonstrates
4. Proactively demonstrates
5. Role models

Assessors

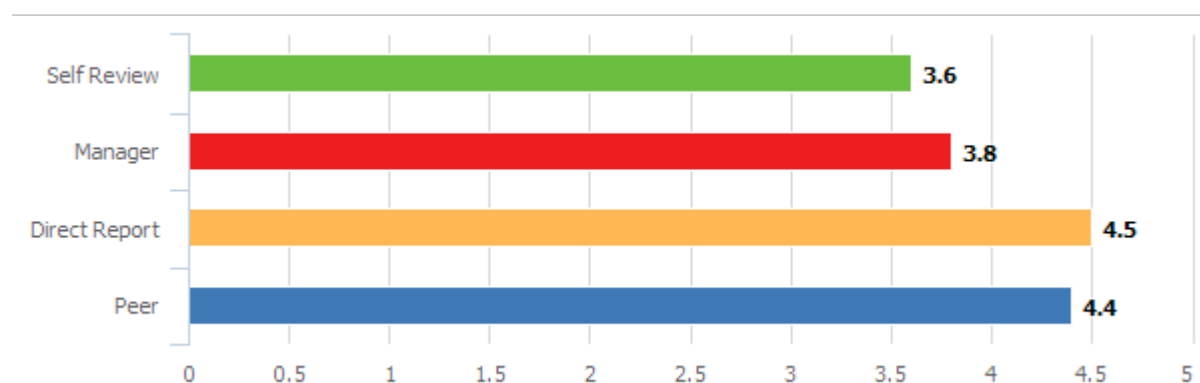
The Behavioural Assessment assessors are grouped into the following categories.

- Self
- Line Manager
- Peers
- Direct Reports

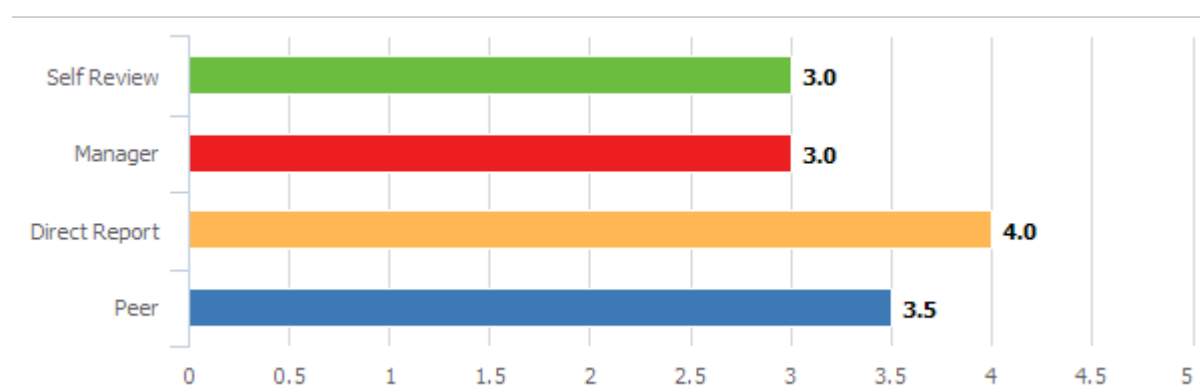
Please note that in instances where there were less than 2 employees, their feedback has been included in the 'Other Assessors' category to ensure anonymity. Comments in red are those provided by the individual being assessed in their self assessment.

SHARED VALUES – OVERALL AVERAGE

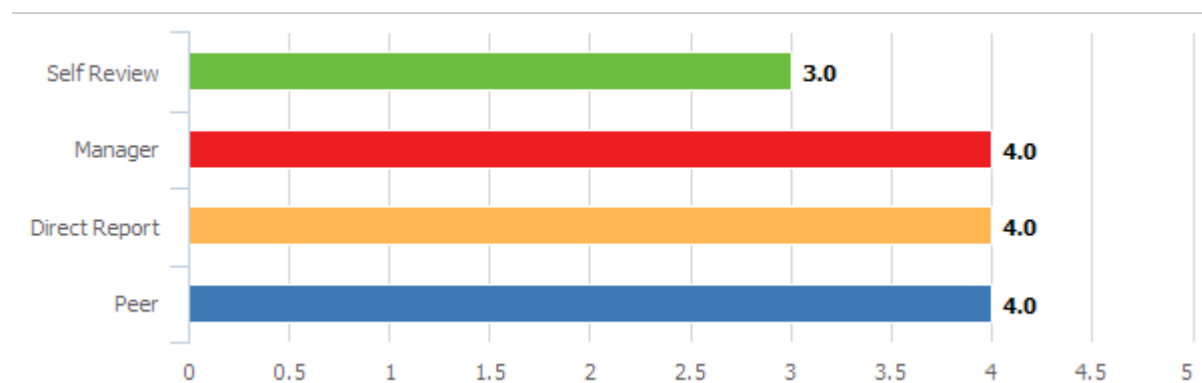
You and your assessors were asked to rate your demonstration of our Shared Values by selecting the description that best reflects what you display the majority of the time. Below is an overall average of the results across the 5 values, with subsequent pages of the report detailing the ratings and feedback from each specific value. Please note comments are taken verbatim from the survey.

Overall Average Scores

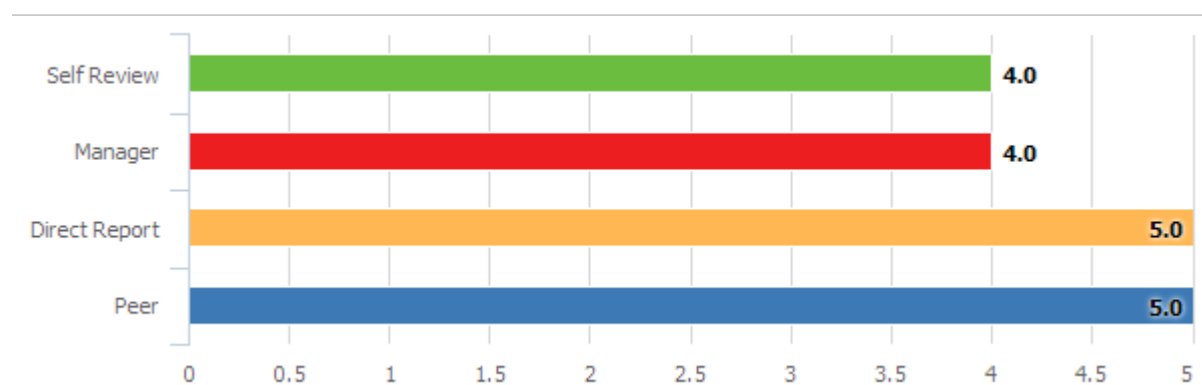
SHARED VALUES – DETAILED SCORES

Being Safe Everywhere

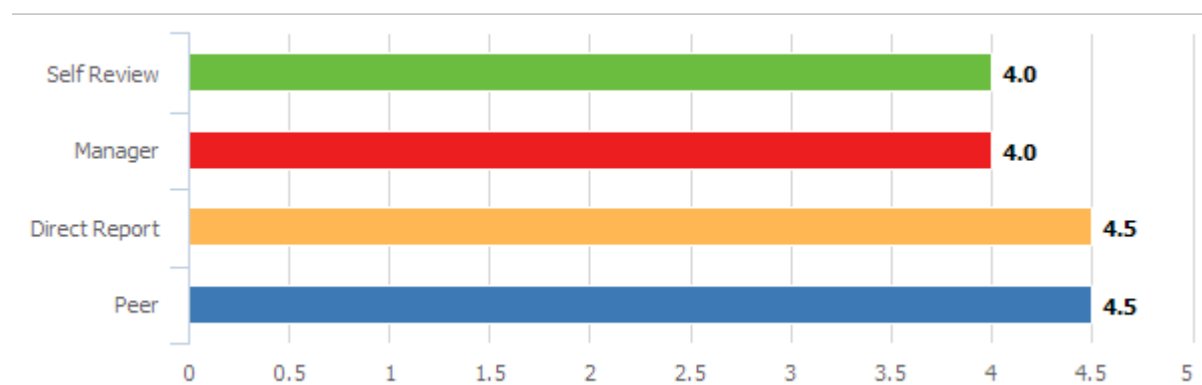
Respecting Everyone



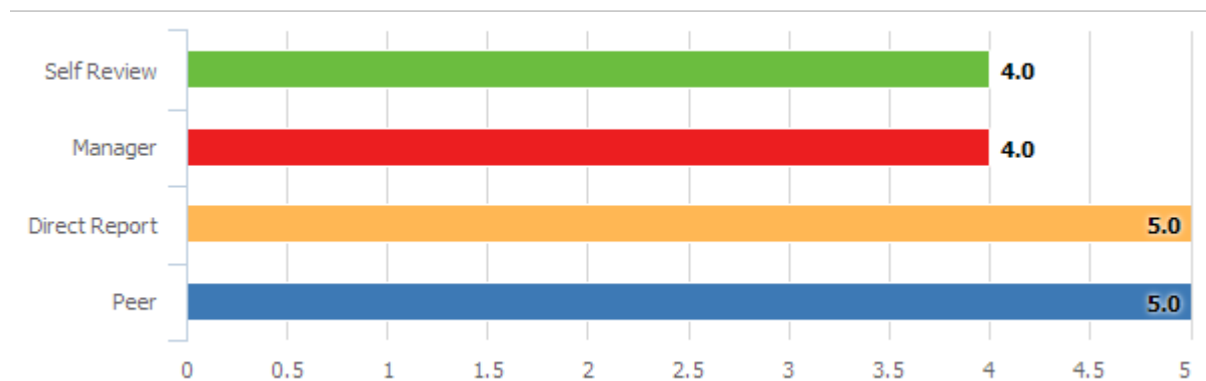
Helping Each Other



Improving Everyday



Delighting Our Customers



GENERAL BEHAVIOUR FEEDBACK

The following section provides general feedback on what you are doing well and how you can continue to improve.

Please provide feedback (providing examples) on what you have achieved this performance period and are doing well in (e.g. key achievements / strengths/ positive feedback)

Constantly stepping outside the normal bounds of my real job to fill the gaps I see all around ... especially those that require hands-on technical skills, or a bit of outside the box thinking.

I have had opportunity to work along side Nigel as a Peer and a manager, on both instances Nigel's commitment to quality of work and the will to help other has been something outstanding. His work ethics around customer centricity is evident from the input he provided to all projects and business initiatives.

He is highly respected by his team, and peers and is very pragmatic.

Examples would be the PinPad rollout project - he has taken full ownership around current defects and is an integral part of the project.

Nigel is a hands on and result driven person who is willing to go an extra mile (by working longer hours) to get the job done even, sometimes, the job might not be under his responsibility. This is reason why he is a role model for helping each other.

In order to maintain the quality of our deliverables, Nigel is not afraid to give a tough but fair assessment on the work we do. He is easy to work with once you earned the respect from him that is not too difficult.

I have worked with Nigel (he is my manager) for one year. He is always ready to offer help. Has been proactively working on solution/issue on projects and daily production issue. Delight internal/external customers by offering expertise advice/solution/fix.

Achievement: Successfully implemented "Pinpad software refresh project"; Big contribution to

"Pinpad hardware refresh project" in all phases such as solution, technical environment and hand-on testing; He developed PAM used for EFT banking daily monitoring, which is critical for EFT banking production support.

Nigel has a comprehensive, detailed knowledge of the EFT, Banking and our external Vendor Landscape from both the IT and customers point of view. Nigel goes far beyond what a normal member of our organisation would, to guide, assist and to help deliver the end of product. Nigel is outstanding at meeting customer expectations. Whether it be IT staff, Managers, Product Managers, Help Desks or external vendors, staff are constantly in contact with Nigel for his help, experience and well thought out concise opinions or his ability to think outside the box to deliver a solution. Nigel detailed knowledge also play a key role in helping us manage and challenging what our External Vendors communicate and deliver to us, as an end product.

He will provide logical sound feedback and advice to me or anyone from another team that requires help. Nigel plays a key resource for me in allow me to perform my role. I know working with Nigel as a peer he will always listen to any issues, then try to brainstorm issues and provide solutions. As we both work in the PINpad or EFT & Banking world, he will always respect my opinion and other people solutions and provide honest and concise feedback. He will then offer his opinion and work together to obtain the best possible outcome for all groups concerned.

Nigel always looking to deliver quality outcomes for the business and his customers. Nigel has played a key role in a number very important projects , such as

- a senior team member in assisting in completing tasks such as, providing feedback on general topic discussion, technical investigations, defect resolution and the conducting of PVT to enable the PINpad refresh project to be delivered on target and under budget
- assisting in investigation, identification and advice into the fraud issues around the CBA Online Banking card withdrawals conducted at Australia Post outlets. This played key role in CBA reimbursing Australia Post the 240k they had originally debited us
- the implementation of the removal electronic Fall-back for all International Cards & Removal of the expired VISA Production Key
- played a pivotal role in defining requirements, trouble shooting issues and delivering a new Terminal Management System that will deliver efficiencies particularly when delivering new tables update to our new fleet of PINpad's
- played a pivotal role in trouble shooting issues and defects, defining requirements when implementing our new PINpad in conjunction with our new Terminal Management System

Nigel is the gatekeeper for the BAU environment. He is not afraid to call out issues as he sees them.

From a project perspective Nigel has gone above and beyond in helping us to navigate through a myriad of testing issues that have impacted the PINpad solution for VHQ. He has been instrumental in problem solving and testing solutions as provided by the vendors. He has intimate knowledge of the PINpad/POS environments and uses this to great affect. He uses his own time to problem solve, thinking through and testing out theories.

Please provide feedback (providing examples) on how you could continue to improve and what learnings should be taken forward (e.g. key learnings / development areas / reflections on what you could have done differently)

Constantly stepping outside the normal bounds of my real job to fill the gaps I see all around ... especially those that require hands-on technical skills, or a bit of outside the box thinking.

With new Technology landscape being introduced in POST+, Nigel would really benefit from courses to support and provide the same level of service he provides to all stakeholders.

As always, no result driven person likes to deal with red tape and, I believe, Nigel will get used to it over time.

At times, the people took advantage of him being helpful by offloading their work onto him.

Can see Nigel like learn new technology and manage it by good efforts. So he improve and keep improving his expertise in region of EFT banking.

Nigel should continue to providing outstanding outcomes for the business and Australia Post and be supportive, available, proactive and provide guidance to staff to all teams.

Nigel is not afraid to speak his mind. Needs to keep in mind the audience.