



JOIN THE MOVEMENT

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NZ Engineering, Printing and Manufacturing Union



PostShop



kiwi bank

Setting The Scene

- Introduction
- New Zealand - political & union scene
- The NZ postal sector & its bank story
- NZ Post/Kiwibank- a critique
- The future
- Questions

Introduction

- Who am I?
- The EPMU
- Kiwi-isms & Kiwi English



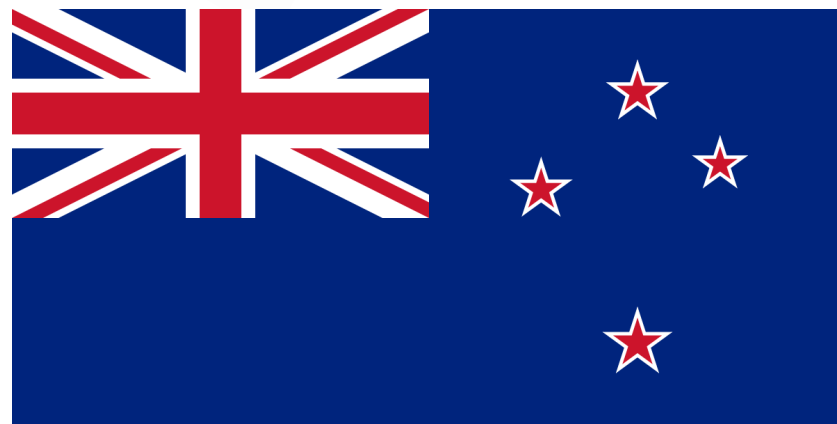
YEAH
...NAH



NO
WORRIES



Arhatia
te Reo



The New Zealand political environment

MMP electoral system

Coalition governments

Current government: conservative, neo-liberal ideology

The Queen as head of state

Three-year electoral term

Unicameral Parliament

Western liberal democracy

Part of the Commonwealth



The union scene

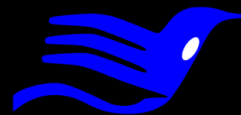
- 20% unionised
- voluntary membership
- NZ Labour Party affiliations
- anti-union attacks since 1990s
- continuing today



The NZ postal sector & its bank story

New Zealand Post Office

New Zealand Post



POSTBANK

Telecom
NEW ZEALAND

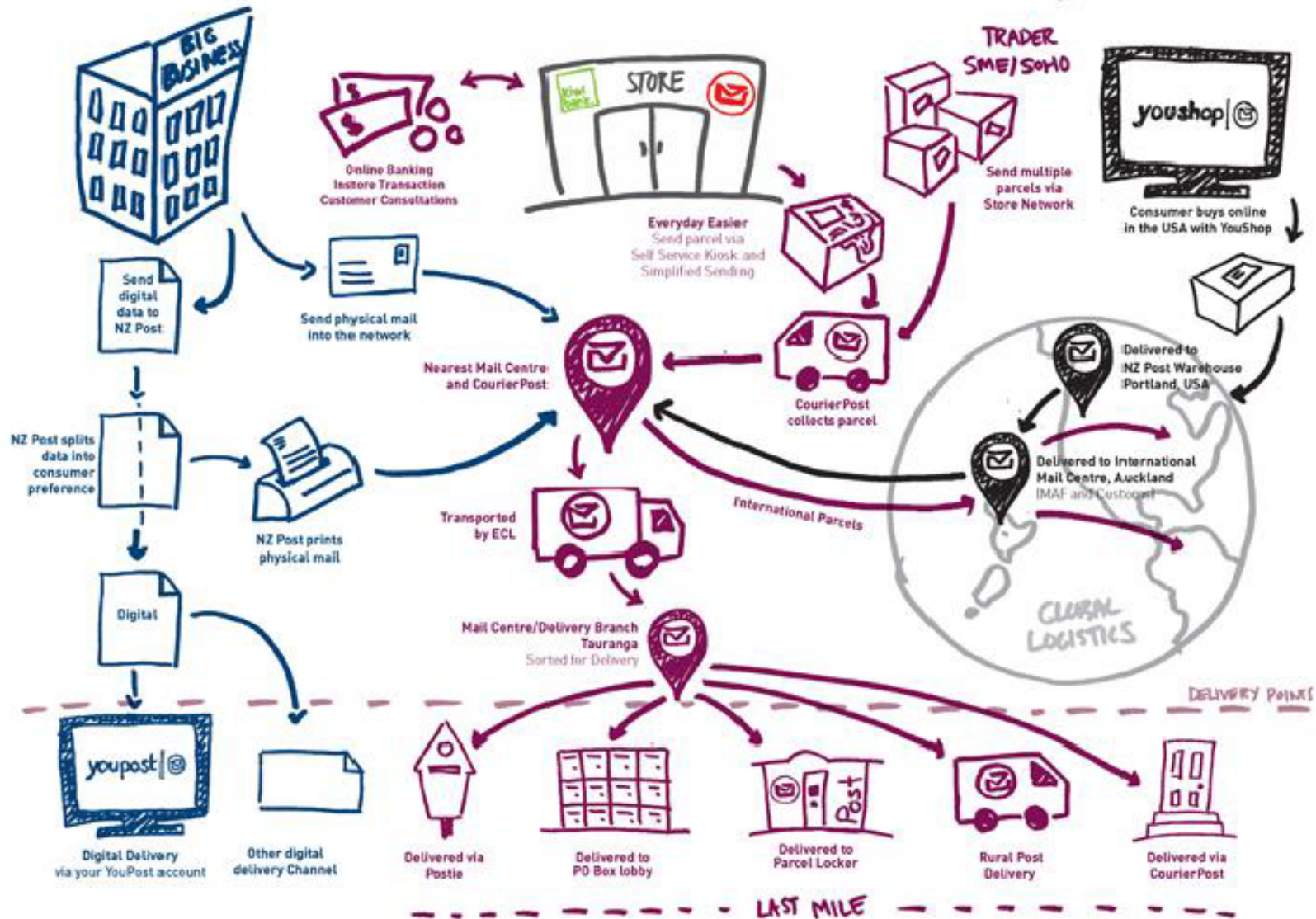
2003: Kiwibank



NZ Post/Kiwibank- a critique

- Blurred governance?
- Economic sustainability issues
- Co-dependency
- Viability/ point of difference to compete
- One strong union for the NZ Post Group
- One workforce for the NZ Post Group

THE BIG PICTURE.



THE PLAN 2012 UPDATE

Bringing New Zealanders
together with the people and
things that matter to them

WHAT WE SAID

Build a sustainable
physical network



Deliver a superior
customer experience



Grow the bank



Work smarter



Build people capability



Create a digital future



WHAT WE'VE DONE ✓

- Deed of Understanding negotiations
- Single delivery agent pilot in Tauranga
- Network of the Future project under way

- Kapiti pilot stores
- Merchandise removal from corporate stores
- Self-service kiosks trialled nation wide

- Gareth Morgan Investments acquisition
- Strategic and funding plans in place

- Exited some businesses (eg Australian transport business) to focus on core work
- Simplified Sending (fewer sending options for parcels and packets)

- Way We Work (WWW) and Values Groups
- Leadership Development Centres

- YouPost and YouShop
- Localist in market

WHAT WE'LL BE IN 2015



A flexible and agile physical
network



Our services are where our
customers are



A strategically important
bank for New Zealand



Competitive, commercial
and sustainable



Right people, right jobs



Recognised in the digital
marketplace

We'll do it together

One team

Do what's right

Make it easy

Raise the bar



NEW
ZEALAND
POST
GROUP

Delivering Our Future

Our Plan to 2018

WE WILL BE THE BEST AT WHAT WE DO... AND DO WHAT MATTERS

New Zealand Post Group



WE DELIVER FOR OUR...

Customers People Communities Shareholders

GROW

- Carry more parcels
- Grow Kiwibank
- Help our customers find and reach their customers

INNOVATE & SERVE

- Give our customers more choice about where, when and how they do business with us
- Improve the way we work
- Deliver different things in different ways

LOWER COST

- Simplify how we do things
- Get rid of duplication
- Be a leaner organisation

We'll be commercially strong, customer-focused and a great place to work.

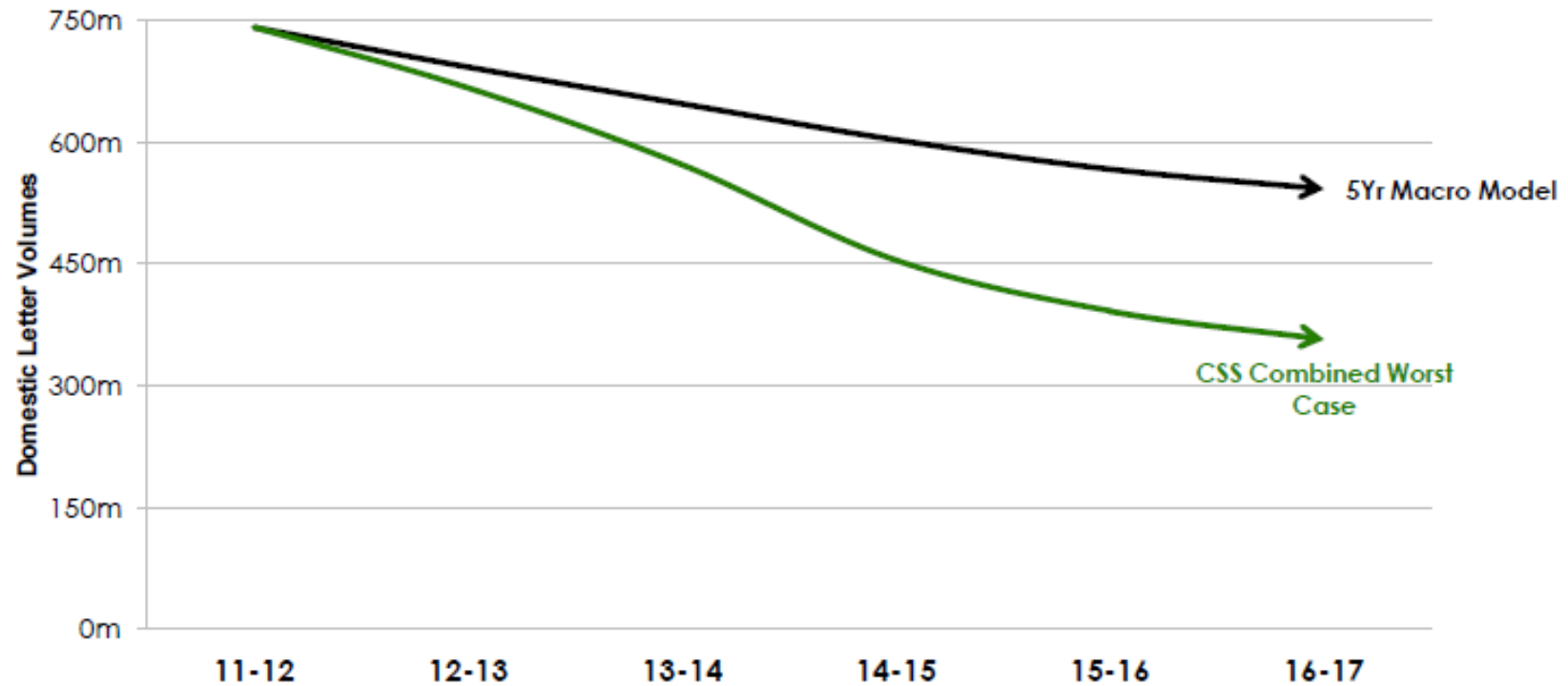
"Work worth doing, teams worth belonging to, leaders worth following."



NEW
ZEALAND
POST
GROUP



Five-year mail volume forecast



The Future

- Conservative government strategy: sell off assets
- Progressive government strategy: use Kiwibank as a tool to invest in the economy
- Diminishing postal network
- Increased banking brand presence

Questions

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