

The background of the slide features silhouettes of several people standing on a beach at sunset. They are holding hands and raising their arms in a celebratory gesture. The sky is a mix of orange, yellow, and purple, with the sun low on the horizon. A large, semi-transparent red circle is overlaid on the center of the image, containing the main text.

Conversations that matter

Continuous improvement
for the frontline with
[#RetailWins](#)



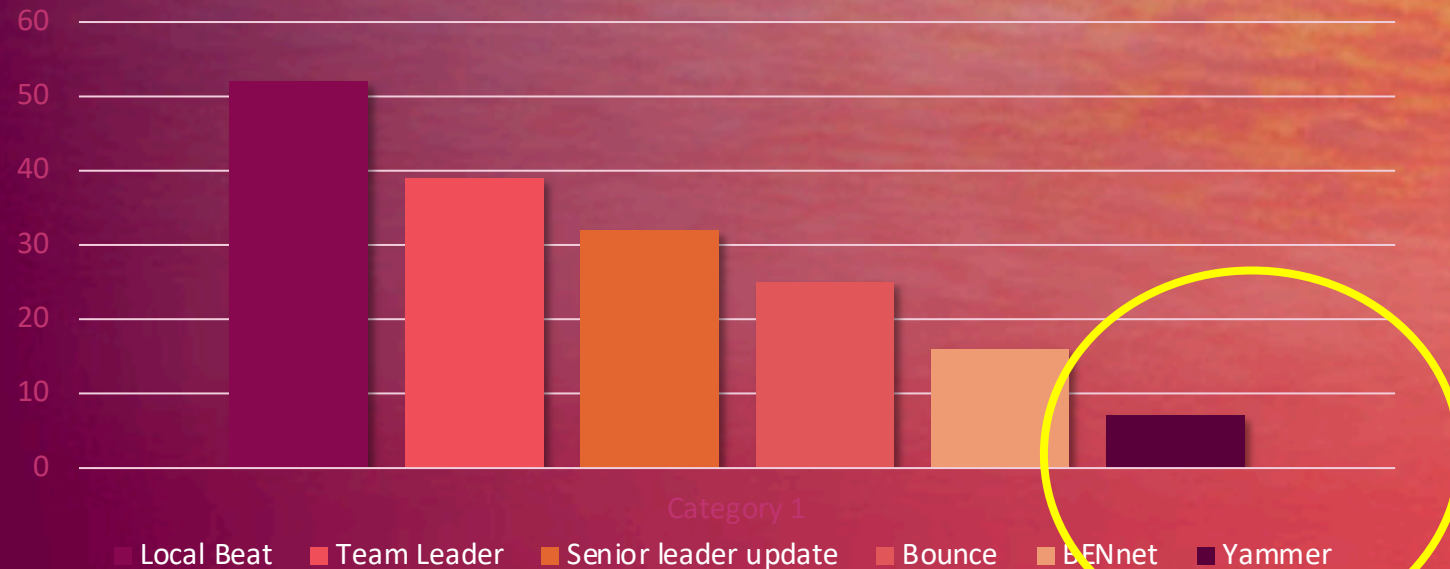
**Bendigo and
Adelaide Bank**

Where we started

Yammer was not a favoured channel for branch teams.

- Limited knowledge or understanding of how it might be helpful
- No one had asked them to learn

Preferred communication for Branch Teams



Branch Teams survey Oct 2021

"I don't know about it. I don't know how to use it properly. It seemed **too hard** with sign in and passwords"

"I've logged on it **doesn't involve me**. It doesn't have any impact on me."

"Yes and no. At first there was a lot of interest, but now no one is interested to update. **It's stagnant.**"

"Yammer content is **corporate focused, not for Branches.**"

#RetailWins: Mobilising the Retail community

- Demonstrating visible leadership
- Fostering open and transparent two-way communications
- Testing ideas and asking for feedback
- Connecting geographically dispersed teams
- Providing meaningful recognition

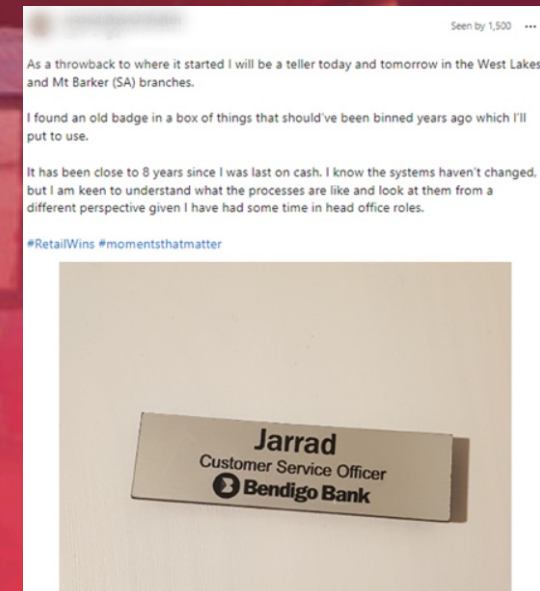
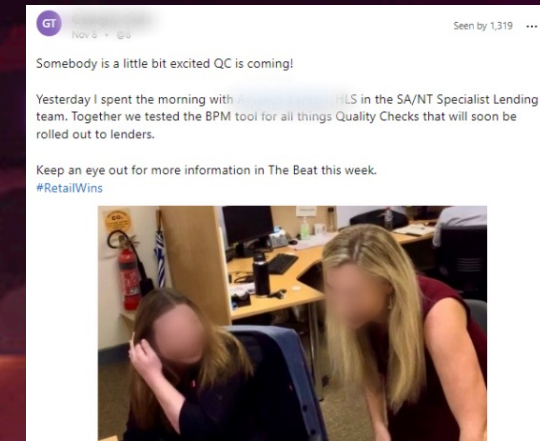
POLL

How would you like us to deliver change (i.e. new products and process or system changes)?

Let us know what works best for you and leave any comments below.

- Training module you can complete at a time that suits you
- Video you can watch at a time that suits you
- Information session (outside of branch opening hours, with a recording available)
- Information pack for team meetings
- Information pack for team meetings plus a training module/video/information session at time that suits you
- Other

Vote



How we got there

RB Retail Banking Internal Usage Only ☆ Not following

Home BENnet Retail A-Z Guide Retail Operations Centre The Beat Edit

+ New Send to Promote Page details Immersive Reader Analytics Published 11/16/2022

#RetailWins

#RetailWins is an ongoing program to ensure more communication and transparency and a greater focus on continuous improvement across Retail.

It continues to form part of our SPARK action plan, providing a platform for our people to openly acknowledge and address challenges and opportunities.

Weekly THE BEAT

#RetailWins

Improving Campaign Workflow and Management

The Customer Engagement Team launched new technology in July to support the management and delivery of campaign records to branches. Visit their dedicated [information page](#) today to find out more.

Seen by 199

#RetailWins: Your chance to win

We want our new [#RetailWins BENnet page](#) to be relevant, engaging and easy to use as we drive a culture of continuous improvement across Retail. Help us design the page to receive a morning tea to the value of \$50 and for your chance to win a \$250 gift card for your branch.

To register your participation and organise your morning tea, email the [#RetailWins Mailbox](#). Send your design (just a mock-up, any format is fine) to the mailbox by **COB Wednesday 20 July** for your chance to win.

ATM Cash Replenishment Process

As part of #RetailWins, the ATM cash replenishment process has been reviewed and simplified.

Leigh Lutz July 12



Our Leongatha Branch celebrating #RetailWins

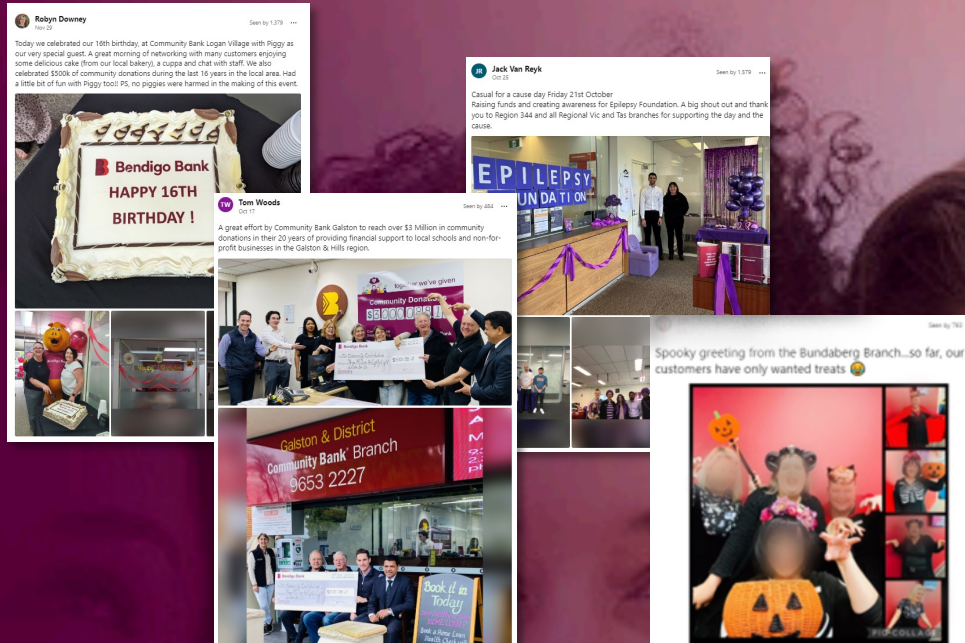
Outcomes

Increased visibility for:

- Leaders
- Issues and topics that matter to Retail

Cultural connection and shared purpose:

- Community impact, campaigns & competitions
- National celebration days (RUOK, Wear It Purple)



June 2022



Active people

Total number of members and non-members

1.8k ^{906%} ▲

Last 28 days



Posted messages

Total number of new posts

48 ^{2300%} ▲

Last 28 days

November 2022



Active people

Total number of members and non-members

2.5k ^{1%} ▲

Last 28 days



Posted messages

Total number of new posts

154 ^{1%} ▲

Last 28 days



Thank you!



**Bendigo and
Adelaide Bank**