



PNGHRI ANNUAL CONFERENCE

CROWN PLAZA

MAY 2017



OUR STORY – BSPHR



- BSP is fully owned PNG business
- Operating in eight countries in the Pacific and South East Asia.
- 4,400 plus employees across our BSP group
- PNG alone has about 2800 plus employees
- 65% of the total population of BSP is in PNG
- 54% of the population is male and 46% is female
- Not just a bank but a financial institution
- 45 staff in BSPHR that support the eight countries.

OUR STORY – BSPHR cont.



SUCCESS STORY ONE:

- Reviving the group i care initiative
- full review of our core values and actually link them to the way we did things

SUCCESS STORY TWO:

- On-boarding of the pacific businesses.
- show cased a holistic hr approach which saw the HR team grow in the experience.

Story one: Reviving the i care initiative

What is i care?

It is simply a customer service program aimed at embedding BSP's vision and values and improve customer service standards.

What did the journey involve?

- Revived the program in 2015 which flopped earlier in 2013/2014
- Revise our core values, value of community was born
- Relaunch our customer service principles – MSS
- We introduced a monthly bulletin
- Introduced 1 hour icare sessions
- In 2016 trained 60 people from across the Pacific
- All training materials developed inhouse

Result

- Proof of staff living their values
- EXCO ensures a value talk before EXCO session
- We can see traction across the group

Story one: Reviving the i care initiative cont.





3

MINIMUM SERVICE STANDARDS

	 PNG TOKPISIN	 SOLOMON IS PIDGIN	 FIJI I'TAUKEI/HINDI	 VANUATU BISLAMA/FRENCH	 TONGA TONGAN	 SAMOA SAMOAN	 COOK IS MAORI
1 Own Up	Wok Bilong Mi	Waka blo mi	Na Noqu i Tavi Svikar Karna	Wok Blong Mi Ma responsabilite	Ko hoku fatongia	O la'u matafaioi	Naku rai
2 Sun Downer Rule	San i go daun	San go daun	Ni bera ni dromu na siga Suryast se pehle	San Daon Regle du Coucher de soleil	Fetu'utaki kimu'a ho'o foki ki 'api	Ae le'i goto le la	Auraka kia opu te ra.
3 Remind Me	Toksave long me	Rimaendem mi	Vakananumi au Yaad Dilaana	Rimaendem Mi Rappelez moi	Fakamanatu'i Mai	Toe Faamanatu Mai	Akama'ara mai iaku.

Story two: Pacific business onboarding

Pacific employees onboarding

HR was involved in the acquisition of the Westpac operations in 2015 and in 2016 through staff on-boarding initiatives which saw HR to be the trail blazer for other SBUs. The acquisition was a large growth initiative for BSP that HR supported.

What did the journey involve?

- Come up with strategies which would work for the staff we were getting on board and understanding each countries labour laws.
- Change management approach was a roadshow presentation on BSP
- Manage perceptions
- Prepare offer letters for the staff
- Reviewed the existing policies and procedures
- Introduced HR matrix

Result

- Onboarding success rate of 99.99%
- Growth in skills and experience for team in HR
- Successful acquisition and the performance is a testimony to this.

What else are we doing?

- Changing our HR systems to a more robust system
- Introducing best HR practices across the group
- Ran computer skills for the first time and soft skills training in our pacific countries
- Reviewing all our HR policies and identified the group policies to be rolled across the group
- Reintroduced a full GDP program for 2018
- Continuing our LMDP flagship program

The end!