

The logo for kiwi bank, featuring the word "kiwi" in white lowercase letters on a green rectangular background, followed by "bank" in white lowercase letters on a red rectangular background.The logo for PostShop, which is part of the Post Office network. It consists of the word "PostShop" in white lowercase letters next to a red circular icon containing a white stylized letter "M".The logo for Kitchens Limited, featuring the words "KITCHENS LIMITED" in a bold, sans-serif font, with "KITCHENS" being larger than "LIMITED". Below this, in smaller letters, is "OVER KITCHENS".

# JOIGNEZ-VOUS AU MOVEMENT

George Collins

Organisateur national, poste et logistique

NZ Engineering, Printing and Manufacturing Union – EPMU  
(syndicat néo-zélandais des métiers du génie, de  
l'imprimerie et de la fabrication)

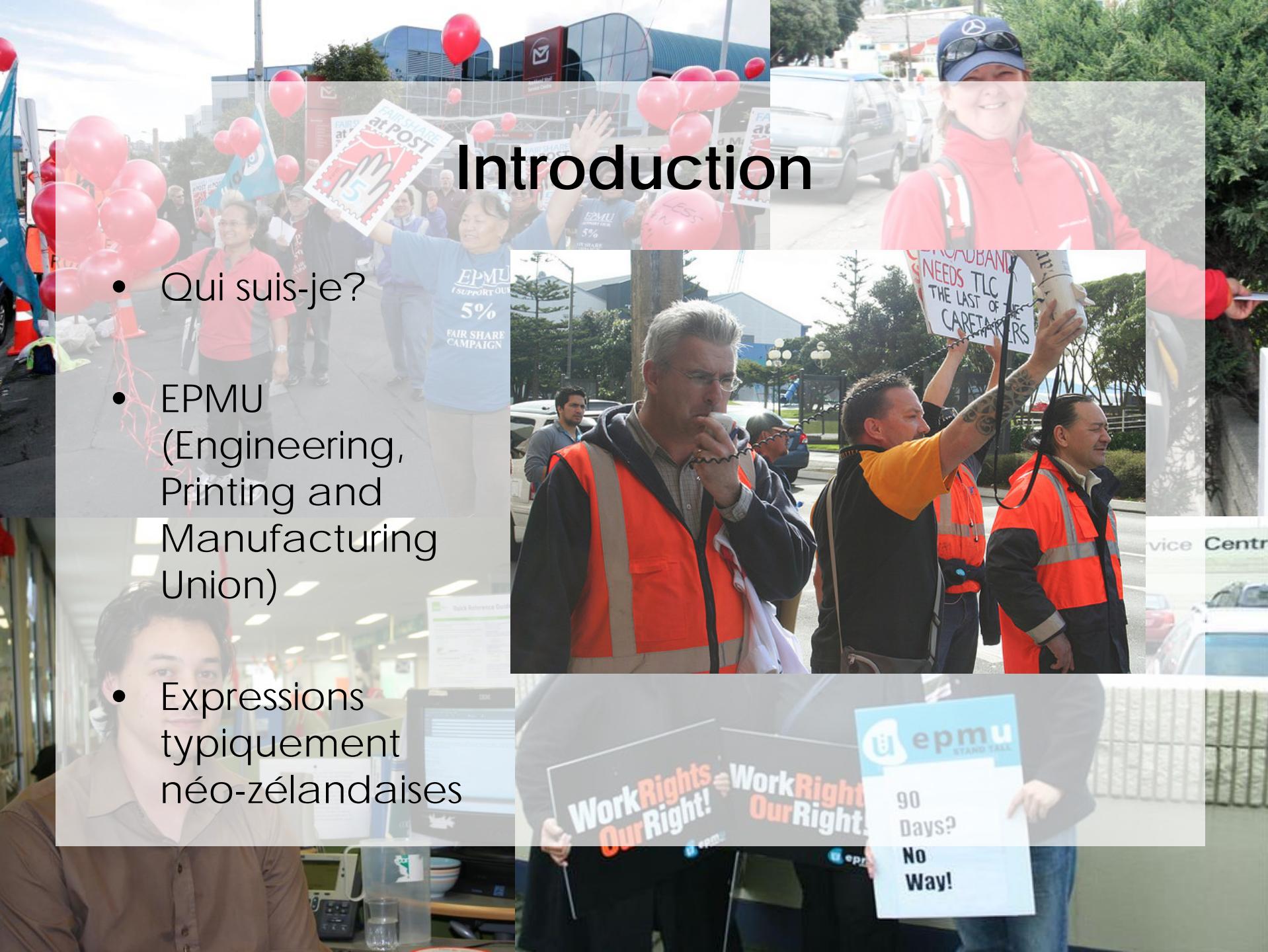


# Tour d'horizon

- Introduction
- Scène politique et syndicale de la Nouvelle-Zélande
- Service postal de la Nouvelle-Zélande et histoire de la Kiwibank
- Regard critique sur le service postal de la Nouvelle-Zélande et la Kiwibank
- L'avenir
- Des questions?

# Introduction

- Qui suis-je?
- EPMU  
(Engineering,  
Printing and  
Manufacturing  
Union)
- Expressions  
typiquement  
néo-zélandaises





# Scène politique

Gouvernements de coalition

Système électoral mixte proportionnel

Gouvernement actuel : conservateur d'idéologie néo-libérale

Mandat électoral de trois ans

Chef de l'État : Élizabeth II

Démocratie occidentale libérale

Parlement à chambre unique

Membre du Commonwealth

# Scène syndicale

- 20 % des travailleuses et travailleurs sont syndiqués
- Adhésion syndicale volontaire
- Syndicats affiliés au parti travailliste de la N.-Z.
- Attaques contre les syndicats depuis les années 1990
- Poursuite de ces attaques encore aujourd'hui

# Service postal de la Nouvelle-Zélande et histoire de la Kiwibank

Service postal de la Nouvelle-Zélande

1866  
POST & TELEGRAPH OFFICE



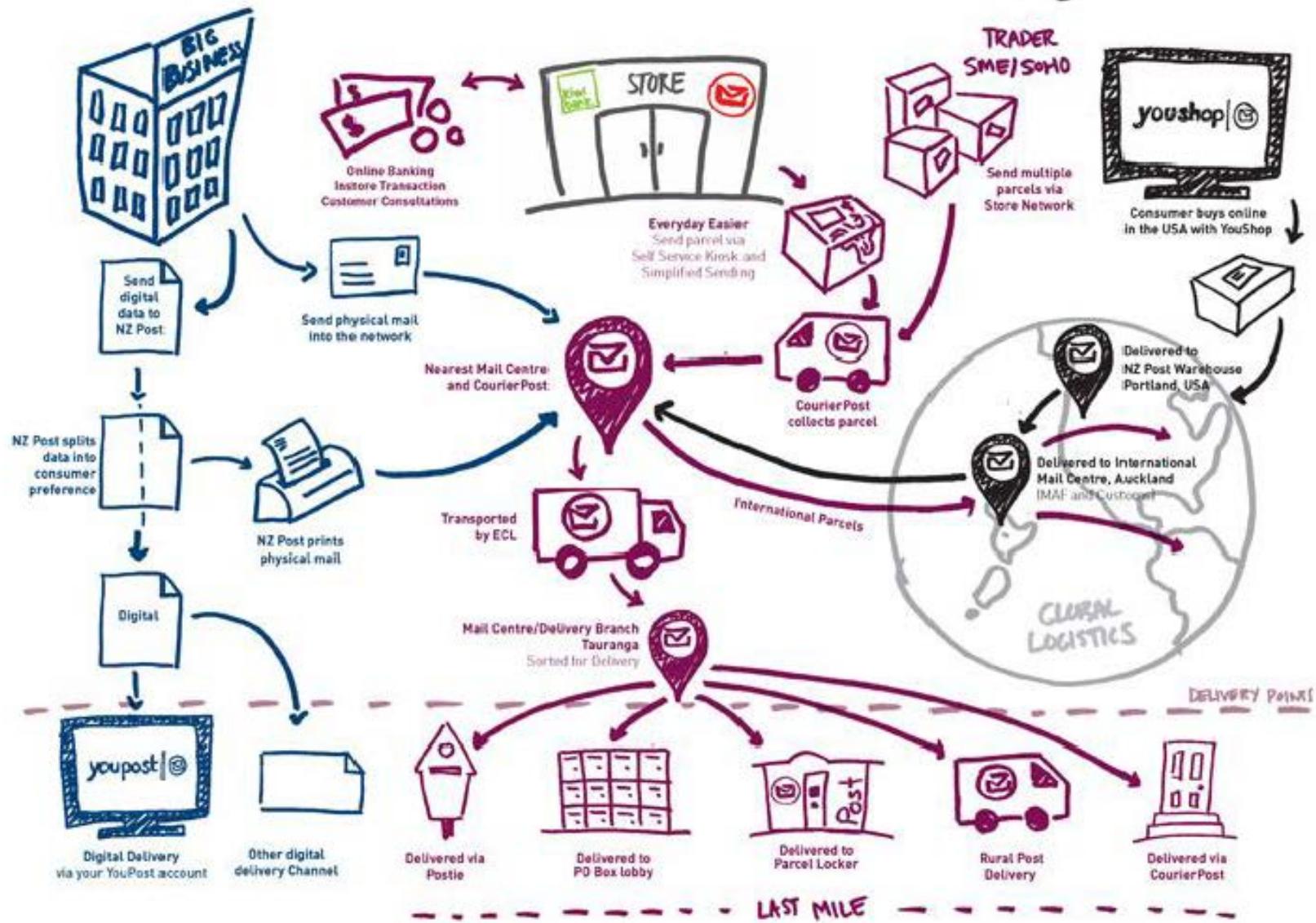
# 2003: Kiwibank



# Regard critique sur le service postal de la Nouvelle-Zélande et la Kiwibank

- Gouvernance floue?
- Difficultés touchant la viabilité financière
- Interdépendance
- Viabilité et avantage concurrentiel
- Syndicat unique et fort représentant les travailleurs et travailleuses du New Zealand Post Group
- New Zealand Post Group : un seul effectif

# 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



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

Deliver a superior customer experience



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

Grow the bank



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

Work smarter



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

Build people capability



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

Create a digital future



- YouPost and YouShop
- Localist in market

We'll do it together

One team

Do what's right

Make it easy

Raise the bar

## WHAT WE'VE DONE ✓

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

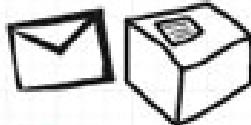
# Delivering Our Future

# Our Plan to 2018

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

New Zealand Post Group

Mail & Logistics



Supported by  
our people,  
channels  
& technology

Financial Services



**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."

ONE  
TEAM

DO WHAT'S  
RIGHT

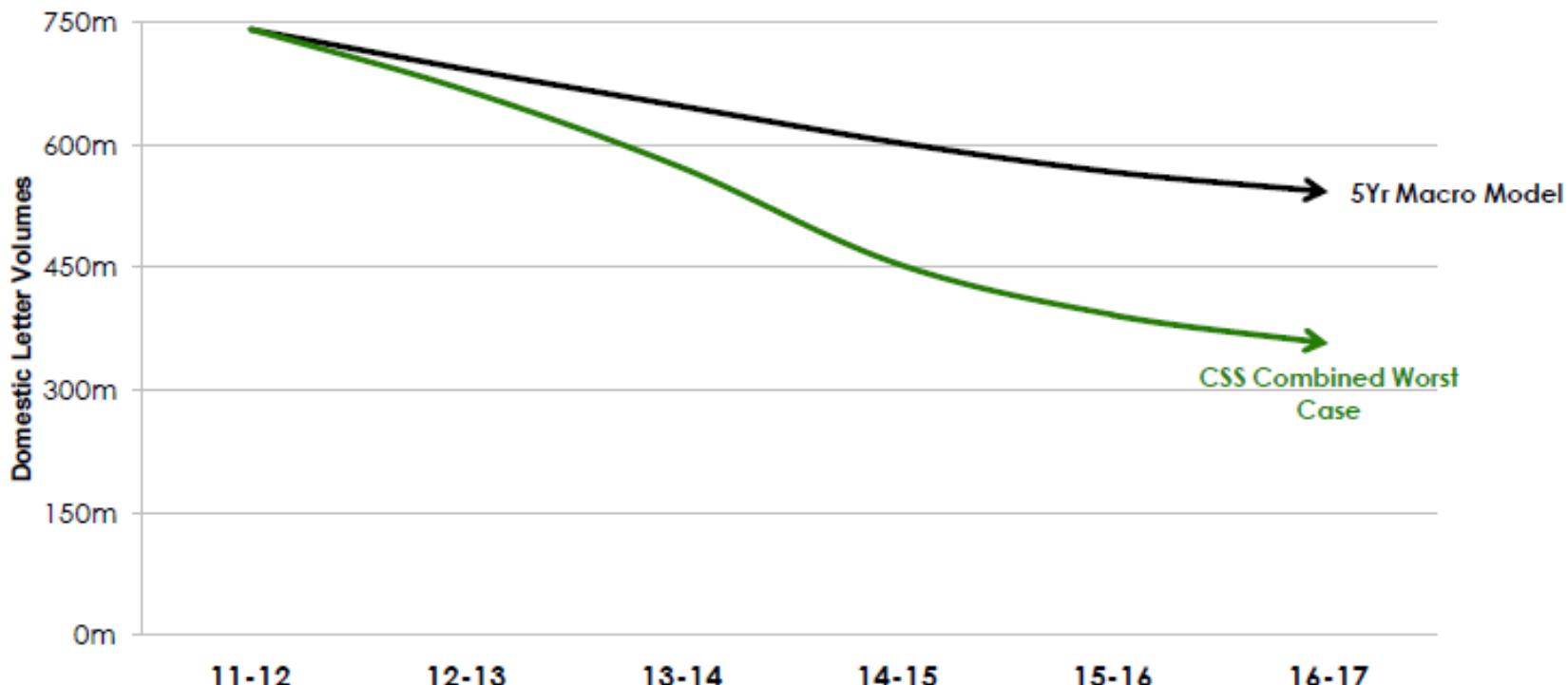
MAKE IT  
EASY

RAISE  
THE BAR

NEW  
ZEALAND  
POST  
GROUP

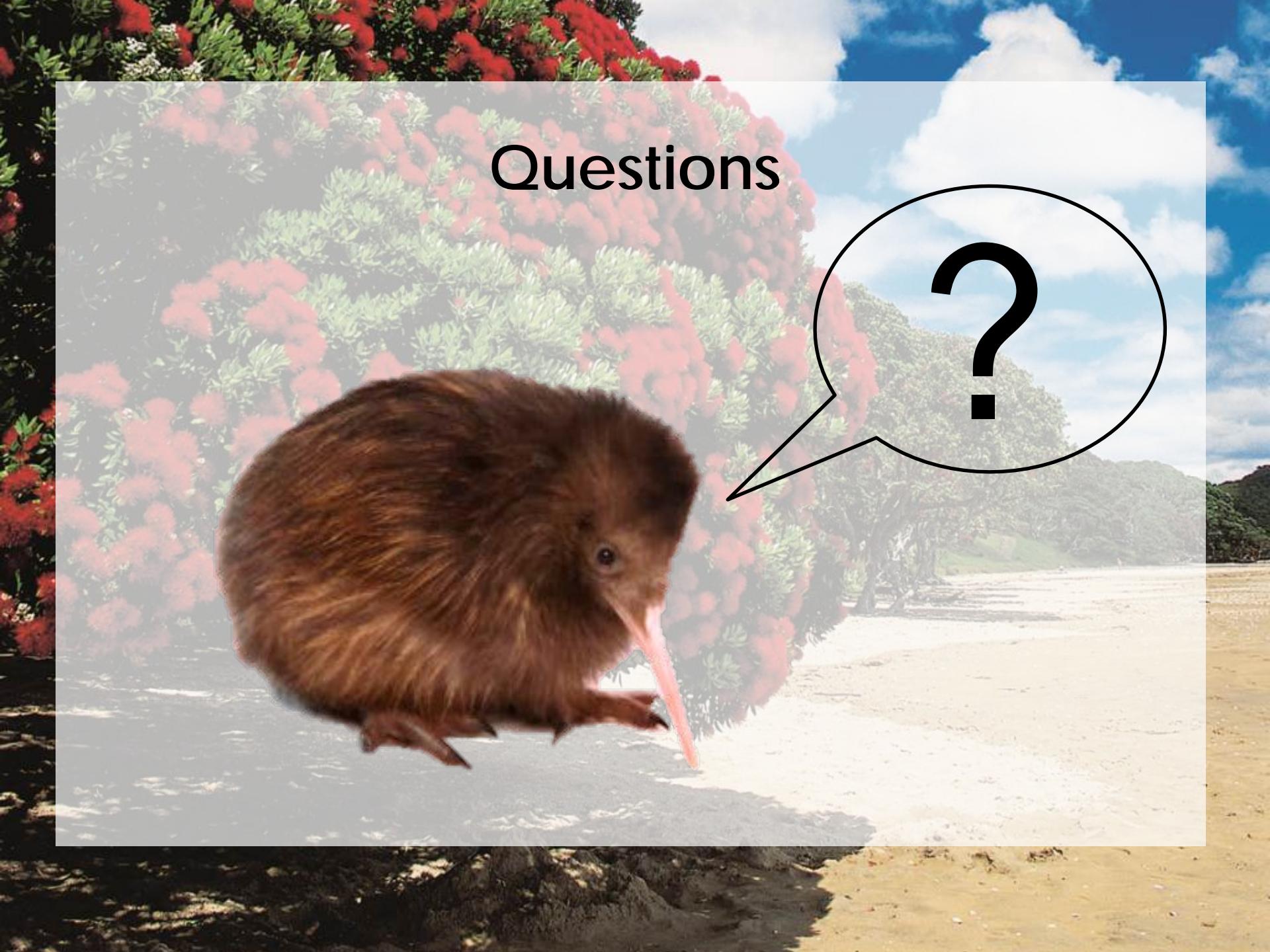


# Five-year mail volume forecast



# L'avenir

- Stratégie d'un gouvernement conservateur : vendre les actifs
- Stratégie d'un gouvernement progressiste : se servir de la Kiwibank comme outil d'investissement dans l'économie
- Réduction de la taille du réseau postal
- Visibilité accrue de la Kiwibank



# Questions

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