

Adviser Remuneration Report 2018

Staff remuneration model checklist

This checklist has been designed to capture important factors to be considered when drafting your staff remuneration packages. It is a guide only and the questions are not exhaustive. We suggest that you use this to help with your thought process and then seek independent legal advice before implementing your remuneration model.

Points to consider when drafting your remuneration package



Does the remuneration model reflect our values, our strategic vision and the business value proposition?

Balanced Scorecard - do we have defined KPI's that recognise our businesses expectations and performance in non-financial areas?

Examples: Note - Criteria highlighted in bold are compulsory

Quality advice

Compliance

Business and licensee policy requirements

Legal requirements

Client satisfaction/ advocacy

Client retention

Service delivery

Business improvement projects

Teamwork

Education

Should any of these KPI's above be 'gatekeepers'? *i.e The KPI must be met at a minimum to be even considered for any bonus or salary review. Note – Quality of Advice, Compliance, Business and Licensee policy requirements, Legal requirements and Client satisfaction/ advocacy should indeed be gatekeepers!*

Do we have a system in place to track and monitor all KPI's (Non-financial & financial)?

Where financial data is recognised, have we ensured that the benefit cannot reasonably be expected to influence the advice provided to our clients?

Do we recognise ongoing revenue from clients that our advisers service, so we're not purely focusing on sales and new business generation?

Does our model capture retention of clients? *No point bringing in lots of new clients through the front door if lots are leaving out the back while we're not looking!*

What non-financial benefits do we provide? Flexible working arrangements – *What does this look like? Do we have the systems and technology in place to support this?*

Equipment - *Phones, laptops etc*

Conference - *Do we have qualification criteria? If so what is it?*

Time in lieu - *Is this formalised? If so, what does it look like?*

Study leave - *How many days per unit?*

Other leave - *e.g. Birthday leave, Christmas Eve*

Salary packaging

Industry body subscriptions

How will we handle education costs? Will we have a clawback system; if so, what is it and how will we manage it?

Have we documented the consequences of and steps to be taken for non-compliance with KPI's?

Do we have a well-structured 'Accountability Meeting' calendar and process?

What statistics (financial data) will we share with the team?

Is the structure simple and do my team have absolute clarity on the model?