

# Media Release

1 October, 2014

## **BNZ announces new executive appointments and organisational changes**

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BNZ has announced significant changes to its leadership team and structure in order to sharpen the company's capacity to meet the needs of its customers in a fast-changing environment.

"BNZ's overarching mission is a clear one: to help New Zealanders be good with money," says CEO Anthony Healy.

"To achieve this, BNZ needs to focus on a few key initiatives, execute them well, and combine some areas of activity where it makes sense to do so.

"The changes to my leadership team I've announced today put this intent into action, in a way that I'm convinced will benefit our customers, build on BNZ's strengths and help us to win in key markets.

"The changes will ensure we are best positioned to thrive in an environment characterised by rapid and complex technological, competitive and regulatory change."

The changes are:

- Current Chief Marketing Officer, Craig Herbison, has been appointed as Director, Retail and Marketing, a move which merges BNZ's retail and marketing operations.
- BNZ's acting Director of Retail, David Bullock, has been appointed Director, Products and Technology, charged with building on BNZ's strong leadership in digital products and services.
- Martin Gaskell, currently Chief Operating Officer - BNZ Partners, will take up the role of Director, Customer Fulfilment Services. This role will focus on customer retention and simplifying bank processes for the benefit of customers.
- Richard Griffiths, currently Head of Next Gen NZ Enterprise Transformation, has been appointed Director, Strategy and Business Performance. He replaces the current Director, Strategy and Business Performance and Acting Director, Enterprise Services, Michelle van Gaalen, who is leaving BNZ to take up an executive role at another organisation, which will be announced in due course.
- Peter Whitelaw has been appointed Chief Risk Officer, replacing Renee Roberts, who joined National Australia Bank (NAB) in August. Peter joins BNZ from NAB, where his most recent role was General Manager, Group Market Risk.

Mr Healy noted that the appointments underline the importance BNZ places on fostering leadership from within its own ranks.

"I congratulate these highly respected senior leaders from within the NAB Group, all of whom combine long experience with technical expertise, a proven track record in delivering enterprise-wide results, and a real passion for meeting BNZ's customer promises," he said.

BNZ executive team members Shelley Ruha (Director, Partners), Annie Brown (Director, People and Communications) and Adrienne Duarte (Chief Financial Officer) retain their current roles.

The changes announced today are effective immediately and remain subject to regulatory approvals.

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## Ends

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## Notes to Editors

### Bios of new BNZ executive team members:

#### **Craig Herbison - Director, Retail and Marketing**

Craig Herbison was appointed Director, Retail and Marketing in October 2014, having previously been a member of the BNZ Executive Team as its Chief Marketing Officer, a role he held for three years. In this role Craig led the development of BNZ's mission to help New Zealanders be good with money.

Leading BNZ's retail banking and marketing operations, Craig is responsible for the bank's store network, direct channels and sales centres, BNZ Insurances and small business bank; as well as its retail and business banking campaigns, customer strategies and insights.

Craig constantly thinks differently about how BNZ can transform its customers' experience for the better. He is passionate about customers and retail, and has worked in executive roles in a number of large retail focused companies.

After spending the first part of his career as a barrister and solicitor, Craig moved into marketing and advertising in 1995.

Before joining BNZ, Craig was the Director of Marketing for Telecom Retail where he developed and led the rebrand of Telecom's 'spark' brand identity for the Telecom group. He also led the brand transformation for Vodafone NZ and Australia as the company's Regional GM of Brand and Communications. Craig also previously held the role of GM, Brand Marketing and Communications for Australian directories company Sensis in Melbourne.

Craig is a born and bred Southlander, hailing from Invercargill. He holds a Bachelor of Laws from Otago University.

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#### **David Bullock - Director, Products and Technology**

David Bullock was appointed Director of Products and Technology in October 2014.

In this role, he is responsible for a portfolio which includes BNZ's product and customer solutions functions as well as its technology, digital, and enterprise security teams.

Prior to holding this role, David was acting as the director of the bank's Retail business, which encompasses its store network, direct channels and sales centres, online, BNZ Insurances and small business bank.

David joined BNZ in 2005 as a Planning Manager in Finance, and since then he has held many senior roles within the bank, including Senior Finance Partner, Divisional Chief Financial Officer for

Retail, Head of Retail Innovation, and Head of Business Strategy and Operations for Retail Banking.



Before joining BNZ, David was part of the New Zealand Post team during the creation of Kiwibank. He also worked abroad in organisations including Thomson Reuters and Yahoo!

He holds a degree in Computer Science from Auckland University. David has a strong focus on family, and he and his wife Leo are parents to two young daughters. He also enjoys sports, is a keen golfer and keeps fit by cycling.

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## **Martin Gaskell - Director, Customer Fulfilment Services**

Martin Gaskell was appointed to the role of Director, Customer Fulfilment Services in October 2014. In this role he is responsible for the service and operations parts of the business, focused on delivering efficient service to BNZ's customers.

A chartered accountant by trade, Martin has a depth and breadth of financial and operations management experience in the UK and New Zealand.

Joining BNZ in 2007, Martin started as a financial accountant and has held a number of senior roles including divisional CFO and then latterly Chief Operating Officer of the BNZ Partners division.

Before joining BNZ, Martin held various roles at Ford Retail Group in Europe.

Martin was the winner of the Fairfax Media Young Financial Manager of the Year 2012 having previously led the team to win the Fairfax Media Finance Team of the Year in 2011. He is one of the youngest directors to join the BNZ Executive Team.

Hailing from the north of England, Martin enjoyed playing rugby in his early career and it was while playing a season in Australia that he decided to leave the UK and head Down Under. Arriving in New Zealand in 2007, he met his now wife and they have two preschool boys.

In his spare time, Martin enjoys mountain biking, golf and being a good dad.

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## **Peter Whitelaw - Chief Risk Officer**

Peter Whitelaw was appointed Chief Risk Officer of BNZ in October 2014. In this role, he leads a team of risk specialists who provide BNZ with world-class risk leadership, oversight, analysis and insight.

Peter joined BNZ from National Australia Bank, where his most recent role was General Manager, Group Market Risk. He joined NAB in December 2006 in the Market Risk Oversight team, overseeing NAB Group's interest rate, credit and equities trading.

Peter has almost three decades of financial markets experience, having started his career in the 1980s as an Associate in the bullion department at Credit Suisse in London. Prior to joining NAB, Peter worked for Sumitomo Mitsui Banking Corporation as head of its Market and Liquidity Risk Management Group in Europe, leading teams across London, Paris, Brussels and Düsseldorf. Following this, he moved to Australia with the organisation in 2005 as its Senior Vice President of Financial Risk Management.

Peter has a long track record of delivering positive business outcomes through regulatory changes, mergers, legal entity changes and major finance and risk system implementations. He has a First Class Honours degree in Mathematics and a Masters Degree in Quantitative Finance.

Peter is married to Jodie and they have two young children. Out of work, Peter enjoys doing absolutely anything that means spending time with Jodie and the kids.



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## **Richard Griffiths - Director, Strategy and Business Performance**

Richard Griffiths was appointed the bank's Director of Strategy and Business Performance in October 2014.

With a proven and strong background in leadership, change and commercial operations, Richard has built a successful career in roles across a diverse number of New Zealand organisations.

Richard started his career as an Accountant and Financial Analyst before moving into organisational development, leadership and change roles.

Since joining BNZ in 2010, Richard has held senior HR and management roles, including as Head of People supporting a number of BNZ Directors. In 2013, he led the team managing the company's year long response to the central North Island earthquakes.

Prior to taking up his current role he was head of BNZ's NextGen multi-million dollar transformation programme.

Before joining BNZ, Richard spent eight years at Air New Zealand in a number of operations roles including Manager NZ Airports. During this time, Richard successfully led the Airports team through significant change as the airline industry recovered from the effects of the September 11 terrorist attacks. He has also held senior HR roles at ASB and Fonterra.

Richard is married with teenage twins, and has a busy life outside work enjoying running and at times, performing in a band or on stage.

Richard has a Bachelor of Commerce from the University of Auckland.