



FISA Online Self-Assessment

FISA online self-assessment is a free tool designed for financial entities: banks, finance companies, KiwiSaver providers, credit unions, building societies, insurance companies and related financial institutions such as trust companies and fund managers.

It assists organisations to examine how well they implement integrity practices that shape and strengthen culture and conduct across organisations — and how they can improve further. If proactively applied, these practices contribute to the prevention of corruption, enhance the mana of the organisation and nurture trust with consumers and stakeholders. All of this is good for business.

Best use of the tool will enable organisations to measure their performance against good practice benchmarks included in the tool.

TINZ's aims for this project are:

- Improved integrity practices within financial organisations
- Stronger trust and confidence of customers and stakeholders
- Improved integrity of the broader New Zealand financial system.

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Benefits for participants

Reflection and Direction: We encourage a facilitated team approach to the assessment, to promote discussion on strengths, weaknesses and actions. TINZ can recommend trained facilitators.

Measuring up: The assessment includes benchmark questions in each of nine focus areas: governance, accountability, policy oversight, communications, human capital, customer services, risk monitoring, operations and procurement.

Questions are self-scored' with responses verified against publicly available information. The tool identifies best practice behaviours (the benchmarks) and then scores the organisation against that benchmark.

On completion of the assessment each participating organisation will receive an automated report on their benchmark performance and a copy of their scored answers. Over time participants will be able to see their performance against other organisations in industry cohorts.

Good News: Participants can build their assessment into their quality improvement and anti corruption programmes, and make this public.

Security: TINZ receives and reports publicly only on aggregated anonymized data. Data provided by respondents is subject to strict security standards including US-EU Safe Harbour and SSAE16/SOC-2 certification.

