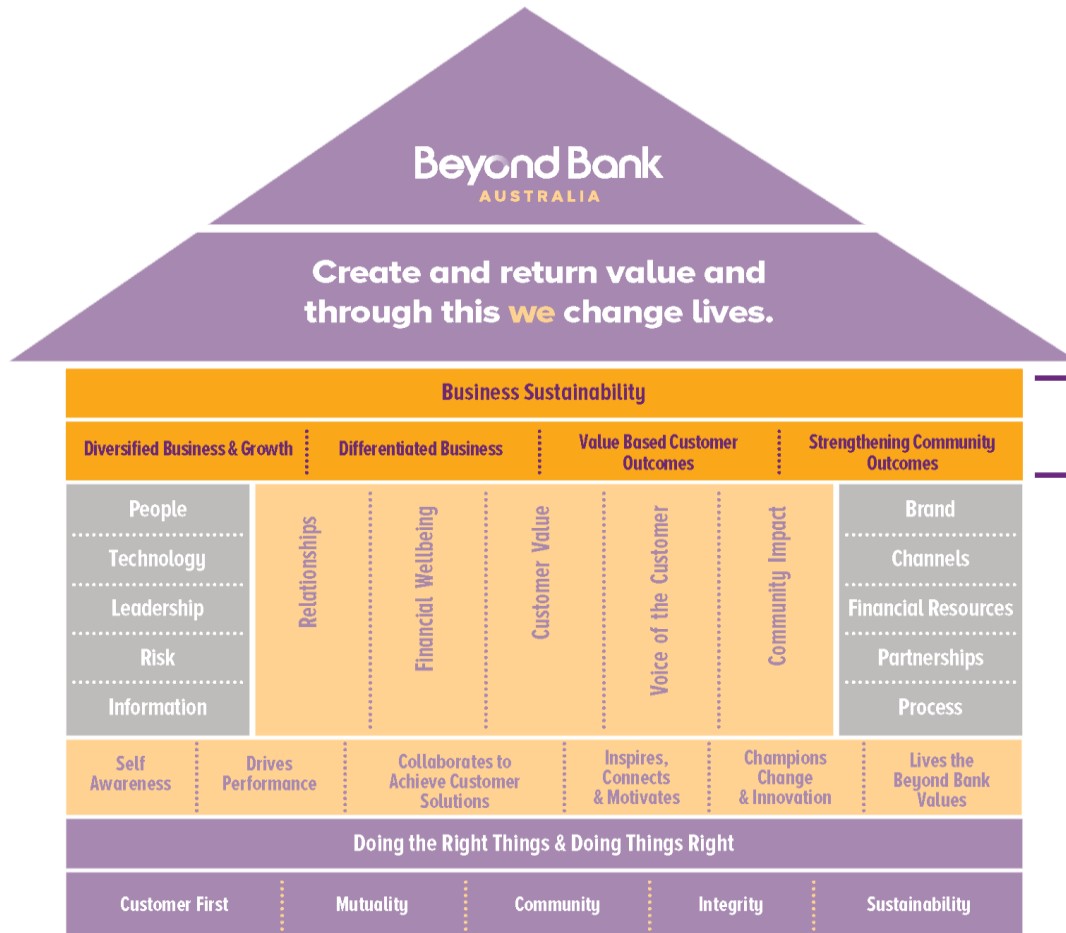















Strategy scorecard

June 2021

Create and return value and through this **we change lives.**



 Strategic Objectives.	 Strategic Measures.	 Actual (Targets).
Business Sustainability	Cost to income	73.37% (76.73%) 
Diversified Business & Growth	Portfolio Growth	8.47% (0.77%) 
Differentiated Business	Relationship Pulse & Fin. Wellbeing Pulse	94% (baseline 90%)  82% (baseline 80%) 
Value Based Customer Outcomes	Customer Satisfaction + internal Satisfaction	184% (180%) 
Strengthening Community Outcomes	Increase in Community Portfolios	33.62% (9.80%) 
Additional Measures.	Employee Engagement	85% (75%) 
	Risk Overlay	84% (75%) 

 Favourable variance
 Variance <5% to budget
 Variance >5% to budget