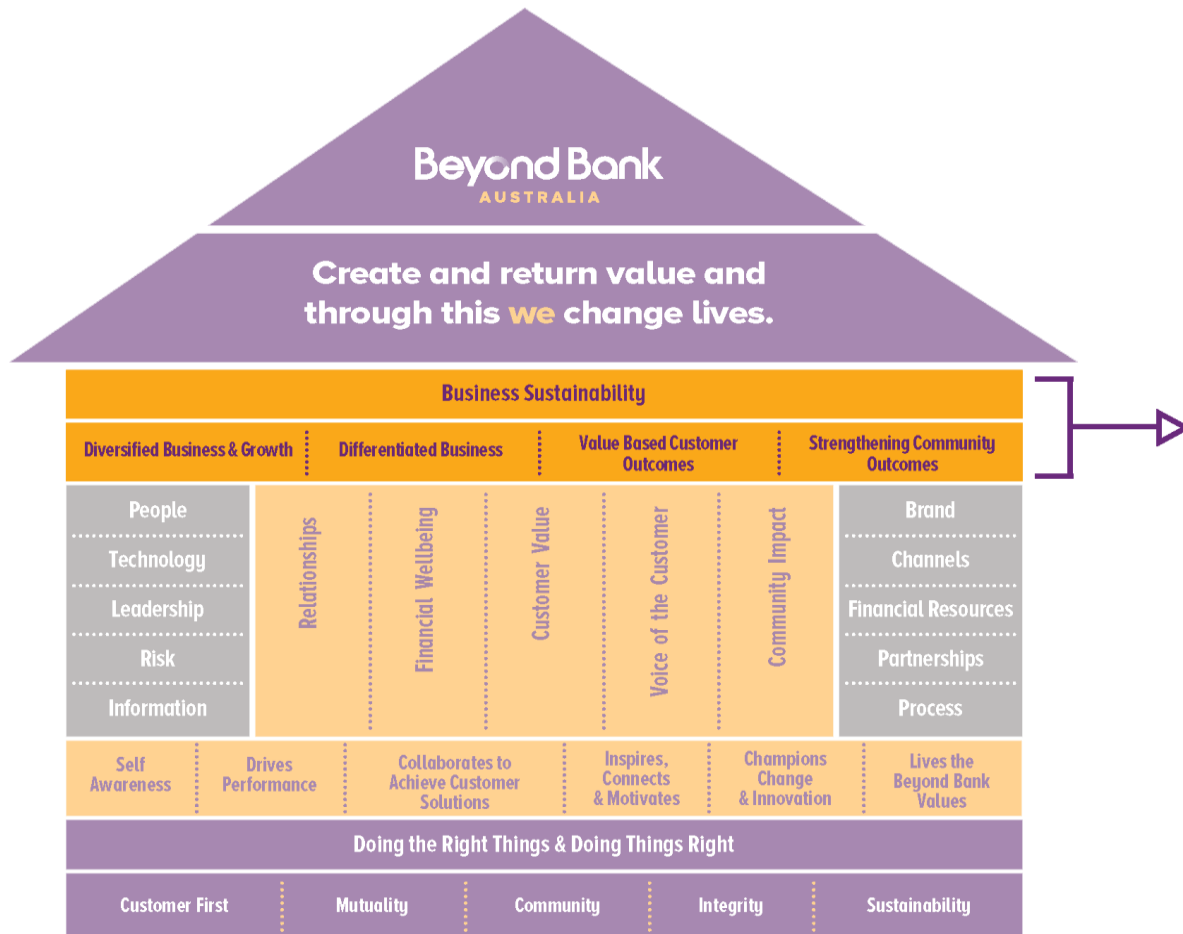


Strategy scorecard

March 2021

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



Strategic Objectives.	Strategic Measures.	Actual (Targets).
Business Sustainability	Cost to income	72.63% (76.71%) ●
Diversified Business & Growth	Portfolio Growth	7.43% (-0.45% YTD) (0.75% Yr) ●
Differentiated Business	Relationship Pulse & Fin. Wellbeing Pulse	93% (baseline 90%) 83% (baseline 80%) ●
Value Based Customer Outcomes	Customer Satisfaction + internal Satisfaction	184% (180%) ●
Strengthening Community Outcomes	Increase in Community Portfolios	27.28% (7.35% YTD) (10% Yr) ●
Additional Measures.	Employee Engagement	85% (75%) ●
	Risk Overlay	84% (75%) ●

● Favourable variance
▲ Variance <5% to budget
■ Variance >5% to budget