

June 2023



| Strategic Objectives. | Strategic Measures. | Actual (Targets). |
|----------------------------------|---|--|
| Business Sustainability | Cost to income | 75.23% (73.21%) ▲ |
| Diversified Business & Growth | Portfolio Growth | 6.43% (3.08%) ● |
| Differentiated Business | Relationship Pulse & Fin. Wellbeing Pulse | 94% (baseline 90%) ● 81% (baseline 80%) ● |
| Value Based Customer Outcomes | Customer Satisfaction + internal Satisfaction | 185% (180%) ● |
| Strengthening Community Outcomes | Increase in Community Portfolios | 14.16% (10.00%) ● |
| Additional Measures. | Employee Engagement | 87% (80%) ● |
| | Risk Overlay | 79% (75%) ● |
| | Best Bank Index* | TBC |

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

*Best Bank Index measure currently under construction