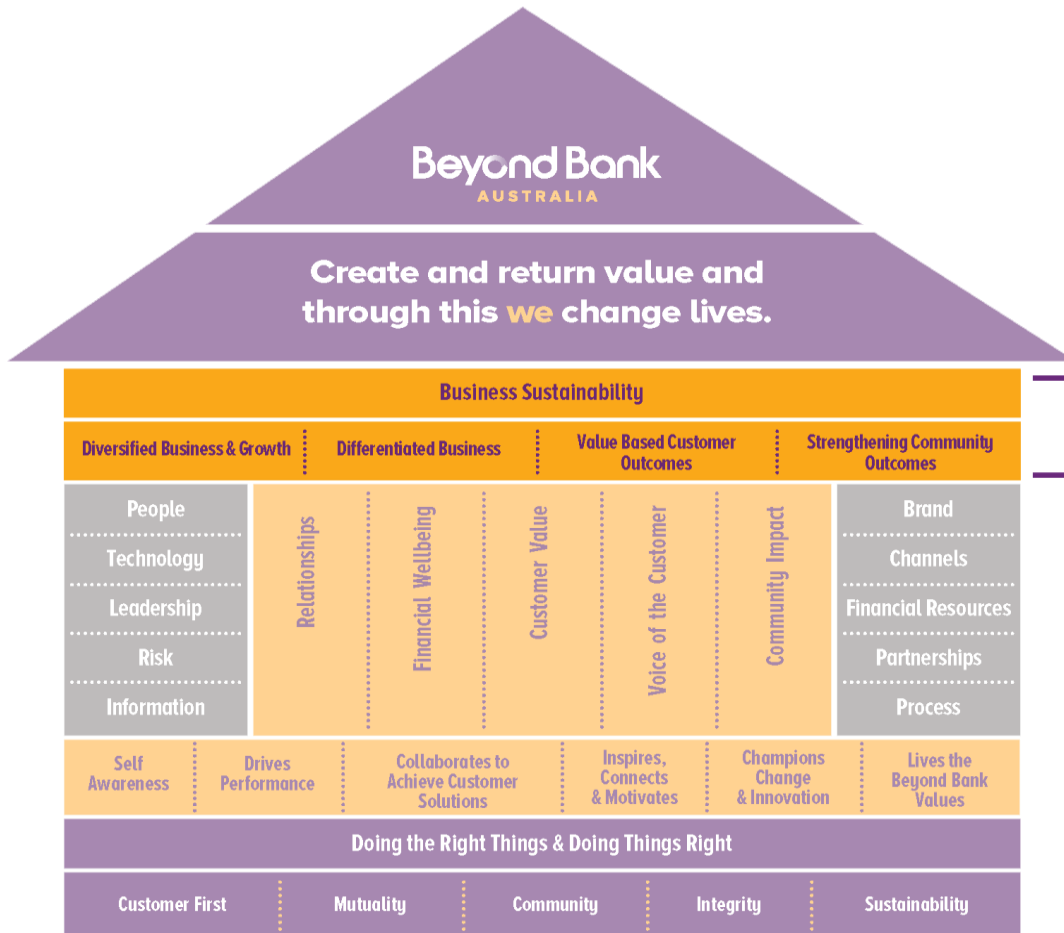





Strategy scorecard

September 2021

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



 Strategic Objectives.	 Strategic Measures.	 Actual (Targets).
Business Sustainability	Cost to income	70.53% (72.07% YTD 72.69% Full Yr) ●
Diversified Business & Growth	Portfolio Growth	2.14% (1.06% YTD 3.81% Full Yr) ●
Differentiated Business	Relationship Pulse & Fin. Wellbeing Pulse	94% (baseline 90%) ● 83% (baseline 80%) ●
Value Based Customer Outcomes	Customer Satisfaction + internal Satisfaction	165% (180%) ■
Strengthening Community Outcomes	Increase in Community Portfolios	6.21% (2.50% YTD 10.00% Full Yr) ●
Additional Measures.	Employee Engagement	85% (80%) ●
	Risk Overlay	80% (75%) ●

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