

Our Value Creation Model

The Bank's value creation process is a system for transforming inputs through business activities into outputs, outcomes and impact that aims to fulfill the Bank's vision, mission and values (page 3).

The inputs are both on-balance sheet and off-balance sheet forms of capital (page 29) that are continually transformed by the Bank's activities (Management Discussion and Analysis, page 30). The result arising from our activities lead to outputs (products and services), outcomes (value created by the Bank for itself and for its stakeholders as a consequence of the outputs) and impact. They form a cascade across a short, medium and long term respectively and provide feedback to grow the Bank's stock of capitals.

Underpinning this flow of capitals are, the trends in the operating environment (page 22), sound governance (page 94) and risk management (page 70) practices, stakeholder engagement and expectations (page 26) materiality (page 28), strategic imperatives (page 23) and the ongoing monitoring and evaluation of performance across the Bank.



