



▲ 32%  
Profit after tax (Pm)  
**206**  
2020: P302 million

▲ 0.40%  
CAR (%)  
**17.32**  
2020: 16.92%

▲ 18%  
Loans and advances (Pb)  
**18.0**  
2020: P15.3 billion

▼ 8.3%  
Return on equity (%)  
**12.4**  
2020: 20.7%

▲ 15%  
Deposits (Pb)  
**18.2**  
2020: P15.9 billion

▼ 0.9%  
Credit loss ratio (%)  
**1.2**  
2020: 0.3%

▲  
Jaws (%)  
**2.7**  
2020: (20.7%)

▲ (1.6%)  
Cost-to-income ratio (%)  
**57.5**  
2020: 59.1%

“Our strategy is simply anchored on the fundamental ethos: **Happy, capable employees = Happy, profitable clients.** Everything else that follows is either a conduit to enable this, or an outcome thereof. Our priority remains to instill a culture deeply rooted in delivering exceptional client experience.”

CHOSE MODISE, CHIEF EXECUTIVE



#UNAYOEVERYWHERE

## Economic Climate

### Global economy

The persistence of COVID-19 infections across the globe in 2021 saw corporations continue to grapple with the economic impact of this pandemic. Governments continued with interventions to reduce the impact on communities and businesses. The first half of the year felt the most impact as restrictions were still prevalent, with travel to most countries restricted and low vaccination rates slowing down re-opening of economies. This was also heightened by the fast mutation of the virus making governments very strict on controlling movement in and out of regions. H2 of 2021 saw a slow recovery as most economies started to open up and return to normalcy, albeit at a slow rate. The IMF projects global GDP to shrink from 5.9% in 2021 to 3.6% in 2022. This is 0.8% lower than projected in January 2022 due to the Russian-Ukraine conflict.

Most countries dropped several COVID-19 restrictions resulting in a rush to reinstate business activities. This saw a quick boost in trades across the globe which gave a positive outlook to a return to normalcy and uptick in GDP forecasts across most markets.

### Local economy

Following the easing of restrictions throughout 2021 and the lifting of the State of Emergency (SOE) at the end of September 2021, improvement in economic activity was evident, creating expectations of a rebound in economic growth. The World Bank expects an 8.5% expansion at the back of improved diamond activity, evidenced by increase in global demand. The easing of restrictions has also boosted activity in the transport and tourism industries which were the hardest hit. An uptick in administered prices is still expected to challenge the landscape amidst rising inflation.

## Financial Performance of the Bank

The operating landscape posed a difficult environment for businesses, requiring the Bank to adapt and respond with agility as well as making sure clients and partners are supported to stay afloat within risk limits, throughout the year. The Bank upgraded and transformed its digital platforms to enable clients to continue operations even throughout the toughest restrictions.

Further, the Bank quickly deepened its Love Your Customer (LYC) principles in embodying an empathetic role, to motivate staff as well as to assist clients largely affected by the COVID-19 pandemic. The Bank did this by extending interventions in the credit space that enabled businesses to focus on survival with appropriate moratoria on some credit covenants.

The interventions applied saw the Bank demonstrate growth in its balance sheet and remain profitable as summarised below.

### Revenue

Total revenue posted a healthy growth of 7% on prior year despite the subdued economic environment in the first half of the year, on the back of COVID-19 restrictions. This growth was driven by a healthy balance sheet growth and increased customer transaction volumes. Net interest income (NII) grew by a respectable 3%, despite systemic liquidity pressures and loan-book yield reductions, while non-interest income surged up by 13%, mainly driven by fees and commissions income scale.

Despite double-digit growth in the Bank's balance sheet (18% in loans and advances, 15% in deposits), NII only saw a

3% growth, the muted growth being a subset of an increase in interest expense (1.9% cost of funds for the year under review, compared to 1.6% in the preceding year) evidencing the resultant liquidity pressures of a post COVID-19 economic landscape. Loan book growth was driven by the CHNW segment as the Bank improved its value proposition for the more secure Employee Value Banking (EVB) subsegment, which delivers better margins as well as a notable growth in the CIB book. The Bank continues to yield net positive margins as a result of the focus on margin management as well as focus on driving scale.

NIR similarly benefited from improved business activity, as well as synergies created by the Bank's digital transformation journey and a Universal Financial Services Organisation (UFSO) client service approach to deliver a 13% year on year increase. The ending of the National State of Emergency, and the lifting of travel and trading hours restrictions benefited sectors across the economy, thus delivering a 22% increase in net fee and commission income. This was further supported by key investments in systems (Core Banking system upgrade, plus the launch of the Bank's informal segment, omni-channel payments and remittances platform, Unayo) and increased point of representation (PDR) footprint point of sales (POSS), and automated teller machines (ATMs). Foreign exchange (FX) revenue reflected slight growth (6%) from improved business activity, boosted by activity in the latter part of the year, new business opportunities and strategic focus in market-differentiating structured solutions.

### Credit impairment charges

Credit risk management has remained a key focus area in the midst of the disruption caused by COVID-19, and the prolonged corporality and continued difficulties have made recovery by most businesses erratic as restrictions persisted into most of 2021 up to mid Q3. The Bank continued to support clients through extension of

moratorium as well as reviewing and re-extending some restructures as timing of re-opening of the economy became uncertain. Credit impairments grew by more than 100% at the back of the inclusion of a once off P80million recovery in the previous year and a once off incident involving one of our clients that hit our impairments with a P94 million increase in the current year as detailed further in note 22.8. Credit loss ratio closed at 1.2%, which is within our risk appetite of 1.5%. With the economy re-opening at the end of Q3, a quick recovery was noted in the tourism industry and impairments started to show a slower growth rate. The impact of much anticipated retrenchments did not explode as had been anticipated and a much healthier growth is expected in upcoming years due to our engagement and credit origination strategies.

### Operating expenses

Due to the muted growth in revenues, cost optimisation drives were built in to ensure efficiencies and optimisation of efficiencies and benefits from our cost base. Focus on platforming to drive future ready operations saw our costs in IT investments increase but muted by the cost optimisation initiatives, resulting in an overall 4% increase in our total costs. Investment was also in improving efficiencies in our processes to focus on ease of doing business with our clients as well as focus our people's energies on more value adding engagements to partner with our clients and other third parties. The growth in our costs is reflective of these drives as do results in the increase in our total revenues, despite the challenges posed by COVID-19. It is expected that, due to the investments made in 2021, our ability to partner with more players as well as provide more business opportunities for our clients, to carry them along our growth journey, will be significantly enhanced. The upgrade in our core banking platform was the first of these investments, enabling more capabilities in future.

## Capital and liquidity management

The Bank remains adequately capitalised posting a strong capital adequacy ratio, of 17.32% (2020: 16.92%), well above the minimum regulatory requirement of 12.5% (2020: 12.5%) and well within internal risk appetite. Capital management remains a strong key measure and the Bank invests in an efficient capital allocation and consumption strategy.

Amidst the liquidity challenges posed by the reduced levels of business activity over the past two years, the Bank managed to close with a strong liquidity position well above the approved risk appetite and tolerance limits. The prudential liquidity requirement closed at 12.67% in 2021, exceeding the minimum regulatory requirement of 10.0%. Other liquidity metrics such as the internal stress testing and net stable ratios remain in excess of internal requirements.

## Outlook

The easing of COVID-19 infections and increasing vaccination rates have made for easier global economic activity, with most borders open across the world. With the end of SOE locally making for a revival of the economic landscape, most businesses are back to trading and the World Bank projects a rebound in economic growth. With the emergence of the Russian-Ukraine conflict, there are building uncertainties across the world; at this point the situation is developing and impact on economic activity is being assessed. However as already evident in the surge in oil prices there are worries around global food supply. Inflation is expected to be on the rise at the back of these developments; we continue to pay close attention to this.

The Bank closely monitors and assesses the potential impact of the Russian-Ukraine conflict to proactively manage any imminent threats and engages its clients and partners regularly, having held a first stakeholder engagement in March to assess the developments and available data, mainly focusing on unpacking the international relationships of Russia with Africa and the western world as well as to understand the potential impact of the sanctions imposed on Russia by developed countries. No immediate direct impact on the Bank has been identified yet. The length of the conflict and depth of the sanctions on major supplies by Russia could have an impact especially in the oil industries and major currencies.

Chairman  
C.A. Granville

Chief Executive  
C. Modise

## STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME

For the year ended 31 December 2021

	Group	
	2021	2020
	P000's	P000's
Interest income effective interest method	1 067 739	941 048
Interest expense	(362 343)	(255 617)
<b>Net interest income</b>	<b>705 396</b>	<b>685 431</b>
Fee and commission income	330 578	262 859
Fee and commission expense	(78 238)	(55 722)
Net fee and commission income	252 340	207 137
Net trading income	184 085	174 491
Other income	13 653	16 419
Other gains and (losses) on financial instruments	-	294
<b>Non-interest income</b>	<b>450 078</b>	<b>398 341</b>
<b>Total income</b>	<b>1 155 474</b>	<b>1 083 772</b>
Credit impairment charges	(208 542)	(39 983)
<b>Net income</b>	<b>946 932</b>	<b>1 043 789</b>
Staff costs	(293 785)	(302 383)
Other operating expenses	(371 175)	(337 587)
<b>Total operating expenses</b>	<b>(664 960)</b>	<b>(639 970)</b>
<b>Profit before indirect tax</b>	<b>281 972</b>	<b>403 819</b>
Indirect tax	(19 371)	(19 462)
<b>Profit before direct tax</b>	<b>262 601</b>	<b>384 357</b>
Direct tax	(56 462)	(81 933)
<b>Profit for the year</b>	<b>206 139</b>	<b>302 424</b>
<b>Other comprehensive income after taxation for the year</b>	-	-
<b>Items that may not be subsequently reclassified to profit or loss</b>	-	-
Net change in fair value of equity financial assets measured at FVOCI	240	-
<b>Total comprehensive income for the year</b>	<b>206 379</b>	<b>302 424</b>

## STATEMENT OF FINANCIAL POSITION

At 31 December 2021

	Group	
	2021	2020
	P000's	P000's
<b>Assets</b>		
Cash and balances with the Central Bank	431 487	419 866
Derivative assets	12 589	430
Trading portfolio assets	421	3 980
Financial investments	2 329 503	2 562 223
Loans and advances	18 005 300	15 263 715
Loans and advances to banks	4 948 916	3 518 567
Loans and advances to customers	13 056 384	11 745 148
Other assets	73 865	117 507
Current tax asset	49 451	49 994
Intangible assets	147 715	166 191
Property, equipment and right of use assets	152 719	174 992
Deferred tax asset	15 232	32 148
<b>Total assets</b>	<b>21 218 282</b>	<b>18 791 046</b>
<b>Liabilities and equity</b>		
Derivative liabilities	12 629	8 040
Deposits	18 164 128	15 855 480
Deposits from banks	1 126 827	1 077 578
Deposits from customer accounts	17 037 301	14 777 902
Accruals, deferred income and other liabilities	373 723	356 103
Debt securities in issue	958 720	958 720
<b>Total liabilities</b>	<b>19 509 200</b>	<b>17 178 343</b>
<b>Equity</b>		
Stated capital	390 177	390 177
Reserves	1 318 905	1 222 526
<b>Equity - attributable to ordinary shareholders</b>	<b>1 709 082</b>	<b>1 612 703</b>
<b>Total liabilities and equity</b>	<b>21 218 282</b>	<b>18 791 046</b>

## STATEMENT OF CHANGES IN EQUITY

For the year ended 31 December 2021

Group	Stated capital	Statutory credit reserve	Fair value through OCI reserve	Retained earnings	Total equity	
					P000's	P000's
<b>Balance at 1 January 2021</b>	<b>390 177</b>	<b>139 270</b>	<b>-</b>	<b>1 083 256</b>	<b>1 612 703</b>	
<b>Total comprehensive income for the year</b>	-	-	240	206 139	206 379	
<b>Profit after tax</b>	-	-	-	206 139	206 139	
<b>Other comprehensive income after tax for the year</b>	-	-	240	-	240	
<b>Increase in statutory credit reserve</b>	-	15 204	-	(15 204)	-	
<b>Dividends paid</b>	-	-	-	(110 000)	(110 000)	
<b>Balance at 31 December 2021</b>	<b>390 177</b>	<b>154 474</b>	<b>240</b>	<b>1 164 191</b>	<b>1 709 082</b>	

  

Group	Stated capital	Statutory credit reserve	Fair value through OCI reserve	Retained earnings	Total equity	
					P000's	P000's
<b>Balance at 1 January 2020</b>	<b>390 177</b>	<b>110 690</b>	<b>-</b>	<b>809 412</b>	<b>1 310 279</b>	
<b>Total comprehensive income for the year</b>	-	-	-	302 424	302 424	
<b>Profit after tax</b>	-	-	-	302 424	302 424	
<b>Other comprehensive income after tax for the year</b>	-	-	-	-	-	
<b>Other reserve movement</b>	-	-	-	(28 580)	(28 580)	
<b>Increase in statutory credit reserve</b>	-	28 580	-	-	-	
<b>Dividends paid</b>	-	-	-	-	-	
<b>Balance at 31 December 2020</b>	<b>390 177</b>	<b>139 270</b>	<b>-</b>	<b>1 083 256</b>	<b>1 612 703</b>	

## STATEMENT OF CASH FLOWS

For the year ended 31 December 2021

	Group	
	2021	2020
	P000's	P000's
Net cash flows from operating activities	140 961	(85 320)
<b>Cash flows generated from operations</b>	<b>(520 847)</b>	<b>(683 000)</b>
Interest received	1 053 910	940 268
Interest paid	(334 681)	(232 937)
Indirect tax paid	(19 371)	(19 462)
Direct tax paid	(38 050)	(90 189)
<b>Net cash flows in investing activities</b>	<b>(19 340)</b>	<b>(72 634)</b>
<b>Net cash flows in financing activities</b>	<b>(110 000)</b>	<b>(30 780)</b>
<b>Net movement in cash and cash equivalents</b>	<b>11 621</b>	<b>(188 734)</b>
<b>Cash and cash equivalents at beginning of the year</b>	<b>419 866</b>	<b>608 600</b>
<b>Cash and cash equivalents at end of the year</b>	<b>431 487</b>	<b>419 866</b>

## Auditor's opinion on the Group financial statements

The auditor, KPMG, has issued an opinion on the consolidated and separate financial statements for the year ended 31 December 2021. The audit was conducted in accordance with International Standards on Auditing. KPMG has issued an unmodified audit opinion. These summarised financial statements have been derived from the consolidated and separate financial statements and are consistent, in all material respects, with the consolidated and separate financial statements prepared on the basis described in the financial statements. A copy of the audit report is available for inspection at the Bank's registered office. Any reference to future financial performance included in this announcement, has not been reviewed or reported on by the Bank's auditors.

## SEGMENT REPORTING

For the year ended 31 December 2021

2021 Group	Corporate & Investment Banking	Business & Commercial Clients	Consumer & High Net Worth	Corporate functions	Total
					P000's
Net interest income	215 531	183 542	320 835	(14 512)	705 396
Non-interest income	149 804	150 578	156 206	(6 510)	450 078
Net fee and commission income	43 406	88 669	120 244	21	252 340
Net trading income	105 797	60 942	19 245	(1 899)	184 085
Other income	601	967	16 717	(4 632)	13 653
<b>Total income</b>	<b>365 335</b>	<b>334 120</b>	<b>477 041</b>	<b>(21 022)</b>	<b>1 155 474</b>
Credit impairment charges	3 687	(122 752)	(89 477)	-	(208 542)
<b>Income after credit impairment charges</b>	<b>369 022</b>	<b>211 368</b>	<b>387 564</b>	<b>(21 022)</b>	<b>946 932</b>
Total operating expenses	(162 832)	(258 893)	(269 367)	26 130	(664 960)
Staff costs	(27 937)	(47 968)	(53 693)	(164 187)	(293 785)
Other operating expenses	(134 895)	(210 925)	(215 674)	190 319	(371 175)
<b>Net income before indirect tax</b>	<b>206 190</b>	<b>(47 525)</b>	<b>118 197</b>	<b>5 110</b>	<b>281 972</b>
Indirect tax	(2 612)	(2 931)	(5 622)	(8 206)	(19 371)
<b>Profit / (loss) before direct tax</b>	<b>203 578</b>	<b>(50 456)</b>	<b>112 575</b>	<b>(3 096)</b>	<b>262 601</b>
Direct tax	(43 966)	11 625	(24 814)	693	(56 462)
<b>Profit / (loss) after tax</b>	<b>159 612</b>	<b>(38 831)</b>	<b>87 761</b>	<b>(2 403)</b>	<b>206 139</b>

2020 Group	Corporate & Investment Banking	Business & Commercial Clients	Consumer & High Net Worth	Corporate functions	Total
					P000's
Net interest income	236 477	168 578	289 018	(8 644)	685 431
Non-interest income	144 279	126 576	135 583	(8 095)	398 341
Net fee and commission income	41 329	63 675	102 144	(11)	207 137
Net trading income	101 661	58 737	18 549	(4 456)	174 491
Other income	1 287	4 164	14 890	(3 628)	16 713
<b>Total income</b>	<b>380 756</b>	<b>295 154</b>	<b>424 601</b>	<b>(16 739)</b>	<b>1 083 772</b>
Credit impairment charges	96 403	(7 806)	(128 580)	-	(39 983)
<b>Income after credit impairment charges</b>	<b>477 159</b>	<b>287 348</b>	<b>296 021</b>	<b>(16 739)</b>	<b>1 043 789</b>
Total operating expenses	(162 832)	(247 270)	(255 077)	24 560	(639 970)
Staff costs	(34 467)	(50 189)	(69 026)	(148 701)	(302 383)
Other operating expenses	(127 716)	(197 081)	(186 051)	173 261	(337 587)
<b>Net income before indirect tax</b>	<b>314 976</b>	<b>40 078</b>	<b>40 944</b>	<b>7 821</b>	<b>403 819</b>
Indirect tax	(1 148)	(2 268)	(5 622)	(9 524)	(19 462)
<b>Profit / (loss) before direct tax</b>	<b>313 828</b>	<b>37 810</b>	<b>34 422</b>	<b>(1 703)</b>	<b>384 357</b>
Direct tax	(71 790)	(6 427)	(4 087)	371	(81 933)
<b>Profit / (loss) after tax</b>	<b>242 038</b>	<b>31 383</b>	<b>30 335</b>	<b>(1 332)</b>	<b>302 424</b>