

Our vision

To be the most respected and effective **Community Bank**[®] company.

Our mission

We operate a **Community Bank**[®] branch to provide our community with outstanding bank services and play a key role in building the prosperity and resilience of our community.

Our values and behaviours

Integrity—We build a culture of trust, we are open, honest and fair.

We will:

- be equitable and transparent in our actions;
- consider the needs of others, the team and the Bank;
- respect and follow policies, procedures and decision making channels;
- acknowledge and learn from our mistakes;
- be honest in all our dealings; and
- speak up when something does not seem right.

Leadership—We all lead by example. We show initiative, are accountable and empower others.

We will:

- respect different leadership styles;
- understand the bigger picture;
- empower and encourage others to be the best they can;
- demonstrate an active commitment to the Bank;
- consider the risks to the Bank and consult before proceeding;
- encourage and participate in two way communication, early, often and consistently; and
- challenge the status quo.

Performance—We strive for sustainable success. We seek and provide feedback and find a better way.

We will:

- perform our role, be accountable and responsible;
- be proactive and take initiative;
- embrace innovation and continuous improvement;
- ensure our team and individual goals are in line with the Bank's vision and strategies;
- look for opportunities to develop ourselves and each other; and
- strive for excellence

Engagement—We listen, understand— then deliver. We build our success through the success of others.

We will:

- commit to delivering mutually beneficial outcomes;
- take the time to connect, listen and understand;
- build sustainable relationships through understanding needs; and
- consider all stakeholders upfront.

Passion—We believe in what we do and we are proud of our bank.

We will:

- take pride in what we do;
- go the extra mile to enhance customer and partner experience;
- make the Bank a great place to work;
- be proud of our contribution to the community;
- celebrate and share successes;
- be an advocate for the Bank; and
- bring energy, focus and a 'can do' attitude.

Teamwork—We are one team with one vision. We work together, encourage diversity and respect the unique contribution of each individual.

We will:

- be open and honest in our communication;
- be flexible as an individual and understand broader priorities;
- seek new and diverse views and respect others' opinions;
- be open to change;
- share the workload and information; and
- collaborate across teams and boundaries.