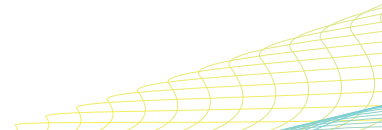


Management Discussion and Analysis

This section of the Report covers the Bank's progress in implementing strategies that harness and enhance its future potential in the short, medium, and long term. The Bank is also conscious of the responsibility of contributing towards the Sustainable Development Goals, while striving to execute strategies under its key strategic imperatives. In light of the mega trends shaping the operating environment, the Bank continued to focus on four strategic imperatives. Under each imperative, we identified and executed a number of strategies to deliver value to our stakeholders. These strategies are set to steer the Bank on a steady course towards a future where banking will matter more than banks.

Our strategies enable us to maintain robust interactions between the financial, manufactured, intellectual, human, social, and network capitals, as well as natural capital (📖 refer page 21 for Our Business Model). Woven into the canvas of this narrative is the Bank's value creation story. Just as the Bank delivers value to its stakeholders in terms of economic, social, and environmental aspects, it also derives value from these stakeholders. Developed over a period of time, the value so derived from these stakeholders transforms into capital which, in turn delivers great value enabling the Bank to sustain its performance.



Our strategic imperatives and strategies

Figure – 08

