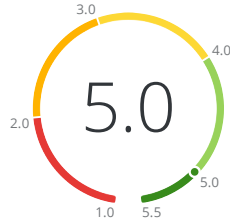




Overall KPI score

▼ 1



BAU Scorecard Q1 - 2021

Engagement effectiveness

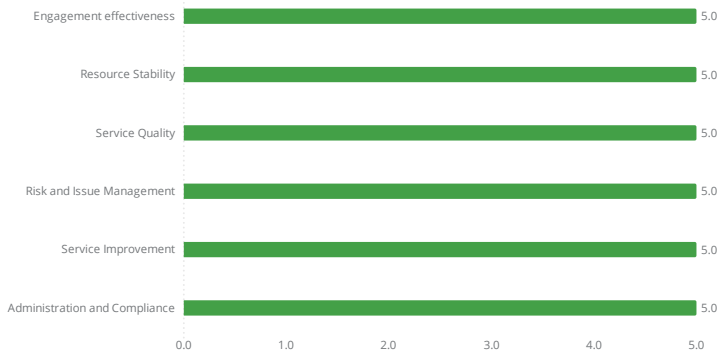
Engagement Effectiveness has been good over the month and has met IR's expectations.

Resource Stability

Resourcing Stability remains stable across the operational engagement and is meeting IR's expectations.

Service Quality

Service Quality remains consistent and continues to meet IR's expectations.



Risk and Issue Management

Risks and Issues continue to be managed well; meeting IR's expectations.

Service Improvement

Service improvement remains sound and is meeting IR's expectations.

Administration and Compliance

Administration and Compliance is good and meeting IR's expectations in this area.

KPI 3 Month Trend

▼ 1

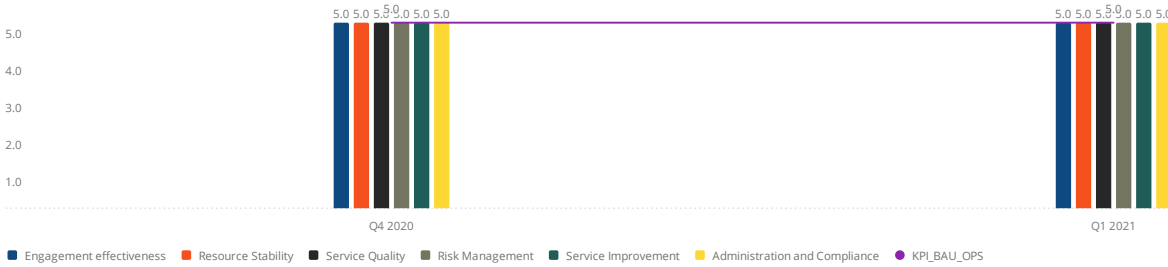
Embedded Data - Completed Date

KPI ▼

Q4 2020	5.0
Q1 2021	5.0

BAU/Operational Scores KPI Trend

▼ 1



Performance across other partners: Last Quarterly BAU/Operational Scores

▼ 2

