

BOARD OF DIRECTORS REPORT *(continued)*

together with the development of a Customer Experience Policy. Corporate mission statements were placed in branches and at our subsidiaries. These efforts were buttressed by the establishment of Key Performance Indicators. Additionally, Service Level Agreements were established within our Savings Departments and at our primary subsidiary entity, Capita Financial Services Inc.

These internal measures are expected to yield significant improved service to our members and customers.

Infrastructure

We anticipate that our new branch at Mile & A-Quarter, St. Peter will become fully operational by the end of June, duly expanding our infrastructural network and servicing our members and customers both in the northeastern and northwestern sections of the island. In addition, extensive renovations were completed on the Clarence Greenidge House, Belmont Road, from which our main member service operations are expedited.

Our latest innovative achievement will be the unveiling of a mobile unit, fully equipped, mirroring a branch setting, with its full capacity. This unit will provide an additional measure of operational outreach and flexibility of service, coupled with access to service for our members island-wide.

New Product /Services

Our completely revamped Micro-Business product has so far proven to be a resounding success. Relaunched in December 2016, to provide capital to small entrepreneurial concerns, it has been widely utilized and appreciated. Approximately \$273K in funding has been disbursed since its reintroduction.

We also rolled out a new and improved Online Banking platform, which will go hand in hand with an upgraded telephone banking system providing more options for transactional activity.

Our Contact Centre is also undergoing necessary improvements, to enhance service levels to our members and customers.

Scope (2017-2018)

Our focus for the current fiscal will be predominantly on outreach. We intend to concentrate on important areas such as agriculture, culture, education and health, producing initiatives in those areas to the benefit of our members. With a base of 84,000 plus individuals, which roughly represents a third of the population of Barbados, we must leverage to advantageous levels in relation to the socio-economic outlook.

Internally, we will prioritize a culture of unity, innovation and creativity amongst our staff, in order to fully maximize on the obvious potential of the group of companies.

Condolences

We take this opportunity to extend sincerest condolences to all members who would have lost loved ones during the past year. May the memories of your loved ones live on in your hearts.

Acknowledgement

Our continued success over the past twelve months could not be achieved without the invaluable contributions of our members, elected officials, employees, representatives and sub-committees, who toiled earnestly in the interest of our advancement.

Retiring directors, Bro. Glendon Belle, Sis. Christina John and Bro. Cedric Murrell must be commended for their personal sacrifices and significant output on behalf of the group of companies.

The future is promising for the Group. Let us therefore continue in this vein.