

General Manager's Report FY2011-2012

In what is now our 8th year of operation, it is with great pride that we are able to present another strong performance for the 2011-2012 financial year. Confidence in our business continues to grow and our results are a strong, despite continued despite a general lack of confidence, in the wider community. Our financial results speak for themselves as outlined in our Chairman's Report.

Community Engagement

The strength of our business has meant that we have again been able to share our success with the local community. This year your community bank has supported several local organisations, schools and sporting clubs, financial support being provided to:

- North Ryde Rotary (Carols By Candlelight)
- Ryde Eastwood Touch Football
- Holy Spirit School
- Kent Road Public School
- North Ryde Spirits Netball Club
- North Ryde Hawks Junior Rugby League
- North Ryde Junior Rugby Union
- North Ryde Junior Baseball
- North Ryde Community Aid
- The Ryde Eisteddfod
- Ryde Sports Foundation
- Doug Foster Memorial Bowls Day (West Pymble Bowling Club)

We have also set aside an additional amount of \$15,000.00 with the Community Enterprise Foundation which will be used to fund Community projects in the future. We now have \$40,000.00 set aside for this purpose.

We continue to invest in our youth, and this year we welcomed Kent Road Public School to our "School Banking" program. We have had an excellent response I would like to thank the parents and children for their support. We will continue to actively encourage other local schools to participate in this worthwhile program. We also made a significant contribution of \$2000.00 towards the Holy Spirit School Mathematics Program, which was introduced this year.

Staff

The key to success for our business remains its people, and the contribution from our staff remains outstanding. This year we welcomed Alison to our team, following the retirement of Helen. We are very fortunate to have retained the service of Gina, Karen & Michelle who have all been at the branch since opening, and also Jodi since 2008. The stability of our staff contributes greatly to the success of the business and is much appreciated by all our regular customers

I would also like to thank all our Directors, who give their time on a voluntary basis to ensure that the business is run in a professional and prudent manner. Their contribution to the success of our business should not be underestimated.

Our Commitment to Service & Community

The Community Banking concept has proven to be of great benefit to the Ryde area, and continues to provide a quality face to face banking service. Our success has also meant that we are able to engage with the community in a meaningful way, as well as a solid return to our shareholders. We can only continue to be successful with ongoing support from the community and we would encourage all of you to be a part of your Community Bank and appreciate the great service we provide.

Pat Italiano
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