


😊 Exceeded 😊 Achieved 😞 Unattained

		GROUP				InfoSystems			nano ^[BNK]			DigiConsult			Ventures AA		
		2018		2019		2018		2019	2018		2019	2018		2019	2018		2019
Capitals	KPIs	Actual	Target	Performance	Target	Actual	Target	Target	Actual	Target	Target	Actual	Target	Target	Actual	Target	Target
Financial 	Net Profit Margin (%)	7	7	😊	7	6	5	3	27	24	11	15	12	12	6	19	14
	Gearing (%)	1	3	😊	2	2	1	4	-	14	23	5	24	30	-	17	97
	Shareholder's Fund (MUR Mn)	113	118	😊	128	33	20	37	11	10	13	5	7	6	2	3	2
Human 	Employee Engagement (%)	69	75	😞	75	60	75	75	82	75	85	62	75	75	90	75	90
	Gender Diversity (% women)	27	25	😊	25	31	28	29	25	26	27	14	15	12	50	25	33
	Training Costs (MUR Mn)	0.9	1.1	😞	1.4	0.4	0.7	0.5	0.1	0.1	0.4	0.4	0.2	0.4	-	0.1	0.1
Intellectual & Digital 	Revenue from own IP Solutions (%)	15	10	😊	15	-	-	-	100	100	100	100	100	100	14	50	14
	Research & Innovation (MUR Mn)	11	18	😞	17	-	-	n/a	10	16	15	1	1	2	n/a	n/a	n/a
	Partnership Certification achieved (%)	85	90	😞	90	85	90	90	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	90
Relationship & Social 	Customer Satisfaction (%)	80	90	😞	90	79	90	90	-	90	90	85	90	90	93	90	95
	Increase in Purchase from Partners (%)	4	9	😞	4	27	26	3	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	Corporate Social Responsibility (MUR Mn)	0.5	0.5	😊	0.5	0.2	0.2	0.2	-	-	-	0.3	0.3	0.1	-	-	-
Technological 	Support Contracts (%)	41	36	😊	41	41	39	50	50	47	47	n/a	n/a	n/a	n/a	n/a	n/a
	Platform Availability (%)	98	98	😊	98	n/a	n/a	n/a	99	99	99	n/a	n/a	n/a	99	98	99
	Number of Connected Users (thousands)	216	212	😞	232	n/a	n/a	n/a	6	12	12	n/a	n/a	n/a	210	200	220