Strategy scorecard

Our strategy scorecard looks back at what we said we'd do and what we actually did.

	Achieved
☑	Achieved
◇	Not met
◉	On target

We have also reviewed our strategy scorecard to ensure a greater focus on and alignment with our Enterprise Performance metrics approved and monitored by the Board as measures of the progress against strategy.

Value creation strategy	Measure	Target	Result	Progress	More info
Superior experience					
Security and dignity for members in retirement	Retirement readiness as at 30 June 2019	70% of active members at adequate retirement savings[1]	70.1%	☑	See page 30
Trust and satisfaction of Cbus members, employers and our industry partners	Member satisfaction (VOC)[2] Employer satisfaction (VOC)[3] Member engagement[4]	8.5 8.5 39.6	8.6 8.5 43.5	☑	See page 17 and 31
Insurance cover and payments for members	% of members with insurance cover % of all claims paid TPD claims processing duration	N/A N/A < 6 months	73% 96% Average < 3.5 months	☑	See page 34
Strong returns					
Strong, long-term returns	Returns in the top 25% of funds over 5-year rolling period	Top Quartile SR50 Balanced	Top Quartile	☑	See page 16
Strong, long-term returns	Growth (Cbus My Super) inflation target objective over 7 years	CPI + 3.25%	CPI+6.95% or 8.49% average annual return for the Growth (Cbus MySuper) option	☑	See page 17
Value for money					
Competitive fees and operating efficiently	Fee on $50k (MER)	0.97%	0.93%	☑	See page 48
Tailored products					
Trust and satisfaction of Cbus members, employers and our industry partners	Product roadmap	4	4.5	☑	See page 29

Value creation strategy	Measure	Target	Result	Progress	More info
Growth					
Trust and satisfaction of Cbus members, employers and our industry partners	Total members with balance as at 30.6.20	737,878	758,204	✓	See page 29
	Total employers as at 30.6.20	146,750	157,668		
A growing pool of capital to invest in our economy	Funds under management (FUM)	$56.0bn	$54.18bn	✖	See page 42
Our people					
Cbus people who are engaged and productive	Employee engagement score	76	75	◉	See page 62
Risk and governance					
Best practice systems and governance	Material breaches of risk appetite	Zero	Zero	✓	See page 36 and 38
Cbus Property					
Employment opportunities for members	Jobs created since inception	App. 100,000[5]	App. 100,000[5]	✓	See page 55
Climate change mitigation					
Investments that contribute to lower carbon emissions	Cbus Property NABERs rating	5.5 star	5.5 star	✓	See page 55
	Emissions in property portfolio	Zero emissions by 2030	Measures being developed		See page 53
	Emissions in total portfolio	45% reduction by 2030 Zero emissions by 2050	Measures being developed		See page 53
Brand and Advocacy					
Advocating on behalf of our members	Reputation measure	80%[6]	80%	✓	See page 22
Insurance cover and payments for members and their families		Maintain access to default insurance for members in high-risk occupations	Default cover maintained	✓	See page 34