

SPECIAL

INFO

EDITION

40

1982 - 2022
CELEBRATING
YEARS

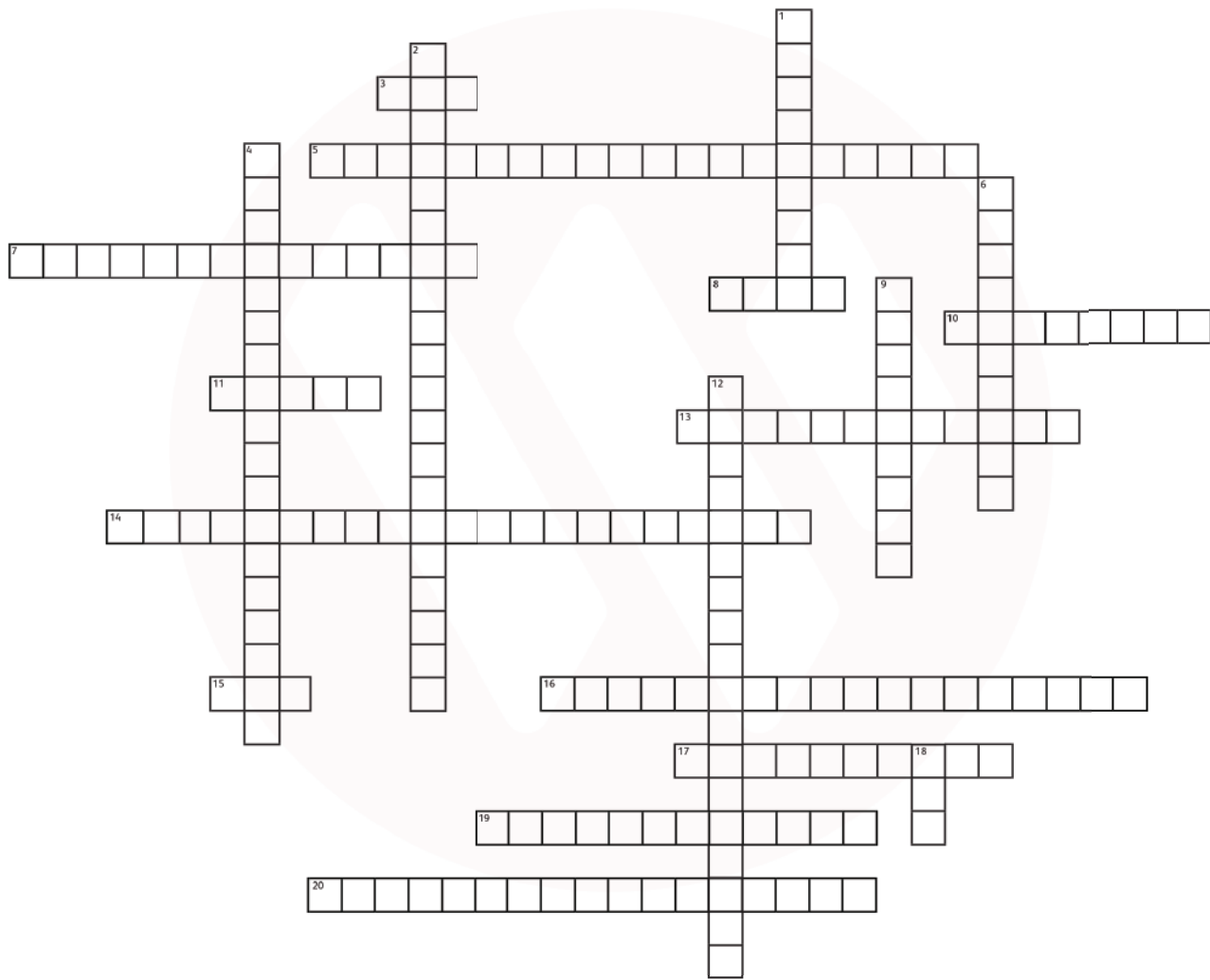
OF NAMIBIAN BANKING EXCELLENCE



Bank Windhoek
a member of Capricorn Group

Celebrating

40 Years of Precious Milestones



Crossword

1. In December 2018, which Bank Windhoek sustainable financing instrument was issued on the Namibia Stock exchange?
2. Who did Bank Windhoek merge with in 1996?
3. The Bank Windhoek Cancer Apple Project raises funds for which organisation?
4. What was the title of the Bank Windhoek brand television campaign launched in 2019?
5. What is the name of the Bank Windhoek corporate social responsibility initiative founded in 2001?
6. On Bank Windhoek's website, you can find a personal loan, vehicle finance, and which other helpful calculator?
7. Bank Windhoek is the flagship brand of which financial services group?
8. The Bank Windhoek branch that was named after an animal is ____ Branch.
9. Which London Based Financial Times publication awarded Bank Windhoek as the Namibian Bank of the year in December 2021?
10. Bank Windhoek opened a branch in which major northern town in 1992?
11. How many language options are available at Bank Windhoek ATMs?
12. What was the slogan introduced when Bank Windhoek rebranded in 2003?
13. What was the name of the Bank Windhoek financial education column series that was published in three different daily newspapers?
14. Which Bank Windhoek client relationship management service was launched in 2018?
15. What is the primary colour of Bank Windhoek's logo?
16. What is the name of the street Bank Windhoek Main Branch is on?
17. What is the name of the founding member of the bank who is also a former chairman of the board of Bank Windhoek and Capricorn Group?
18. On which stock exchange did Bank Windhoek list in 2013?
19. Who is the first female Managing Director of Bank Windhoek, appointed in 2016?
20. In what year was Bank Windhoek established?

Answers: 1. greenbond 2. NimbBuildingSociety 3. CAN 4. Journeyingtogether 5. SocialInvestmentFund 6. Investment 7. CapricornGroup 8. Kudu 9. TheBanker 10. Oshaki 11. Eight 12. Togetherwewobetter 13. MoneyMatters 14. CustomerCentre 15. Red 16. IndependenceAvenue 17. Koosbrand 18. NSX 19. BaroniceHass 20. NineteenEightyTwo



Bank Windhoek
a member of **Capricorn Group**

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12 The Present

Page twelve to twenty-three

24 The Future
Page twenty-four to thirty-one

INFO | 40 YEARS OF ADDITION

Timing is everything

From an early age, I have always dreamt of telling moving stories. I learned this trait from my grandfather. He told us fascinating tales, which had my imagination in overdrive. There were no television sets to entertain us back in the village in the Kavango Region. I remembered that my late father carried on the tradition. He was also a good storyteller who could tell us stories that would have us laughing until our stomachs hurt. Growing up, I noticed that my grandpa and dad had one thing in common: good timing.

In my wildest dreams, I never thought I would have the opportunity to tell a moving and powerful story like that of my elders. But today, I write stories for the most significant and relationship-driven Bank.

Koos Brandt and the other entrepreneurs who formed Bank Windhoek forty years ago understood that timing is everything. There is a time to dream, a time to live the dream, and a time to perfect the dream so that it is relevant, current and sustainable. Another point to remember is that any business needs strong relationships to survive and thrive. We witnessed this in the stories shared by the staff, executives, and customers, especially during the shooting of the special 40th documentary.

Writing this edition was a trip through the past, embedded in the present and a look toward the future. As you read, you can grasp that moment. At the time when Koos saw what this

Bank could mean for Namibians, the country was close to gaining independence. But nothing was certain, and much had to change before the Bank could operate in a free, independent Namibia. With foresight, Koos knew that Namibians would need their own Bank, which is how the Bank Windhoek dream started. It took work. There were mistakes, but the Bank learned from them and moved forward, which resulted in our growth and cementing our position as a beautiful Namibian story.

We were over the moon to speak with Koos, the Bank's Chairperson, Johan Swanepoel; Managing Director Baronice Hans; Capricorn Group Chief Executive Officer, Thinus Prinsloo; Bank Windhoek Board Member Gida Sekandi; Group Executive of Brand and Corporate Affairs Marlize Horn; Bank Windhoek's Executive Officer of Human Capital, Retuura Ballotti; Bank Windhoek's Executive Officer of Retail Banking Services and Specialist Finance, James Chapman and many others in the comfort of their homes and offices. Our biggest highlight was getting the opportunity and time to speak with all of them, especially Koos. In capturing their stories, we understood that the time was right for each of them.

The team and I felt humbled to tell this story. We are privileged to have studied its beginning, the present and anticipate its future. We are even more privileged to speak to those who made Bank Windhoek what it is today. Our story is all about



transitions, growth, collaboration, passion, loyalty and most importantly, the power and positive relationships.

We want to take this opportunity to thank Bank Windhoek for giving us this task of documenting four incredible decades, a journey that we will forever keep close to our hearts. Happy 40th anniversary Bank Windhoek; cheers to an incredibly successful future in fostering stronger relationships with Namibians, Africa and the world.

Editor
Samuel Linyondi

A 100% Namibian-owned bank, Bank Windhoek was established in 1982 when a group of Namibian entrepreneurs took over eight local branches of Volkskas Bank. The aim was to create a financially independent bank for Namibians in Namibia. Over the years, Bank Windhoek has built a solid financial position and achieved remarkable growth. It is known as the relationship bank and has the most extensive footprint in Namibia with 54 branches, 130 Automatic Teller Machines (ATMs) and 211 Cash Express ATMs. The Bank employs 1 561 Namibians.

Bank Windhoek's purpose is to be a "Connector of Positive Change" by helping individuals and communities reach their full potential. It is the flagship brand of Capricorn Investment Group Limited, known as Capricorn Group, a Namibian financial services group listed on the Namibian Stock Exchange with interests in banking, insurance, asset management, investments, and micro finance. Bank Windhoek contributes more than 95 percent of the total income of Capricorn Group and represents more than 89 percent of the Group's net asset value.

The Bank is proud of its Namibian heritage and commitment to contributing to the socio-economic development of Namibia, especially in education, job creation, entrepreneurship, health, sport, culture, and welfare.

The past 40 years have been both rewarding and challenging. They have seen many economic and social challenges, yet the Bank emerged more robust than before. It is essential to look back, reflect and celebrate the wins, learn from the losses, and continue to be a relationship-driven financial services provider for all Namibians. None of these successes would have been possible without the commitment, dedication and unwavering support of all Bank Windhoek staff and our customers. Their collective efforts and support have made the Bank Windhoek brand what it is today.

The Bank's signature Corporate Social Responsibility initiative is the Bank Windhoek Cancer Apple

An amazing Namibian banking story



Project, a cornerstone of Bank Windhoek's Corporate Social Responsibility Programme. The Cancer Apple Project, in aid of the Cancer Association of Namibia (CAN), has raised N\$ 31.9 million since its first donation of N\$ 250 000 in 2000. It has grown into a community-wide initiative that sees schools, customers, corporates, and other entities buying apples to raise funds towards the fight against cancer. CAN uses funds from this Project for its annual outreach programmes and pro-bono cancer screening across all 14 regions countrywide.

Bank Windhoek has been building relationships with schools, training centres, hospitals, towns and orphanages. As a connector of positive change and a responsible corporate citizen, the Bank believes in driving progress in the communities in which it operates and emphasising green and sustainable investments for a brighter future for all. This story is indeed a fantastic Namibian banking success.

Editor-in-chief: Hayley Allen - Design: Lehano Van Wyk & Nyasha Karadzandima

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(Nasdaq) welcomes Bank Windhoek as a member of its Sustainable Bond Network.

Bank Windhoek receives the Bank of the Year Namibia Award presented by Banker Magazine.

The International Business Magazine Awards names the Bank's managing director, Baronice Hans, the Best Banking Chief Executive Officer of the Year in Namibia and acknowledges Bank Windhoek as the Best Corporate Bank in Namibia.

Bank Windhoek was declared the Best Green Financial Institution at the Sustainable Development Awards hosted by the Namibian Environmental Investment Fund in partnership with the Sustainable Development Advisory Council.

Brand Africa names Bank Windhoek as the Most Admired Namibian Financial Services Brand.

2022: Bank Windhoek introduces Namibia's first contactless-enabled feature across ATMs. The new feature allows customers to tap their card on contactless-enabled ATMs, enter their Personal Identity Number (PIN), and proceed to transact.

Brand Africa recognised Bank Windhoek as the Most Admired Namibian Financial Services Brand.

The Bank kicks off its GoBeyond Programme, a blueprint and plan to establish the future of banking and the Bank Windhoek story.

2017: Bank Windhoek launches the first mobile fuel payments system in Namibia, GoPay.

2019: Bank Windhoek receives the Bank of the Year Namibia Award presented by Banker Magazine. According to the PSG Banking Review Report, Bank Windhoek is ranked the best Bank in Namibia.

Bank Windhoek introduces the 'Hey Jude' application to assist customers in researching suppliers, negotiating prices and even facilitating payments.

2020: Bank Windhoek lists Namibia's first green bond on the NSX. The bond has raised more than N\$66 million to finance renewable energy projects in Namibia.

introduce cellphone banking.

2007: The Bank completes the rollout of its community banking programme with ten community branches in Noordoewer, Outapi, Eenhana, Opuwo, Aranos, Aminuis, Ongwediva, Okakarara, Oshakati-North and Nkurenkuru.

2009: The international Europe Middle East Africa (EMEA) Finance Magazine recognises Bank Windhoek as the best bank in Namibia. With the implementation of the Namswitch project, Bank Windhoek started its card-acquiring business with the rollout of Point-of-Sale (POS) devices.

2010: Bank Windhoek becomes the second-largest bank in Namibia in terms of assets.

2012: The Issuer became the largest bank in Namibia based on loans and advances.

2013: Bank Windhoek lists on the Namibia Stock Exchange (NSX). This listing allowed Bank Windhoek employees, customers, and the general Namibian public to own a piece of the Bank.

2016: Onboarding of the Government Institutions Pension Fund (GIPF) as a shareholder of reference. Bank Windhoek Holdings Group is officially renamed Capricorn Investment Group Limited.

Recognising its role as a responsible corporate citizen, Bank Windhoek launches its Social Investment Fund. The fund focussed on education and job creation.

2003: Bank Windhoek repositions itself as the Namibian bank for all, shaking off the exclusive 'boerebank' image. The rebrand included unveiling the new modernised corporate identity and slogan "Together we do better". Until today, the "Together we do better" slogan still resonates with many Namibians from all works of life.

Bank Windhoek was awarded a grant from the Financial Deepening Challenge Fund, sponsored by the British Government's Department for International Development (DFID). The initiative enabled the Bank to fast-track its expansion into unbanked communities.

track its expansion into unbanked communities.

2004: Bank Windhoek acquired Penrich in Botswana, later becoming Bank Gaborone's foundation.

2005: Bank Windhoek establishes Capricorn Asset Management (CAM) and Capricorn Unit Trust Management (CUTM).

2006: Bank Windhoek installs the first Cash Express ATM. The Bank becomes the first bank in Namibia to

Namibia opens in Oshakati.

1994: The launch of Corporate Banking with innovative structured finance products positions the Bank as a serious player in corporate banking and spurs growth.

1995: The Bank established Capricorn Life and Capricorn Insurance, which later merged with Sanlam and Santam, respectively.

A look at Bank Windhoek's milestones over the years

Celebrating milestone after milestone, the entrepreneurial spirit of Bank Windhoek's founders and staff members attracted other like-minded people. Together, they have grown their relationships and are bound to make the Bank the best in the country.

Namibia is a third-world country with social ills that the Bank cannot ignore. As a Namibian bank, Bank Windhoek established the Social Investment Fund in 2001 to further invest in the communities it operates. These milestones, which are key events, actions in a project or a business journey that marks a critical stage of progress, have made the Bank successful today. The following are a few of these milestones:

1982: Led by the Bank's founder, Koos Brandt, and a group of Namibian entrepreneurs, Bank Windhoek took over eight local branches of Volkskas Bank. These were difficult and uncertain times before Namibia's independence in 1990. Despite these challenges, the Namibians opened Bank Windhoek's first branch in Karasburg, in the south.

1990: The first branch at the coast opens in Walvis Bay. Bank Windhoek's merger with Boland Bank and Trust Bank creates critical mass.

1992: The first branch in the north of

1996: Bank Windhoek merges with Namib Building Society.

2001: Project Technovision goes live, delivering a full suite of state-of-the-art technology for core banking and supplementary systems. Achieved using a homegrown Namibian team; this positions Bank Windhoek as the leading local banking innovator.

The first branch in central Namibia opens in Maerua Mall.

Past and present Managing Directors



A Managing Director (MD) provides inspiration, motivation, and guidance to leaders and managers in a company. They oversee directing the company's operations to make sure it achieves its objectives effectively and efficiently. An MD's journey is mainly mixed with successes and challenges. Weathering these turbulent economic times and innovating and driving a company's change or any agenda is rewarding for them.

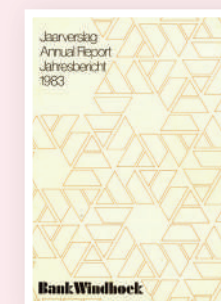
Managing Director responsibilities include:

- Developing and executing the company's business strategies,
- Providing strategic advice to the board and chairperson, and
- Preparing and implementing comprehensive business plans to facilitate success.

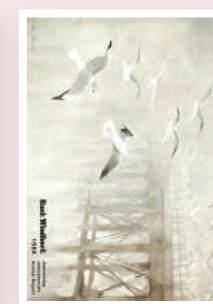
The following are the ten Bank Windhoek Managing Directors since its inception 40 years ago:

1. **Piet Botha** – April 1982 until August 1984
2. **John Willem Jacobus Miny** – September 1984 until April 1985
3. **Jan Wilhelm de Jager** – May 1985 until February 1987
4. **Pieter van den Berg** – March 1987 until March 1990
5. **Daniel Pieter de Lange** – April 1990 until March 1996
6. **Jacobus Lucas Jansen van Vuuren** – April 1996 until June 1999
7. **Johannes Jacobus Swanepoel** – July 1999 until June 2005
8. **James Micheal Hill** – July 2005 until March 2011
9. **Christiaan Petrus de Vries** – June 2011 until July 2016
10. **Baronice Hans** – July 2016 – to date.

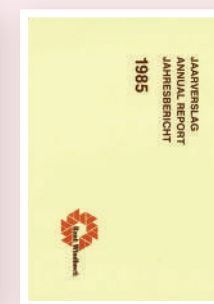
Annual reports from the past



1983



1984



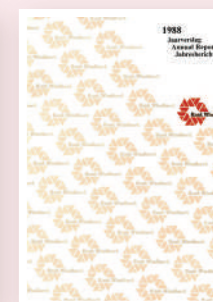
1985



1986



1987



1988



1990



1991



1992



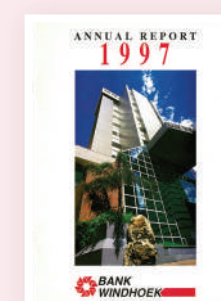
1993



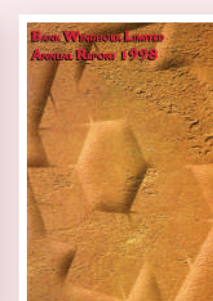
1995



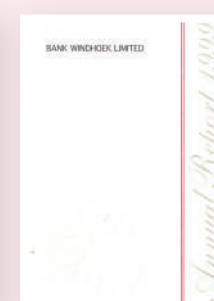
1996



1997



1998



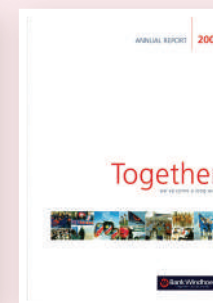
1999



2005



2007



2008



2012



2022

Annual reports are comprehensive documents designed to provide readers with information about a company's performance in the preceding year. The reports contain information, such as performance highlights, a letter from the Chief Executive Officer or the Managing Director, financial information, and objectives and goals for future years. We managed to retrieve the following Annual Reports; some are even older than most of us today and we have noticed that they are very artistic:

A quick glance at the Info Magazine Cover Pages



2003



2003



2008



2009



2011



2012



2012



2012



2012



2012



2014



2015



2016



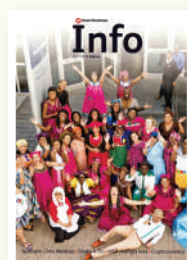
2016



2017



2018



2018



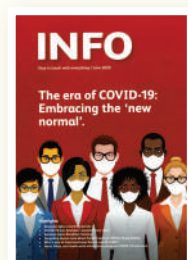
2019



2019



2019



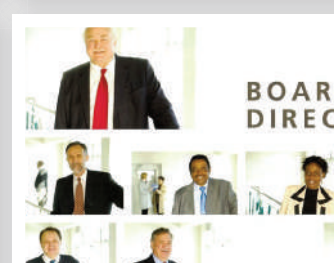
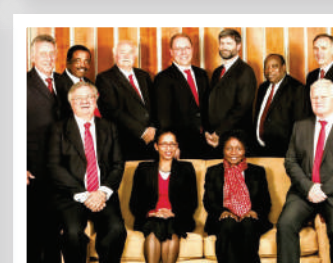
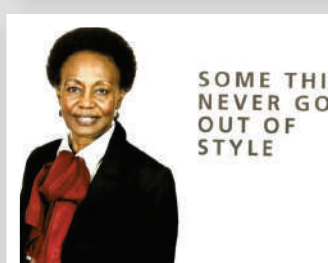
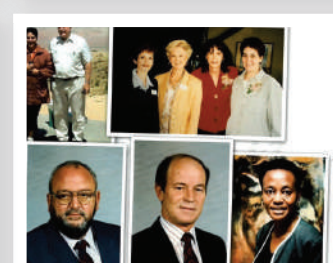
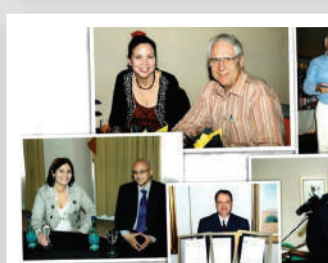
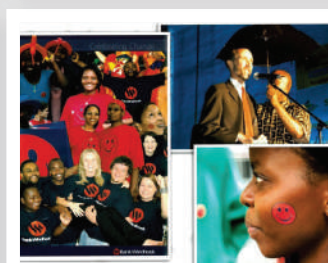
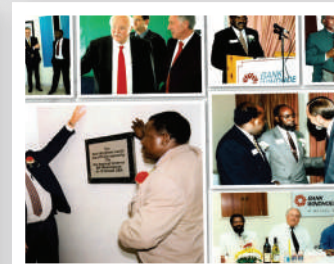
2020



2022

Internal magazines, such as Info, are a great way to keep employees engaged, informed, and excited to be a part of the company. Strong internal communication can have far-reaching, favourable outcomes, like keeping employees vested in the company's success, hungry to help it succeed, and ultimately, creating a culture of advocacy from the inside out. We are proud to share some of our covers over the years:

Photos from The Past



An experience of a lifetime

By Bank Windhoek's Graduate Development Programme Trainee and 40th Anniversary Project Manager, Aina Shangheta.



Often, the most uncomfortable circumstances become the most rewarding in my life. When I stepped into Bank Windhoek's Marketing and Corporate Communication Services (MCCS) Department on that cold Monday morning of the 5th of July 2021, I did not know that five months later, I would have to run with Bank Windhoek's 40th Birthday Celebration campaign. I pride myself on being a competent worker, a go-getter and a motivated human being. I love challenges, but amid adversity, I may break down. However, I always try to shake it off and carry on with enthusiasm. Being the Project Manager for this campaign has been a life-changing experience.

I was responsible for the astronomical duty of coordinating all branches and departments country-wide to celebrate together from April 2022. The distribution of mugs in September 2022, organising personalised gifts for loyal client's country-wide in November 2022 and finally giving back to the communities we operate in by organising a workshop for Grade 4 mathematics teachers for January 2023.

This was hard work but, without a doubt, rewarding. I am grateful for the opportunity and the trust bestowed by my managers to be able to run this project. This experience has taught me so many things, but what stands out are the following:

The good: We do not operate in isolation.

It took a team to bring this project to fruition. To the internal MCCS stakeholders, Management, Brand, Creative Services, Communications,

Business Intelligence and Corporate Social Investment and Events, words can never be enough to express my gratitude. Thank you so much. We are genuinely stronger as a team; like Jacqui always says, we are the best Marketing Team. I remember that afternoon we had to present the concept to the Executive Management Team (EMT); we were all so nervous but knocked it out of the park. All EMT members applauded after the presentation, and we felt the excitement from the whole team; it remains one of my fondest memories.

The truth: We are all pulling in the same direction.

I love people. It was such a privilege to get to meet more Capricorn Citizens. Listening to everyone's story who shared their memories for Bank Windhoek during the shooting of the 40th Celebrations Documentary, receiving responses on the 'Call for memories' emailer and reading some of the stories nearly brought me to tears and cemented my belief that I am exactly where I am supposed to be. We received so many entries from people that wanted to be part of the flash mob in Zoo Park. Colleagues showed up on time with a positive attitude. It was an absolute blast. The process of sending golf shirts to each Bank Windhoek staff member country-wide and packing the boxes with my colleagues was a labour-intensive task. However, whenever I walk around town and see someone wearing the shirt warms my heart.

The ugly: It takes blood, sweat, and tears

Ways of working and planning are a Project Manager's key attributes.

Support offered with smiling faces by my colleagues are moments I will treasure forever.

Someone recently reminded me to get to the important and not just the urgent. I think that hit home; very often in my role here, one can easily stay focused on the critical and forget the important. Sometimes I spent long hours on one task, but I had to remember the important and not just the urgent. I was in the 'hot seat' from time to time during the campaign. I was overcome with emotion, thinking it was too big for me, but I used a punching bag in my garage and came right back to fight it out. It takes learning and re-learning, patience, and flexibility to pivot when the task calls you.

Bank Windhoek is its people, and my hope for its future is that we grow, embrace change and diversity, and pull in one direction. We all have a role to play and are all part of Bank Windhoek's success. Let us take it forward.

Bank Windhoek 40 Years Song Lyrics

Produced by award-winning DJ Kboz and performed by Waters, the 40th Official Anniversary Song was commissioned specially for Bank Windhoek's 40 Anniversary and was a hit with staff. Waters has a huge Namibian following and has collaborated with several renowned artists throughout his career, including female hip-hop artist, Lioness, whom he credits for helping him break out of his shell.

Asked what the song means to Namibians, Bank Windhoek's Executive Officer of Marketing and Corporate Communication Services, Jacqueline Pack, said that the song is a celebration and a love letter from the Bank to Namibia. "Bank Windhoek is Namibian. We recognise that our customers, staff members, and communities are what makes Bank Windhoek what it is today. The lyrics are written in several Namibian languages and express how we feel about the contributions made by everyone. We genuinely appreciate all stakeholders," she said. The song is available on various social media platforms, such as the Bank's YouTube channel.



Here are the lyrics:

Verse 1

(Indjee tukare pamue) x8
We celebrate, Bank Windhoek together, oh yes, we will, Bank Windhoek forever x3
Forever, forever, 40 years of forever x7
With Bank Windhoek, we can build; we can do this forever.

Verse 2

40 years we have been running Together
Celebrating our roots that we built together
Take a journey with us for a brighter tomorrow
Celebrate with us; there is no other
We, for the motherland, Bank Windhoek, is Namibia
We always Bank on relationships and we want to keep this forever
Walk with Namibia; we want to build this forever
Walk with Namibia, Bank Windhoek Forever

Chorus

We celebrate, Bank Windhoek together, oh yes, we will, Bank Windhoek forever x3
Forever, forever, 40 years of forever x7
With Bank Windhoek, we can build; we can do this forever.

(Using ethnic language catch phrases that are popular in five Namibian languages)

Walk with Namibia, Bank Windhoek, and Namibia... yeahhh

- END



Branch celebrations

In April, under the guidance of veteran dancer and choreographer Stanley Mareka, Bank Windhoek staff danced to kick off the Bank's 40th Celebrations at Zoo Park in Windhoek.

Bank Windhoek's Managing Director, Baronice Hans, said that it is such a coincidence that a vibrant red ruby stone symbolises the 40th anniversary. It represents devotion and passion, reflecting what this journey means for our board, shareholders, employees and customers," she said. Baronice emphasised that none of these successes would have been possible without all Bank Windhoek staff and customers' commitment, dedication, and unwavering support. "Their collective efforts have made the Bank Windhoek brand what it is today."

Bank Windhoek's 40th Celebrations took place throughout 2022 and included various staff initiatives and external engagements. One such initiative was the country-wide festivities where staff members celebrated with their customers on Friday, 29 April 2022. "As we reflect on the past, we are equally excited about the future. Happy birthday, Bank Windhoek. Here is to a memorable past and an even brighter future," Baronice concluded.

Newspaper wrap and hanging banners

As part of Bank Windhoek's special 40th Celebrations, the Bank acknowledged the hardship endured, the bravery and the foresight shown to turn the dream of a few into a guiding purpose for so many. In the spirit of highlighting the value of relationships, Bank Windhoek acknowledged staff in the newspaper wrap, which had all the Bank's staff members. The wrapper included a Thank You note, staff names, and a crossword puzzle with Bank Windhoek trivia questions. Staff members also received golf shirts, mugs, and lanyards. These items were worn on the day of the celebrations at each branch and department countrywide. All branches countrywide received the campaign hanging banners which included all Bank Windhoek's staff members' names. The Bank hung the banners in the banking halls.



Bank Windhoek

40th Birthday Campaign activities



Bank Windhoek, Namib Mills and Plastic Packaging 40 years interview

On Thursday, 25 August 2022, Bank Windhoek collaborated with Namib Mills and Plastic Packaging to celebrate their ruby jubilees, and the impact they have each made in the lives of Namibians over the decades. The Namibia Media Holdings featured the three Namibian corporates in various news outlets such as newspapers, social media, and television.

Bank Windhoek's Managing Director, Baronice Hans, represented the Bank, Chief Executive Officer of Namibia Mills, Ian Collard, and Nico Du Plessis, Managing Director of Plastic Packaging, were all interviewed.

Baronice discussed Bank Windhoek's remarkable journey as Namibia's only local bank. The initiative also included a Heroes' Day competition, which included five goodies filled with Bank Windhoek, Namib Mills and Plastic Packaging. A link to the full interview is available on the Bank's Facebook page.

BW Finance Term loan for staff through payroll deduction

In September 2022, in the spirit of giving back as part of the 40th Bank Windhoek anniversary, BW Finance collaborated with the Human Capital and Credit Departments to review the current BW Finance micro loan offering to include all permanent Bank Windhoek and Capricorn Group employees.

The objective is to ease any financial burden that staff are currently facing. The offering, the BW Finance Term Loan for staff assistance through Payroll Deduction, can financially assist staff with loans of between N\$10 000 and N\$100 000, with a Loan period option of 48 and 60 months. Repayment must be made through a payroll deduction.

Upon resignation or termination of employment, the Bank will deduct one-third (1/3) from the employee's last salary payment to cater for the reduction or settlement of the outstanding amount.

Bank Windhoek's 40th Celebrations Documentary



To add to the excitement of the 40th Celebrations, Bank Windhoek's Marketing and Corporate Communication Services team went the extra mile to produce an exciting and informative television documentary featuring the people who made the Bank what it is today, including executives, staff and customers. The Marketing team spent about a month planning and carefully crafting questions that aimed to understand the people behind the scenes who contributed to the success of the Bank. The interviews took place in the comfort of their homes, offices and various locations in Windhoek.

Shot in themes, namely pioneering, legacy, technological transformation, authenticity, legacy, perseverance and commitment to the people, the interviewees shared their personal and professional lives, milestones, and their ambitions. They also shared their journey with the Bank, with some starting as far back as 38 years ago.

The pride with which the interviewees talked about their journey at the Bank and having the privilege to work for an organisation that feels like a family was heart-warming. The interviewees extended heartfelt wishes to the Bank for the next 40 years to continue to build on the current successes to ensure future relevance and sustainability.

The Bank's 40th Celebrations Documentary, which will be available on YouTube, features the following interviewees:

1. **Bank Windhoek's Founding Member and retired chairperson, Koos Brandt**
2. **Bank Windhoek's Chairperson/Director Capricorn Group, Johan Swanepoel**
3. **Bank Windhoek's Managing Director, Baronice Hans**
4. **Capricorn Group's Chief Executive Officer, Thinus Prinsloo**
5. **Bank Windhoek's Executive Officer of Retail Banking Services and Specialist Finance, James Chapman.**
6. **Executive Officer: Capricorn Private Wealth, Chris Matthee**
7. **Capricorn Group's Test and Support Analyst, Michelle Scott**
8. **Bank Windhoek's Executive Officer of Marketing and Corporate Communication Services, Jacqueline Pack**
9. **Capricorn Group's Executive of Brand and Corporate Affairs, Marlize Horn**
10. **Graduate Development Programme Trainee for Risk and Human Capital, Liina Angula**
11. **Bank Windhoek's Chief Treasure, Claire Hobbs**
12. **Bank Windhoek Board Member, Gida Sekandi**
13. **Two Retail Banking Services customers**
14. **Bank Windhoek's Manager of Human Resources Shared Services, Michelle Julling**
15. **Bank Windhoek's Executive Officer of Human Capital, Retuura Ballotti.**
16. **Bank Windhoek's Head of Digital, Data and Customer Transformation, Ryan Geyser**
17. **Bank Windhoek customers Alejandro van den Heever, Christo Izaaks, and Susanna Ockhuizen.**
18. **Bank Windhoek's Head of Creative Services, Nyasha Karadzandima**

Staff share precious Bank Windhoek memories

Talking about the past helps create and maintain our individual and shared identities. We know who we are – whether as individuals, groups, or communities – because our memories provide a database of evidence for events we have experienced and what they mean to us.

The Bank asked staff members to share their precious Bank Windhoek memories for the celebrations this year. The following are a selected few:

Frans Seibeb – Opuwo Service Centre, Business Development Officer.

"My wife and I are blessed to celebrate our first wedding anniversary in our brand-new home financed by Bank Windhoek. The Bank also assisted us with extra funds to extend the house. Today, we proudly say that our dream home was made possible by Bank Windhoek. I will forever cherish this incredible milestone and look forward to making more."

Johan Berry – Maerua Mall Branch Manager

"On the 9th of January 1991, my friend's mother, who worked at TrustBank in Keetmashoop, helped me open my first account. I deposited all my pocket money into the account. I got my first Trusteller card shortly after this, then a BankMan card later. In January 1993, I got my first-ever Bank Windhoek card. Today, I still have all three of my first Automatic Teller Machine (ATM) cards. I treasure them. I have banked solely with Bank Windhoek since 1991. Never in my life would I have imagined when I opened my first bank account in 1991 that one day, I would also be a proud Branch Manager at Bank Windhoek."

Wirunique Groenewald – Payments and E-Channels Recon Officer (Cards and Electronic Fund Transfer)

"It is a fantastic experience to be part of Bank Windhoek. I met the love of my life while working at Bank Windhoek and we have three beautiful children. From celebrating Bank Windhoek's 30th Birthday to its 40th anniversary, I have made life-long friendships along the way and memories to last a lifetime."

Irona Shoopala – Property Finance Branch, Senior Credit Analyst

"I started working for Bank Windhoek 15 years ago in the dusty town of Opuwo. As they say: 'Every successful person has a painful story. Every painful story has a successful ending. One must accept the pain and get ready to succeed- Bilal Ahmed.' Yes, together with Bank Windhoek, we succeeded. Our Bank Windhoek banking hall at the Opuwo Branch was inside a bus, with an ATM, teller, and a client entrance to the banking hall. Today, the Opuwo Branch has been upgraded to a new, modern building."

Sylvia Uakumbua – Business Banking i-Lounge

"The current roll-out of #GoBeyond made me realise that I am a proud third generation of Bank Windhoek. I was part of the change from the Boland Bank system to Phoenix, and now I am part of #GoBeyond. If you had told me about the Mobile App 25 years ago, I would have said, 'what is that?' Mr. Koot van Vuuren was the Managing Director at the time. I started as a Waste Clerk, operating a big machine to process all the Bank's entries at Back Office. I remember beautiful moments and some tough ones as well. I am excited to be a Connector of Positive Change."



Bank Windhoek's Walvis Bay Branch Sales Support Clerk, Jennifer Theron.

How do I even begin to share a heart full of gratitude for the Bank? After applying for the Candidates Bankers Training (CBT) Programme, I received a phone call that got me jumping up and down as if I had won the lottery. I will never forget that day in October 2006. Being a Christian, I knew that God looked out for me since that day. He knew my desires, and everything had worked out well since then. In my personal experience, the interview was very uncomfortable; I was confident I would not proceed to the next level. Again, God looked out for me and accepted me in the CBT programme.

The next six months were meaningful and equipped me with much knowledge to start my journey. When the following process came to being placed at our desired branch, not guaranteed a place, God again listened to my heart and gave me my hometown branch: Walvis Bay. In April 2007, I started my journey permanently in Walvis Bay and worked slowly between different admin positions.

Then, as life always happens, after working six and a half years at my passion job, I had to relocate to South Africa in 2013 with my husband. Trying my best to adapt to my new surroundings, people and staying positive were one



Jennifer Theron



Mario van Rooyen



Mario van Rooyen



Wirunique Groenewald

of my biggest challenges. I learned tremendous life lessons, and I do not regret anything. However, my heart longed for my country and banking passion like never before.

In 2020, when we decided to move back to Namibia, I had to look for employment once again. Having only bank experience, I was worried that I might not get a job. God listened to my heart's desire and I got a placement back in Walvis Bay branch in 2019. Everything just fell into place at the right time. After approaching my manager and explaining my situation, all I ever wanted was to return to Bank Windhoek. I could not imagine being in another workplace. My passion is and will always be Bank Windhoek.

I will never get tired of explaining my appreciation and gratitude towards the company for giving me the opportunity again to pursue my passion for banking further. I love satisfying customer needs, helping them solve problems, and working together to achieve company goals, analysing and implementing strategies to achieve goals better. I know I still have a long road ahead of me, and I still have so many things to learn and climb the ladder.

Many things make me proud to work at my company, but some of the things that stand out most are our company values. Our company values are based on dedication, positivity, inspiration and working together, and I believe in them sincerely. I am proud and humbled to be amongst such talented people. I have been very fortunate. Looking back at these memories is always pleasant.

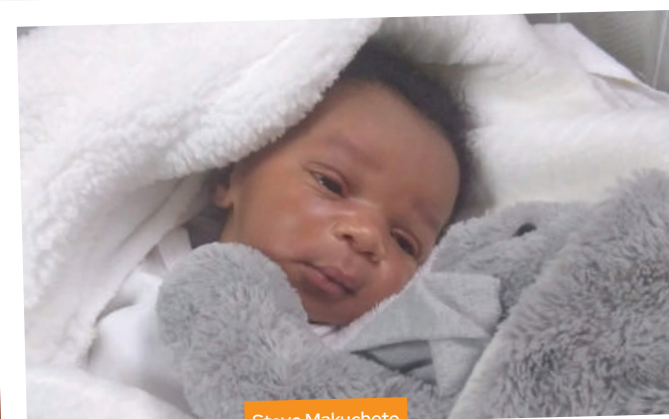
Bank Windhoek's Legal Collection Officer, Mario van Rooyen. Firstly, thank you to the team



Irona Shoopala



Wirunique Groenewald



Steve Makuchete



for opening such a platform for employees to express gratitude. My journey started in May 2017, when I got appointed at Bank Windhoek's Legal Collections Branch. It was always a dream to further my studies and get to the next level since finishing my secondary education. Sadly, it remained a dream.

Better times approached, and my luck turned when I stepped into Bank Windhoek. I was immediately greeted and welcomed with positivity and culture to achieve the extraordinary with a closely knitted team. Without delays, I received my first opportunity to further my tertiary education from the People Development Department. I was ecstatic and grabbed this profound opportunity with both hands.

In 2018, I completed my first qualification, a Higher Certificate in Paralegal Studies. I was living the dream. In January 2019, I applied again to the People Development Department for my Bachelor's. Guess what? People Development granted my study loan without any delays. I completed my Bachelor's in 2021. During those three years, I also did the Credit Diploma and a Legal Collections Course at the University of Pretoria. I have again applied to the People Development Department to complete my Honours in 2022 and am anxiously waiting. This was only possible because I had inspiring leaders in my department

and the Bank. I have grown not just intellectually but personally and emotionally. I stand to be a #Connector of Positive Change. As my employer truly reflects this. Thank you.

Capricorn Group's Senior System Analyst, Steve Makuchete.

I want to share one of my favourite memories as an employee of the Group. I started my journey in December 2017. I was still a newbie and slowly getting acquainted with my new working environment. Fast forward to July 2018, I had to travel to South Africa for training certification, and my wife was also expecting. A few days after landing in South Africa for training, my wife called me early, around two in the morning, that she was having contractions and about to go into labour. I remember calling my immediate boss and telling him the story. He did not hesitate to book me the first available flight ticket back to Namibia. I made it before my son was born on the 4th of July 2018. I will forever be grateful to the Group and my boss for making it all possible for me to be a part of it.

Capricorn Group's Senior Internal Auditor, Xavier Groenewaldt.

My most precious Bank Windhoek milestone must be the day I received the email that I was a successful candidate. I joined the company in mid-December 2018. I remember my loved ones asking me why I joined in December instead of January. I told

them I was too excited about joining the company and could not wait to start making a positive impact within the Internal Audit department and the Group. Bank Windhoek and Capricorn Group have positively impacted my life, and I am truly grateful and proud to call myself a Capricorn Citizen. That is why I always give my best to add value to the company through my audits.

Bank Windhoek's Walvis Bay Branch Admin Support Clerk, Michaela Slinger.

I struggled as a teller when I began at the Bank in 2013. I remember the Supervisor at the time, one afternoon when we were balancing our books. I was so frantically worried; however, the days were easy and passed without hassle. However, the anxiety I felt balancing was always intense.

One day my attentive Supervisor pulled me aside and calmed me down. This may not seem like much to many, but the effect it had on me made me feel important and put my nerves at ease. Her understanding and empathy will never go unnoticed or forgotten.

With great relief, they moved me to Switchboard Operator after my probation, as I proved myself and my work ethic over the anxiety of balancing in the afternoons. I still speak to her for words of wisdom and advice when I get too anxious in certain situations.

Community Engagement Education Initiative



As part of the 40th Celebration campaign, Bank Windhoek will invest in a two-day workshop that will give a grounding to teachers on soft skills and provide them with a networking opportunity to share ideas and skills based on experience. The Bank will give back to its communities by investing in the most precious Namibian citizen - the Namibian Child. The community engagement education initiative will take place in January 2023.

The purpose of this workshop includes equipping 30 teachers from disadvantaged communities with tools and soft skills to teach mathematics to Grade 4 pupils and to create networking opportunities for teachers to share their skills. It will also help teachers identify challenging topics to teach, workshop different ways using limited resources, and motivate teachers to ignite the passion for Mathematics in young pupils.

The training will take place in Windhoek, and Bank Windhoek will cover all expenses apart of a daily stipend for teachers. The Bank will employ seven qualified facilitators for the training from high-performing public and private schools in Windhoek.

Mathematics was chosen as it is a foundational subject in early childhood development. Choosing Grade 4 teachers to train will enable teachers to impart valuable knowledge to pupils and create a love for the subject. Based on engagements with the Ministry of Education, Arts and Culture, the Bank concluded that developing skills at this early stage in pupils' development is essential.

Loyal client gifts

Customer loyalty is an ongoing emotional relationship between a company and its customers. Loyalty is the by-product of a customer's positive experience with an organisation, and it helps to create trust. In other words, customer loyalty occurs when customers give a company repeat business.

If a company provides excellent value through product and service, and the customer experience stays consistent, then the business will reap the benefits of customer retention. Loyal customers usually stay true to one brand because of the emotional bond that they develop with it. These customers are generally the ones to buy high-margin products and services.

To celebrate its 40th birthday, the Bank thanked its customers over the years. Those who have been with the Bank for 37 years received a unique mug and a thank you note. The ones who have been with the Bank for 38 to 40 years received leather goods; hats for gentlemen and handbags for the ladies.

Bank Windhoek also ran an engagement campaign on social media, asking customers to share memorable Bank Windhoek experiences. Three customers won exciting cash prizes, and here is what they shared:



Lucas Laebo Domingos

"In 2013, I bought a vehicle through Bank Windhoek and then another in 2021. Both purchases were a great experience. Bank Windhoek is truly a great, fully Namibian bank."



Rachel Hampe

"On 10 September 2004, Bank Windhoek donated N\$30,000 to Lebensschule Rehoboth (Centre for Children with Disabilities). This donation helped us build our first two classrooms. It was a momentous occasion for us, and we are thankful for Bank Windhoek's generosity. We thank you and congratulate you on 40 years of success."



Doriana Ngea Amateta

"When I started high school thirty years ago, Bank Windhoek was the first bank that offered me savings options. I do not regret my decision back then, as I remain loyal to Bank Windhoek to this day."



Shaping tomorrow with the GoBeyond Movement

Spurred on by the COVID-19 pandemic, the world has changed. Industries and sectors worldwide have adapted and are leaning more toward using technology to reach their customers, and the banking industry is no exception. But how does a bank remain competitive and relevant in the future? The solution is by being prepared and for Bank Windhoek, that preparedness is the #GoBeyond Movement.

As the Bank celebrates its 40th anniversary, there is no doubt that the past few years have brought about dramatic global change. While this change may have been driven by COVID-19, technological and societal changes have greatly influenced banking and other environments. Through the #GoBeyond Movement, Bank Windhoek looks forward to creating a sustainable future that will enable it to remain relevant to its ever-evolving customer base and financial sector.

Every team member has a part to play in this journey towards the future of banking. They are all Capricorn Group Citizens regardless of their role in the organisation. Together, we shape the Bank's tomorrow.

The #GoBeyond Movement comprises Digitised Enquiries and Transactions, Automated Cash, Active Sales and Relationships and Back-office Automation, all working in synergy.

As Connectors of Positive Change, innovation and digital transformation provide a unique opportunity to enhance customer relationships. The following stories and articles bringing the #Gobeyond Movement to life:

The deployment of cash-accepting ATMs

The #GoBeyond Movement passed another milestone this year by installing the 30th Cash Accepting ATM at Okahao. The addition of Cash Accepting ATMs is a self-service channel and adopting these ATMs has shown significant growth in non-branch deposits after banking hours.



The benefits of using Cash Accepting ATMs include:

- The availability of self-service channel, 24 hours a day.
- Instant money credit in a bank account.
- Customers avoiding queues.
- Less paperwork for the Bank and the customer.
- Receiving a deposit receipt immediately.
- The contactless /tap feature enables faster verification.
- No need for a teller to physically separate a customer's deposited money like in the past. The machines perform this automatically.
- Enabling customers from agent banks, including FNB Namibia, Standard Bank Namibia, Nedbank Namibia, and Letshego Bank Namibia, to make deposits 24 hours a day, seven days a week.

Enhancing the Mobile App for convenience banking



The Bank Windhoek Mobile App is a critical strategic deliverable for the #GoBeyond Movement. This year the Bank made great strides in developing the Bank Windhoek Mobile App by hosting the Unstoppable Banking webinar and releasing feature enhancements such as the electronic statements capability.

As the Bank continues to create and provide an enhanced banking experience to customers, it launched a nationwide marketing campaign to support the Bank Windhoek Mobile App. Titled "Unstoppable Banking", the campaign's objective was to demonstrate to customers how the Mobile App allows them to experience seamless banking services at their convenience.

Bank Windhoek further enhanced the security of the Bank's Mobile App with features like the One-Time Person Identity Number (PIN), Biometrics, and Location Verification to add extra layers of protection.

Some of the benefits of using the Bank Windhoek Mobile App include:

- 24/7 access to all Bank Windhoek accounts registered on a customer's profile.
- EasyWallet beneficiary management.
- Tracking of activities on an account by viewing the account history.
- Current and available balance views for all accounts.
- Transfer of funds between linked accounts.
- Creation and management of beneficiaries.
- Re-sending proof of payment.
- Quick once-off beneficiary or third-party payments.
- Prepaid electricity purchases for MTC and TN Mobile airtime top-ups.
- Scheduled payments and recurring transfers.
- Re-sending Proof of Payments from an account's Transaction History
- Giving Notice on an NDP account.
- Transfer from a EasyWallet to account.

Introducing a first for Namibia contactless-enabled ATMs



In May 2022, Bank Windhoek introduced the first contactless-enabled feature across Cash Accepting Automatic Teller Machines (ATMs), becoming the first financial institution in Namibia to enable this functionality.

The new contactless feature allows customers to tap on contactless-enabled ATMs, enter their Personal Identity Numbers (PIN) and proceed to transact. The contactless feature's main benefits are speeding up the card verification process and limiting unnecessary contact with devices. The contactless ATM functionality complements the touch-free Point-of-Sale (POS) tap functionality available at most Namibian retailers.

The rapid growth in contactless card payments grew from microprocessor chip cards, introduced locally after 2016. In 2018, the microprocessor

smart card market accounted for most of the payment industry share. These cards include a small microchip that processes and stores electronic data while securing data, assets, and identity. However, according to Jupiter Research, a research and data analytics company, accelerated card issuance and usage during the pandemic with a series of global transaction limit increases have unlocked significant growth potential for contactless payments.

"Introducing the first contactless ATMs in Namibia shows the Bank's commitment to delivering enhanced customer experiences to all banking customers," said David Nell, Bank Windhoek's Stream Lead for Automated Cash Services. Bank Windhoek was also the first to introduce cell phone banking in Namibia in 2009.



EMT engage and explain the Gobeyond movement to staff members

Between August and September 2022, Bank Windhoek's Executive Management Team (EMT) participated in the #GoBeyond EMT Information Sessions for staff members. A crucial part of the staff engagement plan preceding the Cluster 1 roll-out was the first gathering in Windhoek with central-based staff members.

The sessions aimed to cascade the Bank Windhoek Strategy to all Bank Windhoek staff with a closer look at the Distribution Transformation Pillar. By unpacking #GoBeyond, the intent was and is to ensure staff walk away with the following:

1. **A better understanding of #GoBeyond and where it fits into the Bank's strategy.**
2. **Understanding staff roles in #GoBeyond and inspiring staff to get excited about the journey by empowering them with information.**
3. **Increased sponsor engagement (face time with the leaders).**

The Information Sessions were held at the Ster-Kinekor Cinema, Grove Mall, Namibia, on 19 August 2022 with all

Windhoek branches and on the first and second of September 2022 with Windhoek Departments.

Hosted by Capricorn Private Wealth Executive Officer and member of EMT, Chris Matthee, the #GoBeyond Information Session videos were shared with all staff members countrywide by Executives who travelled across the country to present the future of banking.

The revolutionary production set the trajectory for the future of how the Bank operates. The first speaker was Bank Windhoek's Managing Director, Baronice Hans, who introduced and provided the staff with an overview of the Bank Windhoek Strategy. Bank Windhoek's Head of Digital, Data and Customer Transformation, Ryan Geyser, was the next speaker who took the audience through the Distribution Transformation and the Bank's digital journey.

The Bank's branches are critical in servicing customers and successfully implementing the GoBeyond journey. To provide the staff with more context, Bank Windhoek's Executive Officer of Retail Banking Services and

Specialist Finance, James Chapman, spoke on the impact of the journey on branches and how they will benefit on the introduced way of baking such as the coin acceptor and counter machines.

In any business, people play a critical role in its success. Bank Windhoek's Head of Business Transition, Josie Gubeon and the Executive Officer of Human Capital, Retuura Ballotti, shared the people impact and change management aspect. As part of the sessions, SLIDO was used as an engagement platform where the audience could submit questions to the presenting EMT.

The journey of beyond requires every staff member to commemorate every step and milestone conquered at Bank Windhoek. To celebrate 40 years, the Marketing and Corporate Communication Services team captured the moments against various #GoBeyond banners and showcase the engagement experience of the information sessions. Dressed in their 40th Anniversary golfers, staff members were also treated to hearty breakfasts and lunch.

The photos are as follows:



Theatre production closes the 40th Celebrations

As a supporter of the Arts industry, Bank Windhoek commissioned a theatre production titled, 40 Years of Bank Windhoek, to showcase the Bank's 40 years journey. Bank Windhoek started its operations in Windhoek when it took over a few Volkskas branches in 1982 and has grown to become the second-biggest bank in the country and the largest lender in terms of advances and loans.

"When we thought of doing a production, we wanted to contextualise each decade and show how Bank Windhoek grew and how we related to money as technology advanced. The eighties were a time of global political change and technological advancement, and amidst all of that was the optimism of local entrepreneurs to establish a Namibian commercial bank that would serve Namibia and her people, despite the uncertainties at the

time," said Bank Windhoek's Head of Strategic Communication, Hayley Allen. She adds, "What better way to start the next Bank Windhoek decade than with the celebration of Namibian Independence. It also coincides with the year that Bank Windhoek found traction in the market when they merged with Boland Bank and Trust Bank."

The production goes on to document how the Bank capitalised on the advancement of technology and became the first local bank to develop and implement its banking system. It also captures how Bank Windhoek became the first to bring cell phone banking and internet banking to the market, and how, over the last 10 years, solidified its position as a leader in digital banking channels and green and sustainable financing. "We positioned the production as a trip down memory lane, and it was good to see how people related to the

journey," said Hayley. Bank Windhoek is known for its support of the Arts, and the production reinforced its commitment to storytelling. The production was brought to life by 10 local actors, directed by award-winning director Mikiros Garoes with technical support from local staging, lighting, and sound specialists dBAudio. "We have been celebrating with staff and customers for the entire year, and we are proud to have concluded such a milestone with our own home-grown production," said Bank Windhoek's Executive Officer of Marketing and Corporate Communication Services, Jacqueline Pack.

The Bank Windhoek production that was recorded includes the Bank's documentary that was released on Bank Windhoek's YouTube channel on Monday, 12 December 2022. The documentary was produced by the Bank's Marketing and Corporate communication Services Department.



Sneak preview of Branch of the future

Various global reports agree that in the future, Banks will work on unleashing insight from data and elevating custodianship of consumer trust. They will enhance their expanded role around consent and identity, enabling consumers to have finite control of their financial and digital lives. Consumer trust is a critical asset here when looking at the future of banking. Bank Windhoek is preparing for this future, and the above is a sneak preview of the Bank Windhoek future branches layout.



Our Story

We are founded and built by ordinary people committed to going the extra mile. Our mission is and has always been to achieve the extraordinary. To reach for the stars, even when others believe they are beyond our grasp. Through struggles, challenges, sweat, and tears, we remained strong. And persevered.

We love what we do, love what we are capable of, and love to make a difference, one positive connection at a time. It's been slow going at times, yet in these moments, we built lasting relationships with grandfathers, grandmothers, fathers, mothers, sons and daughters – the people of our soil.

We have a pioneering spirit. Every one of us. Journeying together, hand-in-hand through uncharted territories to a promised land of sustainable opportunities. At times we laughed, we cried, failed, succeeded, grieved and celebrated. What is constant is you, me, US. We will always #GoBeyond and now we are going further, one milestone at a time, together.

We are all individuals with a part to play in this journey towards a brighter future of banking. No matter who you are, no matter what you do, you are Capricorn Group, and you continue to shape our tomorrow.

**Rise. Be empowered.
Join the #GoBeyond movement.**

#gobeyond