

Three indispensable corporate groups



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Providing Bank-wide expertise and support

Corporate Services consists of the corporate sectors that provide Bank-wide expertise and support in three broad areas: Treasury, Finance and Technology; Corporate Affairs and Human Resources; and Integrated Risk Management.

The resources and guidance provided by these groups ensure that the individual business units as well as the overall Bank operate smoothly and efficiently to maximize performance.

From margin management to project management – We get things done!

The Bank's transition to International Financial Reporting Standards (IFRS) is well underway and will be implemented in 2012, conforming to all requirements. This year, margin management was particularly challenging given a very competitive environment, low interest rates and a flat yield curve. While some margin compression ensued, effective strategies were deployed to minimize the impact. As well, the Information Technology and Real Estate group continued to provide rigorous project management and execution, allowing the Bank to benefit from the added value of these important investments.

We manage risk and capital judiciously

Risk management is an important component of the Bank's decisions and operations. This team effectively supports the various business and corporate sectors to help identify, assess, manage and mitigate the various risks which face the Bank in the normal course of its business activities. In addition, this group is responsible for assessing capital to support risks and to ensure that the Bank is compliant with evolving Basel regulations.

We take compliance and communication seriously

The Bank continued to improve its processes and procedures to ensure compliance. On the communications front, initiatives were established to further effective and transparent communication with employees. As a result, there is tremendous pride in the organization and a very strong sense of belonging. On the following pages, the Bank's people are highlighted, providing an overview of the activities relating to Human Resources.