Bank Windhoek

a member of Capricorn Group

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STATEMENT OF RESPONSIBILITY BY THE BOARD OF DIRECTORS

for the year ended 30 June 2020

The directors are responsible for the preparation, integrity and objectivity of the financial statements that fairly present the state of affairs of the group and company at the end of the financial year, the profit and cash flow for the year and other information contained in this report.

To enable the directors to meet these responsibilities:

- the board and management set standards and management implement systems of internal control, accounting and information systems aimed at providing reasonable assurance that assets are safeguarded and the risk of error, fraud or loss is reduced in a cost-effective manner. These controls, contained in established policies and procedures, include the proper delegation of responsibilities and authorities within a clearly defined framework, effective accounting procedures and adequate segregation of duties;
- the group and company's internal audit function, which operates unimpeded and independently from operational management, and has unrestricted access to the board audit and board risk and compliance committees, appraises, evaluates and, when necessary, recommends improvements in the systems of internal control and accounting practices, based on audit plans that take cognisance of the relative degrees of risk of each function or aspect of the business; and
- the board audit and board risk and compliance committees of the group and company, together with the external and internal auditors, play an integral role in matters relating to financial and internal control, accounting policies, reporting and disclosure.

To the best of their knowledge and belief, based on the above, the directors are satisfied that no material breakdown in the operation of the systems of internal control and procedures has occurred during the financial year under review.

The group and company consistently adopt appropriate and recognised accounting policies and these are supported by reasonable and prudent judgements and estimates on a consistent basis. Comprehensive insurance cover is in place as required by the Bank of Namibia BID 14 – 'Determinations on minimum insurance for banking institutions'.

The Bank has complied in all material aspects with the requirements set out in BID 2 with regards to asset classification, suspension of interest and provisioning. The external auditors have not identified nor reported instances of non-compliance with BID 2 during the reporting period.

The financial statements presented on pages 19 to 114 have been prepared in accordance with the provisions of the Namibian Companies Act and comply with International Financial Reporting Standards (IFRS).

The directors have no reason to believe that the group and company will not be going concerns in the year ahead, based on forecasts and available cash resources. These financial statements have accordingly been prepared on a going concern basis.

The financial statements have been audited by the independent auditing firm, PricewaterhouseCoopers, who was given unrestricted access to all financial records and related data, including minutes of all meetings of shareholders, the board of directors and committees of the board. The directors believe that all representations made to the independent auditor during the audit were valid and appropriate. The independent auditor's report is presented on pages 14 to 18.

The financial statements, set out on pages 19 to 114, were authorised and approved for issue by the board of directors on 8 September 2020 and are signed on their behalf:

J J Swanepoel
Chairman

B R Hans
Managing Director

CORPORATE GOVERNANCE STATEMENT

for the year ended 30 June 2020

Bank Windhoek Ltd and its subsidiaries (the group) are committed to the principles of sound corporate governance which are characterised by discipline, transparency, independence, accountability, responsibility, fairness and social responsibility. By subscribing to these principles, the group and company believes that all stakeholders' interests are promoted, including the creation of long-term shareholder value.

The board and its committees are responsible for establishing effective leadership and ethical practices, and for ensuring the application of appropriate governance practices to deliver the desired outcomes. Following a decision by the Namibian Stock Exchange (NSX) in 2018 to allow listed entities to select compliance either with the NamCode or the King IV Report on Corporate Governance™ for South Africa, 2016 (King IV™), the company has adopted King IV™.

The board supports the shift to an outcomes-based approach to governance, where the leadership tone is set from the top. The work done in embedding The Capricorn Way signals the emphasis on creating an ethical culture with behaviours based on a common set of values.

Operational risk priorities include building an effective risk culture to support dynamic risk management.

Board members and employees adhere to an updated group Code of Ethics and Conduct Policy. The Procurement Policy was augmented with a Suppliers' Code of Conduct. Since its inception, the board sustainability and ethics committee (BSEC) has been mandated to recommend policies and guidelines for addressing ethics issues to the board and escalate any ethics risks to the board risk and compliance committee (BRC).

Key board practices and activities focus on:

- Open and rigorous discussion
- Active participation
- Consensus in decision-making
- Independent thinking and alternate views
- Reliable and timely information

The board provides oversight and ensures sustainability by approving a clear strategy linked to performance objectives and targets. The operational risk management infrastructure was enhanced to support the group and company's strategy, which directs the evolution of the internal risk and control frameworks based on anticipated future operating dynamics. To achieve good performance as an outcome, the board evaluates its own performance, which includes the board committees' performance, and ensures that remuneration throughout the company is linked to the achievement of performance targets.
Effective control is embedded in the company's governance structures. The board follows a structured approach to meetings, supported by a timely flow of documents to ensure that the oversight responsibilities of the boards of subsidiaries, as well as the company board and its committees, are carried out effectively.

The board believes that the group and company earns legitimacy through consistent performance over time, a reputation for compliance, customer service, stakeholder-inclusivity and by acting as a connector of positive change.

Governance milestones for 2020

- Ongoing reviews and improvements in line with the King IV™ principles and related recommended practices were actioned with 23 of 27 proposed actions on track or successfully concluded, and the remaining four delayed by the pandemic.
- Additional board meetings were held to consider and confirm the group and company's response to the pandemic and the consequences of related regulations. The board expressed its satisfaction with management's proactive thinking and the successful implementation of business continuity measures.
- The ethics strategy was implemented, and a board-approved three-year action plan commenced.
- An independent non-executive director with strong information technology skills was appointed to the Group Board IT committee with effect from November 2019.
- Comprehensive internal evaluations of the boards, committees, directors and company secretaries were completed to ensure that we operate efficiently, have robust conversations and to address any gaps.
- There was early involvement of non-executive directors in planning and setting the strategy for the next strategy cycle.

Our King IV™ journey

King IV™ focuses on outcomes as opposed to inputs in respect of good governance. It defines corporate governance as the exercise of ethical and effective leadership by the board towards the achievement of four corporate governance outcomes, namely:

- Ethical culture;
- Good performance (sustainable value creation);
- Effective controls; and
- Trust, a good reputation and the legitimacy of the company (its social licence to operate).

Furthermore, King IV™ contains 17 principles, stated in an outcomes-based manner, which should all be applied.

The executive leadership and the board, with the assistance of a governance expert, reviewed King IV™ with a view to:

- ensure alignment in the understanding of the King IV™ philosophy, corporate governance outcomes, 17 principles and how to apply the principles through supporting practices;
- assess the appropriateness of current practices in support of the outcomes required by each of the 17 principles; and
- identify proposed changes and enhancements to current practices to ensure the more effective application of the principles.

While no major gaps were found, management and the boards of each subsidiary company are in the process of finalising and implementing the proposed enhancements.

01 Board of Directors

The board plays a pivotal role in the group and company's corporate governance system. Intellectual honesty is an overriding commitment with regard to the board's deliberations and approach to corporate governance.

The board is governed by the board charter, which regulates how the board conducts its business. The charter also sets out the specific responsibilities to be discharged by the board members collectively and the managing director and chairman in their respective capacities. The board is satisfied that it has fulfilled its responsibilities in terms of the board charter.

Role of the board

An important role of the board is to define the vision and purpose of the group and company (including its strategic intent and choices) and its values (manifested by The Capricorn Way), which constitute its organisational culture, associated behaviours and norms to achieve its purpose. These are considered to be clear, concise and achievable. The group and company's strategy is considered, evaluated and agreed upon every year before the annual budget is approved. Implementation is monitored quarterly at the board and executive meetings.

The board also ensures that procedures and practices are in place that protects the group and company's assets and reputation, and mitigate risk.

A schedule of matters reserved for the board's decisions is in place. It details key aspects of the group and company's affairs that the board does not delegate, including the approval of business plans and budgets, material expenditure and alterations to share capital. This framework clarifies roles and ensures the effective exercise of authority and responsibilities.

Board leadership and composition

The company has a unitary board, consisting of an appropriate mix of executive, non-executive and independent directors. The size of the board is dictated by the company's articles of association which requires a minimum of five directors. Currently, eight members constitute the board, with one executive director and seven non-executive directors, of which five are independent non-executive directors. The nominations committee, which includes the lead independent director (LID), assessed the independence of the non-executive directors classified as independent and confirmed their continued classification as independent.

The board is satisfied that its composition reflects the appropriate mix of knowledge, skills, experience, diversity and independence.

Chairman, lead director and managing director

The board chairman, J J Swanepoel, is considered to be an independent non-executive director. The board has appointed Mr D G Fourie as the lead independent director. His role and responsibilities are set out in the board charter and include serving as a nexus between executive and non-executive directors, where a more stringent observation of independence is required. This relates to situations where the independence of the chairman may be questionable or impaired, including discussions dealing with the succession of the chairman and his performance appraisal.

The managing director is appointed by the board, and her succession is attended to by the group board nominations committee.

The board is of the opinion that the governance structures and processes in place provide adequate challenge, review and balance, and mitigate against undue influence by any particular director. Board decisions are robustly deliberated and consensus-driven.

Meeting attendance

Each board committee has an executive lead to coordinate meetings and prepare documentation. The board meets a minimum of four times a year, with board committee meetings normally held two weeks prior to board meetings.

Feedback reports from the committees to the board include feedback on key matters discussed, key decisions taken, and matters referred to the board.

The attendance at meetings during the financial year was as follows:

Director	Category	Board of directors	Board audit committee	Board risk and compliance committee	Board credit committee	Group board HR committee	Group board remuneration committee	Group board nominations committee	Group board investment committee	Group board sustainability and ethics committee	Group board IT committee	Board procurement committee
Meetings held:		7	6	4	43	4	8	4	4	2	5	17
B R Hans	Managing director	7		4	37	4				2	5	16
D G Fourie	Independent non-executive	7	6	Chair 4	43	4	Chair 8	4	4			
F J du Toit	Independent non-executive	7	Chair 6	4			8					
G Nakazibwe-Sekandi	Independent non-executive	7								Chair 2	5	
J C Brandt	Non-executive	6						4	4			
J J Swanepoel	Non-executive independent chairman	Chair 7			Chair 36		8	Chair 4	Chair 4			Chair 17
K B Black	Independent Non-executive	7				Chair 3		4				
M J Prinsloo	Non-executive	7	6	4		4			4	2	5	

Board appointments, induction and training

Procedures for appointment to the board are formal and transparent. Nominations for appointment as members of the board are recommended by the group board nominations committee (Nomco), which is chaired by the board chairman.

The lead independent director is a member of the Nomco, and all members are non-executive directors. Background and reference checks are performed before the nomination and appointment of new directors.

New board members hold office until the next annual general meeting, at which time they become available for re-election. Executive directors are engaged on employment contracts, subject to short-term notice periods unless longer periods are approved by the board.

On appointment, all directors attend an induction programme aimed at deepening their understanding of the group and company and the business environment and markets in which the group and company operates. This includes background material, meetings with senior management and visits to the group and company facilities. All board members are expected to keep themselves abreast of changes and trends in the economic, political, social and legal landscape in which the group and company operates. Where appropriate, significant developments that impact the group and company and of which the board needs to be aware, are highlighted via the governance structures and process.

This year, the board received a presentation on the board's responsibilities regarding anti-money laundering (AML) and the combatting of terrorist financing (CTF), an overview of the IFRS 9 model and a session on the compliance function. The board also attended a session with Prof. Deon Rossouw from the Ethics Institute in South Africa on Ethics Governance and Governance of Ethics.

Board evaluation

With the assistance of the group company secretary, the Nomco performed an internal evaluation of the boards, committees, directors and company secretaries of Capricorn Group's major subsidiaries, to support continued improvement in their performance and effectiveness. The appraisal included a review of the composition of the boards and committees, roles and responsibilities, relationships with management and other stakeholders, and board meetings, among other things. Following completion of tailored appraisal questionnaires by the directors and company secretaries, the chairman interviewed each director individually. The summary reports were presented to Nomco and indicated a satisfactory outcome of the appraisal. Actions taken as a result of the evaluation include a much earlier involvement of non-executive directors in the strategy planning and setting process. The board is satisfied that the evaluation process is improving the board's performance and effectiveness.

The board believes that its professional corporate governance services are effective.

02 Access to independent advice

The company secretary is available to provide assistance and information on governance and corporate administration to the directors, as appropriate. The directors may also seek advice on these or other business-related matters directly from independent professional advisers should they so wish. This is in addition to the advice provided by independent advisers to the committees of the board. No requests for external professional advice were received during the year.

The board has unrestricted access to the executive management team of the group and company to discuss and ask advice about any matters on which they require additional information or clarification.

The board believes that these arrangements are effective for the optimal functioning of the board.

Board committees

The board as a whole remains responsible for the strategic direction of the group and company. To effectively assist in discharging its responsibilities, it delegates certain functions to committees established by the board.

All committees are properly constituted, chaired by a non-executive director and act within agreed, written terms of reference that meet best practice standards and have been authorised by the board.

The key committees are:

- Board audit committee
- Board risk and compliance committee
- Board credit committee
- Group board human resources committee
- Group board remuneration committee
- Group board nominations committee
- Group board investment committee
- Group board sustainability and ethics committee
- Group board IT committee
- Board procurement committee

Board audit committee (BAC):

Members of the committee	Committee role, responsibilities and functions
Chairman: F J du Toit D G Fourie M J Prinsloo	The committee is responsible for the following key matters: 1. financial control, accounting systems and reporting, including management accounts, external reporting (interim and annual financial results); 2. review of the finance function; 3. ensure a combined assurance model is applied; 4. engage with the external auditor; 5. oversee the asset and liability committee (ALCO); 6. review and recommend operational and capital budgets, including the capital plan for board approval; 7. review and recommend interim and final dividends for board approval. The committee is satisfied that it has fulfilled its responsibilities with its terms of reference for the year.

Further compliance disclosures

The audit committee is satisfied that the external auditor is independent of the organisation.

The committee has approved a non-audit services policy that is strictly adhered to. On a quarterly basis, management reports all payments made to the external auditor for all audit and non-audit fees to the BAC. Prior BAC approval is required for assignments exceeding the policy threshold.

The designated external audit partner was rotated in 2017. During the external audit firm's tenure, the finance team has a low tenure, and all BAC members have low tenures – all factors mitigating the risk of familiarity between the external auditor and management.

The IFRS 9 provisions were a significant matter that the audit committee has considered in relation to the annual financial statements. This was addressed by the committee by engaging with professional advisers.

The audit committee's views on the quality of the external audit are that the audit was executed in compliance with generally accepted audit standards.

The audit committee's views on the effectiveness of the design and the implementation of internal financial controls are reflected in the statement of responsibility by the board of directors on pages 4 to 5. During the year under review, there was no serious incident that would indicate a breakdown of controls. This, and the results of the internal audit report and the external audit report, confirm that material internal financial controls were effective.

Having assessed the effectiveness of the finance functions in the group and company as well as the chief financial officer, the audit committee considered the overall finance function in the group and company to be competent, well capacitated and in compliance with benchmark standards and norms.

A combined assurance framework, based on the principles outlined in the King report, was drafted. The framework is still in an implementation phase, but the committee is of the view that the framework is adequate to achieve the objective of an effective, coordinated approach for all assurance providers. The outcome from assurance activities of compliance monitoring, management assurance services and internal audit are reported to the BAC in a combined assurance report. The annual audit activities of the external auditor take into consideration and are coordinated with internal assurance providers. The process is underway to extend the combined assurance framework to identify and integrate other assurance role players and their envisaged contribution to combined assurance reporting.

Board risk and compliance committee (BRC):

Members of the committee	Committee role, responsibilities and functions
Chairman: D G Fourie B R Hans F J du Toit M J Prinsloo N J van der Merwe (group head of risk)	The committee is responsible for the following key matters: 1. risk management, including IT risk, as referred by the IT committee; 2. compliance function; 3. non-trading losses; 4. determining risk appetite; and 5. review and recommend the internal capital adequacy and assessment process (ICAAP) in terms of Pillar II of Basel II for board approval. The CFO, group head of risk, head of internal audit and the external auditor attend all BAC and BRC meetings and have unfettered access to the BAC and BRC chairmen and the board. The committee is satisfied that it has fulfilled its responsibilities with its terms of reference for the year.

Group board human resource committee:

Members of the committee	Committee role, responsibilities and functions
Chairman: K B Black B R Hans D G Fourie M J Prinsloo T B Liebenberg	The committee is responsible for the following key matters: 1. consider and approve personnel policies; 2. consider and challenge the appointment, benefits and remuneration of management below executive level; 3. consider and approve remuneration and benefits of non-management; 4. consider and act on recommendation by the Capricorn Group Retirement Fund; 5. consider and act on recommendations regarding medical aid and group life benefits; 6. determine and approve criteria for performance management and incentives; 7. oversee implementation of the Group's employment equity policy; and 8. approve and monitor the framework policies and guidelines for environmental health and safety management. The committee is satisfied that it has fulfilled its responsibilities with its terms of reference for the year.

Group board remuneration committee:

Members of the committee	Committee role, responsibilities and functions
Chairman: D G Fourie F J du Toit J J Swanepoel	The committee is responsible for the following key matters: 1. review and approve the group's remuneration philosophy, principles and the broad framework of remuneration; 2. oversee the establishment of the group's remuneration policy; 3. review and recommend remuneration and fees for services as directors; 4. oversee talent management at the executive level; 5. consider and approve the remuneration of executive positions; 6. consider and approve Incentive schemes; and 7. appointment and promotion of executive management. The committee is satisfied that it has fulfilled its responsibilities with its terms of reference for the year.

Group board nominations committee (Nomco):

Members of the committee	Committee role, responsibilities and functions
Chairman: J J Swanepoel D G Fourie J C Brandt K B Black	The committee is responsible for the following key matters: 1. consider and recommend director nominations and related matters; 2. evaluate director performance; and 3. consider director succession plans. The committee is satisfied that it has fulfilled its responsibilities with its terms of reference for the year.

Group board investment committee:

Members of the committee	Committee role, responsibilities and functions
Chairman: J J Swanepoel D G Fourie H M Gaomab II J C Brandt J J Esterhuyse M J Prinsloo	The committee is responsible for the following key matters: 1. consider and recommend all prospective investments and disinvestments above a certain value; 2. evaluate and monitor the performance of investments; 3. measurement and oversight of equity investment portfolio; and 4. review and approve investment strategies. The committee is satisfied that it has fulfilled its responsibilities with its terms of reference for the year.

Group board sustainability and ethics committee:

Members of the committee	Committee role, responsibilities and functions
Chairman: G Nakazibwe-Sekandi E M Schimming-Chase H M Gaomab II M J Prinsloo N J van der Merwe V Pillay (Special Adviser)	The committee is responsible for the following key matters: 1. consider and approved the group and company sustainability strategy and philosophy, good corporate citizenship and ethics; 2. promotion of equality, prevention of unfair discrimination and reduction of corruption; 3. monitoring social and economic development activities; 4. monitoring environment, health and public safety activities; 5. monitoring consumer relationships and public relations; and 6. monitoring compliance with human rights conventions and ethical breaches internally and externally. The committee is satisfied that it has fulfilled its responsibilities with its terms of reference for the year.

Group board IT committee (GBITC):

Members of the committee	Committee role, responsibilities and functions
Chairman: Prof. A Watkins B R Hans D J Reyneke E Solomon G Nakazibwe-Sekandi J van Zyl J J Esterhuyse M J Prinsloo P van der Walt S Coetzee T B Liebenberg	The committee is chaired by Prof. André Watkins, an independent external IT specialist. The committee is responsible for the following key matters: 1. review and recommend the group and company IT strategy (a group board material matter); 2. consider and recommend changes to the group and company IT policy; 3. consider and approve the group and company IT reference architecture; 4. consider and approve the group and company application portfolio; 5. assess and approve the group and company IT organisational and governance structures; 6. oversee IT risk management inclusive of information security / cybersecurity (a group board material matter); 7. consider and approve strategic projects; 8. consider and recommend significant outsourcing; 9. ensure the adequacy of IT resources; and 10. oversee IT systems and infrastructure stability (a group board material matter). The committee is satisfied that it has fulfilled its responsibilities with its terms of reference for the year.

Further disclosures

Technology and information are governed in a way that supports the group and company in setting and achieving its strategic objectives. The GBITC is well established to fulfil the oversight required and meets quarterly. Oversight of IT is part of every GBITC agenda, and IT policies are reviewed and approved at GBITC.

GBITC actively monitored the delivery against the priorities of the eight platforms. Platform progress updates are provided at every GBITC meeting and specific actions were noted and tracked to completion. All other focus areas were reviewed and actioned.

The following policies are in place and approved at GBITC:

- IT policy
- IT service delivery policy
- IT change management policy
- Information security policy
- IT disaster recovery policy
- IT acceptable use policy
- Technology risk framework

Planned areas of future focus are:

- further enhance agile and platforms execution;
- investing in the various platforms to support the group and company's strategy;
- oversight for expanding platform capacity in line with business demand and to enable the delivery of the strategy;
- continue reviews of the platform roadmaps and delivery against strategy;
- continue to focus on enhancing systems and infrastructure stability; and
- continual review and improvement of information and cyber security.

Board procurement committee

Members of the committee	Committee role, responsibilities and functions
Chairman: J J Swanepoel B R Hans J Chapman J Joubert	The committee is responsible for the following key matters: 1. the procurement of high-value and high-risk goods and services; 2. indefinite delivery contracts; and 3. assessment and approval of quotations received. The committee is satisfied that it has fulfilled its responsibilities with its terms of reference for the year.

03 Audit and compliance report

Systems of internal control

The group and company maintains systems of internal control over financial reporting and over the safeguarding of assets against unauthorised acquisition, use or disposition. These are designed to provide reasonable assurance to the group and each subsidiary's management and board of directors regarding the preparation of reliable published financial statements and safeguarding of the group and company's assets.

The systems include a documented organisational structure and division of responsibility, established policies and procedures that are communicated throughout the group and company, and the proper training and development of its people.

There are inherent limitations in the effectiveness of any system of internal control, including the possibility of human error and the circumvention or overriding of controls. Accordingly, even an effective internal control system can provide only reasonable, and not absolute, assurance with respect to the preparation of the financial statements and the safeguarding of assets. Furthermore, the effectiveness of an internal control system can change with circumstances.

The group and company continuously assess its internal control systems, through reports from management, internal assurance providers and external audit, in relation to effective internal control ad risk management as the basis of the preparation of financial reporting. No material breakdown in controls was identified during the year. Based on its assessment, the group and company believes that as of 30 June 2020 its systems of internal control over financial reporting and safeguarding of assets against unauthorised acquisitions, use or disposition, were adequate.

The group internal audit services (GIAS) is an independent and objective review and consulting function, created to improve systems of internal control across the group and company. GIAS helps the group and company to achieve its objectives by systematically reviewing current processes by using a risk-based approach to establish whether the risk management process, the management control process and the governance process are adequate, effective and appropriate. The internal audit function has sufficient knowledge and experience to execute on the BAC approved internal audit charter. The charter is consistent with the principles of the King report and adheres to the requirements of the Institute of Internal Auditors.

GIAS reports to the BAC and has unrestricted access to the BAC Chairman. A risk-based internal audit plan is approved annually by the BAC and is re-assessed bi-annually in order for the internal audit function to remain focused on the relevant risks and the material matters for the Board.

EY acts as co-source partner to GIAS, supporting the Head: GIAS, providing technical support and resource capability, and reporting to the BAC.

External auditor

The BAC approved the external auditor's terms of engagement, scope of work, as well as the 2020 annual audit strategy and agreed on the applicable levels of materiality. Based on written reports submitted, the committee reviewed, the findings of their work with the external auditor and confirmed that all significant matters had been satisfactorily resolved.

The committee also assessed the external auditor's independence and concluded that the external auditor's independence was not impaired during the reporting period and up to the date of signing of the consolidated annual financial statements. Non-audit services received, and fees paid by the group during the financial year amounted to N$ 435,829 (2019: N$ 1,199,236).

It is the external auditor's responsibility to report on whether the financial statements are fairly presented in all material respects in accordance with the applicable frameworks as adopted by the group and company, and their audit opinion is included in the consolidated annual financial statements on pages 14 to 18.

INDEPENDENT AUDITOR'S REPORT
to the member of Bank Windhoek Ltd

Our opinion

In our opinion, the consolidated and separate financial statements present fairly, in all material respects, the consolidated and separate financial position of Bank Windhoek Limited (the Company) and its subsidiaries (together the Group) as at 30 June 2020, and its consolidated and separate financial performance and its consolidated and separate cash flows for the year then ended in accordance with International Financial Reporting Standards and the requirements of the Companies Act of Namibia.

What we have audited

Bank Windhoek Limited's consolidated and separate financial statements set out on pages 19 to 114 comprise:

- the directors' report for the year ended 30 June 2020;
- the consolidated and separate statements of financial position as at 30 June 2020;
- the consolidated and separate statements of comprehensive income for the year then ended;
- the consolidated and separate statements of changes in equity for the year then ended;
- the consolidated and separate statements of cash flows for the year then ended; and
- the notes to the financial statements, which include a summary of significant policies.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (ISAs). Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the consolidated and separate financial statements section of our report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Independence

We are independent of the Group in accordance with the International Ethics Standards Board for Accountants International Code of Ethics for Professional Accountants (including International Independence Standard) (Code of Conduct) and other independence requirements applicable to performing audits of financial statements in Namibia. We have fulfilled our other ethical responsibilities in accordance with the Code of Conduct and in accordance with other ethical requirements applicable to performing audits in Namibia.

Our audit approach

Overview

Materiality / Group scoping / Key audit matters	
Materiality	**Overall group materiality** • N$ 50,157,500 which represents 5 % of consolidated profit before income tax.
Group scoping	**Group audit scope** • The group audit scope included full scope audits of the Company, due to its financial significance to the Group, and full scope audits of all other components in the Group based on statutory audit requirements.
Key audit matters	**Key Audit Matter** • Expected credit losses ("ECL") on loans and advances

As part of designing our audit, we determined materiality and assessed the risks of material misstatement in the consolidated and separate financial statements.

In particular, we considered where the directors made subjective judgements; for example, in respect of significant accounting estimates that involved making assumptions and considering future events that are inherently uncertain. As in all of our audits, we also addressed the risk of management override of internal controls, including among other matters, consideration of whether there was evidence of bias that represented a risk of material misstatement due to fraud.

Materiality

The scope of our audit was influenced by our application of materiality. An audit is designed to obtain reasonable assurance whether the financial statements are free from material misstatement. Misstatements may arise due to fraud or error. They are considered material if individually or in aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the consolidated financial statements.

Based on our professional judgement, we determined certain quantitative thresholds for materiality, including the overall group materiality for the consolidated financial statements as a whole as set out in the table below. These, together with qualitative considerations, helped us to determine the scope of our audit and the nature, timing and extent of our audit procedures and to evaluate the effect of misstatements, both individually and in aggregate on the financial statements as a whole.

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Overall group materiality	N$ 50,157,500
How we determined it	5 % of consolidated profit before income tax.
Rationale for the materiality benchmark applied	We chose consolidated profit before income tax as the benchmark because, in our view, it is the benchmark against which the performance of the Group is most commonly measured by users, and is a generally accepted benchmark. We chose 5 % which is consistent with quantitative materiality thresholds used for profit-oriented public interest companies in this sector.

How we tailored our group audit scope

We tailored the scope of our audit in order to perform sufficient work to enable us to provide an opinion on the consolidated financial statements as a whole, taking into account the structure of the Group, the accounting processes and controls, and the industry in which the Group operates.

Our scoping assessment, for group reporting purposes included consideration of financial significance based on contribution to consolidated profit before tax. The Company, which operates in Namibia was identified as a financially significant component and was subjected to a full scope audit. Full scope audits were also performed on non-significant components due to statutory audit requirements.
In establishing the overall approach to the group audit, we determined the type of work that needed to be performed by us, as the group engagement team. The group engagement team is responsible for the audit of all the entities within the group.

In establishing the overall approach to the group audit, we determined the type of work that needed to be performed by us, as the group engagement team. The group engagement team is responsible for the audit of all the components within the Group.

Key audit matters

Key audit matters are those matters that, in our professional judgement, were of most significance in our audit of the consolidated and separate financial statements of the current period.

These matters were addressed in the context of our audit of the consolidated and separate financial statements as a whole, and in forming our opinion thereon, and we do not provide a separate opinion on these matters.

Key audit matter	How our audit addressed the key audit matter
Expected credit losses (ECL) on loans and advances *Refer to the Key management assumptions note, note 4 (Critical accounting estimates and judgements in applying accounting policies), note 16 (Loans and advances to customers) and note 3.2 (Credit risk) to the consolidated and separate financial statements.* *This key audit matter is applicable to both the consolidated and separate financial statements.* The ECL on loans and advances is material to the consolidated and separate financial statements in terms of their magnitude, the level of subjective judgements applied by management in determining the ECL and the effect that the ECL has on the Group and Company's credit risk management processes. The measurement of ECL requires the use of complex models and significant assumptions about future economic conditions and credit behaviour. In light of the COVID 19 pandemic, some customers were granted payment holidays to reduce the financial impact on their businesses. These relief measures were specifically focussed on the tourism, construction and SME customers. The Company did not determine this to be an indicator of significant increase in credit risk (SICR) in itself, but individually assessed the largest exposures for SICR due to COVID 19, and classified customers accordingly.	Our audit procedures addressed the key areas of significant judgement and estimation in determining the ECL on loans and advances as follows: *Evaluation of SICR* • We recalculated the impact of SICR by applying the assumptions and data included in management's model. • We tested the performance of SICR thresholds applied and the resultant transfer ratio into stage 2 for SICR. This included benchmarking of the volume of up to date accounts transferred to stage 2 based on history. • We tested, through inspection of relevant underlying documentation, a sample of loans and advances that were restructured as payment holidays as a result of the COVID 19 pandemic to assess whether the payment holidays were granted to qualifying clients only. We evaluated the SICR from the date of restructuring to the end of the reporting period. *Determination of write-off point* We performed the following procedures, in respect of which no material exceptions were noted: • We evaluated management's assessment of historical post write-off recoveries, to determine the point at which there was no reasonable expectation of further recovery. This was done by testing write-offs and agreeing the procedures followed to management policy on write-offs. • Through recalculation, we tested the application of the IFRS 9 write-off policy, including the exclusion of post write-off recoveries from the Loss Given Default (LGD). • We tested write-offs and recoveries that took place during the current year on a sample basis by agreeing the amount written off to management's policy. We also agreed the amount as received for recoveries to the amounts recorded. We noted no exceptions. • We considered write-offs on loans and advances, which has been restructured by means of payment holidays granted, by evaluating such against the write-off policy. We noted no instances of non compliance with the write-off policy.

Key areas of significant management judgement and estimation applied in the determination of ECL on loans and advances are disclosed in notes 3.2 and note 4(a) to the consolidated and separate financial statements, and relate to the: • Evaluation of SICR; • Determination of the write-off point; • Inclusion of forward looking information and macro economic variables in the ECL calculation; • Calibration of ECL statistical model components, i.e.: probabilities of default (PDs), losses given default (LGDs) and Exposure at Default (EAD); and • Impacts of the COVID 19 pandemic on the determination of ECL on loans and advances. We determined the ECL on loans and advances to be a matter of most significance to our current year audit due to the degree of judgement and estimation applied by management in determining the ECL.	• We tested, on a sample basis, whether SICR has been appropriately evaluated for on an account level by assessing the impact of COVID 19 on these accounts through evaluating payments made and reconciling this to instalments required. • We evaluated whether there are indicators of SICR by comparing the staging of a sample of loans to an independent staging based on the assumptions and data included in management's model, as well as on our own independent assumptions, in particular around the outlook on the economy due to the COVID 19 pandemic. *Inclusion of forward looking information and macro-economic variables in the ECL calculation* We performed the following procedures, in respect of which no material exceptions were noted: • We considered the assumptions used in the forward looking economic model, specifically around the forward looking scenarios used, the macro-economic variables considered, as well as the macro-economic outlook. We compared these to our own actuarial and economic statistics and independent market data. • Where ECL was raised for individual exposures, we considered uncertainties and assumptions made by management in their assessment of the recoverability of the exposure. For a sample of stage 3 exposures, we independently recalculated the ECL based on our assessment of the expected cash flows and recoverability of collateral at an individual exposure level. • On a sample basis, we assessed whether the loss event (that is the point at which exposures are classified as credit-impaired) had been identified in a timely manner by considering watch lists, as well as credit committee meeting minutes. • For collateral held, we inspected legal agreements and underlying documentation to assess the existence and legal right to collateral on a sample basis. • On a sample basis, we tested the reasonability of haircuts used in collateral valuations by comparing the market value to recent sales that occurred. We considered the force sales value haircut against current market conditions. • We considered if loans are included in the correct loan stage by recalculating the days in arrears for a sample of loans. *Calibrating of ECL statistical model components (PD, EAD, LGD)* We performed the following procedures, in respect of which no material exceptions were noted: • We obtained an understanding of the methodologies and assumptions used by management in the various ECL model components and how these were calibrated to use historical information and forward looking information to estimate future cash flows. • In gaining this understanding, we utilised our actuarial expertise to re-perform the ECL model.

Other information

The directors are responsible for the other information. The other information comprises the information included in the document titled "Bank Windhoek 2020 Annual Report ". The other information does not include the consolidated or the separate financial statements and our auditor's report thereon.

Our opinion on the consolidated and separate financial statements does not cover the other information and we do not express an audit opinion or any form of assurance conclusion thereon.

In connection with our audit of the consolidated and separate financial statements, our responsibility is to read the other information identified above and, in doing so, consider whether the other information is materially inconsistent with the consolidated and separate financial statements or our knowledge obtained in the audit, or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of the directors for the consolidated and separate financial statements

The directors are responsible for the preparation and fair presentation of the consolidated and separate financial statements in accordance with International Financial Reporting Standards and the requirements of the Companies Act of Namibia, and for such internal control as the directors determine is necessary to enable the preparation of consolidated and separate financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the consolidated and separate financial statements, the directors are responsible for assessing the Group and the Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the Group and/or the Company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the consolidated and separate financial statements

Our objectives are to obtain reasonable assurance about whether the consolidated and separate financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these consolidated and separate financial statements.

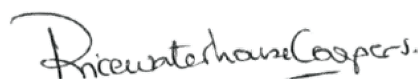
As part of an audit in accordance with ISAs, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the consolidated and separate financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Group's and the Company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.
- Conclude on the appropriateness of the directors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Group's and the Company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the consolidated and separate financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Group and / or Company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the consolidated and separate financial statements, including the disclosures, and whether the consolidated and separate financial statements represent the underlying transactions and events in a manner that achieves fair presentation.
- Obtain sufficient appropriate audit evidence regarding the financial information of the entities or business activities within the Group to express an opinion on the consolidated financial statements. We are responsible for the direction, supervision and performance of the group audit. We remain solely responsible for our audit opinion.

We communicate with the directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

We also provide the directors with a statement that we have complied with relevant ethical requirements regarding independence, and to communicate with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, actions taken to eliminate threats or safeguards applied.

From the matters communicated with the directors, we determine those matters that were of most significance in the audit of the consolidated and separate financial statements of the current period and are therefore the key audit matters. We describe these matters in our auditor's report unless law or regulation precludes public disclosure about the matter or when, in extremely rare circumstances, we determine that a matter should not be communicated in our report because the adverse consequences of doing so would reasonably be expected to outweigh the public interest benefits of such communication.



PricewaterhouseCoopers
Registered Accountants and Auditors
Chartered Accountants (Namibia)
Per: R Nangula Uaandja
Partner

Windhoek
15 September 2020

DIRECTORS REPORT

for the year ended 30 June 2020

The directors herewith submit their report with the annual financial statements of Bank Windhoek Ltd (group and company) for the year ended 30 June 2020.

01 General review

Bank Windhoek Ltd conducts business as a registered bank and provides comprehensive banking services to its clients in Namibia. Although Bank Windhoek is an autonomous Namibian company, the bank also provides international banking services through direct liaison with financial centres and institutions worldwide.

The following business activities are conducted through the company's subsidiaries:

- Bank Windhoek Nominees (Pty) Ltd (Dormant)
  Custodian of third-party investments
- BW Finance (Pty) Ltd
  Term-lending
- Bank Windhoek Properties (Pty) Ltd
  Property investment

Registered address of Bank Windhoek Ltd:
6th floor
Capricorn Group Building
Kasino Street
Windhoek
Namibia

Company registration number:
79/081

Country of incorporation:
Republic of Namibia

02 Financial results and dividends

The directors report that the group's profit for the year from the above business activities for the year ended 30 June 2020 amounted to:

	2020	2019
	N$'000	N$'000
Profit for the year	**721,448**	797,713

During the year under review, ordinary dividends of 5,833.3 cents per share (2019: 6,219.5 cents per share) amounting to a total of N$287 million (2019: N$306 million) were declared by the group and company. Refer to events subsequent to year-end for final dividends declared after year-end.

Full details of the financial results of the group and company are set out on pages 22 to 114.

03 Share capital

3.1 Ordinary Shares

There were no changes to the share capital during the current and previous year.

All the unissued shares are under the control of the directors in terms of a general authority to allot and issue them on such terms and conditions and at such time as they deem fit. This authority expires at the forthcoming annual general meeting on 27 October 2020, when the authority can be renewed.

3.2 Preference Shares

There were no changes to the authorised preference share capital during the current and previous year.

04 Holding company

Bank Windhoek Ltd is a wholly-owned subsidiary of Capricorn Group Limited. Capricorn Group Limited is listed on the Namibian Stock Exchange and is 43.1 % (2019: 43.1 %) owned by Capricorn Investment Holdings Ltd and 25.9 % (2019: 25.9 %) owned by the Government Institutions Pension Fund, its non-listed major shareholders which are incorporated in Namibia.

05 Subsidiaries

For details relating to the subsidiaries of Bank Windhoek Ltd refer to note 18 of the annual financial statements.

06 Joint arrangements

For details relating to the joint arrangements of Bank Windhoek Ltd refer to note 19 of the annual financial statements.

07 Directors and company secretary

The Bank Windhoek Ltd board composition during the year was as follows:

Non-executive		Nationality	Date appointed
D G Fourie	Lead independent director	Namibian	29 Oct 2015
F J du Toit		South African	1 May 1998
G Nakazibwe-Sekandi		Ugandan	1 July 2005
J C Brandt		Namibian	1 April 1982
J J Swanepoel	Chairman	Namibian	1 July 1999
K B Black		Namibian	22 Nov 2006
M J Prinsloo		South African	24 Feb 2016

Executive		Nationality	Date appointed
B R Hans		Namibian	1 July 2016

All directors appointed since the last annual general meeting have to be reappointed at the next annual general meeting.

H G von Ludwiger was the company secretary during the year under review. The business and postal addresses of the company secretary are:

6th Floor
Capricorn Group Building
Kasino Street
Windhoek
Namibia

P.O. Box 15
Windhoek
Namibia

08 Directors' fees

The directors' fees are reflected in note 9.1 of the consolidated financial statements.

09 Auditor

PricewaterhouseCoopers will continue in office as auditor, until the next annual general meeting, in accordance with the Companies Act of Namibia.

10 Management by third party

No business of the group and company or any part thereof or of a subsidiary has been managed by a third person or a company in which a director has an interest.

11 Events subsequent to year-end

i. On 1 September 2020 final dividends of N$ 72.5 million (or 1,473.6 cents per share) were declared for the year ended 30 June 2020.

ii. No other matters which are material to the financial affairs of the group and company have occurred between year-end and the date of approval of the consolidated annual financial statements.

12 Going Concern

The board performed a rigorous assessment of whether the group and company is a going concern in the light of the prevailing economic conditions and other available information about future risks and uncertainties.

The projections of the group and company have been prepared, covering its future performance, capital and liquidity for a period of 12 months from the date of approval of these consolidated and separate financial statements, including performing sensitivity analysis.

Impact of COVID-19

These analyses have been updated to include the ongoing developments related to the COVID-19 pandemic. These pandemic scenarios continue to evolve as the effects of the pandemic continue to extend.

For purposes of the sensitivity analysis a severe case scenario has been developed in which the following factors has been considered:

- Macro-economic variables;
- Government's response to manage the spread of the pandemic;
- Regulatory response in the banking sector to the impact, including interest rate cuts;
- How the customer base is affected and the potential impact on default rates; and
- The impact of lower economic activity and transaction volumes.

The areas of financial performance of group and company most significantly affected in the severe case scenario are the net interest margin, non-performing loans, credit provisions and non-interest revenue.

The assumptions used in the sensitivity analysis that represent "worst case scenario" are stressed assumptions based on our current understanding of the continued impact of the pandemic. This scenario is considered to be unlikely, however it is difficult to predict the overall outcome and impact of COVID-19.

The group and company's projections and sensitivity analysis show that the group and company has sufficient capital, liquidity and positive future performance outlook to continue to be able to operate within the level of its current financing and as a result it is appropriate to prepare the consolidated and separate financial statements on a going concern basis, even when considering more severe impacts of the COVID-19 pandemic.

CONSOLIDATED STATEMENTS OF COMPREHENSIVE INCOME

for the year ended 30 June 2020

Consolidated and separate statements of comprehensive income
for the year ended 30 June 2020

		Group		Company	
		2020	2019	2020	2019
	Notes	N$'000	N$'000	N$'000	N$'000
Interest and similar income		**3,764,296**	3,773,195	**3,715,811**	3,747,372
Interest and similar expenses		**(2,179,989)**	(2,194,788)	**(2,179,989)**	(2,194,788)
Net interest income	5.	**1,584,307**	1,578,407	**1,535,822**	1,552,584
Credit impairment losses	6.	**(207,090)**	(94,726)	**(183,447)**	(96,964)
Net interest income after credit impairment losses		**1,377,217**	1,483,681	**1,352,375**	1,455,620
Non-interest income	7.	**1,066,608**	1,041,600	**1,049,241**	1,045,852
Fee and commission income	7.1	**883,919**	865,657	**865,409**	850,201
Net trading income	7.2	**162,653**	160,259	**162,653**	160,259
Other operating income	7.3	**20,036**	15,684	**21,179**	35,392
Operating income		**2,443,825**	2,525,281	**2,401,616**	2,501,472
Operating expenses	9.	**(1,443,492)**	(1,404,415)	**(1,420,584)**	(1,401,890)
Operating profit		**1,000,333**	1,120,866	**981,032**	1,099,582
Share of joint arrangement's results after tax	19.	**2,817**	3,675	**-**	-
Profit before income tax		**1,003,150**	1,124,541	**981,032**	1,099,582
Income tax expense	10.	**(281,702)**	(326,828)	**(276,119)**	(319,710)
Profit for the year		**721,448**	797,713	**704,913**	779,872
Other comprehensive income					
Items that may be reclassified to profit or loss					
Changes in the fair value of debt instruments at fair value through other comprehensive income	14.	**37,877**	-	**37,877**	-
Income tax expense	10.	**(12,121)**	-	**(12,121)**	-
Items that will not be reclassified to profit or loss					
Changes in fair value of equity instruments at fair value through other comprehensive income	14.	**785**	7,263	**785**	7,263
Income tax expense	10.	**(251)**	-	**(251)**	-
Total comprehensive income for the year		**747,738**	804,976	**731,203**	787,135

CONSOLIDATED AND SEPARATE STATEMENTS OF FINANCIAL POSITION

as at 30 June 2020

Consolidated and separate statements of financial position
as at 30 June 2020

		Group		Company	
		2020	2019	2020	2019
	Notes	N$'000	N$'000	N$'000	N$'000
ASSETS					
Cash and balances with the central bank	11.	**705,937**	1,095,599	**705,937**	1,095,599
Derivative financial instruments	12.	**10,238**	357	**10,238**	357
Financial assets at fair value through profit or loss	13.	**1,338,691**	1,336,392	**1,338,691**	1,336,392
Financial assets at amortised cost	13.	**712,757**	643,678	**712,757**	643,678
Financial assets at fair value through other comprehensive income	14.	**4,862,878**	3,521,978	**4,862,878**	3,521,978
Due from other banks	15.	**1,442,751**	862,394	**1,442,751**	862,394
Loans and advances to customers	16.	**32,691,865**	31,290,543	**32,156,296**	30,763,660
Other assets	17.	**335,138**	290,663	**335,138**	290,663
Current tax asset		**97,552**	76,919	**97,318**	69,896
Investment in subsidiaries	18.	**-**	-	**382,799**	19,799
Loans to subsidiaries	18.	**-**	-	**72,989**	459,895
Interest in joint arrangement	19.	**-**	11,015	**-**	1,154
Intangible assets	20.	**182,955**	181,776	**182,955**	181,776
Property and equipment	21.	**446,262**	199,658	**432,121**	184,555
Deferred tax asset	27.	**25,664**	26,318	**19,070**	22,767
Total assets		**42,852,688**	39,537,290	**42,751,938**	39,454,563
LIABILITIES					
Derivative financial instruments	12.	**21,101**	5,959	**21,101**	5,959
Due to other banks	22.	**902,052**	72,756	**902,052**	72,756
Other borrowings	23.	**633,901**	799,646	**633,901**	799,646
Debt securities in issue	24.	**3,188,274**	3,746,604	**3,188,274**	3,746,604
Deposits	25.	**32,319,110**	30,073,810	**32,319,110**	30,073,810
Other liabilities	26.	**809,674**	321,380	**809,642**	322,836
Post-employment benefits	28.	**12,935**	12,232	**12,935**	12,232
Total liabilities		**37,887,047**	35,032,387	**37,887,015**	35,033,843
EQUITY					
Share capital and premium	29.	**485,000**	485,000	**485,000**	485,000
Non-distributable reserves	31.	**54,100**	85,953	**54,100**	85,953
Distributable reserves	32.	**4,426,541**	3,933,950	**4,325,823**	3,849,767
Total shareholders' equity		**4,965,641**	4,504,903	**4,864,923**	4,420,720
Total equity and liabilities		**42,852,688**	39,537,290	**42,751,938**	39,454,563

CONSOLIDATED AND SEPARATE STATEMENTS OF CHANGES IN EQUITY

for the year ended 30 June 2020

Consolidated and separate statements of changes in equity
for the year ended 30 June 2020

		Share capital & premium	Non distributable reserves		Distributable reserves			Total equity
			Insurance fund reserve	Credit risk reserve	Fair value reserve	General banking reserve	Retained earnings	
	Notes	N$'000	N$'000	N$'000	N$'000	N$'000	N$'000	N$'000
GROUP								
Balance at 1 July 2018		485,000	53,742	215,911	129,811	3,814,880	82,013	4,781,357
Credit risk reserve transfer to retained earnings - IFRS 9		-	-	(194,536)	-	-	194,536	-
IFRS 9 transitional impact - impairment		-	-	-	-	-	(194,536)	(194,536)
IFRS 9 transitional impact - effective interest rate		-	-	-	-	-	(98,159)	(98,159)
Restated balance at the beginning of the reporting period		485,000	53,742	21,375	129,811	3,814,880	(16,146)	4,488,662
Total comprehensive income for the year		-	-	-	7,263	-	797,713	804,976
Profit for the year		-	-	-	-	-	797,713	797,713
Other comprehensive income		-	-	-	7,263	-	-	7,263
Transfer between reserves		-	(2,618)	13,454	4,219	516,924	(531,979)	-
Transfer of gain of disposal of equity investments at fair value through other comprehensive income to retained earnings		-	-	-	(140,595)	-	140,595	-
Dividends for 2019	33.	-	-	-	-	(482,735)	(306,000)	(788,735)
Balance at 30 June 2019		485,000	51,124	34,829	698	3,849,069	84,183	4,504,903
Balance at 1 July 2019		**485,000**	**51,124**	**34,829**	**698**	**3,849,069**	**84,183**	**4,504,903**
Total comprehensive income for the year		**-**	**-**	**-**	**26,290**	**-**	**721,448**	**747,738**
Profit for the year		**-**	**-**	**-**	**-**	**-**	**721,448**	**721,448**
Other comprehensive income		**-**	**-**	**-**	**26,290**	**-**	**-**	**26,290**
Transfer between reserves		**-**	**2,976**	**(34,829)**	**(25,508)**	**475,274**	**(417,913)**	**-**
Dividends for 2020	33.	**-**	**-**	**-**	**-**	**-**	**(287,000)**	**287,000)**
Balance at 30 June 2020		**485,000**	**54,100**	**-**	**1,480**	**4,324,343**	**100,718**	**4,965,641**

	Notes	Share capital & premium	Non distributable reserves		Distributable reserves			Total equity
			Insurance fund reserve	Credit risk reserve	Fair value reserve	General banking reserve	Retained earnings	
		N$'000	N$'000	N$'000	N$'000	N$'000	N$'000	N$'000
COMPANY								
Balance at 1 July 2018		485,000	53,742	215,911	129,811	3,814,880	97	4,699,441
Credit risk reserve transfer to retained earnings - IFRS 9		-	-	(194,536)	-	-	194,536	-
IFRS 9 transitional impact - impairment		-	-	-	-	-	(178,962)	(178,962)
IFRS 9 transitional impact - effective interest rate		-	-	-	-	-	(98,159)	(98,159)
Restated balance at the beginning of the reporting period		485,000	53,742	21,375	129,811	3,814,880	(82,488)	4,422,320
Total comprehensive income for the year		-	-	-	7,263	-	779,872	787,135
Profit for the year		-	-	-	-	-	779,872	779,872
Other comprehensive income		-	-	-	7,263	-	-	7,263
Transfer between reserves		-	(2,618)	13,454	4,219	516,924	(531,979)	-
Transfer of gain of disposal of equity investments at fair value through other comprehensive income to retained earnings		-	-	-	(140,595)	-	140,595	-
Dividends for 2019	33.	-	-	-	-	(482,735)	(306,000)	(788,735)
Balance at 30 June 2019		485,000	51,124	34,829	698	3,849,069	-	4,420,720
Balance at 1 July 2019		**485,000**	**51,124**	**34,829**	**698**	**3 ,849,069**	**-**	**4,420,720**
Total comprehensive income for the year		**-**	**-**	**-**	**26,290**	**-**	**704,913**	**731,203**
Profit for the year		**-**	**-**	**-**	**-**	**-**	**704,913**	**704,913**
Other comprehensive income		**-**	**-**	**-**	**26,290**	**-**	**-**	**26,290**
Transfer between reserves		**-**	**2,976**	**(34,829)**	**(25,508)**	**475,274**	**417,913)**	**-**
Dividends for 2020	33.	**-**	**-**	**-**	**-**	**-**	**(287,000)**	**(287,000)**
Balance at 30 June 2020		**485,000**	**54,100**	**-**	**1,480**	**4,324,343**	**-**	**4,864,923**

CONSOLIDATED AND SEPARATE STATEMENTS OF CASH FLOWS

for the year ended 30 June 2020

Consolidated and separate statements of cash flows
for the year ended 30 June 2020

	Notes	Group		Company	
		2020	2019	2020	2019
		N$'000	N$'000	N$'000	N$'000
Cash flows from operating activities					
Receipts from customers	34.1	**4,958,872**	4,804,011	**4,893,020**	4,782,439
Payments to customers, suppliers and employees	34.2	**(3,415,349)**	(3,388,189)	**(3,393,403)**	(3,386,625)
Cash generated from operations	34.3	**1,543,523**	1,415,822	**1,499,617**	1,395,814
(Increase) / decrease in operating assets					
Financial assets at fair value through profit and loss and amortised cost		**(10,664)**	(1,159,689)	**(10,664)**	(1,159,689)
Loans and advances to customers and banks		**(1,608,796)**	(1,882,718)	**(1,576,467)**	(1,850,663)
Net increase in derivatives		**358**	66	**358**	66
Other assets		**(27,668)**	(13,567)	**(40,344)**	(13,567)
Increase / (decrease) in operating liabilities					
Deposits, other borrowings and due to other banks		**2,202,765**	2,583,352	**2,202,765**	2,583,352
Other liabilities		**279,305**	(39,641)	**274,655**	(39,680)
Net cash generated from operations		**2,378,823**	903,625	**2,349,920**	915,633
Dividends received		**618**	854	**618**	854
Income taxes paid	34.4	**(320,647)**	(347,198)	**(315,650)**	(336,851)
Net cash generated from operations		**2,058,794**	557,281	**2,034,888**	579,636
Cash flows from investing activities					
Additions to property and equipment		**(73,128)**	(40,700)	**(73,128)**	(40,700)
Proceeds on disposal of property and equipment		**-**	909	**-**	909
Additions to intangible assets	20.	**(64,489)**	(62,947)	**(64,489)**	(62,947)
Lease payments made	26.	**(70,719)**	-	**(70,719)**	-
Decrease / (increase) in loans to subsidiaries		**-**	-	**23,906**	(22,355)
Proceeds from sale of Visa shares	14.	**-**	140,595	**-**	140,595
(Payment on) / proceeds from financial assets at fair value through other comprehensive income (net of treasury bills and government bonds classified as cash and cash equivalents)		**(832,236)**	493,035	**(832,236)**	493,035
Net cash (utilised in) / generated from investing activities		**(1,040,572)**	530,892	**(1,016,666)**	508,537
Cash flows from financing activities					
Other borrowings capital repaid	23.	**(167,273)**	(417,273)	**(167,273)**	(417,273)
Redemption of debt securities in issue	24.	**(689,000)**	(844,883)	**(689,000)**	(844,883)
Proceeds from the issue of debt securities	24.	**142,750**	1,006,000	**142,750**	1,006,000
Dividends paid	33.	**(287,000)**	(830,735)	**(287,000)**	(830,735)
Net cash utilised in financing activities		**(1,000,523)**	(1,086,891)	**(1,000,523)**	(1,086,891)
Net increase in cash and cash equivalents		**17,699**	1,282	**17,699**	1,282
Net cash and cash equivalents at the beginning of the year		**3,729,042**	3,719,826	**3,729,042**	3,719,826
Effects of exchange rate changes on cash and cash equivalents		**(206,387)**	7,934	**(206,387)**	7,935
Net cash and cash equivalents at the end of the year	35.	**3,540,354**	3,729,042	**3,540,354**	3,729,042

NOTES TO THE CONSOLIDATED AND SEPARATE ANNUAL FINANCIAL STATEMENTS

for the year ended 30 June 2020

01 Basis of Presentation

The consolidated and separate annual financial statements of Bank Windhoek Ltd for the year ended 30 June 2020 have been prepared in accordance with International Financial Reporting Standards (IFRS), interpretations issued by the International Accounting Standards Board (IASB) and the IFRS Interpretations Committee (IFRS IC) effective at the time of preparing these statements and in the manner required by the Namibian Companies' Act. The consolidated and separate annual financial statements have been prepared under the historical cost convention, as modified by the revaluation of financial assets at fair value through profit and loss, financial assets at fair value through other comprehensive income and financial liabilities held at fair value through profit or loss and all derivative contracts.

The preparation of consolidated and separate annual financial statements in conformity with IFRS requires the use of certain critical accounting estimates. It also requires management to exercise their judgement in the process of applying the group and company's accounting policies. The areas involving a higher degree of judgement or complexity, or areas where assumptions and estimates are significant to the consolidated and separate annual financial statements, are disclosed in note 4.

1.1 Going concern

The group and company's forecasts and projections, taking account of the prevailing economic conditions, other available information about future risks and uncertainties and reasonably possible changes in trading performance, show that the group and company should be able to operate within the level of its current financing. The group and company continue to adopt the going concern basis in preparing its consolidated and separate annual financial statements.

1.2 Functional and presentation currency

Items included in the financial statements of each of the group's entities are measured using the currency of the primary economic environment in which the entity operates ('the functional currency'). The consolidated and separate annual financial statements are presented in Namibia dollar, which is the functional and presentation currency of the group and company.

1.3 Standards and interpretations issued

1.3.1 Standards and interpretations issued affecting amounts reported and disclosures in the current year

Title of standard	Nature of change	Impact	Mandatory application date / Date of adoption by group and company
Amendments to IFRS 9 - Financial Instruments on prepayment features with negative compensation and modification of financial liabilities	The narrow-scope amendment covers two issues: The amendments allow companies to measure particular prepayable financial assets with so-called negative compensation at amortised cost or at fair value through other comprehensive income if a specified condition is met – instead of at fair value through profit or loss. How to account for the modification of a financial liability. The amendment confirms that most such modifications will result in immediate recognition of a gain or loss. This is a change from common practice under IAS 39 today and will affect all kinds of entities that have renegotiated borrowings.	The group and company assessed this amendment to have no impact on the current financial period.	Mandatory for financial periods commencing on or after 1 January 2019. Adoption date by the group and company: 1 July 2019.
IFRS 16 - Leases	This standard replaces IAS 17 and is a far-reaching change in accounting by lessees in particular. Under IAS 17, lessees were required to make a distinction between a finance lease (on balance sheet) and an operating lease (off balance sheet). IFRS 16 now requires lessees to recognise a lease liability reflecting future lease payments and a 'right-of-use asset' for virtually all lease contracts. The IASB has included an optional exemption for certain short-term leases and leases of low-value assets; however, this exemption can only be applied by lessees. For lessors, the accounting stays almost the same. However, as the IASB has updated the guidance on the definition of a lease (as well as the guidance on the combination and separation of contracts), lessors will also be affected by the new standard. At the very least, the new accounting model for lessees is expected to impact negotiations between lessors and lessees. Under IFRS 16, a contract is, or contains, a lease if the contract conveys the right to control the use of an identified asset for a period of time in exchange for consideration. IFRS 16 supersedes IAS 17 Leases, IFRIC 4 Determining whether an Arrangement contains a Lease, SIC 15 Operating Leases – Incentives and SIC 27 Evaluating the Substance of Transactions Involving the Legal Form of a Lease.	The group and company elected to apply IFRS 16 retrospectively without restating comparative periods. Comparative figures will be presented in terms of IAS 17. The disclosures relating to the impact of the adoption of IFRS 16 are described in more detail in section 1.3.1 (a).	Mandatory for financial periods commencing on or after 1 January 2019. Adoption date by the group and company: 1 July 2019.
Amendments to IAS 19 – Employee benefits on plan amendment, curtailment or settlement	These amendments require an entity to: Use updated assumptions to determine current service cost and net interest for the remainder of the period after a plan amendment, curtailment or settlement; and Recognise in profit or loss as part of past service cost, or a gain or loss on settlement, any reduction in a surplus (recognised or unrecognised). This reflects the substance of the transaction because a surplus that has been used to settle an obligation or provide additional benefits is recovered. The impact on the asset ceiling is recognised in other comprehensive income, and it is not reclassified to profit or loss. The impact of the amendment is to confirm that these effects are not offset.	The group and company assessed this amendment to have no impact on the current financial period.	Mandatory for financial periods commencing on or after 1 January 2019. Adoption date by the group and company: 1 July 2019.

Amendment to IAS 28 – Investments in associates and joint ventures – long-term interests in associates and joint ventures	These amendments clarified that companies account for long-term interests in an associate or joint venture, to which the equity method is not applied, using IFRS 9.	The group and company assessed this amendment to have no impact on the current financial period.	Mandatory for financial periods commencing on or after 1 January 2019. Adoption date by the group and company: 1 July 2019.
Annual improvements cycle 2015 – 2017	These amendments include minor changes to: IFRS 3 Business combinations – a company remeasures its previously held interest in a joint operation when it obtains control of the business. IFRS 11 Joint arrangements – a company does not remeasure its previously held interest in a joint operation when it obtains joint control of the business. IAS 12 Income taxes – The amendment clarified that the income tax consequences of dividends on financial instruments classified as equity should be recognised according to where the past transactions or events that generated distributable profits were recognised. IAS 23 Borrowing costs – a company treats as part of general borrowings any borrowing originally made to develop an asset when the asset is ready for its intended use or sale.	The group and company assessed these amendments to have no impact on the current financial period.	Mandatory for financial periods commencing on or after 1 January 2019. Adoption date by the group and company: 1 July 2019.
IFRIC 23 – Uncertainty over income tax treatments	IFRIC 23 provides a framework to consider, recognise and measure the accounting impact of tax uncertainties. The Interpretation provides specific guidance in several areas where previously IAS 12 was silent. The Interpretation also explains when to reconsider the accounting for a tax uncertainty. Most entities will have developed a model to account for tax uncertainties in the absence of specific guidance in IAS 12. These models might, in some circumstances, be inconsistent with IFRIC 23, and the impact on tax accounting could be material. The existing models should be assessed against the specific guidance in the Interpretation and consider the impact on income tax accounting.	The group and company assessed these amendments to have no impact on the current financial period.	Mandatory for financial periods commencing on or after 1 January 2019. Adoption date by the group and company: 1 July 2019.

1.3.1 (a) Changes in accounting policy

The group and company have adopted IFRS 16 Leases from 1 July 2019 using the modified retrospective approach. Under this approach, the group and company has not restated comparatives for the 2019 reporting period, as permitted under the specific transition provisions in IFRS 16. The adjustments arising from the new leasing rules are therefore recognised in the opening statement of financial position on 1 July 2019. Comparative information continues to be reported under IAS17 and IFRIC 4.

On adoption of IFRS 16, as a lessee, the group and company recognised lease liabilities in relation to leases which had previously been classified as 'operating leases' under the principles of IAS 17. These liabilities were measured at the present value of the remaining lease payments, discounted using the group and company incremental borrowing rate as at 1 July 2019. The weighted average lessee's incremental borrowing rate applied to the lease liabilities on 1 July 2019 was 7.64 % .

(i) Practical expedients applied

In applying IFRS 16 for the first time, the group and company have used the following practical expedients permitted by the standard:

- applying a single discount rate to a portfolio of leases with reasonably similar characteristics;
- relying on previous assessments on whether leases are onerous as an alternative to performing an impairment review - there were no onerous contracts as at 1 July 2019;
- excluding initial direct costs for the measurement of the right-of-use asset at the date of initial application; and
- using hindsight in determining the lease term where the contract contains options to extend or terminate the lease.

The group and company have also elected not to reassess whether a contract is or contains a lease at the date of initial application. Instead, for contracts entered before the transition date, the group and company relied on its assessment made applying IAS 17 and Interpretation 4.

The group and company decided to apply recognition exemptions to all short-term leases and leases of low-value assets.

There were no leases classified as finance leases under IAS 17 at the date of initial application, nor did the group and company act as a lessor at that date.

(ii) Measurement of lease liabilities

	2020
	N$'000
Operating lease commitments disclosed as at 30 June 2019	98,627
Discounted using the lessee's incremental borrowing rate at the date of initial application	(85,947)
Add: finance lease liabilities recognised as at 30 June 2019	-
(Less): short-term leases not recognised as a liability	(2,498)
(Less): low-value leases not recognised as a liability	-
Add: contracts reassessed as lease contracts	12,161
Add: adjustments as a result of a different treatment of extension and termination options	161,865
Add / (less): adjustment relating to changes in the index or rate affecting variable payments	-
Lease liability recognised as at 1 July 2019	184,208
Of which are:	
Current lease liabilities	36,116
Non-current lease liabilities	148,092
	184,208

(iii) Measurement of right-of-use assets

Right-of-use assets were measured at the amount equal to the lease liability, adjusted by the amount of any prepaid or accrued lease payments relating to the lease recognised in the statement of financial position as at 30 June 2019.

Right-of-use assets and lease liabilities have been disclosed as part of property and equipment and other liabilities respectively.

1.3.1(b) Change in accounting estimate

During June 2020 the estimated total useful lives of certain items of equipment used were revised. The net effect of the changes in the current financial year was a decrease in depreciation of N$ 23.0 million.

Assuming the equipment are held until the end of their estimated useful lives, following the effect on profit or loss:

	30 June 2021	30 June 2022	Total
	N$'000	N$'000	N$'000
Depreciation	14,605	8,423	23,028
Income tax	(4,674)	(2,695)	(7,369)
Net effect on profit or loss	9,931	5,728	15,659

1.3.2 Standards and interpretations issued but not yet effective

Title of standard	Nature of change	Impact	Mandatory application date / Date of adoption by group and company
Amendment to IAS 1 – Presentation of financial statements and IAS 8 – Accounting policies, changes in accounting estimates and errors on the definition of material	These amendments to IAS 1 and IAS 8 and consequential amendments to other IFRSs: • use a consistent definition of materiality through IFRSs and the Conceptual Framework for Financial Reporting; • clarify the explanation of the definition of material; and • incorporate some of the guidance in IAS 1 about immaterial information. The amended definition is: Information is material if omitting, misstating or obscuring it could reasonably be expected to influence decisions that the primary users of general purpose financial statements make on the basis of those financial statements, which provide financial information about a specific reporting entity.	The group and company are currently assessing the impact of the amendment.	Mandatory for financial periods commencing on or after 1 January 2020. Expected date of adoption: 1 July 2020.
Amendment to IFRS 3 – Business combinations, Definition of a business	This amendment revises the definition of a business. According to feedback received by the IASB, application of the current guidance is commonly thought to be too complex, and it results in too many transactions qualifying as business combinations. More acquisitions are likely to be accounted for as asset acquisitions. To be considered a business, an acquisition would have to include an input and a substantive process that together significantly contribute to the ability to create outputs. The new guidance provides a framework to evaluate when an input and a substantive process are present (including for early-stage companies that have not generated outputs). To be a business without outputs, there will now need to be an organised workforce.	The group and company are currently assessing the impact of the amendment.	Mandatory for financial periods commencing on or after 1 January 2020. Expected date of adoption: 1 July 2020.
IFRS 17 – Insurance Contracts	The IASB issued IFRS 17 Insurance contracts and thereby started a new epoch of accounting for insurers. Whereas the current standard, IFRS 4, allows insurers to use their local GAAP, IFRS 17 defines clear and consistent rules that will significantly increase the comparability of financial statements. For insurers, the transition to IFRS 17 will have an impact on financial statements and on key performance indicators. Under IFRS 17, the general model requires entities to measure an insurance contract at initial recognition at the total of the fulfilment cash flows (comprising the estimated future cash flows, an adjustment to reflect the time value of money and an explicit risk adjustment for non-financial risk) and the contractual service margin. The fulfilment cash flows are remeasured on a current basis each reporting period. The unearned profit (contractual service margin) is recognised over the coverage period. Aside from this general model, the standard provides, as a simplification, the premium allocation approach. This simplified approach is applicable for certain types of contracts, including those with a coverage period of one year or less. For insurance contracts with direct participation features, the variable fee approach applies. The variable fee approach is a variation on the general model. When applying the variable fee approach, the entity's share of the fair value changes of the underlying items is included in the contractual service margin. Consequently, the fair value changes are not recognised in profit or loss in the period in which they occur but over the remaining life of the contract.	The group and company are currently assessing the impact of the amendment.	Mandatory for financial periods commencing on or after 1 January 2022 (following due process). Expected date of adoption: 1 July 2022.
Amendments to IFRS 9 Financial Instruments, IAS 39 Financial Instruments: Recognition and Measurement and IFRS 7 Financial Instruments: Disclosure – Interest rate benchmark reform	These amendments provide certain reliefs in connection with interest rate benchmark reform (IBOR). The reliefs relate to hedge accounting and have the effect that IBOR should not generally cause hedge accounting to terminate. However, any hedge ineffectiveness should continue to be recorded in the statement of profit or loss.	The group and company assessed these amendments to have no impact.	Mandatory for financial periods commencing on or after 1 January 2020. Expected date of adoption: 1 July 2020.

There are no other standards that are not yet effective, and that would be expected to have a material impact on the group and company in the current or future reporting periods and on foreseeable future transactions. The group and company has chosen not to early adopt the standards and interpretations issued but not yet effective.

02 Summary of significant accounting policies

The principal accounting policies applied in the preparation of these consolidated and separate annual financial statements, which complies with IFRS and the Companies Act of Namibia, are set out below. These policies have been consistently applied to all the years presented unless otherwise stated in note 1.3.

2.1. Consolidation and equity accounting

2.1.1. Subsidiaries

Subsidiaries are all entities (including structured entities) over which the group has control. The group controls an entity when the group is exposed to, or has rights to, variable returns from its involvement with the entity and has the ability to affect those returns through its power to direct the activities of the entity. Subsidiaries are fully consolidated from the date on which control is transferred to the group. They are deconsolidated from the date that control ceases.

The group applies the acquisition method of accounting to account for business combinations. The consideration transferred for the acquisition of a subsidiary comprises the:

- fair values of the assets transferred;
- liabilities incurred to the former owners of the acquired business;
- equity interest issued by the group;
- fair value of any asset or liability resulting from a contingent consideration arrangement; and
- fair value of any pre-exiting equity interest in the subsidiary.

Identifiable assets acquired and liabilities and contingent liabilities assumed in a business combination are measured initially at their fair values at the acquisition date. The group recognises any non-controlling interest in the acquiree at the non-controlling interest's proportionate share of the acquiree's net identifiable assets. Acquisition-related costs are expensed as incurred.

The excess of the consideration transferred, the amount of any non-controlling interest in the acquiree and the acquisition-date fair value of any previous equity interest in the acquiree over the fair value of the identifiable net assets acquired is recorded as goodwill. If the total of consideration transferred, non-controlling interest recognised and previously held interest measured is less than the fair value of the net assets of the subsidiary acquired in the case of a bargain purchase, the difference is recognised directly in profit or loss.

If the business combination is achieved in stages, the acquisition date carrying value of the acquirer's previously held equity interest in the acquiree is remeasured to fair value at the acquisition date. Any gains or losses arising from such remeasurement are recognised in profit or loss.

Contingent consideration is classified either as equity or a financial liability. Amounts classified as a financial liability are subsequently remeasured to fair value, with changes in fair value recognised in profit or loss.

Inter-company transactions, balances and unrealised gains and losses on transactions between group companies are eliminated. Accounting policies of subsidiaries have been changed where necessary to ensure consistency with the policies adopted by the group.

In the company's separate annual financial statements, investments in subsidiaries are accounted for at cost less accumulated impairment. The cost of an investment in subsidiary is the aggregate of the fair value of assets given, liabilities incurred, and equity instruments issued plus any costs directly attributable to the purchase of the subsidiary.

2.1.2. Changes in ownership interests in subsidiaries without change of control

Transactions with non-controlling interests that do not result in loss of control are accounted for as equity transactions – that is, as transactions with the owners in their capacity as owners. The difference between the fair value of any consideration paid and the relevant shares acquired of the carrying value of net assets of the subsidiary is recorded in equity. Gains or losses on disposals to non-controlling interests are also recorded in equity.

Interests in the equity of subsidiaries not attributable to the parent are reported in consolidated equity as non-controlling interest. Profits or losses attributable to non-controlling interests are reported in the consolidated statement of comprehensive income as profit or loss attributable to non-controlling interests.

2.1.3. Disposal of subsidiaries

When the group ceases to have control, any retained interest in the entity is remeasured to its fair value at the date when control is lost, with the change in the carrying amount recognised in profit or loss. The fair value is the initial carrying amount for the purposes of subsequently accounting for the retained interest as an associate, joint venture or financial asset. In addition, any amounts previously recognised in other comprehensive income in respect of that entity are accounted for as if the group had directly disposed of the related assets or liabilities. This may mean that amounts previously recognised in other comprehensive income are reclassified to profit or loss.

2.1.4. Joint arrangements

Under IFRS 11 Joint Arrangements, investments in joint arrangements are classified as either joint operations or joint ventures. The classification depends on the contractual rights and obligations of each investor, rather than the legal structure of the joint arrangement. Refer to note 19 for the group's joint arrangements.

Under the equity method of accounting, interests in joint arrangement are initially recognised at cost and adjusted thereafter to recognise the group's share of the post-acquisition profits or losses and movements in other comprehensive income. Dividends received or receivable from joint ventures are recognised as a reduction in the carrying amount of the investment. When the group's share of losses in a joint arrangement equals or exceeds its interests in the joint arrangement (which includes any long-term interests that, in substance, form part of the group's net investment in the joint arrangement), the group does not recognise further losses, unless it has incurred obligations or made payments on behalf of the joint arrangement.

Unrealised gains on transactions between the group and its joint arrangement are eliminated to the extent of the group's interest in the entity. Unrealised losses are also eliminated unless the transaction provides evidence of an impairment of the asset transferred. Accounting policies of the joint arrangement have been changed where necessary to ensure consistency with the policies adopted by the group.

If the ownership interest in a joint venture is reduced, but joint control or significant influence is retained, only a proportionate share of the amounts previously recognised in other comprehensive income are reclassified to profit or loss where appropriate.

Investments in joint arrangement are measured at cost less accumulated impairment in the company's separate financial statements.

2.2. Foreign currency translation

Items included in the financial statements of each of the group's entities are measured using the currency of the primary economic environment in which the entity operates ('the functional currency'). The consolidated and separate annual financial statements are presented in Namibia dollars (N$), which is the group and company's presentation currency.

Foreign currency transactions are translated into the functional currency using the exchange rates prevailing at the dates of the transactions or valuation where items are remeasured. Foreign exchange gains and losses resulting from the settlement of such transactions and from the translation at year-end exchange rates of monetary assets and liabilities denominated in foreign currencies are recognised in profit or loss under trading income, except when deferred in other comprehensive income as qualifying cash flow hedges and qualifying net investment hedges.

Translation differences on non-monetary financial assets and liabilities such as equities held at fair value through profit or loss are recognised in profit or loss as part of the fair value gain or loss. Translation differences on non-monetary financial assets, such as equities classified as fair value through other comprehensive income, are included in other comprehensive income.

2.3. Financial instruments

2.3.1. Measurement methods

Amortised cost and effective interest

The amortised cost is the amount at which the financial assets or financial liabilities is measured at initial recognition minus the principal repayments, plus or minus the cumulative amortisation using the effective interest method of any difference between the initial amount and the maturity amount and, for financial assets, adjusted for any loss allowance.

The effective interest rate is the rate that exactly discounts estimated future cash payments or receipts through the expected life of the financial asset or financial liability to the gross carrying amount of a financial asset (i.e. its amortised cost before any impairment allowance) or to the amortised cost of a financial liability. The calculation does not consider the expected credit losses and includes transaction costs, premiums or discounts and fees paid or received that are integral to the effective interest rate, such as origination fees.

When the group and company revise the estimates of future cash flows, the carrying amount of the respective financial assets or financial liability is adjusted to reflect the new estimate discounted using the original effective interest rate. Any changes are recognised in profit or loss.

The carrying value of loans and advances to customers is based on the calculation of the effective interest rate (EIR). This EIR is used in the IFRS 9 expected credit loss model for calculating provisions and to amortise any unearned loan origination fees over the contractual life of loans and advances.

The loan repayment calculation is based on the contractual rate, term, and capital amount, including the loan origination fee. This adjusted instalment, including the loan origination fee, is used to determine the effective interest rate of the loan. The carrying value of loans and advances to customers is calculated using this effective interest rate.

Interest income

Interest income is calculated by applying the effective interest rate to the gross carrying amount of the financial assets.

Initial recognition and measurement

Financial assets and financial liabilities are recognised when the entity becomes a party to the contractual provisions of the instrument. Regular way purchases and sales of financial assets are recognised on trade-date, the date on which the group and company commits to purchase or sell the asset.

At initial recognition, the group and company measures a financial asset or financial liability at its fair value plus or minus, in the case of a financial asset or financial liability not at fair value through profit or loss, transaction costs that are incremental and directly attributable to the acquisition or issue of the financial asset or financial liability, such as fees and commissions. Transaction costs of financial assets and financial liabilities carried at fair value through profit or loss are expensed in profit or loss. Immediately after initial recognition, an expected credit loss allowance (ECL) is recognised for financial assets measured at amortised cost, which results in an accounting loss being recognised in profit or loss when an asset is newly originated.

When the fair value of financial assets and liabilities differs from the transaction price on initial recognition, the entity recognises the difference immediately when the fair value is based on quoted price in an active market for an identical asset or liability (i.e. a level 1 input) or based on a valuation technique that uses only data from observable markets, the difference is recognised as a gain or loss. In the event that the fair value is not based on level 1 inputs, the fair value adjustment is deferred. The deferral is then amortised over the life of the instrument or realised when settled.

Financial assets that have subsequently become credit-impaired (or 'stage 3'), interest revenue is calculated by applying the effective interest rate to their amortised cost (i.e. net of the expected credit loss provision).

2.3.2. Financial assets

i. Classification and subsequent measurement

From 1 July 2018, the group and company has applied IFRS 9 and classifies its financial assets in the following measurement categories:

- Fair value through profit or loss FVTPL
- Fair value through other comprehensive income (FVOCI); or
- Amortised cost.

The classification requirements for debt and equity instruments are described below:

Debt instruments

Debt instruments are those instruments that meet the definition of a financial liability from the issuer's perspective, such as loans, government and corporate bonds as well as exchange traded funds.

Classification and subsequent measurement of debt instruments depend on:

i. The group's and company's business model for managing the asset; and
ii. The cash flow characteristics of the asset.

Based on these factors, the group and company classifies its debt instruments into one of the following three measurement categories:

- **Amortised cost:** Assets that are held for collection of contractual cash flows where those cash flows represent solely payments of principal and interest ('SPPI'), and that are not designated at FVTPL, are measured at amortised cost. The carrying amount of these assets is adjusted by any expected credit loss allowance at recognition date. Interest income from these financial assets is included in 'Interest and similar income' using the effective interest rate method.
- **Fair value through profit or loss:** Assets that do not meet the criteria for amortised cost are measured at fair value through profit or loss. A gain or loss on a debt instrument that is subsequently measured at fair value through profit or loss and is not part of a hedging relationship is recognised in profit or loss and presented within the 'Non-operating income' in the period in which it arises. The group and company may also irrevocably designate financial assets at fair value through profit or loss if doing so significantly reduces or eliminates a mismatch created by assets and liabilities being measured on different bases. Interest income from these financial assets is included in 'Interest and similar income' using the effective interest rate method.
- **Fair value through other comprehensive income (FVOCI)**: Financial assets that are held for collection of contractual cash flows and for selling the assets, where the assets' cash flows represent solely payments of principal and interest that are not designated at FVTPL are measured at fair value through other comprehensive income (FVOCI). Movements in the carrying amount are taken through OCI, except for the recognition of impairment gains or losses, interest revenue and foreign exchange gains or losses on the instrument's amortised cost which are recognised in profit or loss. When the financial asset is derecognised, the cumulative gain or loss previously recognised in OCI is reclassified from equity to profit or loss and recognised in 'Net trading income'. Interest income from these financial assets is included in 'Interest and similar income' using the effective interest rate method.

Business model: The business model reflects how the group and company manage the assets in order to generate cash flows. That is, whether the group and company's objective is solely to collect the contractual cash flows from the assets or is to collect both the contractual cash flows arising from the sale of assets. If neither is applicable (e.g. financial assets are held for trading purposes), then the financial assets are classified as part of 'other' business model and measured at FVTPL. Factors considered by the group and company in determining the business model for a group of assets include past experience on how the cash flows for these assets were collected, how the asset's performance is evaluated and reported to key management personnel, how risks are assessed and managed and how managers are compensated.

SPPI: Where the business model is to hold assets to collect contractual cash flows or to collect contractual cash flows and sell, the group and company assess whether the financial instruments' cash flow represent solely payments of principal and interest (the 'SPPI test'). In making this assessment, the group and company consider whether the contractual cash flows are consistent with a basic lending arrangement, i.e. interest includes only consideration for the time value of money, credit risk, other basic lending risks and a profit margin that is consistent with a basic lending arrangement. Where the contractual terms introduce exposure to risk or volatility that is inconsistent with a basic lending arrangement, the related financial asset is classified and measured at fair value through profit or loss.

Financial assets with embedded derivatives are considered in their entirety when determining whether their cash flows are solely payment of principal and interest.

The group and company reclassify debt instruments when and only when its business model for managing those assets changes. The reclassification takes place from the start of the first reporting period following the change. Such changes are expected to be very infrequent, and none occurred during the period.

Equity instruments

Equity instruments are instruments that meet the definition of equity from the issuer's perspective; that is, instruments that do not contain a contractual obligation to pay and that evidence a residual interest in the issuer's net assets.

The group and company's management has elected, at initial recognition, to irrevocably designate equity investments at fair value through other comprehensive income. These investments are held for purposes other than to generate investment returns. Fair value gains and losses are recognised in OCI and are not subsequently reclassified to profit or loss, including on disposal. Impairment losses (and reversal of impairment losses) are not reported separately from other changes in fair value. Dividends, when representing a return on such investments, continue to be recognised in profit or loss as other income when the group and company's right to receive payments is established.

ii. Impairment

The group and company assess on a forward-looking basis the expected credit loss ('ECL') associated with its debt instrument assets carried at amortised cost and with the exposure arising from loan commitments and financial guarantee contracts. The group and company recognise a loss allowance for such losses at each reporting date. The measurement of ECL reflects:

- An unbiased and probability-weighted amount that is determined by using the transition matrix methodology;
- The time value of money; and
- Reasonable and supportable information that is available without undue cost or effort at the reporting date about past events, current conditions and forecasts of future economic conditions.

Note 3.2.2 provides more detail of how the expected credit loss allowance is measured.

iii. Modification of loans

The group and company sometimes renegotiate or otherwise modifies the contractual cash flows of loans to customers. A substantial modification of the contractual cash flows results in the group and company derecognising the original financial asset and recognising a new asset at fair value and recalculating a new effective interest rate for the asset. If modified contractual cash flow differs by more than 10 % from original contractual cash flows, the modification will be deemed to be substantial. The date of renegotiation is consequently considered to the date of initial recognition for impairment calculation purposes, including for the purposes of determining whether a significant increase in credit risk has occurred. However, the group and company also assess whether the new financial asset recognised is deemed to be credit-impaired at initial recognition, especially in circumstances where the renegotiation was driven by the debtor being unable to make the originally agreed payments. Differences in the carrying amount are also recognised in profit or loss as a gain or loss on derecognition.

When this happens, the group and company assess whether the new terms are substantially different to the original terms. The group and company do this by considering, among others, the following factors:

- If the borrower is in financial difficulty, whether the modification merely reduces the contractual cash flows to amounts, the borrower is expected to be able to pay.
- Whether any substantial new terms are introduced, such as profit share/ equity-based returns that substantially affect the risk profile of the loan.
- Significant extension of the loan term when the borrower is not in financial difficulty.
- Significant change in the interest rate.
- Change in the currency the loan is denominated in.
- Insertion of collateral, other security or credit enhancements that significantly affect the credit risk associated with the loan.

If the terms are not substantially different, the renegotiation or modification does not result in derecognition, and the group and company recalculate the gross carrying amount based on the revised cash flows of the financial asset and recognises a modification gain or loss in profit or loss. The new gross carrying amount is recalculated by discounting the modified cash flows at the original effective interest rate.

iv. Derecognition other than on a modification

Financial assets, or a portion thereof, are derecognised when the contractual rights to receive the cash flows from the assets have expired, or when they have been transferred and whether (i) the group and company transfer substantially all the risks and rewards of ownership, or (ii) the group and company neither transfers nor retains substantially all the risks and rewards of ownership and the group and company has not retained control.

Collateral furnished by the group and company under standard repurchase agreements and securities lending and borrowing transactions are not derecognised because the group and company retain substantially all the risks and rewards on the basis of the predetermined repurchase price and the criteria for derecognition are therefore not met.

2.3.3. Financial liabilities

i. Classification and subsequent measurement

Financial liabilities are classified and subsequently measured at amortised cost, except for financial liabilities at fair value through profit or loss: this classification is applied to derivatives, financial guarantee contracts and loan commitments (see note 2.13).

ii. Derecognition

Financial liabilities are derecognised when they are extinguished (i.e. when the obligation specified in the contract is discharged, cancelled or expires).

The exchange between the group and company and its original lenders of debt instruments with substantially different terms, as well as substantial modifications of the terms of existing financial liabilities, are accounted for as an extinguishment of the original financial liability and the recognition of a new financial liability.

2.3.4 Determination of fair value

Specific valuation techniques used to value financial instruments include:

- the use of quoted market prices or dealer quotes for similar instruments;
- the fair value of interest rate swaps is calculated as the present value of the estimated future cash flows based on observable yield curves;
- the fair value of forward foreign exchange contracts is determined using forward exchange rates at the statement of financial position date; and
- the fair value of the remaining financial instruments is determined using discounted cash flow analysis.

2.3.5. Derecognition

The group and company derecognises a financial asset when:

- the contractual rights to the asset expire; or where there is a transfer of the contractual rights to receive the cash flows of the financial asset and substantially all of the risks and rewards related to the ownership of the financial asset are transferred; or
- the group and company retain the contractual rights of the assets but assumes a corresponding liability to transfer these contractual rights to another party and consequently transfers substantially all the risks and rewards associated with the asset.

Where the group and company retain substantially all the risks and rewards of ownership of the financial asset, the group and company continue to recognise the financial asset in its entirety and recognises a financial liability for the consideration received. These financial assets and the related financial liabilities may not be offset.

Where the group and company neither transfers nor retains substantially all the risks and rewards of ownership of the financial asset, the group and company determine whether it has retained control of the financial asset. In this case:

- if the group and company has not retained control, it derecognises the financial asset and recognises separately as assets or liabilities any rights and obligations created or retained in the transfer; or
- if the group and company has retained control, it continues to recognise the financial asset to the extent of its continuing involvement in the financial asset.

The group and company derecognises a financial liability when it is extinguished, i.e. when the obligation specified in the contract is discharged, cancelled or expired. A substantial modification of the terms and conditions of an existing financial liability or part of an existing financial liability is accounted for as an extinguishment of the original financial liability and recognition of a new one. A substantial modification to the terms occurs where the discounted present value of the cash flows under the new terms, including any fees paid net of any fees received and discounted using the original effective interest rate, is at least 10% different from the discounted present value of the remaining cash flows of the original financial liability.

2.3.6. Offsetting financial instruments

Financial assets and liabilities are offset and the net amount reported in the statement of financial position when there is a legally enforceable right to offset the recognised amounts and there is an intention to settle on a net basis or realise the asset and settle the liability simultaneously. The legally enforceable right must not be contingent on future events and must be enforceable in the normal course of business and in the event of default, insolvency or bankruptcy of the company or the counterparty.

2.3.7. Derivative financial instruments

Derivatives are initially recognised at fair value on the date on which a derivative contract is entered into and are subsequently remeasured at their fair value. Fair values are obtained from quoted market prices in active markets, including recent market transactions and valuation techniques, which include discounted cash flow models and option pricing models, as appropriate. All derivatives are carried as assets when its fair value is positive and as liabilities when its fair value is negative.

The best evidence of the fair value of a derivative at initial recognition is the transaction price (i.e. the fair value of the consideration given or received) unless the fair value of that instrument is evidenced by comparison with other observable current market transactions in the same instrument (i.e. without modification or repackaging) or based on a valuation technique whose variables include only data from observable markets. When such evidence exists, the group and company recognises profits on day one.

Certain derivatives embedded in other financial instruments are treated as separate derivatives when their economic characteristics and risks are not closely related to those of the host contract and the host contract is not carried at fair value through profit or loss. These embedded derivatives are measured at fair value with changes in fair value recognised in profit or loss.

The group and company's derivative instruments do not qualify for hedge accounting. Changes in the fair value of any derivative instrument that does not qualify for hedge accounting are recognised immediately in profit or loss and the derivatives are disclosed separately in the statement of financial position.

2.3.8. Interest capitalised on stage 3 impaired loans and advances

IFRS 9 requires that interest income for loans and advances classified as stage 3 be calculated on the net carrying amount, which will result in a portion of contractual interest being suspended. The group and company have applied this requirement by presenting interest capitalised on stage 3 loans and advances as a separate reconciling item when calculating the loans and advances' total value. Interest capitalised on stage 3 loans and advances, therefore, does not impact the net carrying amount of the financial asset as presented on the statement of financial position.

2.4. Sale and repurchase agreements

Securities sold subject to repurchase agreements ('repos') are reclassified in the financial statements as pledged assets when the transferee has the right by contract or custom to sell or repledge the collateral; the counterparty liability is included in amounts due to other banks or deposits due to customers, as appropriate. Securities purchased under agreements to resell ('reverse repos') are recorded as loans and advances to other banks or customers, as appropriate. The difference between the sale and repurchase price is treated as interest and accrued over the life of the agreements using the effective interest rate method.

Securities borrowed are not recognised in the consolidated and separate financial statements, unless these are sold to third parties, in which case the purchase and sale are recorded with the gain or loss included in trading income. The obligation to return them is recorded at fair value as a trading liability.

2.5. Intangible assets

2.5.1. Goodwill

Goodwill arises on the acquisition of subsidiaries and represents the excess of the consideration transferred over the group's interest in net fair value of the net identifiable assets, liabilities and contingent liabilities of the acquiree and the fair value of the non-controlling interest in the acquiree. Goodwill on acquisition of subsidiaries is included in 'Intangible assets' and carried at cost less accumulated impairment losses. Goodwill is not amortised, but it is tested for impairment annually, or more frequently if events or changes in circumstances indicate a potential impairment. The carrying value of goodwill is compared to the recoverable amount, which is the higher of value in use and the fair value less costs of disposal. Any impairment is recognised immediately as an expense and is not subsequently reversed. Gains and losses on the disposal of an entity include the carrying amount of goodwill relating to the entity sold.

For the purpose of impairment testing, goodwill acquired in a business combination is allocated to each of the cash-generating-units (CGUs), or groups of CGUs, that is expected to benefit from the synergies of the combination. Each unit or group of units to which the goodwill is allocated represents the lowest level within the entity at which the goodwill is monitored for internal management purposes. Goodwill is monitored at the operating segment level.

2.5.2. Computer software and development costs

Costs associated with maintaining computer software programs are recognised as an expense as incurred. Development costs that are directly attributable to the design and testing of identifiable and unique software products controlled by the group and company are recognised as intangible assets when the following criteria are met:

- it is technically feasible to complete the software product so that it will be available for use;
- management intends to complete the software product and use or sell it;
- there is an ability to use or sell the software product;
- it can be demonstrated how the software product will generate probable future economic benefits;
- adequate technical, financial and other resources to complete the development and to use or sell the software product are available; and
- the expenditure attributable to the software product during its development can be reliably measured.

Directly attributable costs that are capitalised as part of the software product include the software development employee costs and an appropriate portion of relevant overheads. Other development expenditures that do not meet these criteria are recognised as an expense as incurred. Development costs previously recognised as an expense are not recognised as an asset in a subsequent period.

The cost of a separately acquired intangible asset comprises its purchase price, including import duties and non-refundable purchase taxes, after deducting trade discounts and rebates; and any directly attributable cost of preparing the asset for its intended use. Recognition of costs in the carrying amount of an intangible asset ceases when the asset is in the condition necessary for it to be capable of operating in the manner intended by management.

Computer software development costs recognised as assets are amortised using the straight-line method over their useful lives as follows:

Application software	7 years
Operating software	3 years

2.6. Property and equipment

Land and buildings mainly comprise of branches and offices. All property and equipment are stated at historical cost less accumulated depreciation. Historical cost includes expenditure that is directly attributable to the acquisition of the items. Subsequent costs are included in the asset's carrying amount or are recognised as a separate asset, as appropriate, only when it is probable that future economic benefits associated with the item will flow to the group and company and the cost of the item can be measured reliably. The carrying amount of any component accounted for as a separate asset is derecognised when replaced. All other repairs and maintenance are charged to profit or loss during the financial period in which they are incurred.

Land is not depreciated. Depreciation on other assets is calculated using the straight-line method to allocate their cost to their residual values over their estimated useful lives as follows:

Buildings	24-30 years
Computer & other equipment	5-11.74 years
Furniture, fittings and other office equipment	7-16 years
Motor vehicles	5-14 years

The assets' residual values and useful lives are reviewed, and adjusted if appropriate, at each reporting period.

Gains and losses on disposals are determined by comparing the proceeds with the carrying amount and are recognised within 'other operating income' or 'other expenses' in profit or loss.

Investment properties held by group companies and which are occupied by other group companies are recognised as property and equipment in the consolidated and separate annual financial statements.

2.7. Repossessed property

In certain circumstances, property is repossessed following the foreclosure on loans that are in default. Repossessed property is included under other assets as inventory as it is held for sale in the ordinary course of business, at the lower of cost or net realisable value, and are derecognised when the assets are sold to third parties.

2.8. Impairment of non-financial assets

Goodwill and intangible assets that have an indefinite useful life or not ready to use are not subject to amortisation and are tested annually for impairment, or more frequently if events or changes in circumstances indicate that they might be impaired. Other assets are tested for impairment whenever events or changes in circumstances indicate that the carrying amount may not be recoverable. An impairment loss is recognised for the amount by which the asset's carrying amount exceeds its recoverable amount. The recoverable amount is the higher of an asset's fair value, less costs of disposal and value in use. For the purposes of assessing impairment, assets are grouped at the lowest levels for which there are separately

identifiable cash flows (cash-generating units).
Prior impairments of non-financial assets (other than goodwill) are reviewed for possible reversal at each reporting date.

2.9. Leases

2.9.1. IFRS 16 Leases – Applicable to current period figures

This policy is applied to contracts entered, or changed, on or after 1 July 2019.

At inception of a contract, the group and company assess whether a contract is, or contains a lease. A contract is, or contains, a lease if the contract conveys the right to control the use of an identified asset for a period in exchange for consideration. To assess whether a contract conveys the right to control the use of an identified asset, the group and company assess whether:

- the contract involves the use of an identified asset;
- the group and company have the right to obtain substantially all the economic benefits associated with the use of the asset throughout the period of use; and
- the group and company have the right to direct or use the asset when it has the decision-making rights that are most relevant to changing how and for what purpose the asset is used.

Contracts may contain both lease and non-lease components. The group and company allocate the consideration in the contract to the lease and non-lease components based on their relative stand-alone prices. However, for leases of real estate for which the group and company is a lessee, it has elected not to separate lease and non-lease components and instead accounts for these as a single lease component.

Lessee accounting

The group and company lease various offices, branches and houses. Rental contracts are typically made for fixed periods of 5 to 10 years but may have extension options.

Until the 2019 financial period, leases of property and equipment were classified as either finance or operating leases based on the requirements of IAS 17. From 1 July 2019, leases are recognised as a right-of-use asset and a corresponding liability at the date at which the leased asset is available for use by the group and company as required by IFRS 16.

Lease terms are negotiated on an individual basis and contain a wide range of different terms and conditions. The lease agreements do not impose any covenants other than the security interests in the leased assets that are held by the lessor. Leased assets may not be used as security for borrowing purposes.

Right-of-use assets are presented as part of ‘property and equipment’, while lease liabilities are presented as part of ‘other liabilities’ on the statement of financial position.

Initial recognition

At the commencement date, a lessee recognises a right-of-use asset and a lease liability.

The lease liability is initially measured at the present value of the lease payments that are not paid at the commencement date, discounted using the discount rate.

Lease payments included in the measurement of the lease liability comprise the following:

- fixed payments (including in-substance fixed payments), less any lease incentives receivable;
- variable lease payments that are based on an index rate or a rate, initially measured using the index or rate as at the commencement date;
- amounts expected to be payable by the group and company under residual value guarantees;
- the exercise price of a purchase option if the group and company is reasonably certain to exercise that option; and
- payments of penalties for terminating the lease, if the lease term reflects the group and company exercising that option.

Lease payments to be made under reasonably certain extension options are also included in the measurement of the liability.

Right-of-use assets are measured at cost comprising the following:

- the amount of the initial measurement of the lease liability;
- any lease payments made at or before the commencement date less any lease incentives received;
- any initial direct costs; and
- an estimate of costs to dismantle and remove the underlying asset or to restore the underlying asset or site on which it is located, less any lease incentives received.

Subsequent measurement

Right-of-use assets are subsequently measured at cost less accumulated depreciation and impairment losses. They are depreciated over the shorter of the asset’s useful life and the lease term on a straight-line basis. If the group and company are reasonably certain to exercise a purchase option, the right-of-use asset is depreciated over the underlying asset’s useful life. Depreciation starts at the commencement date of the lease.

The lease liability is measured at amortised cost using the effective interest rate method. It is remeasured when there is a change in future lease payments arising from a change in an index or rate, if there is a change in the group and company’s estimate of the amount expected to be repayable under a residual value guarantee, or if the group and company change its assessment of whether it will exercise a purchase, extension or termination option.

When the lease liability is remeasured in any way, a corresponding adjustment is made to the carrying amount of the right-of-use asset or is recorded in profit or loss if the carrying amount of the right-of-use asset has been reduced to zero.

Discount rate

The lease payments are discounted using the interest rate implicit in the lease. If that rate cannot be readily determined, which is generally the case for leases in the group and company, the lessee’s incremental borrowing rate is used, being the rate that the group and company would have to pay to borrow the funds necessary to obtain an asset of similar value to the right-of-use asset in a similar economic environment with similar terms, security and conditions. Generally, the group and company use the lessee’s incremental borrowing rate as the discount rate.

Short-term and leases of low-value assets
Payments associated with short-term leases of equipment and vehicles and all leases of low-value assets are recognised on a straight-line basis as an expense in profit or loss. Short-term leases are leases with a lease term of 12 months or less. Low-value assets comprise IT equipment and small items of office furniture.

Lessor accounting
The group and company are not part of lease contracts where it is the lessor.

2.9.2. IAS 17 Leases – Applicable to comparative period figures

Lessee accounting
Leases in which a significant portion of the risks and rewards of ownership are retained by the lessor are classified as operating leases. The leases entered by the group and company are primarily operating leases. Payments, including prepayments, made under operating leases (net of any incentives received from the lessor) are charged to profit or loss on a straight-line basis over the period of the lease. When an operating lease is terminated before the lease period has expired, any payment required to be made to the lessor by way of penalty is recognised as an expense in the period in which termination takes place.

Lessor accounting
Leases of property and equipment where the group and company have substantiated all the risks and rewards of ownership are classified as finance leases. Finance leases are capitalised at the lease's commencement at the lower of the fair value of the leased property and the present value of the minimum lease payments. Each lease payment is allocated between the liability and finance charges. The corresponding rental obligations, net of finance charges, are included in payables. The interest element of the finance cost is charged to profit or loss over the lease period so as to produce a constant periodic rate of interest on the remaining balance of the liability for each period. The property and equipment acquired under finance leases are depreciated over the shorter of the useful life of the asset and the lease term.

2.10. Cash and cash equivalents

Cash and cash equivalents are stated at cost which approximates fair value due to the short-term nature of these instruments.

For the purposes of the statement of cash flows, cash and cash equivalents comprise cash in hand, balances with less than three months' maturity from the reporting date, including cash and non-restricted balances with the central bank, treasury bills and other eligible bills, placements with other banks, short-term government securities, money market investments and short-term borrowings from other banks. In the statement of financial position, bank overdrafts are shown within 'due to other banks' as liabilities.

2.11. Provisions

Provisions are recognised when the group and company have a present legal or constructive obligation as a result of past events; it is probable that an outflow of resources will be required to settle the obligation; and the amount has been reliably estimated.

Provisions for restructuring costs and legal claims are recognised when the group and company have a present legal or constructive obligation as a result of past events; it is probable that an outflow of resources will be required to settle the obligation; and the amount has been reliably estimated. Provisions are not recognised for future operating losses.

Provisions are measured at the present value of the expenditures expected to be required to settle the obligation using a pre-tax rate that reflects current market assessments of the time value of money and the risks specific to the obligation. The increase in provision due to passage of time is recognised as an interest expense.

2.12. Financial guarantee contracts

Financial guarantee contracts are contracts that require the issuer to make specified payments to reimburse the holder for a loss it incurs because a specified debtor fails to make payments when due, in accordance with the terms of a debt instrument. Such financial guarantees are given to banks, financial institutions and other bodies on behalf of customers to secure loans, overdrafts and other banking facilities.

Financial guarantee contracts are initially measured at fair value and subsequently measured at the higher of:

- The amount of the loss allowance (calculated as described in note 3.2.2); and
- The premium received on initial recognition less income recognised in accordance with the principles of IFRS 15.

Loan commitments provided by the group and company are measured as the amount of the loss allowance (calculated as described in note 3.2.2). The group and company have not provided any commitment to provide loans at a below-market interest rate, or that can be settled net in cash or by delivering or issuing another financial instrument.

For financial guarantee contracts, the loss allowance is recognised as a provision. However, for contracts that include both a loan and an undrawn commitment and the group and company cannot separately identify the expected credit losses on the undrawn commitment component from those on the loan component, the expected credit losses on the undrawn commitment are recognised together with the loss allowance for the loan. To the extent that the combined expected credit losses exceed the gross carrying amount of the loan, the expected credit losses are recognised as a provision.

2.13. Employee benefits

2.13.1. Pension obligations

The group and company operate a defined-contribution plan. The plan is generally funded through payments to insurance companies or trustee-administered funds, determined by periodic actuarial calculations. A defined-contribution plan is a pension plan under which the group and company pay fixed contributions into a separate entity.

The group and company have no legal or constructive obligations to pay further contributions if the fund does not hold sufficient assets to pay all employees the benefits relating to employee service in the current and prior periods.

The contributions are recognised as employee benefit expenses when they are due. Prepaid contributions are recognised as an asset to the extent that a cash refund or a reduction in the future payments is available. The group and company provide no other post-retirement benefits to

their retirees.

2.13.2. Severance pay provision

In terms of the Labour Act of 2007, the group and company are required to make payments (or provide other benefits) to employees when it terminates their employment. The implications of this requirement is that severance pay has to be paid to all employees when the employee:

- is dismissed (except if due to misconduct or poor performance);
- dies while employed; or
- retires upon reaching the age of 65.

The group and company, therefore, have an obligation, more specifically a defined benefit, in terms of IAS 19 Employee benefits. The benefit is unfunded and is valued using the projected unit credit method as prescribed by IAS 19 Employee benefits. Refer to Note 28.1 for assumptions made in the determination of the group and company's liability with respect to severance pay.

2.13.3. Leave pay

Employee benefits in the form of annual leave entitlements are provided for when they accrue to employees with reference to services rendered up to the reporting date.

2.13.4. Performance bonuses

The group and company recognises a liability and an expense for bonuses, based on a formula that takes into consideration the profit before tax after certain adjustments. The group and company recognise a provision where contractually obliged or where there is a past practice that has created a constructive obligation.

2.14. Share-based payments

The group and company operate two share-based compensation plans:

1. a share appreciation rights plan; and
2. a conditional share plan.

The share appreciation and conditional share plan are accounted for as cash-settled share-based payments.

Liabilities for the group and company's share appreciation rights and conditional share plan are recognised as employee benefit expenses over the relevant service period. The liabilities are remeasured to fair value at each reporting date and are presented as employee benefit obligations in the statement of financial position. Refer to note 30 for more details on the respective plans.

2.15. Current and deferred income tax

The income tax expense for the period comprises of current and deferred tax. Tax is recognised in profit or loss, except to the extent that it relates to items recognised in other comprehensive income or directly in equity. In this case, the tax is also recognised in other comprehensive income or directly in equity, respectively.

2.15.1. Deferred income tax

Deferred income tax is recognised on temporary differences arising between the tax bases of assets and liabilities and their carrying amounts in the consolidated and separate annual financial statements. However, deferred tax liabilities are not recognised if they arise from the initial recognition of goodwill; deferred income tax is not accounted for if it arises from initial recognition of an asset or liability in a transaction other than a business combination that at the time of the transaction affects neither accounting nor taxable profit or loss. Deferred income tax is determined using tax rates (and laws) that have been enacted or substantively enacted by the reporting date and are expected to apply when the related deferred income tax asset is realised, or the deferred income tax liability is settled.

The principal temporary differences arise from depreciation of property and equipment, revaluation of certain financial assets and liabilities including derivative contracts and tax losses carried forward and, in relation to acquisitions, on the difference between the fair values of the net assets acquired and their tax base.

Deferred tax assets are recognised only to the extent that it is probable that future taxable profit will be available against which the temporary differences can be utilised.

Deferred tax liabilities are provided on taxable temporary differences arising from investments in subsidiaries and joint arrangements, except for deferred tax liabilities where the timing of the reversal of the temporary difference is controlled by the group and company, and it is probable that the temporary difference will not reverse in the foreseeable future. Generally, the group and company are unable to control the reversal of the temporary difference for associates. Only where there is an agreement in place that gives the group and company the ability to control the reversal of the temporary difference not recognised.

Deferred tax assets are recognised on deductible temporary differences arising from investments in subsidiaries and joint arrangements only to the extent that it is probable the temporary difference will reverse in the future, and there is sufficient taxable profit available against which the temporary difference can be utilised.

Deferred tax assets and liabilities are offset when there is a legally enforceable right to offset current tax assets against current tax liabilities and when the deferred tax assets and liabilities relate to income taxes levied by the same taxation authority on either the same taxable entity or different taxable entities where there is an intention to settle the balances on a net basis.

Deferred tax related to fair value remeasurement of available-for-sale investments and cash flow hedges, which are recognised in other comprehensive income, is also recognised in other comprehensive income and is subsequently recognised in profit or loss together with the deferred gain or loss.

2.15.2. Current income tax

The current income tax charge is calculated on the basis of the tax laws enacted or substantively enacted at the statement of financial position date in the countries where the company and its subsidiaries operate and generate taxable income. Management periodically evaluates positions taken in tax returns with respect to situations in which applicable tax regulation is subject to interpretation. It establishes provisions, where appropriate, on the basis of amounts expected to be paid to the tax authorities.

The tax effects of income tax losses available for carry forward are recognised as an asset when it is probable that future taxable profits will be available against which these

2.16. Revenue from contracts with customers

Revenue from customers is measured based on consideration specified in a contract with a customer and excludes amounts collected on behalf of third parties. The group and company recognises revenue when it transfers control over a good or service to a customer.

The following table provides information about the nature and timing of the satisfaction of performance obligations in contracts with customers, including significant payment terms, and the related revenue recognition policies.

Type of service	Nature and timing of satisfaction of performance obligations, including significant payment terms	Revenue recognition under IFRS 15
Retail, microlending and corporate banking services	The group and company provides banking services to retail and corporate customers, including account management, provision of overdraft facilities, foreign currency transactions, credit card and servicing fees. Fees for ongoing account management are charged to the customer's account on a monthly basis. The group and company set the rates separately for retail and corporate banking customers in each jurisdiction on an annual basis. Transaction-based fees for interchange, foreign currency transactions and overdrafts are charged to the customer's account when the transaction takes place. Servicing fees are charged on a monthly basis and are based on fixed rates reviewed annually by the group and company. There is no financing component.	Revenue from account service and servicing fees is recognised over time as the services are provided. Revenue related to transactions is recognised at the point in time when the transaction takes place. Non-refundable up-front fees are recognised as revenue over the period for which a customer is expected to continue receiving the service or utilising the facility.

losses can be utilised.

2.16.1. Net trading income

Net trading income comprises all gains and losses from changes in fair value of financial assets and liabilities held for trading as well as foreign exchange gains and losses arising from instruments held for trading.

2.16.2. Interest income and expenses

Interest income and expenses are recognised in profit or loss for all instruments measured at amortised cost using the effective interest rate method.

The effective interest method is a method of calculating the amortised cost of a financial asset or a financial liability and of allocating the interest income or interest expense over the relevant period. The effective interest rate is the rate that exactly discounts estimated future cash payments or receipts through the expected life of the financial instrument or, when appropriate, a shorter period to the net carrying amount of the financial asset or financial liability. When calculating the effective interest rate, the group and company estimate cash flows considering all contractual terms of the financial instrument (for example, prepayment options) but does not consider future credit losses. The calculation includes all fees and points paid or received between parties to the contract that are an integral part of the effective interest rate, transaction costs and all other premiums or discounts.

Interest income and dividend income on financial assets at fair value through other comprehensive income are included in 'net interest income' or 'dividend income', respectively.

When a loan and receivable is impaired, the group and company reduce the carrying amount to its recoverable amount, being the estimated future cash flow discounted at the original effective interest rate of the instrument and continues unwinding the discount as interest income. Interest income on impaired loans and receivables is calculated using the original effective interest rate and interest is suspended after non-accrual status.

2.16.3. Fee and commission income

Fees and commissions are generally recognised on an accrual basis when the service has been provided. Loan commitment fees for loans that are likely to be drawn down are deferred (together with related direct costs) and recognised as an adjustment to the effective interest rate on the loan. Loan syndication fees are recognised as revenue when the syndication has been completed, and the group and company retained no part of the loan package for itself or retained a part at the same effective interest rate for the other participants. Commission and fees arising from negotiating, or participating in the negotiation of, a transaction for a third party, such as the arrangement of the acquisition of shares or other securities or the purchase or sale of businesses, are recognised on completion of the underlying transaction.

Portfolio and other management advisory and service fees are recognised based on the applicable service contracts, usually on a time apportionment basis. Asset management fees related to investment funds are recognised over the period the service is provided. The same principle is applied for wealth management, financial planning and custody services that are continuously provided over an extended period of time.

2.16.4. Other income

Royalty income is recognised on an accrual basis in accordance with the substance of the relevant agreements. Dividend income is recognised when the right to receive payment is established.

2.17. Share capital

Share issue

Ordinary shares are classified as equity. Mandatorily redeemable preference shares are classified as liabilities.

Incremental costs directly attributable to the issue of new ordinary shares or options, or to the acquisition of a

business, are shown in equity as a deduction, net of tax, from the proceeds.

2.18. Dividend distribution

Dividend distribution to the group and company's shareholders are recognised as a liability in the consolidated and separate annual financial statements in the period in which the dividends are declared by the board of directors.

Dividends for the year that are declared after the reporting date are dealt with in the events subsequent to year-end note under the directors' report.

2.19. Fiduciary activities

The group and company commonly acts as trustee and in other fiduciary capacities that result in the holding or placing of assets on behalf of individuals, trusts, retirement benefit plans and other institutions. These assets and income arising thereon are excluded from these financial statements, as they are not assets of the group and company.

2.20. Operating segments

The group considers its banking operations as one operating segment; the group has no significant components other than banking. Other components include micro finance, however, this component contributes less than 5% to the group revenue, assets and profit for the year, therefore, the group has no significant components other than banking. This is in a manner consistent with the internal reporting provided to the chief operating decision maker, identified as the managing director of the group. The chief operating decision-maker is the person that allocates resources to and assesses the performance of the operating segment(s) of an entity.

In assessing the performance of the banking operation, the managing director reviews the various aggregated revenue streams, the total costs and the assets and liabilities related to the banking activity, which have been disclosed in the various notes to the consolidated and separate annual financial statements.

2.21. Rounding of amounts

All amounts disclosed in the financial statements and notes have been rounded off to the nearest thousand currency units unless otherwise stated.

03 Financial risk management

Any business that requires a return on capital investment is exposed to financial risks. Managing these risks continues to play a pivotal role within the group and company to ensure an appropriate balance is reached between risks and returns. The board of directors is ultimately responsible to manage risks that may have a negative impact on its financial performance, and which may ultimately have an adverse effect on the continued operations of the group and company. However, it is the responsibility of management to identify risks, whether real or anticipated, within their business units, and take appropriate actions.

Management's approach to risk management is to ensure all significant risks are identified and managed, and the returns are balanced with the risks taken. Compliance with a set of comprehensive risk management policies is an integral part of the group and company's day-to-day activities and systems of internal controls have been implemented to prevent and detect risks.

The key principles forming the foundation of the group and company's risk management process include:

- adoption of a risk management framework which applies to all business units and risk types;
- risk assessment, measurement, monitoring and reporting;
- independent reviews and assessment; and
- risk governance processes.

The following subcommittees have been formed to assist the board audit and board risk and compliance committee (BAC and BRC) to manage risks:

Board credit committee (BCC) and board lending committee (BLC)

One of the group and company's primary activities is lending to retail and commercial borrowers. The group and company accepts deposits from customers at both fixed and floating rates, and for various periods, and seeks to earn above-average interest margins by investing these funds in high-quality assets. The BCC and BLC are tasked to ensure this objective is achieved through the sanctioning of credit and thereby ensuring credit exposures remain within an acceptable range of credit standing. Such exposures involve not just loans and advances reflected on the statement of financial position, but also guarantees and other commitments such as letters of credit.

Asset and liability committee (ALCO)

The primary responsibility of the ALCO is the management of market and liquidity risks within set risk capacity, appetite and tolerance thresholds whilst at the same time optimising the group and company's profitability and capital position. The ALCO reviews the macro-economic environment, as well as historical financial and strategic performance as inputs in a strategy development process, which is supported by simulations and forecasting. The group and company trades in financial instruments where it takes positions in traded instruments, including derivatives, to take advantage of, and hedge against adverse, short-term market movements in bonds and in foreign currency, interest rate and commodity prices. Amongst other responsibilities, ALCO is tasked to monitor the risks associated with these activities.

Risk management includes the setting of trading limits on the level of exposure that can be taken in relation to both overnight and intra-day market positions. In addition, with the exception of specific hedging arrangements, foreign exchange and interest rate exposures associated with these derivatives are normally offset by entering into counterbalancing positions, thereby controlling the variability in the net cash amounts required to liquidate market positions.

The ALCO also carries the primary responsibility of monitoring the group and company's liquidity position, as well as formulating the funding strategy. The interest rate subcommittee reviews the economic environment and

recommends interest rate views to the ALCO. The ALCO activities are reported to the BAC.

Risk committee

In addition to the mentioned committees, the risk committee, comprising of members of the executive management team and reporting to the BAC and BRC, was established. Its primary responsibilities are to:

- evaluate the risk management model employed by the group and company in terms of effectiveness and efficient deployment of resources (i.e. cost versus benefit);
- discuss and identify gaps and weaknesses in the management information system (MIS) to enable management to make the correct decisions;
- discuss the findings and recommendations of the group and company's risk functions and evaluate whether appropriate action has been taken when necessary;
- enhance general risk awareness within the group and company;
- monitor the management of risks to ensure that the group and company complies with the Bank of Namibia's guidelines for effective risk management; and
- discuss in detail any identified, unidentified and potential risks that are material to the group and company.

Credit risk forum (CRF)

The purpose of the CRF is to have an oversight of credit risk management in accordance with the board approved credit risk management policy, credit policies and credit risk and control framework, in order to achieve and maintain an acceptable credit risk profile and an adequate risk and control framework.

On portfolio credit risk level, the scope of the CRF includes:

- portfolio analysis and performance;
- key risk indicators and trends;
- risk adjusted pricing performance on portfolio level;
- discuss and review credit portfolio risk and recommend to the business units risk enhancement;
- product and pricing strategies;
- discuss and review of annual risk appetites and stress testing of the credit portfolio before submission to the risk committee; and
- discuss and review collateral and recommend necessary improvements.

The CRF facilitates compliance with:

- Basel and other best practices for credit risk management;
- applicable legislative acts;
- Bank of Namibia determinations; and
- Group credit policies.

IFRS 9 committee

The IFRS 9 committee is the main forum where specific matters that can cause deterioration in credit risk will be discussed. At this meeting decisions will also be made on the risk associated with the prevailing and forecasted macroeconomic conditions and the impact on specific sectors in the applicable economies.

The IFRS 9 committee is established to make the following decisions at each reporting period in terms of the impairment allowance model utilised by the group and company:

1. Assumptions;
2. Inputs, including macro-economic variables;
3. Results;
4. Movements in for example sectors / regions;
5. Sign-off total impairments for the reporting period.

Significant risks to which the group and company are exposed are discussed below.

3.1. Analysis of assets and liabilities

Financial assets and financial liabilities are measured either at fair value or at amortised cost. The principal accounting policies on pages 37 to 47 describe how the classes of financial instruments are measured and how income and expenses, including fair value gains and losses, are recognised.

The following table analyses the financial assets and liabilities in the statement of financial position per category of financial instrument to which they are assigned and therefore measured. The table includes non-financial assets and liabilities to reconcile to the statement of financial position:

2020					
	Financial assets / liabilities at FVTPL	Financial assets at fair value through OCI	Financial assets / liabilities at amortised cost	Non-financial assets / liabilities	Total
Group	N$'000	N$'000	N$'000	N$'000	N$'000
ASSETS					
Cash and balances with the central bank	-	-	705,937	-	705,937
Derivative financial instruments	10,238	-	-	-	10,238
Financial assets at fair value through profit or loss	1,338,691	-	-	-	1,338,691
Financial assets at amortised cost	-	-	712,757	-	712,757
Financial assets at fair value through other comprehensive income	-	4,862,878	-	-	4,862,878
Due from other banks	-	-	1,442,751	-	1,442,751
Loans and advances to customers	-	-	32,691,865	-	32,691,865
Other assets	-	-	266,715	68,423	335,138
Current tax asset	-	-	-	97,552	97,552
Intangible assets	-	-	-	182,955	182,955
Property and equipment	-	-	-	446,262	446,262
Deferred tax asset	-	-	-	25,664	25,664
Total assets	1,348,929	4,862,878	35,820,025	820,856	42,852,688
LIABILITIES					
Derivative financial instruments	21,101	-	-	-	21,101
Due to other banks	-	-	902,052	-	902,052
Other borrowings	-	-	633,901	-	633,901
Debt securities in issue	-	-	3,188,274	-	3,188,274
Deposits	-	-	32,319,110	-	32,319,110
Other liabilities	-	-	648,317	161,357	809,674
Post-employment benefits	-	-	-	12,935	12,935
Total liabilities	21,101	-	37,691,654	174,292	37,887,047

	2019					
	Financial assets / liabilities at FVTPL	Amortised cost	Financial assets at fair value through OCI	Financial assets / liabilities at amortised cost	Non-financial assets / liabilities	Total
Group	N$'000	N$'000	N$'000	N$'000	N$'000	N$'000
ASSETS						
Cash and balances with the central bank	-	1,095,599	-	-	-	1,095,599
Derivative financial instruments	357	-	-	-	-	357
Financial assets at fair value through profit or loss	1,336,392	-	-	-	-	1,336,392
Financial assets at amortised cost	-	-	-	643,678	-	643,678
Financial assets at fair value through other comprehensive income			3,521,978			3,521,978
Due from other banks	-	862,394	-	-	-	862,394
Loans and advances to customers	-	31,290,543	-	-	-	31,290,543
Other assets	-	242,611	-	-	48,052	290,663
Current tax asset	-	-	-	-	76,919	76,919
Interest in joint arrangement	-	-	-	-	11,015	11,015
Intangible assets	-	-	-		181,776	181,776
Property and equipment	-	-	-	-	199,658	199,658
Deferred tax asset	-	-	-	-	26,318	26,318
Total assets	1,336,749	33,491,147	3,521,978	643,678	543,738	39,537,290
LIABILITIES						
Derivative financial instruments	5,959	-	-	-	-	5,959
Due to other banks	-	-	-	72,756	-	72,756
Other borrowings	-	-	-	799,646	-	799,646
Debt securities in issue	-	-	-	3,746,604	-	3,746,604
Deposits	-	-	-	30,073,810	-	30,073,810
Other liabilities	-	-	-	284,132	37,248	321,380
Post-employment benefits	-	-	-	-	12,232	12,232
Total liabilities	5,959	-	-	34,976,948	49,480	35,032,387

3.2. Credit risk

Credit risk is the risk of suffering financial loss, should any of the group and company's customers, clients or market counterparties fail to fulfil their contractual obligations to the group and company. Credit risk arises mainly from interbank, commercial and consumer loans and advances, and loan commitments arising from such lending activities, but can also arise from credit enhancement provided, such as financial guarantees, letters of credit, endorsements and acceptances.

The group and company also exposed to other credit risks arising from investments in debt securities and other exposures arising from its trading activities ('trading exposures') including non-equity trading portfolio assets and derivatives as well as settlement balances with market counterparties and reverse repurchase agreements. Credit risk is the single largest risk for the group and company's business; management therefore carefully manages its exposure to credit risk and together with large exposures, is monitored by the BAC and BRC.

3.2.1. Credit risk measurement

a) Loans and advances (including loan commitments and guarantees)

The estimation of credit exposure is complex and requires the use of models, as the value of a product varies with changes in market variables, expected cash flows and the passage of time. The assessment of credit risk of a portfolio of assets entails further estimations as to the likelihood of defaults occurring, of the associated loss ratios and of default correlations between counterparties.

The group and company have developed statistical models to support the quantification of credit risk. These quantitative models are in use for all key credit portfolios and form the basis for measuring default risks. In measuring the credit risk of loans and advances at a counterparty level, the group and company consider three components, namely: (i) the 'probability of default' (PD) by the client or counterparty on its contractual obligations; (ii) current exposures to the counterparty and its likely future development, from which the group and company derive the 'exposure at default' (EAD); and (iii) the expected loss on the defaulted obligations (the 'loss given default') (LGD). This is similar to the approach used for the purposes of measuring Expected Credit Loss (ECL) under IFRS 9 (note 3.2.2).

These credit risk measurements, which reflect expected loss (the 'expected loss model'), are required by the Basel committee on banking regulations and the supervisory practices (the Basel committee) and are embedded in the group and company's daily operational management.

i. Probability of default (PD)

The probability of default is an indication of the probability that a given loan will default. Under Basel II and IFRS 9, the elements that make up a loss are defined as economic loss and will include direct and indirect costs associated with collecting on the exposure such as allocations of internal overheads and other non-cash costs. The PD in Basel II and IFRS 9 is calculated using historical data of defaults as well as apply forward looking adjustments to the historical PD to align the PD to the expected future economic conditions.

ii. Exposure at default (EAD)

The exposure at default under Basel II and IFRS 9 will take into account an expectation of future draw-downs until the default event has occurred by utilising loan run down for amortising products and a credit conversion factor for non-amortising products. For example, for a loan, this is the face value at the default date. For a commitment, the group and company includes any amount already drawn plus the further amount that may have been drawn by the time of default, should it occur.

iii. Loss given default (LGD)

Loss given default or loss severity represents the group and company's expectation of the extent of loss on a claim should default occur (1 - recovery rate). It is expressed as percentage loss per unit of exposure. It typically varies by type of counterparty, type and seniority of claim and availability of collateral or other credit support. The measurement of exposure at default and loss given default is based on the risk parameters standard under Basel II and IFRS 9. The LGD is calculated using historical data.

b) Financial assets measured at amortised cost

Assets in this category mainly relate to investments in financial instruments that have an external credit rating. Implied probability of defaults have been benchmarked against published estimates by external credit rating agencies. LGD's were benchmarked against Basel best practice. The implied PD's and LGD's are used to calculate expected credit losses for these assets.

Credit risk grading

The group and company uses internal credit risk grading that reflects its assessment of the probability of default of individual counterparties. The group and company use internal rating models tailored to the various categories of counterparty. Borrower and loan specific information collected at the time the application is fed into the rating model. This is supplemented with external data such as credit bureau scoring information on individual borrowers.

The credit grades are calibrated such that the risk of default increases exponentially at each risk grade.

The following are additional considerations for each type of portfolio held by the group and company:

Retail

After the date of initial recognition, for retail business, the payment behaviour of the borrower is monitored on a periodic basis to develop a behavioural score. Any other known information about the borrower which impacts their creditworthiness – such as unemployment and previous delinquency history – is also incorporated into the behavioural score. This score is mapped to a PD.

Corporate

For wholesale business, the rating is determined at the borrower level. A relationship manager will incorporate any updated or new information / credit assessments into the credit systems on an ongoing basis. In addition, the relationship manager will also update information about the creditworthiness of the borrower every year from sources such as public financial statements. This will determine the updated internal credit rating and PD.

The group and company's rating method comprises of 9 rating levels for instruments, not in default (CG1to CG9). The rating methods are subject to an annual validation and recalibration so that they reflect the latest projections in the light of all actually observed defaults.

Treasury

For debt securities in the treasury portfolio, external rating agency credit grades are used. These published grades are continuously monitored and updated. The PD's associated with each grade are determined based on released default rates over the prior 12 months, as published by the rating agency.

The group and company's internal rating scale and mapping of external ratings are set below:

Rating	Meaning	Score band
CG1	Virtually no risk	2 %
CG2	Low risk	2 %
CG3	Moderate risk	4 %
CG4	Acceptable risk	6 %
CG5	Borderline	8 %
CG6	Special Mention	22 %
CG7	Substandard	69 %
CG8	Doubtful	85 %
CG9	Loss	95 %

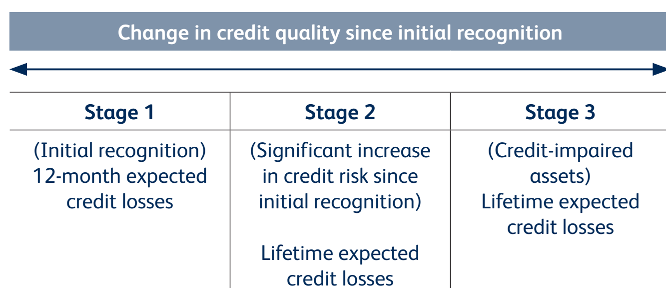
3.2.2. Expected credit loss measurement

IFRS 9 outlines a 'three-stage' model for impairment based on changes on credit quality since initial recognition as summarised below:

- A financial instrument that is not credit-impaired on initial recognition is classified in 'Stage 1' and has its credit risk continuously monitored by the group and company.
- If a significant increase in credit risk ('SICR') since initial recognition is identified, the financial instrument is moved to 'Stage 2' but is not yet deemed to be credit impaired. Please refer to note 3.2.2.1 for a description of how the group and company determines when a significant increase in credit risk has occurred.
- If the financial instrument is credit-impaired, the financial instrument is then moved to 'Stage 3'. Please refer to note 3.2.2.2 for a description of how the group and company defines credit-impaired and default.
- Financial instruments in Stage 1 have their ECL measured at an amount equal to the portion of lifetime expected credit losses that result from default events possible within the next 12 months. Instruments in Stages 2 or 3 have their ECL measured based on expected credit losses on a lifetime basis. Please refer to note 3.2.2.3 for a description of inputs, assumptions and estimation techniques used in measuring the ECL.
- A pervasive concept in measuring ECL in accordance with IFRS 9 is that it should be carried forward-looking information. Note 3.2.2.4 includes an explanation of how the group and company has incorporated this in its ECL models.

Further explanation is also provided of how the group and company determines appropriate groupings when ECL is measured on a collective basis (refer to note 3.2.2.5).

The following diagram summarises the impairment requirements under IFRS 9:



Change in credit quality since initial recognition		
Stage 1	**Stage 2**	**Stage 3**
(Initial recognition) 12-month expected credit losses	(Significant increase in credit risk since initial recognition) Lifetime expected credit losses	(Credit-impaired assets) Lifetime expected credit losses

The key judgements and assumptions adopted by the group and company in addressing the requirements of the standard are discussed below:

3.2.2.1. Significant increase in credit risk

The group and company considers a financial instrument to have experienced a significant increase in credit risk when one or more of the following quantitative, qualitative or backstop criteria have been met:

Quantitative criteria:

The credit rating at the reporting date has deteriorated significantly (moved down two rating levels, e.g. CG1 to CG3), compared to the credit rating at initial recognition of the account. The thresholds for the significant increase in credit risk is determined by mapping the SICR roll rates to the actual historical arrears roll rates. An account can move back to stage 1 if it's credit score improved again.

Qualitative criteria

Accounts are classified on a watch list when there is qualitative information available on the client's credit risk increasing.

These accounts are moved over to stage 2.

The qualitative criteria used to determine whether accounts have increased in credit risk include, but is not limited to:

- Repayment ability of clients
- Collateral valuations
- Sector in which the client operates
- Natural events (i.e. drought)
- Debtors not paying across industries

The criteria used to identify SICR are monitored and reviewed periodically for the appropriateness by the independent Credit Risk team. Once the above matters improved sufficiently, an account can be moved back to stage 1.

Backstop

A backstop is applied and the financial instruments considered to have experienced a significant increase in credit risk if the borrower is 30 days or more past due on its contractual payments.

An account can move back to stage 1 if it is less than 30 days past due.

The group and company have not used the low credit risk exemption for any financial instruments in the year ended 30 June 2020 and 2019. This was also not applied at transition.

Covid 19 considerations

In light of the COVID 19 pandemic, some customers were granted payment holidays to reduce the financial impact on their businesses. These relief measures were specifically focussed on the tourism, construction and SME customers. The group and company did not determine this to be an indicator of significant increase in credit risk (SICR) in itself, but individually assessed the largest exposures for SICR due to COVID 19, and classified customers accordingly.

3.2.2.2. Definition of default and credit-impaired assets

The group and company defines a financial instrument as in default, which is fully aligned with the definition of credit-impaired, when it meets one or more of the following criteria:

Qualitative criteria

The borrower is 90 days or more past due on its contractual payments.

Quantitative criteria

The borrower meets unlikeliness to pay criteria, which indicates the borrower is in significant financial difficulty. These are instances where:

- The borrower is in long-term forbearance;
- The borrower is deceased;
- The borrower is insolvent;
- The borrower is in breach of financial covenants;
- It is becoming probable that the borrower will enter bankruptcy.

The criteria above have been applied to all financial instruments held by the group and company and are consistent with the definition of default used for internal credit risk management purposes. The default definition has been applied consistently to model the Probability of Default (PD), Exposure at Default (EAD) and Loss given Default (LGD) throughout the group and company's expected loss calculations.

An instrument is considered to no longer be in default (i.e. to have cured) when it no longer meets any of the default criteria and it is fully paid up for a consecutive period of six months. This period of six months has been determined based on an analysis which considers the likelihood of a financial instrument returning to default status after cure using different possible cure definitions. This is in line with regulatory requirements. When an account has been fully paid up for six months it is moved back to stage 1.

3.2.2.3. Measuring ECL – Explanation of inputs, assumptions and estimation techniques

The Expected Credit Loss (ECL) is measured on either a 12-month (12M) or lifetime basis depending on whether a significant increase in credit has occurred since initial recognition or whether an asset is considered to be credit-impaired. Expected credit losses are the discounted product of the probability of default (PD), exposure at default (EAD) and loss given default, defined as follows:

- The PD represents the likelihood of a borrower defaulting on its financial obligation, either over the next 12 months, or over the remaining lifetime of the obligation;
- EAD is based on the amount the group and company expects to be owed at the time of default, over the next 12 months (12M EAD) or over the remaining lifetime (lifetime EAD). For a revolving commitment, the group and company includes the current drawn balance plus any further amount that is to be expected to be drawn up to the current contractual limit by the time of default, should it occur;
- Loss Given Default (LGD) represents the group and company's expectation of the extent of loss on a defaulted exposure. LGD varies by type of counterparty. LGD is expressed as a percentage loss per unit of exposure at the time of default (EAD). LGD is calculated on a 12-month or lifetime basis, where 12-month LGD is the percentage of loss expected to be made if the default occurs in the next 12 months and Lifetime LGD is the percentage of loss expected to be made if the default occurs over the remaining expected lifetime of the loan.

The ECL is determined by projecting the PD, LGD and EAD for each future month and for each individual exposure or collective segment. These three components are multiplied together and adjusted for the likelihood of survival. This effectively calculates an ECL for each future month, which is then discounted back to the reporting date and summed. The discount rate used in the ECL calculation is the original effective interest rate or an approximation thereof.

The lifetime PD is developed by applying a maturity profile to the current 12-month PD. The maturity profile looks at how defaults develop on a portfolio from the point of observation throughout the remainder of the lifetime of the loans. The maturity profile is based on historical observed data and is assumed to be the same across all assets within a portfolio segment. This is supported by historical analysis.

The 12-month and lifetime EADs are determined based on the expected payment profile, which varies by product type.

- For amortisation products and bullet repayment loans, this is based on the contractual repayments owed by the borrower over a 12-month or lifetime basis. This will also be adjusted for any expected overpayments made by the borrower. Early repayment / refinance assumptions are also incorporated into the calculation.
- For revolving products, the exposure at default is predicted by taking current drawn balance and adding a "credit conversion factor" which allows for the expected drawdown of the remaining limit by the time of default. These assumptions vary by product type and current limit utilisation band, based on analysis of the group and company's recent default data.

The 12-month and lifetime LGDs are determined based on the factors which impact the recoveries made post default. These vary by product type. This is supported by historical analysis of recoveries per portfolio segment, including the discounting of the recoveries to the default date as well as the recovery costs accounted for.

The assumptions underlying the ECL calculation are monitored and reviewed on a quarterly basis.

There have been no significant changes in estimation techniques or significant assumptions made during the reporting period.

3.2.2.4. Forward-looking information incorporated in the ECL models

The measurement of the expected credit loss (ECL) allowance for financial assets requires the use of significant assumptions about future economic conditions and credit behavior (e.g. the likelihood of customers defaulting and the resulting losses).

A number of significant judgements are required in applying the accounting requirements for measuring ECL, including:

- Determining criteria for significant increase in credit risk;
- Choosing appropriate models and assumptions for the measurement of ECL;
- Establishing the number and relative weightings of forward-looking scenarios for each type of product / market and the associated ECL; and
- Establishing groups of similar financial assets for the purposes of measuring ECL.

IFRS 9 outlines a 'three-stage' model for impairment based on changes on credit quality since initial recognition as summarised below:

- A financial instrument that is not credit-impaired on initial recognition is classified in 'Stage 1' and has its credit risk continuously monitored by the bank.
- If a significant increase in credit risk ('SICR') since initial recognition is identified, the financial instrument is moved to 'Stage 2' but is not yet deemed to be credit impaired.
- If the financial instrument is credit-impaired, the financial instrument is then moved to 'Stage 3'.

Stage 3

The group and company defines a financial instrument as in default, which is fully aligned with the definition of credit-impaired, when it meets one or more of the following criteria:

Qualitative criteria

The borrower is more than 90 days past due on its contractual payments.

Quantitative criteria

The borrower meets unlikeliness to pay criteria, which indicates the borrower is in significant financial difficulty. These are instances where:

- The borrower is in long-term forbearance;
- The borrower is deceased;
- The borrower is insolvent;
- The borrower is in breach of financial covenants; and
- It is becoming probable that the borrower will enter bankruptcy.

The criteria above have been applied to all financial instruments held by the group and company and are consistent with the definition of default used for internal credit risk management purposes.

The group and company estimates provision for impairments for stage 3 (non-performing loans) on an individual loan basis. Each loan's impairment is calculated as exposure less a discounted value of collateral held.

Stage 1 and 2

The assessment and calculation of ECL incorporates forward-looking information (FLI). The forecast of economic variables, regression analysis and expert judgement is applied and confirmed through internal governance structures to apply a forward looking view for the ECL calculation. With the simultaneous impact of a multi-year recession as well as COVID-19 pandemic on the southern African region, statistical inference needs to be supplemented by qualitative expert judgment and input to ensure reliable and plausible forecasts are achieved. The group and company have performed historical analysis and identified key macro-economic inputs impacting the default rates of the group and company's assets and in determining key credit risk ratios and overlays. Historical relationships between macro-economic data and default rates have been identified as inputs into the FLI model. These relationships are used to project future default rates based on current macro-economic forecasts. The group and company mainly applied forecasted domestic macro-economic conditions as FLI. Regression modeling techniques were used for this purpose.

The group and company applied GDP changes as the main macro-economic indicator in the FLI modeling process. Changes in monetary interest rates were excluded from the modeling process. As part of COVID-19 stimulus packages, the central bank of Namibia reduced interest rates to stimulate GDP growth. The effect of monetary policy rates is therefore encapsulated in the GDP forecasts applied in the modeling process.

The group applies a 'sensitivity factor' (the rate of change of default rates relative to the average default rate during the PD calibration period) to forecasted GDP growth. The calibration spans from January 2012 to June 2019. PD's were calibrated to historical GDP growth rates on an annual basis using regression modelling. Negative GDP growth is mostly associated with an increase in default rates, while positive GDP growth is associated with a reduction in default rates. The sensitivity factor is used to compute a scalar to the current default rates of each type of loan product that the group has. The scaler was applied to the current PDs per product type for all stage 1 and stage 2 exposures.

The following table shows the GDP growth assumptions used in calculating the scalar in the forward-looking model:

	Namibia	
	2020	2019
Growth in next 12 months	**-6.80 %**	1.70 %
Growth in following 12 months	**3.90 %**	3.80 %

Qualitative factors influencing FLI

Expert judgement was applied to determine factors other than GDP that could influence future default rates. The group and company have offered financial relief to clients in the form of restructured exposures as well as deferral of payments for up to 3 months at a time. All clients to who relief was offered were assessed on an individual basis. Where the financial relief was deemed sufficient to assist the client in servicing debt again in future, its staging and probability of default remained unchanged. Should the financial relief be considered not to be of a temporary nature, the client is treated as distressed and a higher probability of default is assigned as per the base and FLI ECL models.

Sensitivity Analysis
Expected credit losses calculated for stage 1 and 2 after applying the sensitivity factor above was as follows:

Sensitivity Analysis	Allowances for credit losses
	2020
	N$'000
Base ECL for stage 1 and 2	**176,505**
Had the GDP forecast been 10 % better or 10 % worse, the ECL for stage 1 and 2 would be reflected as follows:	
GDP 10 % improvement	**158,858**
GDP 10 % deterioration	**269,152**

3.2.2.5. Grouping of instruments for losses measured on a collective basis
For expected credit loss provisions modelled on a collective basis, a grouping of exposures is performed on the basis of shared risk characteristics, such that risk exposures within the group and company are homogeneous.

In performing this grouping, there must be sufficient information for the group and company to be statistically credible. Where sufficient information is not available internally, the group and company has considered benchmarking internal / external supplementary data to use for modelling purposes. The characteristics and any supplementary data used to determine groupings are outlined below:

- Product type
- Repayment type
- Collateral type

The groupings above only applies to stage 1 and stage 2 credit impairments.

All stage 3 exposures are assessed individually.

The appropriateness of groupings is monitored and reviewed on a periodic basis by the IFRS 9 committee.

3.2.3. Loss allowance
The loss allowance recognised in the period is impacted by a variety of factors, as described below:
- Transfers between Stage 1 and Stages 2 or 3 due to financial instruments experiencing significant increases (or decreases) of credit risk or becoming credit-impaired in the period, and the consequent "step up" (or "step down") between 12-month and lifetime ECL;
- Additional allowances for new financial instruments recognised during the period, as well as releases for financial instruments derecognised in the period;
- Impact on the measurement of ECL due to changes in PDs, EADs and LGDs in the period, arising from regular refreshing of inputs to models;
- Impacts on the measurement of ECL due to changes made to models and assumptions;
- Discount unwind within ECL due to the passage of time, as ECL is measured on a present value basis;
- Foreign exchange retranslations for assets denominated in foreign currencies and other movements; and
- Financial assets derecognised during the period and write-offs of allowances related to assets that were written off during the period (see note 3.2.10).

The following table explains the changes in the loss allowance between the beginning and the end of the annual period due to these factors:

	Opening ECL 1 July 2019	Total transfer between stages	Net impairments raised	Impaired accounts written-off	Closing ECL 30 June 2020
Instalment finance	**56,531**	**-**	**10,032**	**(10,366)**	**56,197**
Stage 1	14,721	1,009	(3,567)	-	12,163
Stage 2	6,762	(766)	3,688	-	9,684
Stage 3	35,048	(243)	9,911	(10,366)	34,350
Overdrafts	**187,352**	**-**	**65,970**	**(10,643)**	**242,679**
Stage 1	25,023	18,152	(13,927)	-	29,248
Stage 2	37,672	(20,453)	22,062	-	39,281
Stage 3	124,657	2,301	57,835	(10,643)	174,150
Term loans	**114,563**	**-**	**83,115**	**(27,405)**	**170,273**
Stage 1	26,377	2,460	2,510	-	31,347
Stage 2	23,622	(4,466)	2,625	-	21,781
Stage 3	64,564	2,006	77,980	(27,405)	117,145
Mortgage loans	**142,082**	**-**	**63,290**	**(4,655)**	**200,717**
Stage 1	9,094	6,458	(3,882)	-	11,670
Stage 2	12,790	(7,008)	15,549	-	21,331
Stage 3	120,198	550	51,623	(4,655)	167,716
Other financial instruments	**21,564**	**-**	**(10,725)**	**-**	**10,839**
Stage 1	897	-	(196)	-	701
Stage 2	20,667	-	(10,529)	-	10,138
Total	**522,092**	**-**	**211,682**	**(53,069)**	**680,705**

Significant changes in the gross carrying amount of financial assets that contributed to changes in the loss allowance were as follows:

Overdrafts

- Gross overdrafts increase by N$165.6 million (3.4 %) from the prior period, which lead to stage 1 and stage 2 expected credit losses to remain relatively flat year-on-year.
- Non-performing overdrafts increased by N$174.1 million year-on-year, which resulted in an increase in stage 3 expected credit losses of N$55.3 million. The non-performing overdrafts are well secured with a fair value of security of N$202.8 million.

Term Loans

- Term loans increased by N$1.024 billion (12.2 %) from the prior period, mainly driven by growth in commercial loans.
- The write-off of term loans with a gross carrying value of N$27.4 million resulted in the reduction of the expected credit loss allowance with the similar amount.

Mortgages

- Mortgages grew by N$343.5 million (2.2 %) over the prior period.
- Expected loss allowances grew by 41.2 % mainly as a result of an increase in well-collaterised non-performing mortgage loans of N$107.3 million.

Instalment finance

- Due to the current economic environment, the demand for instalment finance has subsided, with gross instalment finance loans shrinking by N$22.4 million (0.8 %) year-on-year.

3.2.4. Maximum exposure to credit risk before collateral held or other credit enhancements

Group	Notes	2020 N$'000 Year-end	2020 N$'000 Daily average balances	2019 N$'000 Year-end	2019 N$'000 Daily average balances
Credit risk exposures relating to on-statement-of-financial-position assets are as follows:					
Cash and balances with the central bank	11.	705,937	1,181,217	1,095,599	1,362,345
Derivative financial instruments	12.	10,238	10,506	357	163
Financial assets at fair value through profit or loss	13.	1,322,763	1,256,145	1,320,305	1,315,570
- Unit Trust investments		1,322,763	1,256,145	1,320,305	1,315,570
Gross financial assets at amortised cost	13.	723,596	707,637	665,242	641,957
- Government stock		723,596	707,637	665,242	641,957
Financial assets at fair value through other comprehensive income	14.	4,861,398	4,711,030	3,521,283	3,649,856
- Treasury bills		4,191,108	4,008,191	2,957,814	3,258,048
- Government stock		574,335	608,206	522,971	351,657
- Exchange traded funds		55,191	54,183	-	-
- Corporate bonds		40,764	40,450	40,498	40,151
Due from other banks	15.	1,442,751	1,713,268	862,394	1,047,502
Gross loans and advances to customers[1]	16.	33,464,358	33,179,662	31,893,024	31,641,394
- Overdrafts		5,103,101	5,142,757	4,937,452	4,891,394
- Term loans		9,410,536	9,314,237	8,386,972	8,276,866
- Mortgages		15,716,985	15,655,867	15,373,437	15,294,440
- Credit cards		26,378	28,543	23,001	24,858
- Instalment finance		2,740,012	2,706,723	2,762,419	2,746,610
- Preference shares		467,346	331,535	409,743	407,226
Other assets[2]	17.	266,715	277,211	242,611	156,049
Total on-statement-of-financial-position exposure		42,797,756	43,036,676	39,600,815	39,814,836
Credit risk exposure relating to off-statement-of-financial-position items are as follows:					
Liabilities under guarantee	36.	1,337,699		1,189,541	
Letters of credit	36.	115,068		124,818	
Loan commitments	36.	2,553,321		1,554,355	
Total off-statement-of-financial position exposure		4,006,088		2,868,714	
Total credit risk exposure		46,803,844		42,469,529	

[1]Excludes the impact of interest in suspense and the IFRS 9 effective interest rate impact.

[2]Other assets exposed to credit risk include insurance fund assets, accounts receivables and clearing and settlement accounts.

The table represents a worst-case scenario of credit risk exposure to the group as at 30 June 2020 and 2019, without taking account of any collateral held or other credit enhancements attached. For all assets listed on the statement of financial position, the exposures set out above are based on carrying amounts as reported.

The most significant exposures are derived from loans and advances to banks and customers.

Management is confident in its ability to continue to control and sustain minimal exposure of credit risk to the group and company resulting from both its loans and advances portfolio and other securities based on the following:

- The group and company employs a range of policies and practices to mitigate credit risk. Refer to note 3.2.3.
- Mortgage loans, which represent the biggest group in the loans and advances to customers portfolio, are backed by collateral.
- All financial assets, other than special mention and non-performing loans and advances, are neither past due nor impaired.

3.2.4.1. Maximum exposure to credit risk – Financial instruments subject to the impairment

The following table contains an analysis of the credit risk exposure of financial instruments for which an ECL allowance is recognised. The gross carrying amount of financial assets below also represents the group's maximum exposure to credit risk on these assets.

2020				
	Stage 1	Stage 2	Stage 3	Total
	12-month ECL	Lifetime ECL	Lifetime ECL	
	N$'000	N$'000	N$'000	N$'000
Credit grade				
Low risk (CG1 - CG2)	(35,059)	(7,515)	(22,453)	**(65,027)**
Medium risk (CG3 - CG5)	(47,541)	(66,874)	(224,938)	**(339,353)**
Special monitoring (CG6 - CG7)	(1,825)	(17,595)	(224,287)	**(243,707)**
Doubtful (CG8 - CG9)	(2)	(93)	(21,683)	**(21,778)**
Loss allowance	(84,427)	(92,077)	(493,361)	**(669,865)**
Gross carrying amount[1]	30,288,859	1,628,781	1,546,718	**33,464,358**
Carrying amount	30,204,432	1,536,704	1,053,357	**32,794,493**

Other Financial Instruments 2020				
	Stage 1	Stage 2	Stage 3	Total
	12-month ECL	Lifetime ECL	Lifetime ECL	
	N$'000	N$'000	N$'000	N$'000
Credit grade				
Non-rated	(700)	(10,139)	-	**(10,839)**
Loss allowance	(700)	(10,139)	-	**(10,839)**
Gross carrying amount	54,548	669,048	-	**723,596**
Carrying amount	53,848	658,909	-	**712,757**

[1]Excludes the impact of the IFRS 9 effective interest rate adjustment.

Information on how the Expected Credit Loss (ECL) is measured and how the three stages above are determined is included in note 3.2.2 'Expected credit loss measurement.'

3.2.5. Risk limit control and mitigation policies

The group and company structure the levels of credit risk it undertakes by placing limits on the amount of risk accepted in relation to one borrower, or groups of borrowers, and to industry segments. Such risks are monitored on a monthly basis and are subject to regular review. Limits on the level of credit risk by country are approved by the board of directors. The exposure to any one borrower, including banks and brokers, is further restricted by sub-limits covering on- and off-statement-of-financial-position exposures and daily delivery risk limits in relation to trading items such as forward foreign exchange contracts.

Exposure to credit risk is managed upfront when an application for credit is received. The credit risk management model is utilised by the group and company and assess the three components of safety, desirability and profitability. Throughout the lifespan of the credit facility, regular analysis of the ability of borrowers and potential borrowers to meet interest and capital repayment obligations is assessed, and lending limits are changed where appropriate. Exposure to credit risk is also managed in part by obtaining collateral and corporate and personal guarantees. The amount the group and company is willing to lend unsecured is capped and approved by the board.

Placements with banks, including loans and advances to banks, are subject to the normal credit process. The credit limits to these banks take into consideration ratings performed by external rating agencies.

Other specific control and mitigation measures are outlined below:

a. Collateral

The group and company employs a range of policies and practices to mitigate credit risk. The most traditional of these is the taking of security for funds advanced, which is common practice. Within the credit risk area, mandates are predetermined in order to ensure that the applicable level of authority provides guidance and approval for advances. Risk exposure to advances is reduced by obtaining approved security as defined by the board credit committee and listed in the advance instruction manual.

The group and company implements guidelines on the acceptability of specific classes of collateral or credit risk mitigation and the principal collateral types for loans and advances are:

- cash deposited with and ceded to the group and company;
- deposit with any registered financial institution and ceded to the group and company;
- life assurance policies with a confirmed surrender value; and
- any other form of tangible collateral security subject to approval by the board credit committee.

Collateral per class of loans and advances:

Mortgages:

- First, second and third covering bond; and
- Cession of fire policy.

Instalment finance:

- The instalment finance contract binds the article as security.

The following security can be given for any loan class depending on the circumstances and purpose of the loan:

- Suretyships;
- Registered cession of life insurance policy;
- any other form of tangible collateral security subject to approval by the board credit committee; and
- Cession of fixed deposits, notice deposits, bills, bonds, shares, investments or debtors.

Valuation methodologies (which includes applying a hair-cut to the fair value of collateral depending on a number of factors) and the period of validity on collateral are outlined in established policies, which are approved by the board.

The group and company's policies regarding obtaining collateral have not significantly changed during the reporting period and there has been no significant change in the overall quality of the collateral held by the group and company since the prior period.

The group closely monitors collateral held for financial assets considered to be credit-impaired, as it becomes more likely that the group will take possession of collateral to mitigate potential credit losses. Financial assets that are credit-impaired and related collateral held in order to mitigate potential losses are shown below:

	Gross exposure	Impairment allowance	Carrying amount	Fair value of collateral held
	N$'000	N$'000	N$'000	N$'000
Credit-impaired assets				
Instalment finance	52,456	(34,350)	18,106	28,343
Overdrafts	332,653	(174,150)	158,503	202,831
Term loans	346,746	(117,145)	229,601	258,991
Mortgage Loans	738,233	(167,716)	570,517	595,349
Total credit-impaired assets	**1,470,088**	**(493,361)**	**976,727**	**1,085,514**

Property valuation

In the case where a property is offered as security in the form of covering a mortgage bond, the valuation of the property is valid for two years in the banking book (excluding residential properties offered for home loans). A revaluation of the property needs to be done when there is an indication that the value of the property has declined. An approved revaluation of the property is required when a further advance or additional mortgage is applied for, when repayment comes in arrears, when an application for the release of collateral or any additional security is received or for properties in possession. Homeowners comprehensive insurance is compulsory for all the mortgage loans. All articles financed by the group and company must be comprehensively insured.

Life insurance valuation

Life insurance that is used as security for loans taken out at the bank is ceded to the bank and the cession is registered by the insurance company. The values of the life insurance policies ceded to the bank must be updated at least annually to determine the security value and to establish whether premiums are up to date.

Credit life insurance

In the case of micro-loans, the customer signs a formal loan agreement and sufficient credit life insurance is ceded to the bank. A formal payroll agreement between the applicant's employer and the bank is also signed. Non-government applicants must sign an acknowledgement of debt and cede their surplus benefits (e.g. unpaid leave) payable on termination of service to the group and company.

Long-term finance and lending to corporate entities are generally secured. In addition, in order to minimise the credit loss, the group and company will seek additional collateral from the counterparty as soon as impairment indicators are noticed for the relevant individual loans and advances. Although revolving individual credit facilities are generally unsecured, these are only granted to clients after stringent credit reviews.

b. Derivatives

The group and company maintains strict control limits on net open derivative positions (i.e. the difference between purchase and sale contracts), by both amount and term. At any one time, the amount subject to credit risk is limited to the current fair value of instruments that are favourable to the group and company (i.e. assets where their fair value is positive), which in relation to derivatives is only a small fraction of the contract, or notional values used to express the volume of instruments outstanding. This credit risk exposure is managed as part of the overall lending limits with customers, together with potential exposures from market movements. Collateral or other security is not usually obtained for credit risk exposures on these instruments, except where the group and company requires margin deposits from counterparties.

Derivatives are initially recognised at fair value on the date on which the derivative contract is entered into and are subsequently remeasured at fair value. All derivatives are carried as assets when fair value is positive and as liabilities when fair value is negative.

Certain derivatives are embedded in hybrid contracts, such as the conversion option in a convertible bond. If the hybrid contract contains a host that is a financial asset, then the group and company assesses the entire contract as described in the financial assets section above for classification and measurement purposes. Otherwise, the embedded derivatives are treated as separate derivatives when:

i. Their economic characteristics and risks are not closely related to those of the host contract;
ii. A separate instrument with the same terms would meet the definition of a derivative; and
iii. The hybrid contract is not measured at fair value through profit or loss.

These embedded derivatives are separately accounted for at fair value, with changes in fair value recognised in the statement of profit or loss unless the group and company chooses to designate the hybrid contracts at fair value through profit or loss.

c. Financial instruments subject to master netting arrangements (MNA) and similar agreements

The group and company offsets financial assets and financial liabilities and presents the net amount in the statement of financial position only if there is both a legally enforceable right to offset and there is an intention to settle the amounts on a net basis or to realise the asset and settle the liability simultaneously. The group and company is subject to a MNA in the form of ISDA agreements with counterparties.

ISDA agreements, under which swaps and derivatives are traded, may not be legally enforceable as one transaction to enforce post insolvency set-off and netting within Namibia, thus the set off requirements are not met. Consequently, no financial assets and financial liabilities, subject to MNA's, have been presented on the net amount in the statement of financial position.

d. Credit-related commitments

The primary purpose of these instruments is to ensure that funds are available to a customer as required. Guarantees and standby letters of credit, which represent irrevocable assurance that the group and company will make payments in the event that a customer cannot meet its obligations to third parties, carry the same credit risk as loans. Documentary and commercial letters of credit, which are written undertakings by the group and company on behalf of a customer authorising a third party to draw drafts on the group and company up to a stipulated amount under specific terms and conditions, are collateralised by the underlying shipments of goods to which they relate and therefore carry less risk than a direct borrowing.

3.2.6. Credit quality of loans and advances and other financial instruments

i. Credit quality and management of loans and advances

Initial applications

Bank Windhoek applies a standardised approach when assessing applications for credit. All applications are completed according to the Bank Windhoek risk model, which covers all information required to make an informed decision when granting advances. The risk model has the main components of safety, desirability and profitability which is further broken down as:

- background;
- needs;
- financial position;
- security;
- desirability;
- profitability; and
- recommendation – positive / negative aspects.

No internal scoring models are used except for the micro loans book, where the Delphi score forms part of the assessment. Assessments on all other loan classes are performed on a judgmental basis.

Subsequent credit assessments

Management information system reports were developed over time in order to effectively monitor and manage the quality of the loan portfolio and pro-actively identify negative problem accounts and trends. The following reports are generated:

- Excesses are reported on a daily basis and reviewed annually;
- The branches submit a monthly report on specific issues in order to take remedial actions on dormant accounts, suspended accounts, irregular accounts (outstanding 30 days and longer), outstanding security, special mention accounts, guarantees, letters of credit and foreign exchange contracts, floor plans, savings accounts in overdraft and bad debts written off within branch mandates;
- The credit department submits a monthly report to the executive management team and a more detailed report to the board of directors on a quarterly basis regarding the status of the credit portfolio of the bank
- Monthly statistics per product are used to monitor the quality and management of the loan portfolio per branch;
- All clients with exposures approved above branch level are interviewed by credit before non-performing accounts are transferred to legal collection branch; and
- All transfers to the legal collections branch with an impairment provision higher than N$10,000 are scrutinised by the credit department and categorised under:
  - poor assessment;
  - poor management;
  - poor collateral management;
  - economic reasons; and
  - other.

Bank Windhoek Ltd has a process to proactively manage potential problem accounts to prevent possible losses. These advances are identified with assistance of the branches and are part of monthly credit reporting processes. Impairment provisions on these active accounts are raised in accordance with BID 2 - 'Determination on asset classification, suspension of interest and provisioning' requirements under the special mention category.

The table below shows the loans and advances age analysis as required by the Banking Institutions Act:

Group	Neither past due nor impaired	Special mention			Non-performing	Total
		1 - 30 days	31 - 60 days	61 - 89 days	90 days and more	
	N$'000	N$'000	N$'000	N$'000	N$'000	N$'000
As at 30 June 2020						
Overdrafts	**4,556,353**	**158,981**	**41,719**	**13,395**	**332,653**	**5,103,101**
Term loans	**8,903,690**	**65,056**	**54,317**	**40,727**	**346,746**	**9,410,536**
Mortgages	**14,648,605**	**198,205**	**83,500**	**48,442**	**738,233**	**15,716,985**
Credit cards	**23,896**	**2,287**	**174**	**21**	**-**	**26,378**
Instalment finance	**2,642,097**	**20,536**	**16,296**	**8,627**	**52,456**	**2,740,012**
Preference shares	**467,346**	**-**	**-**	**-**	**-**	**467,346**
Total gross loans and advances[1]	**31,241,987**	**445,065**	**196,006**	**111,212**	**1,470,088**	**33,464,358**
Specific impairment raised against unsecured amount*	**-**	**-**	**-**	**-**	**(493,361)**	**(493,361)**
Total loans and advances after specific impairments[1]	**31,241,987**	**445,065**	**196,006**	**111,212**	**976,727**	**32,970,997**

Group	Neither past due nor impaired	Special mention			Non-performing	Total
		1 - 30 days	31 - 60 days	61 - 90 days	More than 90 days	
	N$'000	N$'000	N$'000	N$'000	N$'000	N$'000
As at 30 June 2019						
Overdrafts	4,088,966	489,893	12,592	25,651	320,350	4,937,452
Term loans	7,950,557	106,658	30,939	67,342	231,476	8,386,972
Mortgages	14,012,176	513,298	157,441	80,515	610,007	15,373,437
Credit cards	21,627	1,272	102	-	-	23,001
Instalment finance	2,645,745	43,788	5,745	8,953	58,188	2,762,419
Preference shares	409,743	-	-	-	-	409,743
Total gross loans and advances[1]	29,128,814	1,154,909	206,819	182,461	1,220,021	31,893,024
Specific impairment raised against unsecured amount*	-	-	-	-	(344,898)	(344,898)
Total loans and advances after specific impairments[1]	29,128,814	1,154,909	206,819	182,461	875,123	31,548,126

[1]Excludes the impact of the IFRS 9 effective interest rate adjustment.

*The specific impairment raised against the 1 - 30 days, 31 - 60 days and 61 - 90 days categories relates to a number of clients with future possible loss indicators.

Further information of the impairment allowance for loans and advances to customers is provided in note 16.

ii. Non-performing loans and advances

Loans and advances are managed with reference to the days in arrears. Days in arrears are taken as the number of days past due. Loans and advances outstanding for 90 days and more are considered non-performing and are included in stage 3 for the loss allowance calculation. As determined by the regulatory requirements, any asset which is overdue 30 days or more but less than 89 days shall be classified as special mention, at a minimum and is subject to impairment in accordance with the stage 2 calculations. The group and company follows a more conservative approach than the regulators and already classifies loans in 0 - 30 days on a watch list, where, on a case-by-case basis, indicators of a possible future loss event exist. Additionally, loans that are made to a specific industry or individuals that are not past due, but we deem to be risky are assessed and in certain instances subject to impairment in accordance with the stage 2 calculations. Loans categorised on the watch list are performing but subject to the impairment in accordance to the IFRS 9 calculations.

Non-performing loans and advances to customers before taking into consideration the cash flows from collateral held is N$ 1,470.1 million (2019: N$ 1,220.0 million). The breakdown of the gross amounts of non-performing loans and advances by class, along with the value of related tangible collateral held by the group as security, is as follows:

Group	Overdrafts	Term loans	Mortgages	Instalment finance	Total
	N$'000	N$'000	N$'000	N$'000	N$'000
As at 30 June 2020					
Non-performing loans	**332,653**	**346,746**	**738,233**	**52,456**	**1,470,088**
Value of tangible collateral	**158,503**	**229,601**	**570,517**	**18,106**	**976,727**
Impairment raised against unsecured amount	**174,150**	**117,145**	**167,716**	**34,350**	**493,361**
Net exposure	**-**	**-**	**-**	**-**	**-**
As at 30 June 2019					
Non-performing loans	320,350	231,476	610,007	58,188	1,220,021
Value of tangible collateral	195,520	166,878	489,639	23,087	875,124
Impairment raised against unsecured amount	124,830	64,598	120,368	35,101	344,898
Net exposure	-	-	-	-	-

The value of tangible collateral disclosed above is limited to the outstanding balance, therefore any over-collateralised portion of a loan is excluded from the value of tangible collateral. Impairments are raised for under-collateralised non-performing loans, resulting in a net exposure of nil.

Refer to note 3.2.5 a) for the range of collateral policies and practices in place.

iii. Non-performing loans and advances by geographical area

All non-performing loans are within the geographical area of Namibia.

iv. Credit quality of financial assets other than loans and advances

As at 30 June the following financial instruments are neither past due nor impaired:

Group	2020	2019
	N$'000	N$'000
Cash and balances with the central bank	**705,937**	1,095,599
Derivative financial instruments	**10,238**	357
Financial assets at fair value through profit or loss	**1,322,763**	1,320,305
Financial assets at amortised cost	**712,757**	643,678
Financial assets at fair value through other comprehensive income	**4,861,398**	3,521,283
Due from other banks	**1,442,751**	862,394
Other assets	**266,715**	242,611

Balances with the central bank, treasury bills and government stock (financial assets at fair value through other comprehensive income) are subject to counterparty limits. Balances due from other banks are also subject to counterparty limits and together with credit ratings are factors in determining the investment decision.

The group and company applies credit ratings in line with regulatory requirements to reflect the credit risk of financial instruments. External credit ratings from reputable international ratings agencies are utilised for cross border exposures, which is augmented with thorough internal credit and financial analyses in the determination and setting of exposure limits. Distinction between two broad credit quality classes are made, i.e. investment grade (AAA to BBB) and speculative / high yield (BB and lower). Fitch ratings are utilised as far as possible. If Fitch ratings are not available, Moody's and Standard & Poor's ratings are used for classification. If no ratings are available (i.e. African countries), these exposures are classified as unrated and are subject to much stricter lending criteria.

The following section summarises the credit quality of financial assets, derivatives, and exposures to corresponding and counterparty banks for 30 June:

Group	Carrying value	Investment grade (AAA to BBB)	Speculative / high yield (BB and lower)	Unrated	Total
	N$'000	N$'000	N$'000	N$'000	N$'000
As at 30 June 2020					
Balances with the central bank	-	-	371,516	-	371,516
Cash and balances	-	-	334,421	-	334,421
Derivative financial instruments	-	-	-	10,238	10,238
Financial assets designated at fair value through profit or loss	-	-	1,322,763	-	1,322,763
- Unit Trust investments	-	-	1,322,763	-	1,322,763
Gross financial assets at amortised cost	-	-	723,596	-	723,596
- Government stock	-	-	723,596	-	723,596
Financial assets at fair value through other comprehensive income	-	55,191	4,765,443	40,764	4,861,398
- Treasury bills	-	-	4,191,108	-	4,191,108
- Government stock	-	-	574,335	-	574,335
- Exchange Traded Funds	-	55,191	-	-	55,191
- Corporate bonds	-	-	-	40,764	40,764
Due from other banks	-	367,247	89,830	985,674	1,442,751
Other assets	-	-	-	266,715	266,715
Non-financial assets	820,856	-	-	-	820,856
Total assets (excluding loans and advances and investment securities)	**820,856**	**422,438**	**7,607,569**	**1,303,391**	**10,154,254**
As at 30 June 2019					
Balances with the central bank	-	-	830,479	-	830,479
Cash and balances	-	-	265,120	-	265,120
Derivative financial instruments	-	-	-	357	357
Financial assets at fair value through profit or loss	-	-	1,320,305	-	1,320,305
- Unit Trust investments	-	-	1,320,305	-	1,320,305
Gross financial assets at amortised cost	-	-	665,242	-	665,242
- Government stock	-	-	665,242	-	665,242
Financial assets at fair value through other comprehensive income	-	-	3,480,785	40,498	3,521,283
- Treasury bills	-	-	2,957,814	-	2,957,814
- Government stock	-	-	522,971	-	522,971
- Corporate bonds	-	-	-	40,498	40,498
Due from other banks	-	291,774	23,350	547,270	862,394
Other assets	-	-	-	242,611	242,611
Non-financial assets	543,738	-	-	-	543,738
Total assets (excluding loans and advances and investment securities)	543,738	291,774	6,585,281	830,736	8,251,529

Unrated exposures:

Unrated exposures consist mainly of cash balances, due from other banks and other assets, which are short term and highly liquid in nature. The creditworthiness of these government and large commercial banks' money market instruments are of high quality, which pose low credit risk. Other assets consist of accounts receivable, insurance fund assets and clearing and settlement accounts. Unrated exposures due from other banks are fully collateralised, and foreign currency exposures are hedged. All other exposures are not collateralised.

The following risk weightings are applied for due from other banks when calculating the risk-based capital ratios:

(a) Long-term claims	
Exposures to banks assigned a credit risk assessment rating of AAA to AA-	20 %
Exposures to banks assigned a credit assessment rating of A+ to BBB- or unrated	50 %
Exposures to banks assigned a credit assessment rating of BB+ to B-	100 %
Exposures to banks assigned a credit assessment rating of below B-	150 %
(b) Short-term claims	
Claims denominated and funded in domestic currency with an original maturity of three months or less, assigned a credit assessment rating of AAA to BBB- or unrated	20 %
Exposures to banks assigned a credit risk assessment rating of AAA to AA-	20 %
Exposures to banks assigned a credit assessment rating of A+ to BBB- or unrated	20 %
Claims to banks assigned a credit assessment rating of BB+ to B- or unrated	50 %
Claims to banks assigned a credit assessment rating of below B-	150 %

3.2.7. Repossessed collateral

The group and company obtains assets by taking possession of collateral held as security. The value of the assets on the statement of financial position for 30 June 2020 was N$ 21.2m (2019: N$ 6.6m). Repossessed properties are sold as soon as practicable with the proceeds used to reduce the outstanding indebtedness. Repossessed property is classified in the statement of financial position as other assets.

3.2.8 Write-off policy

The group and company writes off financial assets, in whole or in part, when it has exhausted all practical recovery efforts and has concluded there is no reasonable expectation of recovery. Indicators that there is no reasonable expectation of recovery include (i) ceasing enforcement activity and (ii) where the group and company's recovery method is foreclosing on collateral and value of the collateral is such that there is no reasonable expectation of recovering in full.

3.2.9 Credit risk-weighted amounts

The following risk-weighted amounts, including related impairments and write-off, have been assigned to the components of credit risk for the group, as defined in BID 5 - 'Determination on capital adequacy'. The figures below will not reconcile to the statement of financial position as it represents statutory risk-weighted amounts.

	Exposure	Impairment	Risk-weighted amounts	Written-off
	N$'000	N$'000	N$'000	N$'000
As at 30 June 2020				
Counterparties				
Sovereign and central bank	**5,503,899**	**-**	**-**	**-**
Public sector entities	**712,123**	**-**	**305,480**	**-**
Banks	**1,442,659**	**-**	**472,025**	**-**
Corporate	**11,050,707**	**125,151**	**11,052,746**	**-**
Retail	**5,984,537**	**100,622**	**4,499,779**	**48,415**
Residential mortgage properties	**10,004,185**	**47,926**	**5,149,734**	**4,655**
Commercial real estate	**5,712,800**	**52,201**	**5,745,885**	**-**
Other assets	**3,290,016**	**-**	**2,596,671**	**-**
Included in other assets:				
- Listed shares	**1,480**	**-**	**1,480**	**-**
	43,700,926	**325,900**	**29,822,320**	**53,070**
Commitments	**3,137,791**	**-**	**1,370,713**	**-**
As at 30 June 2019				
Counterparties				
Sovereign and central bank	4,668,035	-	-	-
Public sector entities	363,609	-	123,450	-
Banks	860,302	-	352,219	-
Corporate	10,419,006	92,099	10,456,959	-
Retail	5,736,946	73,811	4,319,258	50,483
Residential mortgage properties	9,501,566	28,945	4,886,771	402
Commercial real estate	5,871,871	45,821	5,885,224	-
Other assets	2,616,074	-	1,950,861	-
Included in other assets:				
- Listed shares	695	-	695	-
	40,037,409	240,676	27,974,742	50,885
Commitments	2,874,584	-	1,227,440	-

Only claims on banks are risk-weighted based on external credit assessment for capital adequacy calculations. The group and company utilises available external rating agencies' ratings on both short-term and long-term exposures. No amounts are deducted from the bank's capital. The Bank of Namibia does not have its own credit rating. The sovereign and central bank credit risk weighting have been 0 % for local currency issued and controlled by the central bank. The long-term country credit rating by an external credit rating agency for Namibia were as follows:

	2020	2019
Namibia long-term local currency issuer default rating	BB+	BB+
Namibia long-term issuer default rating	BB+	BB+

3.2.10 Credit concentration risk

The group and company manages credit concentration risk by imposing credit risk concentration caps on the exposure for different loans and advances classifications, such as product classes, regions and industry. The credit risk concentration caps are directly linked to the board-approved risk capacity, appetite and tolerance thresholds, and are managed as part of the risk management process. The credit concentration risk is also further assessed using stress testing and scenario analyses quantitative models.

3.2.10.1 Credit risk concentration by industry

The following table breaks down the group's main credit exposure at their gross amounts, as categorised by the industry sectors of counterparties:

Group	Cash and balances with the central bank N$'000	Derivative financial instruments N$'000	Financial assets at fair value through profit or loss N$'000	Financial assets at amortised cost N$'000	Financial assets at fair value through other comprehensive income* N$'000	Due from other banks N$'000	Loans and advances to customers N$'000	Other assets N$'000	Total N$'000
As at 30 June 2020									
Agriculture and forestry	**-**	**-**	**-**	**-**	**-**	**-**	**1,813,417**	**-**	**1,813,417**
Fishing	**-**	**-**	**-**	**-**	**-**	**-**	**729,761**	**-**	**729,761**
Mining	**-**	**-**	**-**	**-**	**-**	**-**	**908,463**	**-**	**908,463**
Manufacturing	**-**	**-**	**-**	**-**	**-**	**-**	**745,450**	**-**	**745,450**
Building and construction	**-**	**-**	**-**	**-**	**-**	**-**	**1,372,149**	**-**	**1,372,149**
Electricity, gas and water	**-**	**-**	**-**	**-**	**-**	**-**	**1,650,694**	**-**	**1,650,694**
Trade and accommodation (note 1)	**-**	**-**	**-**	**-**	**-**	**-**	**3,332,630**	**-**	**3,332,630**
Transport and communication	**-**	**-**	**-**	**-**	**-**	**-**	**1,213,765**	**-**	**1,213,765**
Finance and insurance	**334,421**	**10,238**	**1,322,763**	**-**	**95,955**	**1,442,751**	**2,528,686**	**-**	**5,734,814**
Real estate and business services	**-**	**-**	**-**	**-**	**-**	**-**	**3,443,335**	**-**	**3,443,335**
Government	**371,516**	**-**	**-**	**723,596**	**4,765,443**	**-**	**4,337,983**	**-**	**10,198,538**
Individuals	**-**	**-**	**-**	**-**	**-**	**-**	**6,590,032**	**-**	**6,590,032**
Other (note 2)	**-**	**-**	**-**	**-**	**-**	**-**	**4,695,366**	**266,715**	**4,962,081**
Impairment	**-**	**-**	**-**	**(10,839)**	**-**	**-**	**(669,866)**	**-**	**(680,705)**
	705,937	**10,238**	**1,322,763**	**712,757**	**4,861,398**	**1,442,751**	**32,691,865**	**266,715**	**42,014,424**
As at 30 June 2019									
Agriculture and forestry	-	-	-	-	-	-	1,726,600	-	1,726,600
Fishing	-	-	-	-	-	-	673,040	-	673,040
Mining	-	-	-	-	-	-	944,043	-	944,043
Manufacturing	-	-	-	-	-	-	712,613	-	712,613
Building and construction	-	-	-	-	-	-	1,226,918	-	1,226,918
Electricity, gas and water	-	-	-	-	-	-	1,648,786	-	1,648,786
Trade and accommodation (note 1)	-	-	-	-	-	-	3,667,147	-	3,667,147
Transport and communication	-	-	-	-	-	-	1,118,009	-	1,118,009
Finance and insurance	265,120	357	1,320,305	-	40,498	862,394	2,565,555	-	5,054,229
Real estate and business services	-	-	-	-	-	-	3,079,238	-	3,079,238
Government	830,479	-	-	665,242	3,480,785	-	3,480,644	-	8,457,150
Individuals	-	-	-	-	-	-	10,128,041	-	10,128,041
Other (note 2)	-	-	-	-	-	-	820,437	242,611	1,063,048
Impairment	-	-	-	(21,564)	-	-	(500,528)	-	(522,092)
	1,095,599	357	1,320,305	643,678	3,521,283	862,394	31,290,543	242,611	38,976,770

Note 1: Trade and accommodation includes all loans and advances granted to individuals that acquire property for residential purposes through closed corporation entity types, e.g. residential mortgage loans and advances granted to hotels, lodges, restaurants and the related.

Note 2: Other assets include the insurance fund asset, accounts receivable as well as clearing and settlement accounts.

3.2.10.2 Credit risk concentration by geographical area

Group	Cash and balances with the central bank	Derivative financial instru-ments	Financial assets at fair value through profit or loss	Financial assets at amortised cost	Financial assets at fair value through OCI	Due from other banks	Loans and advances to custom-ers	Other assets	Total exposure
	N$'000	N$'000	N$'000	N$'000	N$'000	N$'000	N$'000	N$'000	N$'000
As at 30 June 2020									
Namibia	**705,937**	**-**	**1,322,763**	**712,757**	**4,861,398**	**2,986**	**32,691,865**	**266,715**	**40,564,421**
Botswana	**-**	**-**	**-**	**-**	**-**	**207**			**207**
South Africa	**-**	**10,238**	**-**	**-**	**-**	**277,884**	**-**	**-**	**288,122**
United Kingdom	**-**	**-**	**-**	**-**	**-**	**31,368**	**-**	**-**	**31,368**
United States of America	**-**	**-**	**-**	**-**	**-**	**1,059,152**	**-**	**-**	**1,059,152**
Zambia	**-**	**-**	**-**	**-**	**-**	**291**	**-**	**-**	**291**
Other countries[1]	**-**	**-**	**-**	**-**	**-**	**70,863**	**-**	**-**	**70,863**
	705,937	**10,238**	**1,322,763**	**712,757**	**4,861,398**	**1,442,751**	**32,691,865**	**266,715**	**42,014,424**
As at 30 June 2019									
Namibia	1,095,599	-	1,320,305	643,678	3,521,283	2,986	31,290,543	242,611	38,117,005
Botswana	-	-	-	-	-	79	-	-	79
South Africa	-	357	-	-	-	47,458	-	-	47,815
United Kingdom	-	-	-	-	-	4,254	-	-	4,254
United States of America	-	-	-	-	-	711,625	-	-	711,625
Zambia	-	-	-	-	-	-	-	-	-
Other countries[1]	-	-	-	-	-	95,992	-	-	95,992
	1,095,599	357	1,320,305	643,678	3,521,283	862,394	31,290,543	242,611	38,976,770

There are no exposures to other foreign countries which are not recorded on the statement of financial position.

[1]Other foreign currency exposures relate mainly to exposures to the European Union euro: N$ 67.9 million (2019: N$92.0 million) due from other banks.

3.2.11 Financial instruments: asset and liability offsetting

No financial assets and financial liabilities were set off in the current statement of financial position (2019: Nil).

3.2.12 Modification of financial assets

The group and company sometimes modify the terms of loans provided to customers due to commercial renegotiations, or for distressed loans, with a view to maximising recovery.

Such restructuring activities include extended payment term arrangements, payment holidays and payment forgiveness. Restructuring policies and practices are based on indicators or criteria which, in the judgement of management, indicate that payment will most likely continue. These policies are kept under continuous review. Restructuring is most commonly applied to the term loans.

The risk of default of such assets after modification is assessed at the reporting date and compared with the risk under the under the original terms at initial recognition, when the modifications is not substantial and so does not result in derecognition of the original asset. The group monitors the subsequent performance of modified assets. The group may determine that the credit risk has significantly improved after the restructuring, so that the assets are moved from Stage 3 to Stage 2 (Lifetime ECL) to Stage 1 (12-month ECL). This is only the case for assets which have been performed in accordance with the new terms for six consecutive months or more.

The group and company continue to monitor if there is a subsequent significant increase in credit risk in relation to such assets through the use of specific models for modified assets.

3.3. Market risk

The group and company takes on exposure to market risks. Market risks arise from open positions in interest rate, foreign currency and commodity products, all of which are exposed to general and specific market movements. It is the group and company's policy not to enter into long-term, unhedged fixed interest rate contracts for loans and advances. Interest rate structures of deposits reflect the interest rate view and strategy of the ALCO and maturity structures of term deposits are in line with the ALCO policy. Interest rate structures are addressed on a monthly basis by the ALCO. External market resources are used in the determination of interest rate views by the interest rate committee.

3.3.1. Market risk measurement techniques

The group and company employ several measurement techniques to assess potential exposures to market change. Sensitivity analysis is applied to measure the impact of changes in interest rates. This measure is of importance in assessing the exposure of the group and company's trading portfolio and the effect of such changes on the interest margin.

Other measurement techniques include comprehensive analysis of maturities, both from the advance and funding perspective.

3.3.2. Foreign currency risk

The group and company take on exposure to the effects of fluctuations in the prevailing foreign currency exchange rates on its financial position and cash flows.
Foreign currency risk is managed through the market risk framework as well as the treasury dealing policy, both of which are approved by the board.

Market risk is managed by closely monitoring the limits as set out in the market risk framework. The group and company follows a conservative approach to the products it deals with, and the approved products as well as the limits thereof are detailed in the dealing limits policy. The board sets limits on the level of exposure by currency and in total for both overnight and intra-day positions, which are monitored continuously.

The traders' limits are a function of responsibility, experience and qualifications. Foreign currency risk management is achieved through an automated risk management system, and the limit management is independently administered by the middle office function within the risk department. All traders are required to sign off on the applicable policies, must be knowledgeable on its contents, and have them on hand when trading. All excesses on limits are immediately flagged, investigated, mitigated, and escalated if required.

Models and stress tests are used to gain an increased understanding of the market risk environment. In addition, foreign exchange positions are managed via stop-loss orders and closing or hedging out unwanted exposure via derivatives or in the spot market. Additionally, it is the group and company's policy to close out all forward and option foreign currency transactions via back-to-back forward and option foreign currency transactions with counterparty banks, which is also diligently monitored by the independent middle office risk function.

The table below summarises the group's exposure to foreign currency exchange rate risk at year-end. Included in the table are the group's financial instruments at the carrying amounts, categorised by currency:

Concentration of foreign currency denominated financial instruments								
	NAD	ZMW	US$	€	BWP	ZAR[1]	Other[2]	Total
Group	N$'000	N$'000	N$'000	N$'000	N$'000	N$'000	N$'000	N$'000
As at 30 June 2020								
ASSETS								
Cash and balances with the central bank	705,937	-	-	-	-	-	-	705,937
Derivative financial instruments	-	-	-	-	-	10,238	-	10,238
Financial assets at fair value through profit or loss	1,338,691	-	-	-	-	-	-	1,338,691
Financial assets at amortised cost	712,757	-	-	-	-	-	-	712,757
Financial assets at fair value through other comprehensive income	4,861,398	-	-	-	-	-	1,480	4,862,878
Due from other banks	2,986	291	1,059,152	67,910	207	277,884	34,321	1,442,751
Loans and advances to customers	32,664,015	-	-	-	-	-	27,850	32,691,865
Other assets	266,715	-	-	-	-	-	-	266,715
Total financial assets	40,552,499	291	1,059,152	67,910	207	288,122	63,651	42,031,832
Non-financial assets	820,856	-	-	-	-	-	-	820,856
Total assets	41,373,355	291	1,059,152	67,910	207	288,122	63,651	42,852,688
LIABILITIES								
Derivative financial instruments	-	-	-	-	-	21,101	-	21,101
Due to other banks	895,697	-	-	6,355	-	-	-	902,052
Other borrowings	(4,458)	-	(75)	-	-	638,434	-	633,901
Debt securities in issue	2,484,970	-	-	-	-	703,304	-	3,188,274
Deposits	31,130,486	23	1,065,982	65,370	-	-	57,249	32,319,110
Other liabilities	648,317	-	-	-	-	-	-	648,317
Total financial liabilities	35,155,012	23	1,065,907	71,725	-	1,362,839	57,249	37,712,755
Non-financial liabilities	174,292	-	-	-	-	-	-	174,292
Total liabilities	35,329,304	23	1,065,907	71,725	-	1,362,839	57,249	37,887,047
Total equity	4,965,641	-	-	-	-	-	-	4,965,641
Total equity and liabilities	40,294,945	23	1,065,907	71,725	-	1,362,839	57,249	42,852,688
Net financial position of financial instruments	5,397,487	268	(6,755)	(3,815)	207	(1,074,717)	6,402	4,319,077
Credit commitments	5,000	-	96,503	35,611	-	-	-	137,114

Group	NAD N$'000	ZMW N$'000	US$ N$'000	€ N$'000	BWP N$'000	ZAR[1] N$'000	Other[2] N$'000	Total N$'000
Concentration of foreign currency denominated financial instruments								
As at 30 June 2019								
ASSETS								
Total financial assets	38,131,148	-	711,625	92,011	79	47,815	10,874	38,993,552
Non-financial assets	543,738	-	-	-	-	-	-	543,738
Total assets	38,674,886	-	711,625	92,011	79	47,815	10,874	39,537,290
LIABILITIES								
Total financial liabilities	32,270,299	143	678,400	51,993	-	1,976,880	5,192	34,982,907
Non-financial liabilities	49,480	-	-	-	-	-	-	49,480
Total liabilities	32,319,779	143	678,400	51,993	-	1,976,880	5,192	35,032,387
Total equity	4,504,903	-	-	-	-	-	-	4,504,903
Total equity and liabilities	36,824,682	143	678,400	51,993	-	1,976,880	5,192	39,537,290
Net financial position of financial instruments	5,860,849	(143)	33,225	40,018	79	(1,929,065)	5,682	4,010,645
Credit commitments	-	-	106,049	5,303	-	18,337	-	129,689

[1]The Namibian dollar is fixed to the South African rand and is therefore not exposed to currency risk.

[2]Other foreign currency exposures relate mainly to exposures to the Pound Sterling N$ 31.3 million (2019: N$ 4.3 million) due from other banks as well as N$ 27.9 million (2019: N$ 1.9 million) foreign currency loans and advances to customers.

The following exchange rates (number of units of Namibian dollar per unit of foreign currency) were used on conversion of foreign currency monetary items at the reporting date:

	2020	2019
USD	**17.26**	14.17
GBP	**21.23**	17.99
EUR	**19.40**	16.12
ZAR	**1.00**	1.00
ZMW	**0.95**	1.10
BWP	**1.46**	1.33

The following is a sensitivity analysis, monitored on the following major currencies of non-equity instruments, had a 5 % change arisen on the various currencies:

Effect on profit for the year	2020 N$'000	2019 N$'000
US dollar / Namibian dollar	**(337)**	1,661
- Foreign currency financial assets	**52,958**	35,581
- Foreign currency financial liabilities	**(53,295)**	(33,920)
Euro / Namibian dollar	**(190)**	2,001
- Foreign currency financial assets	**3,396**	4,601
- Foreign currency financial liabilities	**(3,586)**	(2,600)
Zambian kwacha / Namibian dollar	**14**	(7)
- Foreign currency financial assets	**15**	-
- Foreign currency financial liabilities	**(1)**	(7)

Effect on other comprehensive income for the year	2020	2019
The following effect of 5% change would arise on equity instruments:	N$'000	N$'000
Effect of US dollar denominated equity instrument	**-**	-

3.3.3. Interest rate risk

Cash flow interest rate risk is the risk that the future cash flows of a financial instrument will fluctuate because of changes in market interest rates. Fair value interest rate risk is the risk that the value of a financial instrument will fluctuate because of changes in market interest rates. The group and company takes on exposure to the effects of fluctuations in the prevailing levels of market interest rates on both its fair value and cash flow risks. Interest margins may increase as a result of such changes but may reduce or create losses in the event that unexpected movements arise. The board sets limits on the level of mismatch of interest rate repricing that may be undertaken, which is monitored monthly.

Assets and liabilities are classified as interest-sensitive if the interest rate is floating (classified in the 'up to 1 month' bucket) or if the interest rate applied to the outstanding principal balance fluctuates contractually during its lifespan (classified at the earliest of reprise or maturity). The key assumption made is that when an asset or liability matures within a certain bucket, the principal amount will be reprised. If an asset matures the proceeds are reinvested and when any liability matures the liability is replaced with new funding. Balances classified as 'non-interest sensitive' are not affected by changes in interest rates, e.g. statutory cash balances with the Bank of Namibia, which carries no interest. The balances included in the buckets are therefore exposed to both cash flow risk (to the extent that interest rates are floating) and fair value risk (to the extent that interest rates are fixed until reprised). This is in the manner consistent with information communicated to key management.

The table below summarises the group's exposure to interest rate risks. It includes the group's financial instruments at carrying amounts, categorised by the earlier of contractual repricing or maturity dates:

i) Interest rate risk analysis

Group	Up to 1 month	1 - 3 months	3 - 12 months	More than 1 year	Non-interest sensitive	Total
	N$ '000	N$ '000	N$ '000	N$ '000	N$ '000	N$ '000
As at 30 June 2020						
ASSETS						
Cash and balances with the central bank	-	-	-	-	705,937	705,937
Derivative financial instruments	10,238	-	-	-	-	10,238
Financial assets at fair value through profit or loss	1,322,763	-	-	-	15,928	1,338,691
Financial assets at amortised cost	-	-	-	723,596	(10,839)	712,757
Financial assets at fair value through other comprehensive income	358,496	1,039,166	2,878,773	584,963	1,480	4,862,878
Due from other banks	1,442,751	-	-	-	-	1,442,751
Loans and advances to customers	31,930,041	1,013	3,793	77,467	679,551	32,691,865
Other assets	54,100	-	-	-	212,615	266,715
Total financial assets	35,118,389	1,040,179	2,882,566	1,386,026	1,604,672	42,031,832
Non-financial assets	-	-	-	-	820,856	820,856
Total assets	35,118,389	1,040,179	2,882,566	1,386,026	2,425,528	42,852,688
LIABILITIES						
Derivative financial instruments	21,101	-	-	-	-	21,101
Due to other banks	902,052	-	-	-	-	902,052
Other borrowings	-	633,901	-	-	-	633,901
Debt securities in issue	-	265,546	431,917	1,497,852	992,959	3,188,274
Deposits	17,515,514	2,078,478	9,978,862	2,746,256	-	32,319,110
Other liabilities	-	-	-	-	648,317	648,317
Total financial liabilities	18,438,667	2,977,925	10,410,779	4,244,108	1,641,276	37,712,755
Total non-financial liabilities	-	-	-	-	174,292	174,292
Total liabilities	18,438,667	2,977,925	10,410,779	4,244,108	1,815,568	37,887,047
Total equity	-	-	-	-	4,965,641	4,965,641
Total equity and liabilities	18,438,667	2,977,925	10,410,779	4,244,108	6,781,209	42,852,688
Interest sensitivity gap (financial instruments)	16,679,722	(1,937,746)	(7,528,213)	(2,858,082)	(36,604)	4,319,077
Cumulative interest sensitivity gap (financial instruments)	16,679,722	14,741,976	7,213,763	4,355,681	4,319,077	-
As at 30 June 2019						
Interest sensitivity gap (financial instruments)	18,986,005	(5,206,760)	(8,983,037)	(1,901,386)	1,116,381	4,011,203
Cumulative interest sensitivity gap (financial instruments)	18,986,005	13,779,245	4,796,208	2,894,822	4,011,203	-

The interest rate sensitivity gap is determined based on methodology applied when reviewing interest rate risk.

The interest rate sensitivity gap is measured and monitored at the ALCO monthly.

ii) Interest rate sensitivity analysis

An interest sensitivity analysis shows how net interest income will perform under a variety of scenarios. The sensitivities below measure the effect of overall changes in interest rates on profit or loss (net interest income) as defined by the bank's interest rate modelling tool. The extent of the shock (50, 100 or 200 basis points) is applied to all interest rates in the system and the effects of these shocks are detailed below.

Group	2020	2019
	N$'000	N$'000
The following interest-rate sensitivity is based on the effect of changes to the interest rate over a twelve-month period on net interest income:		
50 basis points increase	**69,710**	49,996
- Increase in interest income	**190,762**	193,980
- Increase in interest expense	**(121,052)**	(143,984)
50 basis points decrease	**(69,896)**	(46,121)
- Decrease in interest income	**(190,253)**	(189,980)
- Decrease in interest expense	**120,357**	143,859
100 basis points increase	**133,217**	100,433
- Increase in interest income	**381,853**	388,426
- Increase in interest expense	**(248,636)**	(287,993)
100 basis points decrease	**(140,015)**	(92,117)
- Decrease in interest income	**(380,173)**	(379,396)
- Decrease in interest expense	**240,158**	287,279
200 basis points increase	**248,315**	202,228
- Increase in interest income	**765,121**	778,690
- Increase in interest expense	**(516,806)**	(576,462)
200 basis points decrease	**(307,438)**	(219,791)
- Decrease in interest income	**(759,159)**	(757,677)
- Decrease in interest expense	**451,721**	537,886

iii) Average balances and effective interest rate analysis

Group	2020			2019		
	Average balance N$'000	Average interest rate %	Interest income / expense N$'000	Average balance N$'000	Average interest rate %	Interest income / expense N$'000
ASSETS						
Cash, due from other banks and derivatives	**2,152,829**	**0.93%**	**20,064**	1,753,643	2.67 %	46,798
Financial assets at amortised cost	**707,902**	**10.4%**	**73,653**	649,673	12.90 %	83,798
Financial assets at fair value through other comprehensive income	**4,656,847**	**6.74%**	**313,896**	3,649,856	7.14 %	260,542
Gross loans and advances to customers	**31,714,409**	**10.57%**	**3,353,708**	30,371,693	11.13 %	3,379,011
Other assets	**53,937**	**5.52%**	**2,975**	50,884	5.99 %	3,046
Interest-earning assets / interest income	**39,285,924**		**3,764,296**	36,475,749		3,773,195
Non-interest-earning assets						
Cash, due from other banks and derivatives	**741,656**			656,204		
Financial assets at fair value through profit or loss	**1,272,084**			1,315,570		
Financial assets at fair value through other comprehensive income	**55,436**			540		
Gross loans and advances to customers	**1,465,253**			1,269,701		
Other assets	**205,216**			105,165		
Non-interest-earning assets / interest income	**3,739,645**			3,347,180		
LIABILITIES						
Deposits, due to banks and derivatives	**31,723,075**	**5.47%**	**1,734,397**	28,739,540	5.88 %	1,689,195
Other borrowings	**750,412**	**9.54%**	**71,560**	1,038,255	9.89 %	102,642
Debt securities in issue	**3,465,574**	**8.61%**	**298,230**	3,614,590	8.90 %	321,627
Interest-earning liabilities / interest expense	**35,939,061**		**2,104,187**	33,392,385		2,113,464

3.3.4 Price risk

The following fair value financial instruments expose the group and company to price risk: derivative financial instruments, unit trust investments designated at fair value through profit or loss, treasury bills, government stock, corporate bonds and exchange traded funds as well as equity investment securities classified as fair value through other comprehensive income. The equity securities are listed on the NSX, FTSE and NYSE and are included in 'Financial assets at fair value through other comprehensive income' on the statement of financial position. The group and company generally do not undertake equity exposure. The exposure arose due to specific circumstances and are managed individually.

Sensitivity analysis	Group	
	2020 N$'000	2019 N$'000
i) Equity instruments - listed securities		
The following is a sensitivity analysis showing the increase / (decrease) in the fair value of equity instruments - listed securities had the following changes arisen on the significant inputs:		
10 % increase in share price (effect on other comprehensive income)	**1,963**	5,012
10 % decrease in share price (effect on other comprehensive income)	**(1,963)**	(5,012)
ii) Derivative financial instruments		
The following is a sensitivity analysis showing the increase / (decrease) in the fair value of derivative instruments had the following changes arisen on the significant inputs:		
100 basis points increase in discount rate (effect on profit or loss)	**296**	285
100 basis points decrease in discount rate (effect on profit or loss)	**(296)**	(285)
iii) Financial assets at fair value through other comprehensive income		
The following is a sensitivity analysis showing the increase / (decrease) in the fair value of treasury bills had the following changes arisen on the significant inputs:		
100 basis points increase in discount rate (effect on other comprehensive income)	**(17,661)**	(11,940)
100 basis points decrease in discount rate (effect on other comprehensive income)	**17,868**	12,077
The following is a sensitivity analysis showing the increase / (decrease) in the fair value of government stock had the following changes arisen on the significant inputs:		
100 basis points increase in discount rate (effect on other comprehensive income)	**(16,333)**	(40,512)
100 basis points decrease in discount rate (effect on other comprehensive income)	**17,154**	43,117

3.3.5 Market risk capital charge

The following capital charges have been assigned to the components of market risk for the banking group, as defined in BID 5 - 'Determination on capital adequacy':

	Capital charges	
	2020	2019
	N$'000	N$'000
Interest rate risk	**54,726**	45,018
Foreign exchange risk	**8,725**	3,214

3.4. Liquidity risk

Liquidity risk is the risk that the group and company are unable to meet their payment obligations associated with their financial liabilities when they fall due and to replace funds when they are withdrawn.

Liquidity risk is inherent in the group and company's business endeavours and represents the ability of the group and company to fund increases in assets and meet its financial obligations in a timely manner as they come due without incurring excessive costs, while complying with all statutory and regulatory requirements. The bank is the largest contributor to the group's liquidity risk. The liquidity risk framework and Contingency Funding Plan (CFP) sets out the minimum liquidity risk management requirements for the bank, and explains the low-level internal control processes. Under the policy, the bank is required to manage current and future liquidity positions in a prudent manner. This framework formalises the liquidity risk management process of the bank, the goal of which is to:

- maintain liquidity risk at a manageable level through assessment and monitoring;
- assess and advise against any permanent or temporary adverse changes to the liquidity position of the bank;
- set and monitor limits for funding mix, investment products and client exposures;
- monitor all applicable financial and statutory ratios; and
- identify those liquidity triggers that may entail the activation of the CFP.

The framework sets out rules to effectively control liquidity risk within the risk-return parameters dictated by the board of directors' risk appetite. The bank also conducts an external-assisted CFP testing to evaluate the effectiveness thereof, whilst also continuously enhancing the risk management process.

The framework aims to protect depositors, creditors, shareholders and other stakeholders of the bank by establishing rules and directions for identifying and managing the resolution of possible serious liquidity problems.

Asset liquidity risk represents the availability of sufficient assets in liquid form to meet pressing obligations. In situations where liquid assets on hand could be utilised to earn a higher return instead of paying current obligations, the opportunity cost also plays a role (i.e. potential higher return less the cost of obtaining replacement liquidity). Liquidity management must attempt to match the most appropriate available liquidity to the most appropriate maturing liabilities.

Funding liquidity risk relates to an enterprise's capability to generate funding at short notice at reasonable expense to meet pressing liquidity requirements.

The group and company's liquidity management process is outlined in the liquidity risk framework which includes, inter alia, the group and company's funding strategy. Procedures, as set out in this policy, include the:

- daily monitoring of liquid assets;
- proactive identification of liquidity requirements and maturing assets;
- liquid asset minimum limit;
- proactive identification of short-term, medium-term and long-term liquidity requirements; and
- relationship management with other financial institutions.

In general, the banks do not engage in complex activities or structures and therefore it is considered unnecessary to employ sophisticated and expensive models when determining liquidity needs under various scenarios. A basic but thorough forward-looking analysis is conducted in the day-to-day, as well as monthly analysis of liquidity positions, needs and risks. Limits and rules stipulated in the liquidity risk management policy and by ALCO form the basis for daily quotes on deposits to ensure that an optimal mix and concentrations are maintained.

As part of the bank's strategy, the bank continuously focuses on diversifying its funding sources and reducing its reliance on large depositors, which is a common occurrence in the southern African financial markets. That said, the bank utilises a broad range of deposit and funding products to attract all spheres of clients and has strong market share representation in all categories.

Government Institutions Pension Fund ("GIPF") became a substantial shareholder in the Capricorn Group. GIPF as a substantial shareholder reduces both the capital and liquidity risk of the Capricorn Group. CIH and GIPF will both fulfil the role of shareholders of reference to the group, providing funding support to the group in general and more specifically to its banking operations. The bank also created ring-fenced investment portfolios consisting of high-quality liquid assets to create additional liquidity buffers. This significantly reduces the liquidity risk of the bank.

Refer to note 23. for other borrowing repayments during the year and note 24. for the redemptions and additions to debt securities.

The bank must at all times hold an adequate liquid asset surplus which:

- includes a buffer portion;
- is additional to credit lines;
- is adequate to cater for unexpected outflows; and
- is simultaneously limiting the effect this surplus has on interest margins.

Liquidity risk analysis

The table below presents the cash flows payable by the group by remaining contractual maturities at the date of the financial position. The amounts disclosed in the table are the contractual undiscounted cash flows, hence it does not reconcile to the values reflected on the statement of financial position:

Group	Contractual undiscounted cash-flows					
	Call to 1 month	1 - 3 months	3 - 12 months	1 - 5 years	Over 5 years	Total
	N$ '000	N$ '000	N$ '000	N$ '000	N$ '000	N$ '000
FINANCIAL LIABILITIES						
As at 30 June 2020						
Derivative financial instruments	**(826)**	**11,242**	**5,343**	**10,269**	**(6,633)**	**19,395**
Other borrowings	**-**	**-**	**198,558**	**376,052**	**62,571**	**637,181**
Due to other banks	**902,052**	**-**	**-**	**-**	**-**	**902,052**
Debt securities in issue	**2,091**	**322,099**	**565,497**	**1,897,161**	**1,073,852**	**3,860,700**
Deposits	**17,381,817**	**2,125,080**	**10,168,466**	**1,840,486**	**875,940**	**32,391,789**
Other liabilities	**648,317**	**-**	**-**	**-**	**-**	**648,317**
Total liabilities (contractual maturity dates)	**18,933,451**	**2,458,421**	**10,937,864**	**4,123,968**	**2,005,730**	**38,459,434**
Commitments	**4,006,088**	**-**	**-**	**-**	**-**	**4,006,088**
Loan commitments	**2,553,321**	**-**	**-**	**-**	**-**	**2,553,321**
Liabilities under guarantees	**1,337,699**	**-**	**-**	**-**	**-**	**1,337,699**
Letters of credit	**115,068**	**-**	**-**	**-**	**-**	**115,068**
As at 30 June 2019						
Derivative financial instruments	13	776	776	4,687	-	6,252
Other borrowings	-	18,273	216,919	657,926	113,260	1,006,378
Due to other banks	72,756	-	-	-	-	72,756
Debt securities in issue	5,585	194,561	799,350	2,732,894	1,211,513	4,943,903
Deposits	14,728,222	2,292,044	10,201,958	2,671,289	916,027	30,809,540
Other liabilities	284,132	-	-	-	-	284,132
Total liabilities (contractual maturity dates)	15,090,708	2,505,654	11,219,003	6,066,796	2,240,800	37,122,961
Commitments	2,868,714	-	-	-	-	2,868,714
Loan commitments	1,554,355	-	-	-	-	1,554,355
Liabilities under guarantees	1,189,541	-	-	-	-	1,189,541
Letters of credit	124,818	-	-	-	-	124,818

In terms of BID 18 'Public disclosures for banking institutions' the maturity breakdown of a banking institution's whole credit portfolio should be disclosed. This disclosure, for Bank Windhoek Limited, is detailed below:

Group	Carrying value	Contractual discounted cash flows					
		Call to 1 month	1 - 3 months	3 - 12 months	1 - 5 years	Over 5 years	Total
	N$ '000	N$ '000	N$ '000	N$ '000	N$ '000	N$ '000	N$ '000
ASSETS							
As at 30 June 2020							
Cash and balances with the central bank	-	705,937	-	-	-	-	705,937
Derivative financial instruments	-	-	10,238	-	-	-	10,238
Financial assets at fair value through profit or loss	-	1,338,691	-	-	-	-	1,338,691
Gross financial assets at amortised cost	-	-	-	-	299,360	424,236	723,596
Financial assets at fair value through other comprehensive income	-	359,976	1,039,166	2,878,773	470,614	114,349	4,862,878
Due from other banks	-	1,442,751	-	-	-	-	1,442,751
Gross loans and advances to customers	-	5,326,584	82,293	513,805	10,674,813	16,866,863	33,464,358
Other assets	-	266,715	-	-	-	-	266,715
Non-financial instruments	820,856	-	-	-	-	-	820,856
Effective interest rate adjustment	(102,627)	-	-	-	-	-	(102,627)
Impairment provisions	(680,705)	-	-	-	-	-	(680,705)
Total assets	37,524	9,440,654	1,131,697	3,392,578	11,444,787	17,405,448	42,852,688
LIABILITIES							
Derivative financial instruments	-	(1,171)	10,675	5,796	9,378	(3,577)	21,101
Due to other banks	-	902,052	-	-	-	-	902,052
Other borrowings	-	-	-	221,228	360,679	51,994	633,901
Debt securities in issue	-		267,816	434,569	1,494,464	991,425	3,188,274
Deposits	-	17,515,514	2,078,478	9,978,862	1,848,842	897,414	32,319,110
Other liabilities	-	648,317	-	-	-	-	648,317
Non-financial instruments	174,292	-	-	-	-	-	174,292
Total liabilities	174,292	19,064,712	2,356,969	10,640,455	3,713,363	1,937,256	37,887,047
Net liquidity gap	(136,768)	(9,624,058)	(1,225,272)	(7,247,877)	7,731,424	15,468,192	4,965,641
Cumulative liquidity gap	(136,768)	(9,760,826)	(10,986,098)	(18,233,975)	(10,502,551)	4,965,641	-

Group	Carrying value	Contractual discounted cash flows					
		Call to 1 month	1 - 3 months	3 - 12 months	1 - 5 years	Over 5 years	Total
	N$ '000	N$ '000	N$ '000	N$ '000	N$ '000	N$ '000	N$ '000
ASSETS							
As at 30 June 2019							
Cash and balances with the central bank	-	1,095,599	-	-	-	-	1,095,599
Derivative financial instruments	-	-	29	328	-	-	357
Financial assets at fair value through profit or loss	-	1,336,392	-	-	-	-	1,336,392
Gross financial assets at amortised cost	-	-	-	89,854	48,923	526,465	665,242
Financial assets at fair value through other comprehensive income	-	423,048	449,421	2,357,279	291,412	818	3,521,978
Due from other banks	-	862,394	-	-	-	-	862,394
Gross loans and advances to customers	-	5,051,574	103,150	344,427	9,078,656	17,315,217	31,893,024
Other assets	-	242,611	-	-	-	-	242,611
Non-financial instruments	543,738	-	-	-	-	-	543,738
Effective interest rate adjustment	(101,953)	-	-	-	-	-	(101,953)
Impairment provisions	(522,092)	-	-	-	-	-	(522,092)
Total assets	(80,307)	9,011,618	552,600	2,791,888	9,418,991	17,842,500	39,537,290
LIABILITIES							
Derivative financial instruments	-	-	-	608	5,351	-	5,959
Due to other banks	-	72,756	-	-	-	-	72,756
Other borrowings	-	-	-	219,268	519,271	61,108	799,646
Debt securities in issue	-	-	113,473	583,349	2,241,770	808,012	3,746,604
Deposits	-	14,519,374	1,754,556	9,768,924	3,078,405	952,551	30,073,810
Other liabilities	-	284,132	-	-	-	-	284,132
Non-financial instruments	49,480	-	-	-	-	-	49,480
Total liabilities	49,480	14,876,262	1,868,029	10,572,149	5,844,797	1,821,671	35,032,387
Net liquidity gap	(129,787)	(5,864,644)	(1,315,429)	(7,780,261)	3,574,194	16,020,829	4,504,903
Cumulative liquidity gap	(129,787)	(5,994,431)	(7,309,860)	(15,090,121)	(11,515,926)	4,504,903	-

The table above represents the group's maturity mismatch between assets and liabilities based on contractual maturities, which represents a worst-case scenario and is therefore not representative of business as usual. Policies and procedures are in place to mitigate liquidity risk, which is detailed in the narrative above, as well as the risk and compliance report. Due to the composition of the liquidity market in Namibia, a negative maturity mismatch between assets and liabilities is an industry norm.

3.5. Fair values of financial assets and liabilities

a) Fair value estimation

The group and company is presumed to be a going concern and the fair value methodology is therefore appropriate. Fair value is the current price to purchase an asset or to transfer a liability. Such a transaction is characterised by an arm's length and orderly transaction in a free market (neither party is compelled to act), between hypothetical willing, able and well-informed market participants. In addition, the fair value methodology is utilised to accurately reflect the current market conditions and the appropriate market price of such a transaction on the reporting date.

The fair value of financial assets and liabilities traded in active markets (such as publicly traded derivatives, trading and available-for-sale securities) is based on quoted market prices at the reporting date. The active market should be characterised by sufficient supply and demand by market participants, supported by adequate frequency and volumes to accurately approximate the true market price of such a transaction on an ongoing basis. The quoted market price used for financial assets held by the group is the price within the current bid-ask price, which is the most representative of fair value.

The fair value of financial assets and liabilities that are not traded in an active market is determined by using valuation techniques to approximate the fair value. The group and company uses a variety of methods and makes assumptions that are based on market conditions existing at each reporting date. These valuation techniques include quoted market prices or dealer quotes for similar instruments in active and inactive markets, and discounted cash flow valuation techniques.

i. Cash and balances with the central bank

Due to its short-term nature, the carrying amount approximates the fair value of these financial assets.

ii. Derivative financial instruments

Derivative financial instruments are classified as fair value through profit or loss using valuation techniques supported by observable market prices or rates (exchange traded). Over-the-counter transactions are also measured at fair value based on the following valuation techniques:

- Forward contracts are valued based on the daily mark-to-market value of the forward contract. The market rates are obtained from the Thompson Reuters foreign currency rate platform. Spot foreign currency transactions not yet matured are marked-to-market based on end of trading day quoted Thompson Reuters market rates.
- Interest rate swaps are valued by discounting the expected future fixed and floating interest rate cash flow streams with the applicable South African money market yield curves. The future fixed rate cash flows are based on the terms of the contractual agreements, while the floating rate cash flows are approximated using the estimated forward rate yield curve in line with contractual agreements.
- Option contract values are determined using the Black-Scholes pricing model, utilising real-time market data on the required inputs.
- Bond futures are valued based on the daily mark-to-market value of the underlying listed bonds. The market prices of these underlying bonds are obtained from end of trading day quoted JSE bond prices.

iii. Financial assets at fair value through profit or loss

Investment in Capricorn Group

Bank Windhoek Limited has acquired shares in Capricorn Group. For more details on the cash-settled share-based compensation plans, refer to note 30. The fair value of the investment is determined with reference to the stock market price of the underlying share.

Unit trust investments

For unit trust investments, the carrying value approximates its fair value.

iv. Financial assets at amortised cost

Treasury bills

Treasury bills, without the intention to trade, are classified as held to maturity and recognised at amortised costs. The fair value is determined for disclosure purposes based on the discounted valuation technique using quoted market prices and rates.

Government stock

Government stock and other bonds guaranteed by either the Namibian or South African governments, without the intention to trade, are classified as held to maturity and recognised at amortised costs. The fair value is determined for disclosure purposes based on the discounted valuation technique using quoted market prices. The Bond Exchange of South Africa bond pricing model is utilised to determine the fair value.

v. Financial assets at fair value through other comprehensive income

Treasury bills

Treasury bills are measured at fair value based on the discounted valuation technique using quoted market prices and rates.

Government stock

Government stock and other bonds guaranteed by either the Namibian or South African governments are measured at fair value based on the discounted valuation technique using quoted market prices. The Bond Exchange of South Africa bond pricing model is utilised to determine the fair value.

Corporate bonds

Corporate bonds guaranteed by the respective corporates are measured at fair value based on the discounted valuation technique using quoted market prices.

Equity instruments - listed securities

For listed equity instruments, the fair value is derived by using stock market prices, adjusted for any restrictions on its tradability.

Exchange traded funds

Exchange traded funds are measured at fair value determined with reference to the JSE price of the underlying exchange traded funds unit price.

vi. Due to and from other banks

Amounts due to and from other banks include interbank placements. The carrying amount of overnight deposits represents its fair value, as it is short term and callable on demand.

vii. Loans and advances to customers

The loans and advances to customers are recognised at amortised cost. The fair value is determined for disclosure purposes by discounting the future expected cash flows using observable market inputs, such as the prime rate, as appropriate. For short maturity loans and advances, the carrying value approximates the fair value. Unobservable market inputs are developed using the best information available that market participants would use when pricing the loan. The credit risk will be approximated by the carrying values of defaulted and provisioned accounts. Refer to note 3.5 (b) for the disclosure of the fair value of loans and advances.

viii. Other assets and liabilities

The nominal values less impairment of other assets and liabilities are assumed to approximate their fair value, due to the short-term nature of these assets and liabilities.

ix. Deposits

The carrying amount approximates the fair value of these financial liabilities, except for promissory notes and replica notes. The fair value of promissory notes and replica notes for disclosure purposes is estimated by discounting the future contractual cash flows at the available market interest rate. Quoted prices for similar instruments are utilised in the event that active prices are not available. The fair value of these instruments is N$ 657 million (2019: N$ 389.4 million), refer to note 3.5 (b).

x. Other borrowings

Other borrowings are recognised at amortised cost. The fair value is determined for disclosure purposes by discounting the future expected cash flows using observable market inputs, such as the JIBAR money market rate, as appropriate. Refer to note 3.5 (b) for the disclosure of the fair value of other borrowings.

xi. Debt securities in issue

Financial instruments included in this category include senior debt, callable bonds and preference shares issued. The fair value of issued debt securities other than preference shares for disclosure purposes is estimated by discounting the future contractual cash flows at the available market interest rate. Quoted prices for similar instruments are utilised in the event that active prices are not available. The fair values of these instruments were N$ 3.2 billion (2019: N$3.9 billion), refer to note 3.5 (b).

xii. Financial instruments not recorded on the statement of financial position

The estimated fair values of the financial instruments not recorded on the statement of financial position are based on market prices for similar facilities. When this information is not available, fair value is estimated using discounted cash flow analysis.

b) Fair value hierarchy

IFRS specifies a hierarchy of valuation techniques based on whether the inputs to those valuation techniques are observable or unobservable. Observable inputs reflect market data obtained from independent sources; unobservable inputs reflect the group and company's market assumptions. These two types of inputs have created the following fair value hierarchy:

- Level 1 – quoted prices (unadjusted) in active markets for identical assets or liabilities. This level includes listed equity securities and debt instruments on exchanges.
- Level 2 – inputs other than quoted prices included within level 1 that are observable for the asset or liability, either directly (that is, as prices) or indirectly (that is, derived from prices). This level includes the majority of the over-the-counter derivative contracts, traded loans and issued structured debt. The sources of input parameters like JIBAR yield curve or counterparty credit risk are Bloomberg and Reuters.
- Level 3 – inputs for the asset or liability that are not based on observable market data (unobservable inputs). This level includes equity investments and debt instruments with significant unobservable components.

This hierarchy requires the use of observable market data when available. The group and company considers relevant and observable market prices in its valuations where possible.

3.5 Fair values of financial assets and liabilities

Group	Level 1	Level 2	Level 3	Total
	N$'000	N$'000	N$'000	N$'000
As at 30 June 2020				
Financial assets measured at fair value				
Financial assets at fair value through profit or loss	1,338,691	-	-	1,338,691
Investment in Capricorn Group	15,928	-	-	15,928
Unit trust investments	1,322,763	-	-	1,322,763
Financial assets at fair value through profit or loss				
Derivative financial instruments	-	10,238	-	10,238
Financial assets at fair value through other comprehensive income	56,671	4,806,207	-	4,862,878
Treasury bills	-	4,191,108	-	4,191,108
Government stock	-	574,335	-	574,335
Corporate bonds	-	40,764	-	40,764
Exchange traded funds	55,191	-	-	55,191
Equity instruments - listed securities	1,480	-	-	1,480
	1,395,362	4,816,445	-	6,211,807
Financial assets for which the fair value is disclosed				
Cash and balances with the central bank	-	-	705,937	705,937
Due from other banks	-	-	1,442,751	1,442,751
Loans and advances to customers	-	-	32,303,779	32,303,779
Financial assets at amortised cost	-	-	787,665	787,665
Government stock	-	-	787,665	787,665
Financial liabilities measured at fair value				
Financial liabilities at fair value through profit or loss				
Derivative financial instruments	-	21,101	-	21,101
Financial liabilities for which the fair value is disclosed				
Due to other banks	-	-	902,052	902,052
Other borrowings	-	-	641,464	641,464
Debt securities in issue	-	-	3,210,976	3,210,976
Five-year callable bonds	-	-	183,928	183,928
Senior debt - unsecured	-	-	3,027,048	3,027,048
Deposits	-	-	32,319,110	32,319,110
Current, Savings, Demand, Term and notice, NCDs, Foreign	-	-	31,662,124	31,662,124
Promissory notes	-	-	656,986	656,986
	-	-	37,073,602	37,073,602

Group	Level 1	Level 2	Level 3	Total
	N$'000	N$'000	N$'000	N$'000
As at 30 June 2019				
Financial assets measured at fair value				
Financial assets at fair value through profit or loss	1,336,392	-	-	1,336,392
Investment in Capricorn Group	16,087	-	-	16,087
Unit trust investments	1,320,305	-	-	1,320,305
Financial assets at fair value through profit or loss				
Derivative financial instruments	-	357	-	357
Financial assets at fair value through other comprehensive income	695	3,521,283	-	3,521,978
Treasury bills	-	2,957,814	-	2,957,814
Government stock	-	522,971	-	522,971
Corporate bonds	-	40,498	-	40,498
Investment securities - listed	695	-	-	695
	1,337,087	3,521,640	-	4,858,727
Financial assets for which the fair value is disclosed				
Cash and balances with the central bank	-	-	1,095,599	1,095,599
Due from other banks	-	-	862,394	862,394
Loans and advances to customers	-	-	31,625,925	31,625,925
Financial assets at amortised cost	-	-	697,205	697,205
Government stock	-	-	697,205	697,205
Director's valuation of investments in joint arrangements	-	-	11,015	11,015
Financial liabilities measured at fair value				
Financial liabilities at fair value through profit or loss				
Derivative financial instruments	-	5,959	-	5,959
Financial liabilities for which the fair value is disclosed				
Due to other banks	-	-	72,756	72,756
Other borrowings	-	-	818,088	818,088
Debt securities in issue	-	-	3,877,089	3,877,089
Five-year callable bonds	-	-	185,854	185,854
Senior debt - unsecured	-	-	3,691,235	3,691,235
Deposits	-	-	30,073,810	30,073,810
Current, Savings, Demand, Term and notice, NCDs, Foreign	-	-	29,684,394	29,684,394
Promissory notes	-	-	389,416	389,416
	-	-	34,841,743	34,841,743

No transfers between level 1, level 2 or level 3 fair value measurements occurred during the year under review.

c) Sensitivity analysis

The sensitivity analyses performed below are for financial instruments for which the fair value is disclosed. Sensitivity analysis performed on financial instruments recognised at fair value are included in note 3.3.4.

	Group	
	2020	2019
	N$'000	N$'000
The following is a sensitivity analysis showing the increase / (decrease) in the fair value of loans and advances had the following changes arisen on the significant inputs:		
100 basis points increase in discount rate	**(956,198)**	(901,737)
100 basis points decrease in discount rate	**1,034,099**	1,267,527
100 basis points increase in earnings rate	**136,731**	148,382
100 basis points decrease in earnings rate	**(154,240)**	(166,775)
1 month increase in term to maturity	**(145,052)**	(118,078)
1 month decrease in term to maturity	**181,835**	120,026
The following is a sensitivity analysis showing the increase / (decrease) in the fair value of government stock at amortised cost had the following changes arisen on the significant inputs:		
100 basis points increase in discount rate	**(34)**	(31)
100 basis points decrease in discount rate	**37**	33
The following is a sensitivity analysis showing the increase / (decrease) in the fair value of debt securities had the following changes arisen on the significant inputs:		
100 basis points increase in discount rate	**(81,482)**	(103,895)
100 basis points decrease in discount rate	**85,438**	109,176
100 basis points increase in coupon rate	**86,408**	106,442
100 basis points decrease in coupon rate	**(86,408)**	(106,442)
The following is a sensitivity analysis showing the increase / (decrease) in the fair value of promissory notes had the following changes arisen on the significant inputs:		
100 basis points increase in discount rate	**(2,579)**	(1,290)
100 basis points decrease in discount rate	**2,612**	1,727
The following is a sensitivity analysis showing the increase / (decrease) in the fair value of other borrowings had the following changes arisen on the significant inputs:		
100 basis points increase in discount rate	**(16,504)**	(27,657)
100 basis points decrease in discount rate	**7,430**	7,013
100 basis points increase in Jibar rate	**(13,099)**	(18,876)
100 basis points decrease in Jibar rate	**13,099**	18,876

d) Details of level 2 and level 3 fair value instruments

	Valuation technique	Types of valuation inputs	Valuation inputs (ranges	
			2020	2019
Financial assets measured at fair value				
Financial assets at fair value through profit or loss				
Unit Trust investments	Market approach **	Note 4	**5.12% - 5.75%**	7.1 % - 7.7 %
Financial assets at fair value through profit or loss				
Derivative financial instruments – Interest rate swaps	Income approach*	Note 1	**8.07% - 10.28%**	7.7 % - 8.5 %
Derivative financial instruments – OTC currency options	Income approach*	Note 1	**EUR16.8 - 17.3 USD15.2 - 21.02**	EUR16.3 - 17.1 USD13.6 - 17.6
Derivative financial instruments - Bond futures	Income approach*	Note 1	**5.06% - 9.78%**	N/A
Financial assets at fair value through other comprehensive income				
Treasury bills	Income approach*	Note 1	**4.2% - 4.58%**	6.8 % - 7.9 %
Government stock	Income approach*	Note 1	**5.11% - 10.43%**	7.3 % - 9.9 %
Corporate bonds	Income approach*	Note 1	**5.81%**	8.9 %
Financial assets for which the fair value is disclosed				
Loans and advances to customers	Income approach*			
Discount rate		Note 1	**7.75%**	10.5 %
Earnings rate		Note 2	**4.0% - 16.6%**	6.3 % - 19.7 %
Term to maturity		Note 3	**3 - 60 mnts**	3 - 360 mnts
Financial assets at amortised cost				
Treasury bills	Income approach*	Note 1	**N/A**	7.9 % - 10.7 %
Government stock	Income approach*	Note 1	**5.11% - 10.43%**	7.5 % - 15.2 %
Financial liabilities measured at fair value				
Financial liabilities at fair value through profit or loss				
Derivative financial instruments – Interest rate swaps	Income approach*	Note 1	**8.07% - 10.28%**	7.7 % - 8.5 %
Derivative financial instruments - Bond futures	Income approach*	Note 1	**5.06 % - 9.78 %**	N/A
Financial liabilities for which the fair value is disclosed				
Other borrowings	Income approach*			
Discount rate		Note 1	**4.81% - 8.8%**	7.9 % - 10.7 %
Earnings rate		Note 1	**4.61% - 12.41%**	7.5 % - 15.2 %
Debt securities in issue				
Five-year callable bonds	Income approach*	Note 1	**6.1%**	8.3 %
Senior debt - unsecured	Income approach*	Note 1	**5.4% - 6.55%**	5.2 % - 9.2 %
Deposits				
Promissory notes	Income approach*	Note 1	**3.9% - 4.3%**	7.3 % - 7.9 %

For the relationship of observable inputs to fair value refer to note 3.3.4 for items measured at fair value and note 3.5 c) for items disclosed at fair value.

* Present value of expected future cash flows.
Note 1: Observable interest rates and yield curves observable at commonly quoted intervals.
Note 2: Contractual interest rates per transaction observable on the banking system.
Note 3: Contractual maturities per transaction observable on the banking system.
Note 4: Valuations are performed per fund based on the net asset value of the underlying assets.

3.6. Capital management

The group and company's objectives when managing capital, which is a broader concept than the 'equity' on the face of the statement of financial position, are to:

- comply with the capital requirements set by the regulators of the banking markets where the entities within the group operate;
- safeguard the group and company's ability to continue as a going concern so that it can continue to provide returns for shareholders and benefits for other stakeholders; and
- maintain a strong capital base to support the development of its business.

Capital management for the banking group

The Basel III capital determination was implemented in Namibia with effect from 1 September 2018. Bank Windhoek remains well capitalised after the implementation of Basel III capital determination in Namibia and the BID 5A determination on the measurement and calculation of capital charges for credit risk, operational risk and market risk for domestic systemically domestic banks.

The Bank of Namibia, under the determination of BID 5A, requires each bank or banking group to maintain the following capital adequacy ratios at all times from 1 September 2018:

- Common equity tier 1 (CET1) ratio must be at least 6.0 % of risk weighted assets;
- Tier 1 capital adequacy ratio must be at least 8.5 % of risk weighted assets;
- Tier 2 capital adequacy ratio must amount up to 2.5 % of risk-weighted assets, but must not exceed 25 % of total capital;
- Total capital adequacy ratio to risk-weighted assets at a minimum of 11.0 %; and
- Leverage ratio defined as the capital measure divided by the exposure measure with a minimum ratio of 6 % to be maintain at all times.

The group's regulatory capital is divided into two tiers:

- Tier 1 capital (going-concern capital): ordinary shares, share premium, retained earnings, regulating adjustments applied in the calculation of CET 1 ; and
- Tier 2 capital (gone-concern capital): instruments issued by the banking institution that meet the criteria for the inclusion in tier 2 capital and certain loan loss provisions.

The Bank of Namibia has adopted a standardised approach to Basel III, with risk-weighted assets being measured at three different levels: operational risk, market risk and credit risk.

The table below summarises the composition of regulatory capital and the ratios of the group for the years ended 30 June. During these two years, the group complied with all externally imposed capital requirements to which it is subjected.

	Group	
	2020	2019
	N$'000	N$'000
Tier 1 capital		
Share capital and premium	**485,000**	485,000
General banking reserves	**4,324,343**	3,849,069
Retained earnings	**100,718**	84,183
Total CET 1 capital	**4,910,061**	4,418,252
Regulatory adjustments		
Deduct: Intangible assets	**73,182**	72,710
Total regulatory adjustments	**73,182**	72,710
Net total CET 1 capital	**4,836,879**	4,345,542
Tier 2 capital instruments		
Subordinated debt (five-year callable bonds)	**187,545**	187,533
Portfolio impairment for regulatory reporting	**354,803**	316,245
Net total Tier 2 capital	**542,348**	503,778
Total regulatory capital	**5,379,227**	4,849,320
Risk-weighted assets:		
Operational risk	**3,545,719**	3,319,122
Credit risk	**31,295,658**	29,377,172
Market risk	**634,517**	482,317
Total risk-weighted assets	**35,475,894**	33,178,611

The increase in risk-weighted assets during the year is mainly attributable to the increase in credit risk, which relates to the growth in loans and advances. Operational risk increased in line with growth in gross income.

Capital adequacy ratios:		
Leverage capital ratio	**11.0%**	10.8 %
Tier 1 capital adequacy ratio	**13.6%**	13.1 %
Total capital adequacy ratio	**15.2%**	14.6 %

In addition to the above minimum capital requirements, the Bank of Namibia requires the bank to perform an internal capital adequacy assessment process (ICAAP) in terms of Pillar II of Basel II. The annual ICAAP report has been compiled and was approved by the board. The Basel III capital regulations continue to be based on three mutually reinforcing pillars, namely, minimum capital requirements, supervisory review via the ICAAP process and market discipline via the relevant disclosures in the annual financial statements.

The process results in:

- the identification of all significant risk exposures to the banking group;
- the determination of the capital required to mitigate all the identified risks;
- the quantification of risk appetites for the major risks identified; and
- control measures to mitigate the major risks.

Based on the ICAAP assessment submitted during 2019, which includes a capital projection for the next five years, it is envisaged that the bank will be able to maintain its capital ratios and will not require additional capital.

04 Critical accounting estimates and judgements in applying accounting policies

The group and company makes estimates and assumptions that affect the reported amounts of assets and liabilities within the next financial year. Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

a) Measurement of the expected credit loss allowance

The measurement of the expected credit loss allowance for financial assets measured at amortised cost and FVOCI is an area that requires the use of complex models and significant assumptions about future economic conditions and credit behaviour (e.g. the likelihood of customers defaulting and the resulting losses). Explanation of the inputs, assumptions and estimation techniques used in measuring ECL is further detailed in note 3.2.2.3., which also sets out key sensitivities of the ECL to changes in these elements.

A number of significant judgements are also required in applying the accounting requirements for measuring ECL, such as:

- Determining criteria for significant increase in credit risk;
- Choosing appropriate models and assumptions for the measurement of ECL;
- Establishing the number and relative weightings of forward-looking scenarios for each type of product / market and the associated ECL; and
- Establishing groups of similar financial assets for the purposes of measuring ECL.

Detailed information about the judgements and estimates made by the group and company in the above areas is set out in note 3.2.1.

Refer to note 16 for a detailed analysis of the impairment of loans and advances. Refer to notes 2.3, 2.4 and 3.2.5 for more information on assumptions and judgements applied when determining the impairment of loans and advances.

b) Fair value of financial instruments

The fair value of financial instruments requires the use of estimates and judgements. Refer to note 3.5 for methodology and assumptions applied.

5. Net interest income

	Group		Company	
	2020	2019	2020	2019
	N$'000	N$'000	N$'000	N$'000
Interest and similar income				
Amortised cost				
Loans and advances	**3,353,708**	3,379,011	**3,266,867**	3,294,678
Cash and short-term funds	**23,039**	49,844	**23,039**	49,844
Government stock and other investments	**73,653**	83,798	**73,653**	83,798
Loans to subsidiaries	**-**	-	**38,356**	58,510
Fair value				
Financial assets at fair value through other comprehensive income	**313,896**	260,542	**313,896**	260,542
Treasury bills	**257,199**	238,926	**257,199**	238,926
Government stock and other investments	**56,697**	21,616	**56,697**	21,616
Total interest and similar income	**3,764,296**	3,773,195	**3,715,811**	3,747,372
Interest and similar expenses				
Amortised cost				
Cheque deposits	**220,087**	231,438	**220,087**	231,438
Debt securities in issue	**298,230**	321,627	**298,230**	321,627
Demand deposits	**237,774**	235,622	**237,774**	235,622
Deposits from banks and financial institutions	**23,674**	20,004	**23,674**	20,004
Fixed and notice deposits	**601,528**	542,659	**601,528**	542,659
Leases	**21,280**	-	**21,280**	-
Negotiable certificates of deposits	**603,119**	602,122	**603,119**	602,122
Other borrowings	**86,133**	110,978	**86,133**	110,978
Promissory notes	**39,949**	72,989	**39,949**	72,989
Replica notes	**-**	205	**-**	205
Savings deposits	**48,215**	57,144	**48,215**	57,144
Total interest and similar expenses	**2,179,989**	2,194,788	**2,179,989**	2,194,788
Net interest income	**1,584,307**	1,578,407	**1,535,822**	1,552,584

6. Credit impairment losses

Increase in specific impairment	**148,493**	47,244	**139,297**	52,764
Amounts written off as uncollectable	**53,070**	50,885	**34,868**	44,423
Increase in portfolio impairment	**10,148**	4,218	**11,260**	5,894
Amounts recovered during the year	**(4,621)**	(7,621)	**(1,978)**	(6,117)
	207,090	94,726	**183,447**	96,964

Impairment charges reflect the movement in provisions as per the IFRS 9 models.

7. Non-interest income

	Group		Company	
	2020 N$'000	2019 N$'000	2020 N$'000	2019 N$'000
7.1 Fee and commission income				
Transaction and related fees	**841,090**	822,149	**830,740**	813,543
Income from deposits	**383,107**	376,093	**383,111**	367,487
Income from loans and advances	**69,520**	63,225	**59,167**	63,225
Income from electronic banking	**388,463**	382,831	**388,462**	382,831
Commissions	**33,979**	32,330	**25,819**	25,480
Trust and other fiduciary fees	**8,850**	11,178	**8,850**	11,178
	883,919	865,657	**865,409**	850,201
7.2 Net trading income				
Net foreign exchange gains and losses from trading assets	**78,825**	60,699	**78,825**	60,699
Net gain from financial instruments at fair value through profit or loss	**70,453**	92,219	**70,453**	92,219
Net gain from financial instruments at fair value through other comprehensive income	**13,375**	2,069	**13,375**	2,069
Net investment income	**-**	5,272	**-**	5,272
	162,653	160,259	**162,653**	160,259
Net foreign exchange gains and losses from trading assets includes gains and losses from spot and forward exchange contracts, OTC currency options and translation of foreign currency assets and liabilities. Net gain from financial instruments at fair value through profit or loss includes the gains from unit trusts and derivatives. Net gain from financial instruments at fair value through other comprehensive income includes gains less losses from investing activities of financial debt instruments classified as financial assets at fair value through other comprehensive income.				
7.3 Other operating income				
Dividend received	**618**	854	**618**	854
Profit on sale of property and equipment	**-**	339	**-**	339
Management fees received	**1,175**	1,235	**1,175**	20,943
Other*	**18,243**	13,256	**19,386**	13,256
	20,036	15,684	**21,179**	35,392
Total non-interest income	**1,066,608**	1,041,600	**1,049,241**	1,045,852
* Other operating income relates to internal charges, rental income and sundry income.				
7.4 Types of revenue				
Fee and commission income	**883,919**	865,657	**865,409**	850,201
Net trading income	**162,653**	154,987	**162,653**	154,987
Other operating income	**19,418**	14,830	**20,561**	34,538
Revenue other than from contracts with customers	**618**	6,126	**618**	6,126
Total revenue	**1,066,608**	1,041,600	**1,049,241**	1,045,852
7.5 Disaggregation of revenue from contracts with customers				
a.) At a specific point in time				
Transaction and related fees	**841,090**	822,149	**830,740**	813,543
Commissions	**33,979**	32,330	**25,819**	25,480
Trust and fiduciary fees	**8,850**	11,178	**8,850**	11,178
Management fees received	**1,175**	1,235	**1,175**	20,943
Profit on sale of property and equipment	**-**	339	**-**	339
Other	**18,243**	13,256	**19,386**	13,256
	903,337	880,487	**885,970**	884,739

	Group		Company	
	2020 N$'000	2019 N$'000	2020 N$'000	2019 N$'000
b.) Revenue other than from contracts with customers				
Net foreign exchange gains and losses from trading assets	**78,825**	60,699	**78,825**	60,699
Net gains from financial instruments at fair value through profit or loss	**70,453**	92,219	**70,453**	92,219
Net gains from financial instruments at fair value through other comprehensive income	**13,375**	2,069	**13,375**	2,069
Other	**618**	6,126	**618**	6,126
	163,271	161,113	**163,271**	161,113
Total	**1,066,608**	1,041,600	**1,049,241**	1,045,852

8. Staff costs

	Group 2020	Group 2019	Company 2020	Company 2019
Wages and salaries	**698,404**	687,136	**681,797**	687,136
Share-based payment expense	**2,469**	4,662	**2,469**	4,662
Staff training and transfer costs	**12,997**	14,680	**12,957**	14,680
Pension costs - defined contribution plan	**44,426**	40,845	**43,210**	40,845
Severance pay liability (note 28.1)	**703**	792	**703**	792
	758,999	748,115	**741,136**	748,115

9. Operating expenses

	Group 2020	Group 2019	Company 2020	Company 2019
Expenses by nature				
9.1 Normal operating expenses				
Advertising and marketing	**22,695**	25,631	**22,640**	25,631
Amortisation of intangible assets	**41,978**	31,583	**41,978**	31,583
Auditor's remuneration				
- Audit fees	**4,947**	4,247	**4,869**	4,176
- Fees for other services	**436**	1,199	**436**	1,199
Directors' emoluments				
- Non-executive directors	**4,868**	4,443	**4,868**	4,443
Depreciation of property and equipment	**88,378**	45,492	**87,416**	44,530
Insurance costs	**13,250**	9,370	**13,250**	9,370
Intragroup consultancy and management fees	**45,060**	44,507	**45,060**	42,068
Loss on disposal of property and equipment and impairment of intangible assets	**18,694**	-	**18,694**	-
Motor vehicle costs	**2,436**	2,530	**2,417**	2,530
Office expenses	**5,618**	3,607	**5,538**	3,607
Operating lease rentals - immovable property	**85**	68,098	**1,047**	69,060
Other expenses	**52,867**	37,532	**50,102**	37,532
Professional services	**42,962**	47,373	**42,962**	47,373
Repairs and maintenance	**17,043**	33,351	**17,011**	33,351
Staff costs (note 8)	**758,999**	748,115	**741,136**	748,115
Security expenses	**15,011**	15,848	**15,002**	15,848
Stamp duty	**16,932**	17,624	**16,766**	17,609
Stationery and printing	**12,532**	10,602	**12,290**	10,602
Subscription fees	**7,939**	7,497	**7,588**	7,497
Technology costs	**95,010**	66,872	**95,010**	66,872
Telephone, postage and courier costs	**9,549**	10,645	**9,451**	10,645
Travelling	**2,543**	4,946	**2,529**	4,946
Valuation fees	**10,426**	11,189	**10,426**	11,189
Water and electricity	**21,024**	21,298	**20,691**	21,298
	1,311,282	1,273,599	**1,289,177**	1,271,074

	Group		Company	
	2020 N$'000	2019 N$'000	2020 N$'000	2019 N$'000
9.2 Fee and commission expenses				
Association transaction fees	**114,560**	114,475	**114,560**	114,475
Cash handling fees	**9,914**	9,844	**9,914**	9,844
Commission	**7,736**	6,497	**6,933**	6,497
	132,210	130,816	**131,407**	130,816
Total operating expenses	**1,443,492**	1,404,415	**1,420,584**	1,401,890

Research and development costs of N$129,566 (2019: N$595,019) are included in operating expenses above.

10. Income tax expense

	Group 2020 N$'000	Group 2019 N$'000	Company 2020 N$'000	Company 2019 N$'000
Normal tax on profit or loss				
Current tax through profit or loss	**282,718**	305,604	**277,526**	298,889
- current year	**282,718**	305,604	**277,526**	298,889
Deferred tax	**(1,016)**	21,224	**(1,407)**	20,821
- current year	**(1,016)**	21,224	**(1,407)**	20,821
	281,702	326,828	**276,119**	319,710
Normal tax on other comprehensive income				
Current tax through other comprehensive income	**12,372**	-	**12,372**	-
- changes in fair value of debt instruments	**12,121**	-	**12,121**	-
- changes in fair value of equity instruments	**251**	-	**251**	-
Total income tax expense	**294,074**	326,828	**288,491**	319,710
Tax rate reconciliation				
The tax on the operating profit differs from the theoretical amount that would arise using the basic tax rate as follows:				
Profit before tax	**1,003,150**	1,124,541	**981,032**	1,099,582
Other comprehensive income	**38,662**	-	**38,662**	-
	1,041,812	1,124,541	**1,019,694**	1,099,582
Tax at the applicable tax rate of 32 % (2019: 32 %)	**333,380**	359,853	**326,302**	351,866
Dividends	**(36,387)**	(37,105)	**(35,485)**	(37,105)
Fair value adjustment on interest-free staff loans	**(7,882)**	2,484	**(7,882)**	2,484
Fair value adjustment on investments	**731**	358	**731**	358
Non-deductible expenses	**931**	1,238	**623**	2,107
Other timing differences	**3,301**	-	**4,202**	-
Income tax expense	**294,074**	326,828	**288,491**	319,710
Effective tax rate	**29.32%**	29.06 %	**29.41 %**	29.08 %

11. Cash and balances with the central bank

	Group 2020 N$'000	Group 2019 N$'000	Company 2020 N$'000	Company 2019 N$'000
Cash balances	**334,421**	265,120	**334,421**	265,120
Balances with the central bank other than mandatory reserve deposits	**-**	481,510	**-**	481,510
Included in cash and cash equivalents	**334,421**	746,630	**334,421**	746,630
Mandatory reserve deposits with the central bank	**371,516**	348,969	**371,516**	348,969
	705,937	1,095,599	**705,937**	1,095,599

Mandatory reserve deposits are not available for use in the group and company's day-to-day operations. Balances with the central bank other than mandatory deposits are interest sensitive. Cash balances as well as mandatory reserve deposits with the central bank are non-interest-bearing.

12. Derivative financial instruments

	Group		Company	
	2020	2019	2020	2019
	N$'000	N$'000	N$'000	N$'000
Assets				
Bond Futures	**10,238**	-	**10,238**	-
OTC currency options	**-**	357	**-**	357
	10,238	357	**10,238**	357
Liabilities				
Bond Futures	**(10,238)**	-	**(10,238)**	-
Interest rate swaps	**(10,863)**	(5959)	**(10,863)**	(5959)
	(21,101)	(5959)	**(21,101)**	(5959)
Interest rate swaps are commitments to exchange one set of cash flows for another and result in an economic exchange of a fixed rate for a floating rate or vice versa. No exchange of principal takes place. The notional principal amount of the outstanding interest rate swap contracts at 30 June 2020 was N$173.5 million (2019: N$260.0 million). Bond futures are derivative financial instruments that obligate the contract holder to purchase or sell a bond on a specified date at a predetermined price.				
Current	**(1,070)**	(251)	**(1,070)**	(251)
Non-current	**(9,793)**	(5,351)	**(9,793)**	(5,351)
Net derivative liability	**(10,863)**	(5,602)	**(10,863)**	(5,602)

13. Financial assets

	Group 2020	Group 2019	Company 2020	Company 2019
Financial assets at fair value through profit or loss				
Investment in Capricorn Group	**15,928**	16,087	**15,928**	16,087
Unit trust investments	**1,322,763**	1,320,305	**1,322,763**	1,320,305
	1,338,691	1,336,392	**1,338,691**	1,336,392
Current	**1,338,691**	1,336,392	**1,338,691**	1,336,392
	1,338,691	1,336,392	**1,338,691**	1,336,392
Unit trust investments are unlisted. The investment in Capricorn Group comprises listed equity instruments.				
Financial assets at amortised cost				
Government stock	**723,596**	665,242	**723,596**	665,242
Gross financial assets at amortised cost	**723,596**	665,242	**723,596**	665,242
Less expected credit loss allowance	**(10,839)**	(21,564)	**(10,839)**	(21,564)
Net financial assets at amortised cost	**712,757**	643,678	**712,757**	643,678
Current	**-**	89,854	**-**	89,854
Non-current	**723,596**	575,388	**723,596**	575,388
Gross financial assets at amortised cost	**723,596**	665,242	**723,596**	665,242

Financial assets at fair value through profit or loss are presented within 'operating activities' in the statement of cash flows. Changes in fair values of financial assets at fair value through profit or loss are recorded in 'net gain from financial instruments at fair value through profit or loss' in the statement of comprehensive income (note 7.2).

Unit trust investments are included in cash and cash equivalents for the purposes of the cash flow statement. Refer to note 35.

14. Financial assets at fair value through other comprehensive income

	Group		Company	
	2020	2019	2020	2019
	N$'000	N$'000	N$'000	N$'000
Debt instruments				
Treasury bills	**4,191,108**	2,957,814	**4,191,108**	2,957,814
Government stock	**574,335**	522,971	**574,335**	522,971
Exchange traded funds [3]	**55,191**	-	**55,191**	-
Corporate bonds	**40,764**	40,498	**40,764**	40,498
Equity instruments - listed securities	**1,480**	695	**1,480**	695
	4,862,878	3,521,978	**4,862,878**	3,521,978
The movement during the year is summarised as follows:				
Opening balance	**3,521,978**	134,028	**3,521,978**	134,028
Reclassification of debt instruments from financial assets at fair value through profit and loss - IFRS 9	**-**	3,141,848	**-**	3,141,848
Financial assets measured at FVOCI after IFRS 9 reclassification	**3,521,978**	3,275,876	**3,521,978**	3,275,876
Additions in debt instruments	**1,302,238**	379,434	**1,302,238**	379,434
Sale of equity instruments [2]	**-**	(140,595)	**-**	(140,595)
Changes in the fair value of debt instruments at fair value through other comprehensive income	**37,877**	-	**37,877**	-
Changes in the fair value of equity instruments at fair value through other comprehensive income	**785**	7,263	**785**	7,263
Closing balance (equity and debt instruments)	**4,862,878**	3,521,978	**4,862,878**	3,521,978
Current	**4,277,915**	3,229,748	**4,277,915**	3,229,748
Non-current	**584,963**	292,230	**584,963**	292,230
Refer to note 3.5 for fair value methodology used. All debt instruments are unlisted.				
[1] Listed shares are held as follows at the reporting date: 6,583,247 shares in Weatherley International Plc, 13,035 shares in Dundee Precious Metals Inc, 28,308 shares in China Africa Resources Plc.				
[2] During the previous period under review, 18,182 Visa Inc shares were sold.				
[3] During the period under review, 7,316,000 units were bought in exchange traded funds, of which 3,589,375 units were sold during the same period.				
The following represents the amortised cost of instruments where this differs from the fair value:				
Treasury bills *	**4,188,946**	2,956,441	**4,188,946**	2,956,441
Government stock *	**576,288**	513,584	**576,288**	513,584
*Treasury bills, government stock and corporate bonds previously classified as financial assets at fair value through profit and loss have been reclassified as financial assets at fair value through other comprehensive income under IFRS 9 during the previous year under review.				
Treasury bills and government stocks are securities issued by the Namibian treasury department for a term of three months, six months, nine months, a year or longer. Treasury bills and government stock with a maturity of less than 90 days from the reporting date, are included in cash and cash equivalents for the purposes of the cash flow statement. Refer to note 35.				
Treasury bills with a nominal value of N$700 million (2019: N$200 million) are available at the Bank of Namibia for collateral should the need arise. At year-end, there were no treasury bills utilised for security purposes (2019: NIL) at the Bank of Namibia. At 30 June 2020 treasury bills of N$430 million have been collateralised under a sale-and-buyback agreement (2019: NIL).				

15. Due from other banks

	Group		Company	
	2020	2019	2020	2019
	N$'000	N$'000	N$'000	N$'000
Placement with other banks	**1,442,751**	862,394	**1,442,751**	862,394

Placements with other banks are callable on demand and are therefore current assets.

16. Loans and advances to customers

	Group 2020	Group 2019	Company 2020	Company 2019
Overdrafts	**5,103,101**	4,937,452	**5,103,101**	4,937,452
Term loans	**9,410,536**	8,386,972	**8,841,786**	7,845,288
Mortgages	**15,716,985**	15,373,437	**15,716,985**	15,373,437
- Residential mortgages	**10,004,185**	9,501,566	**10,004,185**	9,501,566
- Commercial mortgages	**5,712,800**	5,871,871	**5,712,800**	5,871,871
Credit cards	**26,378**	23,001	**26,378**	23,001
Instalment finance	**2,740,012**	2,762,419	**2,740,012**	2,762,419
Preference shares	**467,346**	409,743	**467,346**	409,743
Gross loans and advances	**33,464,358**	31,893,024	**32,895,608**	31,351,340
Effective interest rate impact per IFRS 9	**(102,627)**	(101,953)	**(92,148)**	(101,953)
Gross loans and advances after effective interest rate impact	**33,361,731**	31,791,071	**32,803,460**	31,249,387
Less impairment				
Stage 1 impairment	**(84,428)**	(76,776)	**(61,726)**	(61,975)
Stage 2 impairment	**(92,077)**	(78,854)	**(92,077)**	(78,854)
Stage 3 impairment	**(493,361)**	(344,898)	**(493,361)**	(344,898)
	32,691,865	31,290,543	**32,156,296**	30,763,660
Value of loans and advances as per IFRS 9				
Gross loans and advances	**33,464,358**	31,893,024	**32,895,608**	31,351,340
Effective interest rate impact per IFRS 9	**(102,627)**	(101,953)	**(92,148)**	(101,953)
Interest in suspense	**315,277**	237,126	**315,277**	237,126
Interest capitalised on stage 3 impaired loans and advances	**89,589**	93,574	**89,589**	93,574
Value of loans and advances	**33,766,597**	32,121,771	**33,208,326**	31,580,087
Value of impairment as per IFRS 9				
Gross impairments	**(669,866)**	(500,528)	**(647,164)**	(485,727)
Interest in suspense	**(315,277)**	(237,126)	**(315,277)**	(237,126)
Additional impairment on stage 3 capitalised interest	**(89,589)**	(93,574)	**(89,589)**	(93,574)
Value of impairments	**(1,074,732)**	(831,228)	**(1,052,030)**	(816,427)
Loans and advances	**32,691,865**	31,290,543	**32,156,296**	30,763,660
Movement in impairment on loans and advances to customers is as follows for the group and company:				
Balance at the beginning of the year	**500,528**	230,314	**485,727**	223,467
IFRS 9 initial adoption increase	**-**	218,932	**-**	203,782
Restated balance at the beginning of the year	**500,528**	449,246	**485,727**	427,249
Provision for loan impairment	**222,408**	102,167	**196,305**	102,901
Amounts written off during the year as uncollectible	**(53,070)**	(50,885)	**(34,868)**	(44,423)
Balance at the end of the year	**669,866**	500,528	**647,164**	485,727

Group	Overdrafts N$000	Term loans N$000	Mortgages N$000	Instalment finance N$000	Total N$000
Year-end - 30 June 2020					
Balance at the beginning of the year	**187,352**	**114,563**	**142,082**	**56,531**	**500,528**
Specific impairment	**124,296**	**65,806**	**119,850**	**34,946**	**344,898**
Portfolio impairment	**63,056**	**48,757**	**22,232**	**21,585**	**155,630**
Loan impairments	**65,971**	**83,115**	**63,290**	**10,032**	**222,408**
Amounts written off during the year as uncollectible	**(10,644)**	**(27,405)**	**(4,655)**	**(10,366)**	**(53,070)**
Balance at the end of the year	**242,679**	**170,273**	**200,717**	**56,197**	**669,866**
Stage 1	**29,248**	**31,347**	**11,670**	**12,163**	**84,428**
Stage 2	**39,281**	**21,781**	**21,331**	**9,684**	**92,077**
Stage 3	**174,150**	**117,145**	**167,716**	**34,350**	**493,361**
Year-end - 30 June 2019					
Balance at the beginning of the year	56,421	72,281	51,739	49,873	230,314
Specific impairment	39,212	35,191	43,101	37,067	154,571
Portfolio impairment	17,209	37,090	8,638	12,806	75,743
IFRS 9 transitional impact	100,996	29,442	71,946	16,548	218,932
IFRS 9 adjusted balance at the beginning of the year	157,417	101,723	123,685	66,421	449,246
Stage 1	27,329	22,520	9,956	17,093	76,898
Stage 2	23,640	25,954	14,355	10,735	74,684
Stage 3	106,448	53,249	99,374	38,593	297,664
Loan impairments	34,820	44,651	18,799	3,897	102,167
Amounts written off during the year as uncollectible	(4,885)	(31,811)	(402)	(13,787)	(50,885)
Balance at the end of the year	187,352	114,563	142,082	56,531	500,528
Stage 1	25,681	27,295	9,088	14,712	76,776
Stage 2	37,375	21,462	13,144	6,873	78,854
Stage 3	124,296	65,806	119,850	34,946	344,898

	Group		Group	
	2020		2019	
	N$'000	%	N$'000	%
Maturity analysis of gross loans and advances to customers for the group were as follows:				
Repayable within 1 month	**5,326,584**	**16.0**	5,051,574	15.9
Repayable after 1 month but within 3 months	**82,293**	**0.2**	103,150	0.3
Repayable after 3 months but within 6 months	**264,933**	**0.8**	137,204	0.4
Repayable after 6 months but within 12 months	**248,872**	**0.7**	207,223	0.6
Repayable after 12 months	**27,541,676**	**82.3**	26,393,873	82.8
	33,464,358	**100.0**	31,893,024	100.0

	Group		Company	
	2020	2019	2020	2019
	N$'000	N$'000	N$'000	N$'000
The loans and advances to customers include active instalment finance receivables which are analysed as follows:				
Repayable within 1 year	**50,365**	57,265	**50,365**	57,265
Repayable after 1 year but within 5 years	**3,015,743**	3,122,320	**3,015,743**	3,122,320
Repayable after 5 years	**15,676**	4,117	**15,676**	4,117
Gross investment in instalment finances	**3,081,784**	3,183,702	**3,081,784**	3,183,702
Unearned future finance income on instalment finances	**(399,396)**	(482,945)	**(399,396)**	(482,945)
Net investment in instalment finances	**2,682,388**	2,700,757	**2,682,388**	2,700,757

The group and company has not sold or pledged any advances to third parties.

Under the terms of lease agreements, no contingent rentals are payable. These agreements relate to motor vehicles and equipment.

Bank Windhoek Limited has a share purchase scheme in which it has a mechanism to allow employees to purchase shares in Capricorn Group at a value that approximates fair value at the date of sale of shares. The shares are sold via an interest-free loan provided by Bank Windhoek Limited. Such loans are full recourse loans and if not repaid, Bank Windhoek Limited may legally take possession of the employee's personal assets. Thus the share purchase scheme does not fall within the scope of IFRS 2. The benefit employees receive relating to the interest-free element of the loan is taken directly to the employee loan accounts.

Included in term loans is an amount of N$34.6 million (2019: N$46.6 million) relating to abovementioned scheme. The movements on these staff loans were as follows:

	Group	
	2020	2019
	N$'000	N$'000
Opening balance	**46,625**	43,496
New loans advanced during the year	**6,584**	20,832
Loans redeemed during the year	**(30,209)**	(15,621)
Staff costs (adjustment to fair value)	**8,755**	(7,761)
Effective interest charged	**2,853**	5,679
Closing balance	**34,608**	46,625

17. Other assets

	Group		Company	
	2020	2019	2020	2019
	N$'000	N$'000	N$'000	N$'000
Insurance fund asset	**54,100**	51,125	**54,100**	51,125
Accounts receivable	**37,699**	53,436	**37,699**	53,436
Clearing, settlement and internal accounts	**174,916**	138,050	**174,916**	138,050
Prepayments	**37,125**	36,431	**37,125**	36,431
Stock and property in possession	**31,298**	11,621	**31,298**	11,621
	335,138	290,663	**335,138**	290,663
Current	**281,038**	239,538	**281,038**	239,538
Non-current	**54,100**	51,125	**54,100**	51,125
	335,138	290,663	**335,138**	290,663

Refer to note 3.2.5 for credit quality disclosure of financial instruments included in other assets.

18. Investment in subsidiaries

The following information relates to the company's financial interests in its unlisted subsidiaries:

	Issued ordinary share capital and premium and proportion held	Details of the company's interest			
		Shares at cost		Indebtedness to / (from) subsidiaries	
		2020	2019	2020	2019
		N$'000	N$'000	N$'000	N$'000
Bank Windhoek Nominees (Pty) Ltd					
- Issued ordinary share capital	100	**0.1**	0.1	**-**	-
- Proportion held	100 %				
BW Finance (Pty) Ltd					
- Issued ordinary share capital and share premium	362,970,100	**363,000**	0.1	**74,695**	460,980
- Proportion held	100 %				
Bank Windhoek Properties (Pty) Ltd					
- Issued ordinary share capital	1,000	**19,799**	19,799	**(1 706)**	(1 085)
- Proportion held	100 %				

	Group		Company	
	2020	2019	2020	2019
	N$'000	N$'000	N$'000	N$'000
	Aggregate income / (loss) of subsidiaries (before tax)		Total investment	
Bank Windhoek Ltd subsidiaries				
Bank Windhoek Nominees (Pty) Ltd	**-**	-	**0.1**	0.1
BW Finance (Pty) Ltd	**16,531**	21,326	**363,000**	0.1
Bank Windhoek Properties (Pty) Ltd	**(26,485)**	918	**19,799**	19,799
	(9,954)	22,244	**382,799**	19,799

The company's interest in the aggregate loss before taxation earned of subsidiaries amounted to N$ 9.9 million (2019: profit of N$16.6 million) for the year. Bank Windhoek Properties (Pty) Ltd' aggregate income included a fair value loss of N$ 27.4 million on investment property during the year under review (2019: Nil). No dividends were declared for the year (2019: Nil).

All subsidiaries are registered in Namibia (the country of incorporation or registration is also their principal place of business), and have 30 June financial year-ends.

Company	2020	2019
Shares at cost	**382,799**	19,799
Indebtedness	**72,989**	459,895
	455,788	479,694

Company	2020	2019
	N$'000	N$'000
The indebtedness shown above has the following terms*:		
Interest bearing at prime plus 2 % (2019: prime plus 2 %), with no fixed repayment terms	**74,695**	525,863
Interest-free and callable on demand with no fixed repayment terms	**(1,706)**	(65,968)
	72,989	459,895

* The above loan is disclosed in such a manner to reflect the portion of the loan which is subject to interest separately from the portion which relates to equity. The portion of the loan relating to equity, is interest-free and has no fixed terms of repayment.

The carrying value of the loan approximates the fair value.

Refer to note 37 for related party transactions and balances with subsidiaries.

19. Interest in joint arrangement

Joint venture

The joint venture was incorporated in Namibia. The country of incorporation or registration is also its principal place of business. The results of the joint venture are equity accounted. Management accounts during the year have been used for equity accounting the share of results for each month.

The joint venture listed below has share capital consisting solely of ordinary shares, which are held directly by the group.

The group obtained a 25 % interest in Namclear (Pty) Ltd during 2005. According to the joint venture agreement, a unanimous vote from all four shareholders is required to effect a resolution. Namclear (Pty) Ltd has a December year-end.

On 31 January 2020, Namclear (Pty) Ltd's incorporation as a non-profit association under section 21 of the Namibian Companies Act was completed. On this date the share capital and share premium contributed was redeemed. The shareholders of the company resolved that a final dividend to the value of the investment would be declared.

	Number of shares held	Issued ordinary share capital and premium	Effective holding		Shares at cost	
			2020	2019	2020	2019
	'000	N$000	%	%	N$000	N$000
Namclear (Pty) Ltd	-	-	-	25 %	-	1,154

	Group		Company	
	2020	2019	2020	2019
	N$000	N$000	N$000	N$000
Opening balance	**11,015**	7,340	**1,154**	1,154
The group's share of the profit in the joint arrangement	**2,817**	3,675	**-**	-
Dividend declaration	**(13,832)**	-	**(1,154)**	-
Closing balance	**-**	11,015	**-**	1,154
Share of joint arrangement's results after tax	**2,817**	3,675	**-**	-
Total investments	**-**	11,015	**-**	1,154
Non-current	**-**	11,015	**-**	1,154
Directors' valuation		11,015		
Technique used for directors' valuation: Namclear (Pty) Ltd is a private company and there is no quoted market price available for its shares. The directors' valuation for 2019 was determined by using its net asset values, which is level 3 of the fair value hierarchy. Refer to note 3.5.				
Aggregated summarised financial information of Namclear (Pty) Ltd				
Profit after tax	**23,481**	14,700		
Total comprehensive income	**23,481**	14,700		
Non-current assets	**54,967**	52,650		
Current assets	**53,415**	49,983		
Non-current liabilities	**(72,949)**	(40,709)		
Current liabilities	**(30,817)**	(17,866)		
Net asset value	**4,616**	44,058		
Interest in joint arrangement: 0 % (2019: 25 %)	**-**	11,015		
Carrying value of joint arrangement	**-**	11,015		
Total investment in joint arrangement (non-current)	**-**	11,015		

Refer to note 37 for related party transactions and balances with joint arrangements.

20. Intangible assets

Group	Intangible assets in development N$'000	Internally generated software N$'000	Total N$'000
Year-end - 30 June 2020			
Cost			
Cost at 1 July 2019	**19,174**	**266,269**	**285,443**
Transfers	**(29,265)**	**26,138**	**(3,127)**
Additions	**27,665**	**36,824**	**64,489**
Impairment	**-**	**(63,697)**	**(63,697)**
Cost at 30 June 2020	**17,574**	**265,534**	**283,108**
Amortisation			
Amortisation at 1 July 2019	**-**	**(103,667)**	**(103,667)**
Charge for the year	**-**	**(41,978)**	**(41,978)**
Impairment	**-**	**45,492**	**45,492**
Amortisation at 30 June 2020	**-**	**(100,153)**	**(100,153)**
Net book value at 30 June 2020	**17,574**	**165,381**	**182,955**
Year-end - 30 June 2019			
Cost			
Cost at 1 July 2018	12,646	241,914	254,560
Transfers	(54,054)	21,990	(32,064)
Additions	60,582	2,365	62,947
Cost at 30 June 2019	19,174	266,269	285,443
Amortisation			
Amortisation at 1 July 2018	-	(72,084)	(72,084)
Charge for the year	-	(31,583)	(31,583)
Amortisation at 30 June 2019	-	(103,667)	(103,667)
Net book value at 30 June 2019	19,174	162,602	181,776

All intangible assets are held by the group and company, and all are classified as non-current assets. No assets were encumbered at 30 June 2020 nor 30 June 2019.

During the financial period ending 30 June 2020, an intangible asset was written off to its recoverable amount, which was determined as the fair value less cost of disposal. As there is no active market for the intangible asset, the fair value less cost of disposal is considered to be nil. The impairment loss amounts to N$ 18.2 million, which equals the carrying amount of the asset as at 30 June 2020.

21. Property and equipment

Group	Freehold land and buildings	Computer and other equipment	Vehicles	Furniture, fittings and other office equipment	Right-of-use asset	Total
	N$'000	N$'000	N$'000	N$'000	N$'000	N$'000
Year-end - 30 June 2020						
Cost						
Cost at 1 July 2019	**49,692**	**234,118**	**24,653**	**194,032**	**-**	**502,495**
Additions	**44,832**	**20,140**	**2,545**	**5,611**	**268,050**	**341,178**
Transfers	**(43,235)**	**4,859**	**-**	**38,367**	**-**	**(9)**
Disposals	**(1,922)**	**(1,599)**	**(1,298)**	**(4,814)**	**-**	**(9,633)**
Cost at 30 June 2020	**49,367**	**257,518**	**25,900**	**233,196**	**268,050**	**834,031**
Depreciation						
Accumulated depreciation at 1 July 2019	**(19,111)**	**(153,247)**	**(12,668)**	**(117,811)**	**-**	**(302,837)**
Charge for the year	**(1,398)**	**(31,160)**	**(1,091)**	**(16,562)**	**(64,897)**	**(115,108)**
Depreciation on useful lives review	**-**	**15,847**	**2,051**	**5,130**	**-**	**23,028**
Depreciation on disposals	**274**	**1,363**	**1,204**	**4,307**	**-**	**7,148**
Accumulated depreciation at 30 June 2020	**(20,235)**	**(167,197)**	**(10,504)**	**(124,936)**	**(64,897)**	**(387,769)**
Net book value at 30 June 2020	**29,132**	**90,321**	**15,396**	**108,260**	**203,153**	**446,262**
Year-end - 30 June 2019						
Cost						
Cost at 1 July 2018	49,692	197,042	21,927	169,774	-	438,435
Additions	-	29,987	5,161	5,552	-	40,700
Transfers	-	8,057	-	24,007	-	32,064
Disposals	-	(968)	(2,435)	(5,301)	-	(8,704)
Cost at 30 June 2019	49,692	234,118	24,653	194,032	-	502,495
Depreciation						
Accumulated depreciation at 1 July 2018	(17,713)	(124,802)	(13,062)	(109,903)	-	(265,480)
Charge for the year	(1,398)	(29,409)	(1,646)	(13,039)	-	(45,492)
Depreciation on disposals	-	964	2,040	5,131	-	8,135
Accumulated depreciation at 30 June 2019	(19,111)	(153,247)	(12,668)	(117,811)	-	(302,837)
Net book value at 30 June 2019	30,581	80,871	11,985	76,221	-	199,658

Details regarding the fixed properties are available to shareholders at the registered office of the company. All property and equipment are owned by the company other than land and building with a cost of N$26.2 million (2019: N$26.2 million), which is owned by Bank Windhoek Properties (Pty) Ltd, a wholly owned subsidiary of Bank Windhoek Ltd. The building is occupied by Bank Windhoek Ltd. The net carrying value of the building as at 30 June 2020 is N$14.1 million (2019: N$15.2 million). All property and equipment are classified as non-current assets.

The useful lives of the assets was reviewed during June 2020 and the expectations differ from previous estimates, thus the change is accounted for as a change in estimates under IAS 8. Refer to note 1.3.1(b) for further disclosures.

Details regarding the fixed properties as required in terms of Schedule 4 of the Companies Act are available to shareholders at the registered office of the group. This information will be open for inspection in terms of the provisions of section 120 of the Companies Act, 2004.

No assets were encumbered at 30 June 2020 nor 30 June 2019. All property and equipment are classified as non-current assets.

22. Due to other banks

	Group		Company	
	2020	2019	2020	2019
	N$000	N$000	N$000	N$000
Current accounts	**902,052**	72,756	**902,052**	72,756
	902,052	72,756	**902,052**	72,756
Current	**902,052**	72,756	**902,052**	72,756

Balances due to other banks are unsecured with no fixed repayment terms and bear interest at market-related interest rates.

Due to other banks include repurchase agreements of N$422.7 million (2019: Nil).

23. Other borrowings

	Group 2020 N$000	Group 2019 N$000	Company 2020 N$000	Company 2019 N$000
Balance as at 1 July	**799,646**	1,217,510	**799,646**	1,217,510
Repayment	**(167,273)**	(417,273)	**(167,273)**	(417,273)
Accrued interest and charges	**71,560**	102,642	**71,560**	102,642
Interest repaid	**(70,032)**	(103,233)	**(70,032)**	(103,233)
Balance as at 30 June	**633,901**	799,646	**633,901**	799,646
Current	**221,228**	219,267	**221,228**	219,267
Non-current	**412,673**	580,379	**412,673**	580,379

Other borrowings consist of N$920 million long-term funding with IFC (International Finance Corporation), of which N$501.8 million has been repaid to date, as well as a long-term loan from AFD (Agence Francaise de Developpement) of N$219 million.

The IFC loan is repayable semi-annually over a 7-year term with quarterly interest repayments. The first capital repayment was made in December 2017. Interest on the IFC loans is charged at 3 month JIBAR plus an average spread of 2.95 %.

The AFD loan is repayable semi-annually over a 7-year term with quarterly interest repayments. The first capital repayment is due in December 2020. Interest on the AFD loan is charged at 3 month JIBAR plus a spread of 1.131 %.

The group and company complied with all debt covenant requirements relating to these loans in the current and previous financial year.

24. Debt securities in issue

	Group 2020 N$000	Group 2019 N$000	Company 2020 N$000	Company 2019 N$000
Balance as at 1 July	**3,746,604**	3,537,990	**3,746,604**	3,537,990
Redemptions	**(689,000)**	(844,883)	**(689,000)**	(844,883)
Additions	**142,750**	1,006,000	**142,750**	1,006,000
Effective interest	**298,230**	321,627	**298,230**	321,627
Coupon payments	**(310,310)**	(274,130)	**(310,310)**	(274,130)
Balance as at 30 June	**3,188,274**	3,746,604	**3,188,274**	3,746,604
Current	**702,385**	696,822	**702,385**	696,822
Non-current	**2,485,889**	3,049,782	**2,485,889**	3,049,782
	3,188,274	3,746,604	**3,188,274**	3,746,604

Debt instruments		Interest rate	Maturity date	Group	
				2020	2019
				N$000	N$000
Five-year callable bonds					
BW25	Note 1	9.75 %	18-Aug-25	**187,545**	187,533
				187,545	187,533
Senior debt - unsecured					
BWFH19 fixed rate note		8.86 %	22-Aug-19	**-**	113,473
BWJJ19 floating rate note		3m JIBAR + 175bps	25-Oct-19	**-**	121,949
BWZJ19 floating rate note		3m JIBAR + 205bps	10-Nov-19	**-**	162,099
BWZ20A floating rate note		3m JIBAR + 215bps	27-Mar-20	**-**	299,300
BWJI20 floating rate note	Note 2	3m JIBAR + 180bps	18-Sep-20	**265,546**	265,857
BWJL21G floating rate note	Note 2	3m JIBAR + 150bps	6-Dec-21	**66,246**	66,387
BWRJ21 fixed rate note	Note 5	7.75 %	15-Oct-21	**59,461**	58,285
BWZJ21 floating rate note	Note 2	3m JIBAR + 230bps	10-Nov-21	**60,584**	60,808
BWJD21 floating rate note	Note 2	3m JIBAR + 185bps	20-Apr-21	**131,721**	132,460
BWZ21B floating rate note	Note 2	3m JIBAR + 205bps	27-Mar-21	**300,196**	300,299
BWFH22 fixed rate note	Note 3	9.50 %	18-Aug-22	**285,371**	285,545
BWJH22 floating rate note	Note 2	3m JIBAR + 195bps	18-Aug-22	**136,062**	136,672
BWFK22 fixed rate note	Note 6	9.98 %	21-Nov-22	**247,724**	247,724
BWJK22 floating rate note	Note 2	3m JIBAR + 187bps	21-Nov-22	**156,066**	156,572
BWZJ23 floating rate note	Note 2	3m JIBAR + 190bps	19-Nov-23	**342,523**	343,628
BWFI23 fixed rate note	Note 4	8.72 %	29-Sep-23	**48,802**	-
BWJI24 floating rate note	Note 2	3m JIBAR + 150bps	30-Sep-24	**95,014**	-
BWJ1E27 floating rate note	Note 2	3m JIBAR + 215bps	19-May-27	**503,858**	505,483
BWJ2E27 floating rate note	Note 2	3m JIBAR	19-May-27	**301,555**	302,530
				3,000,729	3,559,071
Total debt instruments in issue at the end of the year				**3,188,274**	3,746,604
Listed debt securities				**3,188,274**	3,746,604
				3,188,274	3,746,604

Note 1: Interest is paid semi-annually on 17 February and 17 August.
Note 2: Interest is paid quarterly.
Note 3: Interest is paid semi-annually on 25 April and 25 October.
Note 4: Interest is paid semi-annually on 30 March and 30 September.
Note 5: Interest is paid semi-annually on 15 April and 15 October.
Note 6: Interest is paid semi-annually on 21 May and 21 November.

All instruments in issue are under Bank Windhoek's Medium Term Note Programme, a programme registered with the Johannesburg and Namibian Stock Exchanges.

Debt securities in issue comprise subordinated debt and senior debt with a combined nominal value of N$ 3.2 billion (2019: N$ 3.7 billion).

25. Deposits

	Group		Company	
	2020	2019	2020	2019
	N$000	N$000	N$000	N$000
Current accounts	**7,355,177**	6,010,164	**7,355,177**	6,010,164
Savings accounts	**2,433,778**	2,005,606	**2,433,778**	2,005,606
Demand deposits	**5,028,301**	3,937,095	**5,028,301**	3,937,095
Term and notice deposits	**8,213,965**	7,960,205	**8,213,965**	7,960,205
Negotiable certificates of deposits (NCDs)	**7,448,626**	9,035,899	**7,448,626**	9,035,899
Other deposits	**1,839,263**	1,124,841	**1,839,263**	1,124,841
	32,319,110	30,073,810	**32,319,110**	30,073,810

	Group		Group	
	2020		2019	
	N$000	%	N$000	%
Maturity analysis within the customer current, savings, deposit account portfolio for the group were as follows:				
Withdrawable on demand	**14,817,256**	**45.9**	11,952,865	39.8
Maturing within 1 month	**2,698,258**	**8.3**	2,566,509	8.5
Maturing after 1 month but within 6 months	**5,319,789**	**16.5**	4,872,160	16.2
Maturing after 6 months but within 12 months	**6,737,551**	**20.8**	6,651,320	22.1
Maturing after 12 months	**2,746,256**	**8.5**	4,030,956	13.4
	32,319,110	**100.0**	30,073,810	100.0

26. Other liabilities

	Group		Company	
	2020	2019	2020	2019
	N$000	N$000	N$000	N$000
Accounts payable and other accruals	**90,911**	51,268	**90,911**	51,268
Accruals	**58,225**	63,676	**58,193**	63,676
Employee liabilities	**143,012**	133,279	**143,012**	133,279
Lease liability - refer to 26.1	**214,908**	-	**214,908**	-
Other taxes	**18,345**	37,248	**18,345**	37,248
Clearing, settlement and internal accounts	**284,273**	35,909	**284,273**	37,365
	809,674	321,380	**809,642**	322,836
Current portion of other liabilities	**809,674**	321,380	**809,642**	322,836

The provision for performance bonuses is payable in September after the financial year-end.

26.1 Lease liability

	Group		Company	
	2020	2019	2020	2019
	N$000	N$000	N$000	N$000
Maturity analysis - contractual undiscounted cash flows				
- Within one year	49,662	-	49,662	-
- Later than one year but not later than five years	101,633	-	101,633	-
- Later than five years	63,613	-	63,613	-
Total undiscounted lease liabilities	214,908	-	214,908	-
Lease liabilities included in statement of financial position				
Current	49,662	-	49,662	-
Non-current	165,246	-	165,246	-
The group and company leases various offices, parking, branches and houses.				
Amounts recognised in profit or loss				
Interest on lease liabilities	21,280	-	21,280	-
Expenses relating to short-term leases	695	-	695	-
	21,975	-	21,975	-
Amounts recognised in statement of cashflows				
Total cash outflow for leases	70,719		70,719	
Interest rate sensitivities				
The following interest rate sensitivity is based on the effect of changes to the incremental borrowing rate over a twelve-month period on the interest expense on lease liabilities.				
100 basis points increase				
- Increase in interest expense on lease liabilities	1,091	-	1,091	-
100 basis points decrease				
- Decrease in interest expense on lease liabilities	1,958	-	1,958	-

27. Deferred income tax

	Group		Company	
	2020	2019	2020	2019
	N$000	N$000	N$000	N$000
Deferred income taxes are calculated on all temporary differences under the liability method using a principal tax rate of 32 % (2019: 32 %).				
The movement on the deferred income tax account is as follows:				
Deferred tax (asset) / liability as at 1 July	**(26,318)**	7,205	**(22,767)**	7,205
Charge to profit or loss (note 10)	**(1,016)**	21,224	**(1,407)**	20,821
Other	**1,670**	-	**5,104**	-
IFRS 9 transitional impact	**-**	(54,747)	**-**	(50,793)
Deferred tax asset as at 30 June	**(25,664)**	(26,318)	**(19,070)**	(22,767)
Deferred income tax assets and liabilities are attributable to the following items:				
Deferred income tax liability				
Accelerated tax depreciation and amortisation	**77,883**	83,623	**77,883**	83,623
Government stock and other securities	**12,121**	17,516	**12,121**	17,516
Prepaid expenses	**11,850**	11,067	**11,850**	11,067
Promotional items	**31**	-	**31**	-
	101,885	112,206	**101,885**	112,206
Deferred income tax asset				
Accruals	**14,674**	13,076	**14,674**	13,076
Other provisions	**26,071**	25,665	**26,071**	25,665
Derivative financial instruments	**4,845**	6,814	**4,845**	6,814
Unrealised foreign exchange losses	**1,475**	14,441	**1,475**	14,441
Loans and receivables	**80,484**	78,528	**73,890**	74,977
	127,549	138,524	**120,955**	134,973
Net deferred income tax asset	**(25,664)**	(26,318)	**(19,070)**	(22,767)
Deferred tax asset	**(25,664)**	(26,318)	**(19,070)**	(22,767)
Deferred tax liability				
Non-current	**101,885**	112,206	**101,885**	112,206
Deferred tax asset				
Non-current	**127,549**	138,524	**120,955**	134,973

Deferred income tax assets and liabilities are offset when there is a legally enforceable right to offset current tax assets against current tax liabilities and when the deferred income tax assets and liabilities relate to income taxes levied by the same taxation authority on either the same taxable entity or different taxable entities where there is an intention to settle the balances on a net basis.

28. Post-employment benefits

28.1 Severance pay liability

A valuation was performed for 30 June 2020 by an independent actuary on the group and company's liability with respect to severance pay. The benefit is not funded.

	Group		Company	
	2020	2019	2020	2019
	N$000	N$000	N$000	N$000
The amount recognised in the consolidated and separate statement of financial position is determined as follows:				
Present value of unfunded obligation (non-current)	**12,935**	12,232	**12,935**	12,232
The movement in the severance pay obligation over the year is as follows:				
As at 1 July	**12,232**	11,440	**12,232**	11,440
Current service costs	**(392)**	(173)	**(392)**	(173)
Interest cost	**1,095**	965	**1,095**	965
As at 30 June	**12,935**	12,232	**12,935**	12,232
The amount recognised in the consolidated and separate statement of comprehensive income are as follows:				
Current service costs	**(392)**	(173)	**(392)**	(173)
Interest cost	**1,095**	965	**1,095**	965
	703	792	**703**	792
The principal actuarial assumptions used were as follows:	**%**	%	**%**	%
Discount rate	**7.00**	8.50	**7.00**	8.50
Inflation rate	**2.50**	5.40	**2.50**	5.40
Salary increases	**3.50**	6.40	**3.50**	6.40
The following sensitivity of the overall liability to changes in principal assumption is:				
Salary increase 1 % lower per annum	**622**	565	**622**	565
Salary increase 1 % higher per annum	**686**	636	**686**	636
Inflation increase 1 % lower per annum	**676**	477	**676**	477
Inflation increase 1 % higher per annum	**745**	537	**745**	537
Discount increase 1 % lower per annum	**676**	750	**676**	750
Discount increase 1 % higher per annum	**745**	845	**745**	845

28.2 Medical aid scheme

The group and company has no liability in respect of post-retirement medical aid contributions.

28.3 Pension schemes

All fulltime permanent employees are members of the CIH Group Retirement Fund, a defined contribution plan, which has been registered in Namibia in accordance with the requirements of the Pension Funds Act. The fund is governed by the Pension Funds Act, 1956, which requires a statutory actuarial valuation every three years. The latest statutory actuarial valuation was carried out on 31 March 2018 and in the actuary's opinion the fund was in a sound financial position at that date. The valuation confirmed that the value of the assets in the fund exceeded the value of the actuarially determined liabilities.

The group and company currently contributes 12 % of basic salary to the fund whilst the members contribute 7.5 %. Post-employment benefits are classified as non-current liabilities.

29. Share capital and premium

	Group		Company	
	2020	2019	2020	2019
	N$000	N$000	N$000	N$000
Authorised share capital				
5,000,000 ordinary shares of N$1 each	**5,000**	5,000	**5,000**	5,000
Issued ordinary share capital				
Balance as at 1 July	**4,920**	4,920	**4,920**	4,920
Balance as at 30 June	**4,920**	4,920	**4,920**	4,920
Share premium				
Balance as at 1 July	**480,080**	480,080	**480,080**	480,080
Balance at 30 June	**480,080**	480,080	**480,080**	480,080
Total ordinary share capital and premium	**485,000**	485,000	**485,000**	485,000
The company's total number of issued ordinary shares at year-end was 4,920,000 (2019: 4,920,000). All issued shares are fully paid up.				
Unissued shares				
Authorised preference share capital				
750,000 10 % redeemable cumulative shares at N$1 each	**750**	750	**750**	750

All the unissued shares are under the control of the directors in terms of a general authority to allot and issue them on such terms and conditions and at such time as they deem fit. This authority expires at the forthcoming annual general meeting on 27 October 2020, when the authority can be renewed. Refer to the directors' report.

30. Share-based payments

The group and company operates two cash-settled share-based compensation plans: (1) a share appreciation rights plan (SAR) and (2) a conditional share plan (CSP), under which the entities within the group receive services from employees as consideration for equity instruments (shares) of Capricorn Group (refer to the directors' report for details of each plan).

The total expense for the share-based compensation plans included in the statement of comprehensive income is N$2.5 million in 2020 (2019: N$4.7 million).
Refer to note 8.

Refer to note 26 for provision for share-based payment liability. Total liability as at 30 June 2020 is N$ 8.4 million (30 June 2019: N$10.6 million), of which SAR and CSP are N$0.7 million and N$7.7 million (30 June 2019: N$1.0 million and N$9.6 million) respectively.

Share appreciation rights (SAR)

SAR are granted to executive directors and to selected employees for no consideration (exercise price of zero). The number of Capricorn Group shares to which each employee is entitled upon the exercise of the SAR will be calculated with reference to the increase in the value of the employer company or Capricorn Group's share price over the period from grant date to the exercise date. SAR are conditional on the employee completing three years' service after grant date (the vesting period) and subject to the relevant employer company achieving its pre-determined performance conditions over the performance period. SAR are exercisable from the vesting date and have a contractual term of five years. Since these are Capricorn Group shares, Bank Windhoek Limited has an obligation to settle the SAR in cash.

Details of the number of SAR outstanding ('000) are as follows:

	Opening balance	Granted[1]	Vested	Forfeitures	Closing balance
Employer company:					
As at 30 June 2020					
Bank Windhoek	**667**	**242**	**(170)**	**-**	**739**
	667	**242**	**(170)**	**-**	**739**
As at 30 June 2019					
Bank Windhoek	552	240	(75)	(50)	667
	552	240	(75)	(50)	667

[1] Capricorn Group equivalent SAR.

SAR issued in September 2016 vested in September 2019 and were exercised during the current financial year.

No SAR expired during the periods covered by the above tables.

SAR outstanding ('000) at the end of the year have the following vesting and expiry dates:

Grant date	Vesting date	Expiry date	2020	2019
September 2016	September 2019	September 2021	**-**	170
September 2017	September 2020	September 2022	**257**	257
September 2018	September 2021	September 2023	**240**	240
September 2019	September 2022	September 2024	**242**	-
			739	667
			2020	**2019**
The weighted average remaining contractual life of options outstanding at end the of the year			**1.2 years**	1.4 years

At each reporting period the fair value of all SAR is determined by using the American Call Option valuation model. The significant inputs into the model are summarised in the table below. Refer to note 8 for the total expense recognised in profit or loss for SAR granted to executive directors and employees.

	2020	2019
As at 30 June		
Spot and strike price (N$)	**16.00**	16.89
Risk-free rate	**3.8% - 6.3%**	6.4 % - 7.3 %
Dividend yield	**4.0%**	3.8 %
Volatility	**30%**	30 %
Membership attrition	**5%**	5 %

Conditional Share Plan (CSP)

Capricorn Group shares are granted to executive directors and to selected employees for no consideration. The allocations of shares are conditional on the employee completing three years' service after grant date (the vesting period). Since these are Capricorn Group shares, Bank Windhoek Limited has an obligation to settle the CSPs in cash. The CSPs are treated as cash-settled. Refer to note 8 for total expense recognised in profit or loss. Refer to note 26 for the share-based payment liability that has been raised.

Details of the number ('000) of shares outstanding are as follows:

	2020	2019
As at 30 June		
Opening balance	**686**	792
Granted[2]	**334**	309
Vested	**(113)**	(224)
Forfeited	**(11)**	(191)
Closing balance	**896**	686

[2] Capricorn Group equivalent CSPs.

Outstanding number ('000) of CSP's expected to vest as follows:

Grant date	Vesting date	2020	2019
September 2016	September 2019	-	114
September 2017	September 2020	257	263
September 2018	September 2021	305	309
September 2019	September 2022	334	-
		896	686

The fair value of shares granted during the year was determined with reference to the listed share price at year-end date of N$13.99 (2019: N$16.00) and taking into account a membership attrition of 5 % (2019: 5 %). This is revised at each reporting period. Refer to note 8 for the total expense recognised in profit or loss for shares granted to executive directors and employees.

31. Non-distributable reserves

	Group		Company	
	2020	2019	2020	2019
	N$000	N$000	N$000	N$000
31.1 Credit risk reserve				
Balance at 1 July	34,829	215,911	34,829	215,911
Transfer to retained earnings: Initial adoption of IFRS 9	-	(194,536)	-	(194,536)
Adjusted balance at 1 July	34,829	21,375	34,829	21,375
Transfer (to) / from retained earnings	(34,829)	13,454	(34,829)	13,454
Balance as at 30 June	-	34,829	-	34,829
The regulatory credit risk reserve was introduced in order to meet the regulatory requirements for the loan loss portfolio impairment of Bank Windhoek Ltd.				
31.2 Insurance fund reserve				
Balance at 1 July	51,124	53,742	51,124	53,742
Transfer from / (to) general banking reserve	2,976	(2,618)	2,976	(2,618)
Balance as at 30 June	54,100	51,124	54,100	51,124
The insurance reserve was created to fund a portion of the regulatory requirement to hold a certain level of insurance specific for banking risk.				
Total non-distributable reserves	54,100	85,953	54,100	85,953

32. Distributable reserves

32.1 Fair value reserve				
Balance as at 1 July	698	129,811	698	129,811
Revaluation of available-for-sale equity instruments	26,290	7,263	26,290	7,263
Transfer (to) / from reserves	(25,508)	4,219	(25,508)	4,219
Reclassification to profit or loss: sale of Visa shares	-	(140,595)	-	(140,595)
Balance as at 30 June	1,480	698	1,480	698
32.2 General banking reserve				
Balance as at 1 July	3,849,069	3,814,880	3,849,069	3,814,880
Transfer from reserves	475,274	516,924	475,274	516,924
Dividends declared	-	(482,735)	-	(482,735)
Balance as at 30 June	4,324,343	3,849,069	4,324,343	3,849,069
The general banking reserve is maintained to fund future expansion.				
32.3 Retained earnings				
Balance as at 1 July	84,183	82,013	-	97
Initial adoption - IFRS 9	-	(98,159)	-	(82,585)
Restated balance at the beginning of the reporting period	84,183	(16,146)	-	(82,488)
Profit for the year	721,448	797,713	704,913	779,872
Transfer to reserves	(417,913)	(531,979)	(417,913)	(531,979)
Transfer from reserves - Reclassification to profit or loss	-	140,595	-	140,595
Dividends declared	(287,000)	(306,000)	(287,000)	(306,000)
Balance as at 30 June	100,718	84,183	-	-
Total distributable reserves	4,426,541	3,933,950	4,325,823	3,849,767

33. Dividends per share

During the year under review, dividends of 5,833.3 cents per share (2019: 16,031.2 cents per share) amounting to a total of N$287 million (2019: N$788.735 million) were declared by the group and company.

	Group		Company	
	2020	2019	2020	2019
	N$000	N$000	N$000	N$000
Dividends payable at beginning of year	-	42,000	-	42,000
Dividends declared during the year	**287,000**	788,735	**287,000**	788,735
Dividends paid during the year	**(287,000)**	(830,735)	**(287,000)**	(830,735)

34. Statement of cash flows disclosure information

34.1 Receipts from customers				
Interest receipts	**3,761,321**	3,770,577	**3,712,835**	3,744,754
Commission and fee receipts	**884,593**	861,862	**866,083**	846,405
Other income received	**312,958**	171,572	**314,101**	191,280
	4,958,872	4,804,011	**4,893,020**	4,782,439
34.2 Payments to customers, suppliers and employees				
Interest payments	**(2,126,726)**	(2,066,303)	**(2,126,726)**	(2,066,303)
Cash payments to employees and suppliers	**(1,288,623)**	(1,321,886)	**(1,266,677)**	(1,320,322)
	(3,415,349)	(3,388,189)	**(3,393,403)**	(3,386,625)
34.3 Cash generated from operations				
Profit before income tax	**1,003,150**	1,124,541	**981,032**	1,099,582
Dividends received	**(618)**	(854)	**(618)**	(854)
Adjusted for non-cash items:				
- Effective interest on debt securities	**(12,080)**	47,497	**(12,080)**	47,497
- Effective interest on deposits	**42,535**	81,579	**42,535**	81,579
- Effective interest on other borrowings	**1,528**	(591)	**1,528**	(591)
- Interest on lease liability	**21,280**	-	**21,280**	-
- Interest receivable	**(2,975)**	(2,618)	**(2,975)**	(2,618)
- Adjustment to fair value of financial instruments	**(53,353)**	(3,006)	**(53,353)**	(3,006)
- Amortisation and impairment of intangible assets	**60,183**	31,583	**60,183**	31,583
- Depreciation of property and equipment	**88,378**	45,492	**87,416**	44,531
- Intangibles transfer (from) / to property and equipment	**9**	(32,064)	**9**	(32,064)
- Internally generated software transfer	**(26,138)**	(21,990)	**(26,138)**	(21,990)
- Effective interest rate adjustment on loan initiation fees	**674**	(3,795)	**674**	(3,796)
- Intangible assets in development transfer to software	**29,265**	54,054	**29,265**	54,054
- Fair value adjustment on interest free staff loans	**(24,632)**	7,761	**(24,632)**	7,761
- Net exchange differences	**206,387**	(7,934)	**206,387**	(7,934)
- Loss / (profit) on disposal of property and equipment	**2,485**	(338)	**2,485**	(338)
- Share based payment expense	**2,469**	4,662	**2,469**	4,662
- Credit impairment losses	**207,090**	94,726	**183,447**	96,964
- Provision for post-employment benefits	**703**	792	**703**	792
- Share of joint ventures' results after tax	**(2,817)**	(3,675)	**-**	-
	1,543,523	1,415,822	**1,499,617**	1,395,814
34.4 Income taxes paid				
Amounts receivable as at 1 July	**76,919**	44,283	**69,896**	36,512
Current tax charged to profit or loss	**(295,090)**	(305,604)	**(289,898)**	(298,889)
IFRS 9 transitional impact	**-**	(8,958)	**-**	(4,578)
Other	**(4,924)**	-	**1,670**	-
Amounts receivable as at 30 June	**(97,552)**	(76,919)	**(97,318)**	(69,896)
	(320,647)	(347,198)	**(315,650)**	(336,851)

35. Cash and cash equivalents

For the purpose of the statement of cash flows, cash and cash equivalents comprise the following balances with less than 90 days maturity:

	Group		Company	
	2020	2019	2020	2019
	N$000	N$000	N$000	N$000
Cash and balances with the central banks – excluding mandatory reserve (note 11)	**334,421**	746,630	**334,421**	746,630
Treasury bills and government stock with a maturity of less than 90 days	**1,342,471**	872,469	**1,342,471**	872,469
Unit trust investments (note 13)	**1,322,763**	1,320,305	**1,322,763**	1,320,305
Placement with other banks (note 15)	**1,442,751**	862,394	**1,442,751**	862,394
Borrowings from other banks (note 22)	**(902,052)**	(72,756)	**(902,052)**	(72,756)
	3,540,354	3,729,042	**3,540,354**	3,729,042

36. Contingent assets, liabilities and commitments

36.1 Capital commitments				
Authorised but not contracted for:				
Property and equipment	**40,693**	23,074	**40,693**	23,074
Intangible assets	**95,590**	82,021	**95,590**	82,021
	136,283	105,095	**136,283**	105,095
Funds to meet these commitments will be provided from own resources.				
36.2 Letters of credit	**115,068**	124,818	**115,068**	124,818
36.3 Liabilities under guarantee	**1,337,699**	1,189,541	**1,337,699**	1,189,541
Guarantees mainly consist of endorsements and performance guarantees.				
36.4 Loan commitments	**2,553,321**	1,554,355	**2,553,321**	1,554,355
36.5 Operating lease commitments				
Office premises				
- Not later than 1 year	**695**	49,920	**695**	49,920
- Later than 1 year but not later than 5 years	**85**	48,707	**85**	48,707
	780	98,627	**780**	98,627

Notice periods on operating lease contracts vary between 1 to 6 months (2019: 1 to 6 months), operating lease contracts are not fixed and escalation clauses range between 8 % and 10 % (2019: 3.5 % and 10 %).

The group and company have various operating lease agreements, of which the majority contain renewal options. The lease terms do not contain restrictions on the group and company's activities concerning further leasing, distribution of dividends or obtaining additional funding.

36.6 Pending litigations

There are a few pending legal or potential claims against the group and company, the outcome of which cannot at present be foreseen. These claims are not regarded as material, either on an individual or group basis. Any material pending litigations that has a material effect has been provided for accordingly.

36.7 Guarantee issued to Bank Windhoek Selekt Unit Trust Fund

The bank has entered into an agreement with Capricorn Unit Trust Management Company Ltd as follows: In the event of a credit default event suffered by the Bank Windhoek Selekt Fund, the bank will refund the Selekt Fund any shortfall on the realisation of any bill, bond, deposit or security issued by any counterparty as approved in the fund's mandate. A credit default event is defined as the bankruptcy of counterparties, approved by the Board credit committee, who issued the instrument. The guarantee is subject to certain set conditions and is limited to the realised shortfall between the last determined market value of the underlying investments and the realised value of the underlying investment.

In addition to the monitoring of the guarantee under the risk management framework described in note 3, the interbank limits take into account the total exposure, being the combined exposure of the bank and the fund, to any one counterparty. This combined exposure also complies with limits set by the Bank of Namibia and is appropriately monitored.

As there was no credit default event at year-end, there was no shortfall that needed to be quantified.

37. Related parties

In accordance with IAS 24, the group and company defines related parties as:

i. the parent company;
ii. subsidiaries;
iii. associate companies;
iv. entities that have significant influence over the group and company. If an investor has significant influence over the group and company that investor and its subsidiaries are related parties of the group and company. The group is Bank Windhoek Ltd and its subsidiaries;
v. post-retirement benefit funds (pension fund);
vi. key management personnel being the Capricorn Group and CIH board of directors and the group and company's executive management team;
vii. close family members of key management personnel (individual's spouse/domestic partner and children; domestic partner's children and dependants of individual or domestic partner); and
viii. entities controlled, jointly controlled or significantly influenced by any individual referred to in (vi) and (vii).

Bank Windhoek Ltd is a wholly owned subsidiary of Capricorn Group Limited. Capricorn Group is listed on the Namibian Stock Exchange and is 43.1 % (2019: 43.1 %) owned by Capricorn Investment Holdings Ltd and is 25.9 % (2019: 25.9 %) owned by the Government institutions Pension Fund, its non-listed major shareholders which are incorporated in Namibia.

Details of subsidiaries and joint arrangement are disclosed in notes 18 and 19.

A few banking transactions are entered into with related parties in the normal course of business. These include loans, deposits and foreign currency transactions. No impairment has been recognised in respect of loans granted to key management personnel during the year under review (2019: NIL).

During the year, the group and company transacted with the following related parties:

Entity	Relationship	Type of transaction
Capricorn Investment Holdings Ltd	Major shareholder of Capricorn Group	Support services Banking relationships
Government Institutions Pension Fund	Major shareholder of Capricorn Group	Banking relationships
Capricorn Group Ltd	Parent company	Support services Banking relationships
Bank Gaborone Ltd	Fellow subsidiary	Support services Banking relationship
Capricorn Asset Management (Pty) Ltd	Fellow subsidiary	Support services Banking relationship
Capricorn Capital (Pty) Ltd	Fellow subsidiary	Support services Banking relationship
Capricorn Mobile (Pty) Ltd (previously Capricorn Connect (Pty) Ltd)	Fellow subsidiary	Support services Banking relationship
Capricorn Investment Group (Pty) Ltd	Fellow subsidiary	Support services
Capricorn Unit Trust Management Company Ltd	Fellow subsidiary	Guarantee fee Banking relationship
Cavmont Capital Holdings Zambia Plc	Fellow subsidiary	Support services Banking relationship
Cavmont Bank Ltd	Fellow subsidiary	Support services Banking relationship
Namib Bou (Pty) Ltd	Fellow subsidiary	Support services Banking relationship
Entrepo Finance (Pty) Ltd	Fellow subsidiary	Support services Banking relationship
Entrepo Life Ltd	Fellow subsidiary	Support services Banking relationship
Entrepo Holdings (Pty) Ltd	Fellow subsidiary	Support services Banking relationship
Capricorn Hofmeyer Property (Pty) Ltd	Fellow subsidiary	Support services Banking relationship
Bank Windhoek Properties (Pty) Ltd	Subsidiary	Rental
BW Finance (Pty) Ltd	Subsidiary	Support services Banking relationship
Bank Windhoek Nominees (Pty) Ltd	Subsidiary	Custodian of third party relationships
Paratus Group Holdings Ltd	Associate of parent company	Banking relationship
Paratus Telecommunications (Pty) Ltd	Associate of parent company	Banking relationship
Paratus Namibia Holdings Ltd	Associate of parent company	Banking relationship
Santam Namibia Ltd	Associate of parent company	Banking relationships Insurance relationship
Sanlam Namibia Holdings (Pty) Ltd	Associate of parent company	Banking relationships Insurance relationship
Capricorn Group Employee Share Ownership Trust	Special purpose entity	Banking relationship
Capricorn Group Employee Share Benefit Trust	Special purpose entity	Banking relationship

	Group		Company	
	2020	2019	2020	2019
	N$000	N$000	N$000	N$000
The values of related party transactions and outstanding balances at year-end are as follows:				
37.1 Trade and other receivables from related parties				
Parent company	**49**	265	**49**	265
Fellow subsidiaries	**7,803**	10,698	**7,803**	10,698
37.2 Loans and advances to related parties				
Parent company	**8**	-	**8**	-
Major shareholders of the group	**1**	-	**1**	-
Fellow subsidiaries	**495,171**	489,336	**495,171**	489,336
Indirect related parties	**68,423**	17,025	**68,423**	17,025
Key management personnel	**36,485**	37,327	**36,485**	37,327
37.3 Trade and other payables to related parties				
Parent company	**18**	143	**18**	143
Fellow subsidiaries	**1,537**	1,038	**1,537**	1,038
Indirect related parties	**619**	1,418	**619**	1,418
37.4 Deposits from related parties				
Parent company	**196,055**	595,872	**196,055**	595,872
Major shareholders of the group	**52,360**	250,551	**52,360**	250,551
Fellow subsidiaries	**3,138,908**	3,190,809	**3,138,908**	3,190,809
Indirect related parties	**1,483,194**	109,523	**1,483,194**	109,523
Special purpose entity	**5**	446	**5**	446
Key management personnel	**4,204**	1,207	**4,204**	1,207
37.5 Debt securities issued to related parties				
Major shareholders of the group	**882,765**	875,127	**882,765**	875,127
37.6 Expenses paid to related parties				
Parent company	**47,244**	49,435	**47,244**	49,435
Fellow subsidiaries	**29,463**	20,408	**29,463**	20,408
Subsidiaries	**1,106**	1,106		
Joint venture in which the group is a venture	**13,196**	19,557	**13,196**	19,557
Indirect related parties	**19,791**	16,460	**19,791**	16,460
37.7 Interest and similar expenses paid to related parties				
Parent company	**19,501**	21,572	**19,501**	21,572
Major shareholders of the group	**13,326**	24,447	**13,326**	24,447
Fellow subsidiaries	**311,484**	291,443	**311,484**	291,443
Indirect related parties	**121,637**	14,003	**121,637**	14,003
Special purpose entity	**5**	8	**5**	8
Key management personnel	**133**	7	**133**	7

	Group		Company	
	2020	2019	2020	2019
	N$000	N$000	N$000	N$000
37.8 Income received from related party transactions				
Parent company	**7,699**	1,995	**7,699**	1,995
Major shareholders of the group	**1**	13	**1**	
Fellow subsidiaries	**33,041**	28,741	**33,041**	28,741
Subsidiaries	**20,069**	22,072	**22,090**	20,412
Indirect related parties	**329**	319	**329**	319
37.9 Interest and similar income received from related parties				
Fellow subsidiaries	**75,109**	68,758	**75,109**	68,758
Indirect related parties	**6,504**	1,835	**6,504**	1,835
Key management personnel	**3,062**	2,452	**3,062**	2,452
37.10 Compensation paid to key management				
37.10.1 Executive management team				
Salaries and bonuses	**21,648**	17,050	**21,648**	17,050
Contribution to defined contribution medical schemes	**816**	667	**816**	667
Contribution to defined contribution pension schemes	**99**	75	**99**	75
Share-based payment charges	**2,861**	1,867	**2,861**	1,867
Other allowances	**424**	351	**424**	351
	25,848	20,010	**25,848**	20,010

Compensation paid to key management comprises remuneration and other employee benefits to the executive management team, which includes executive directors' emoluments.

37.10.2 Non-executive directors' emoluments

Directors' sitting fees are disclosed under note 9.

38. Assets under custody

As at year-end, the group and company has no assets under custody (2019: Nil).

39. Segment information

The group considers its banking operations as one operating segment. Other components include micro-lending, property investment and custodian of third party investments, however these components each contribute less than 5% to the group revenue, assets and profit for the year, therefore the group has no significant components other than banking. This is in a manner consistent with the internal reporting provided to the chief operating decision-maker, identified as the managing director of the group. The chief operating decision-maker is the person that allocates resources to and assesses the performance of the operating segment(s) of an entity.

In assessing the performance of the banking operations, the managing director reviews the various aggregated revenue streams, the total costs and the assets and liabilities related to the banking activities, which have been disclosed in the various notes to the consolidated and separate annual financial statements.

39.1 Entity-wide disclosures

39.1.1 Products and services

Operating segment
Banking operations

Brand
Bank Windhoek

Description
Corporate and executive banking, retail banking services and specialist finance.

Product and services
Bank Windhoek Ltd conducts business as a registered bank and provides comprehensive banking services. Clients include both individuals and corporate clients.

39.1.2 Geographical segments

There are no segment operations outside Namibia as the group operates within the borders of Namibia.

39.1.3 Major customers

Segment reporting requires the disclosure of an entity's reliance on its major customers, if revenue from transactions with a single customer is ten percent or more of the entity's revenue. The group does not have customers that contribute ten percent or more to its revenue and is therefore not reliant on a single major customer.