

Building a Sustainable Future



01	<i>Cover Page</i>	07	<i>CEO's Statement</i>	13	<i>Our Approach: Access Bank's Winning Formula</i>	19	<i>Performance Metrics</i>
02	<i>Executive Summary</i>	08	<i>Head of Sustainability Statement</i>	14	<i>Our Partnerships and Memberships</i>	20	<i>Awards and Recognitions</i>
03	<i>About this report</i>	09	<i>The Issues That Matter</i>	15	<i>Our Presence: Geographical Layout</i>	21	<i>Supplementary Information</i>
04	<i>Group Chairman's Statement</i>	10	<i>The Access Brand</i>	16	<i>Ethics, Integrity and Corporate Governance</i>	22	<i>GRI Index</i>
05	<i>Board Committee on Sustainability</i>	11	<i>Business Model</i>	17	<i>Our Shared Value (Stakeholder Engagement)</i>	23	<i>Assurance Statement</i>
06	<i>Chairman, Board Committee on Sustainability's Statement</i>	12	<i>Approach to Tax</i>	18	<i>Navigating The New Normal (COVID-19 Response)</i>	24	<i>Contact Us</i>

CONTENTS

EXECUTIVE SUMMARY

Sustainability has been our watchword for nearly a decade and half at Access Bank. It is ingrained into our vision as a bank. Over time, we have turned our sustainability statements and targets into actions and positive impacts. Also, sustainability has enabled us to turn the challenges of the business environment into opportunities. As an institution, we have become more resilient, and better able to weather the business cycle and off-cycle crisis, like the COVID-19 pandemic. Our business model has evolved over time in line with our sustainability principles and best practices.

Unity for the common good was the highlight of our sustainability commitment in 2020, especially in the face of a pandemic that was a serious threat to life and livelihood. COVID-19 also threatened to erode the progress that has been made over many decades of fostering development.

Access Bank's partnership and work with the Coalition Against COVID-19 (CACOVID) was significant in combating the health and socio-economic challenges that came with the novel coronavirus outbreak. Our membership of the Corporate Alliance on Malaria in Africa (CAMA), the Private Sector Health Alliance of Nigeria, and the United Nations Women's Empowerment Principles are a few examples of how we joined forces with other prestigious organizations to continue the work of fostering a more sustainable world. Collaborations are an integral part of the work we do. Our belief in the saying that "there is more power in unity" was validated.

The unforeseen social impact of the pandemic in 2020 inspired us to innovate in order to protect our employees whilst providing optimal value for our clients. Through our business continuity plan, we were able to navigate the downturns of the COVID-19 pandemic. We have come out of it stronger, more dynamic, and armed with vital lessons to improve our business operations and become more crisis-ready. As evidence of our resilience, Access Bank increased the number of its individual and corporate clients by 21% and grew its gross earnings by 12% in the year 2020. One of the ways we achieved this was through our agency banking model, "Access Closa Agents".

Through our employee volunteering and our Corporate Social Responsibility (CSR) activities, we supported diverse social and economic projects. People living with disabilities,

children in orphanages, and the elderly were some of the groups of people that benefited from these initiatives. We also continued our tradition of giving grants to other non-profit organizations through Aspire Coronation Trust (ACT) Foundation.

Access Bank's environmental footprint was at an all-time low in 2020. A high percentage of our reduction of emissions was due to the COVID-19 lockdown imposed by the federal government. We have also optimized our processes. Our use of resource-efficient systems in carrying out our business activities also helped to reduce our ecological footprint.

The year's challenge was an opportunity for us to remodel our business. We resolved that our response, rather than the crisis, should have a long-term effect. Our sustainability journey has continued through periods of boom and bust in the global economy and external shocks in the domestic economy, and we have always emerged stronger.

In 2020, we continued to prioritise the creation of long-term value for our stakeholders. As we continued to deliver on our commitment, we also continued to earn both local and international recognition. During the year, Access Bank became the first commercial bank in Africa to be sustainability certified under the prestigious Sustainability Standards and Certification Initiative (SSCI) of the European Organisation for Sustainable Development (EOSD). The bank was nominated and won the Karlsruhe Global Sustainable Finance Award, and other awards like the Sustainable Bank of the Year from the International Investors Awards, and SME Friendly Bank of the Year from Brandcom Awards.



ABOUT THIS REPORT

This is Access Bank's 2020 sustainability report. It is the thirteenth consecutive report of the bank's business activities and operations in relation to its sustainability strategy. This report highlights material topics that are important to the bank's stakeholders and to Access Bank as a business. It details the bank's efforts towards sustainability, both to its internal and external stakeholders, and for the period January to December 2020 as well as the first half of the year 2021.

This report builds on our efforts from previous years, and shows our progress in year 2020. It details how we have, as an institution, navigated our way through the global crisis of the reporting year. Through this report, we share how we have evolved and risen up to the challenge. We also show here our commitments and alignments to national and international standards while charting our own unique sustainability journey.

The report was prepared in accordance with the Global Reporting Initiative (GRI) Standards. It also integrates the reporting requirements of other sustainability standards like the UNGC, and the United Nations Environment Programme Finance Initiative (UNEP-FI), using data from the reporting year. Underpinned by these standards, this report discusses topics that are material to the Bank's stakeholders and intersect with our business goals, as presented in the Materiality Matrix. It is essentially a comprehensive report of our non-financial activities for the calendar year 2020 and H1 2021.

Our aim with this report is to provide a rich picture of our values, mission and impact in our world today. It is a document of our sustainability, and through it we share our journey with our stakeholders and the world.

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GROUP CHAIRMAN'S STATEMENT

We are still in the middle of a health crisis that is unprecedented in its scale of social and economic disruption. The world has not experienced in the last one hundred years the human and economic costs caused by the COVID-19 pandemic. Massive loss of lives and livelihoods, financial collapse, and economic contraction have defined the COVID-19 crisis. The pandemic brought despair in its wake. As a financial institution, we had to reassert what matters most, which is lives.

In 2020, I had the privilege of leading the Board of Directors of Access Bank. We had to encourage, and charge, our employees to provide optimal services to our customers at a very challenging time. We also resolved to partner with other institu-

tions and the government in delivering a robust response. Of great importance were the communities where we serve, and we had to mobilise both human and financial resources to serve vulnerable groups and preserve livelihoods. All these were done while still ensuring that we maintain our position as the leading financial institution in Nigeria.

The social dimension of the Bank's policies became much more important during the year. The need to scale up actions was urgent. Our immediate response to the pandemic was two-fold. The first was to unleash the Bank's business continuity plan, our emergency response during a crisis or disaster. In tow was galvanizing private sector leaders to form the Coalition Against COVID-19 (CACOVID). Through CACOVID, we were able to support the federal government's response to the pandemic. Once these operations were going on, we had to target other assistance at vulnerable groups in our communities as part of our CSR commitments.

We urged and supported our customers and vendors to adhere to the COVID-19 control protocols as laid down by the Nigeria Centre for Disease Control (NCDC). The safety and wellbeing of every member of our stakeholder groups was very important to us. These efforts paid off as there was no incident of COVID-19 transmission at any of our physical locations during the pandemic. We are grateful to our customers and vendors for following the safety protocols without which the situation would have been different.

2020 was otherwise an exciting year for us at Access Bank. The Bank became the first commercial bank in Africa to attain the prestigious sustainability certification under the Sustainability Standards and Certification Initiative of the European Organisation for Sustainable Development. The invitation-only SSCI certification programme was only open to reputable financial institutions around the world that have demonstrated a strong commitment to sustainability. We are very honoured that our sustainability journey has brought us this far and this effort is receiving due recognition and reward.

**Dr. (Mrs.) Ajoritsedere
Awosika, MFR**
Group Chairman

Despite the major downturns of the year, it was nevertheless a successful one for us as our agency banking grew to N5 billion in daily transactions from N2 million. This is a laudable feat creditable to our "Access Closa Agents." The mission of our agency banking is to bank the unbanked population of Nigeria. During the year, we launched the Access Mortgage Advantage Product in partnership with other financial institutions and Eko Atlantic. Access Bank also acquired Kenya's Transnational Bank, 100 percent shareholding and its 28 branches across the country, the economic hub of the East African region.

The Board of Access Bank will continue to provide the Bank support and direction for strategy and operation as we continue to grow our footprints, improve profitability, widen coverage, and enhance sustainability performance.

2020 was full of highs and lows. We express our condolences to families who have lost loved ones to the pandemic. We are delighted at the development and emergency use authorisation of the COVID-19 vaccines in record time. This inspires hope and a sense of scientific breakthrough.

We are optimistic about 2021 and excited at the prospects of new development in technology, medicine and other frontiers of research. At Access Bank, we are committed to financing the future economy and are looking forward to unlocking the possibilities of the next years and the next decades.

Thank you.





BOARD COMMITTEE ON SUSTAINABILITY

1. Mr Paul Usoro, SAN – Chairman
2. Mrs Anthonia Ogunmefun – Vice Chairman
3. Mr. Iboroma Akpana – Member
4. Dr Okey Nwuke, FCA – Member
5. Mrs Ifeyinwa Osime – Member
6. Mr Herbert Wigwe – Member



Mr. Paul Usoro, SAN
Chairman

Mr. Usoro is a Senior Advocate of Nigeria, a Fellow of the Chartered Institute of Arbitrators and the founder and Senior Partner of the law firm of Paul Usoro & Co. He has over 30 years of law practice experience and is acknowledged as a highly experienced litigator and communication law expert.

Mr. Usoro was elected President of the Nigerian Bar Association in August 2018 for a two-year term and is currently a Non-Executive Director of PZ Cussons Nigeria Plc.

He is also a member of the National Judicial Council and Body of Benchers. He represented Access Bank as a Non-Executive Director on the Board of the defunct Intercontinental Bank Plc.

Mr. Usoro holds a Bachelor of Laws degree from the University of Ife (1981) and was called to the Nigerian Bar in 1982. He joined the Board of Access Bank in January 2014 and currently chairs the Board Human Resources and Sustainability Committee, and Board Technical Committee on Retail Expansion. He is also the Vice-Chairman of the Board Risk Management Committee.



Mrs. Anthonia Ogunmefun
Vice Chairman

Mrs. Ogunmefun is the Managing Partner of Kemi Ogunmefun Law Office, a Canadian-based private legal practice specialising in immigration law, family law, real estate and corporate law. She served as the Chairperson of the Governance Committee of Kinark Child and Family Services, a major Canadian childcare trust, and is a Non-Executive Director of LOC Nominees Limited.

Mrs. Ogunmefun obtained her Bachelor of Laws degree from the University of Lagos in 1974.

She was called to the Nigerian Bar in 1975 and the Law Society of Upper Canada in 2004.

She was appointed to the Board of Access Bank in April 2011 and is the Chairman of the Board Risk Management Committee and Vice Chairman of the Human Resources and Sustainability Committee.



'Leading Individual' in Nigeria in its Corporate and Commercial section. Similarly, the International Financial Law Review 1000 ranked him as a 'Leading Lawyer' in Nigeria in its 2006, 2007, 2008 and 2009 editions while the Legal 500 Europe, Middle East and Africa profiled him as a 'Recommended Individual'.

Mr. Akpana is a member of the International Bar Association, American Bar Association, New York State Bar Association, Nigerian Bar Association and the Law Society of England and Wales. He joined the Board of Access Bank in March 2017 and currently chairs the Board Governance, Nomination and Remuneration Committee. He is also the Vice-Chairman of the Board Audit Committee and Board Credit and Finance Committee. He sits on the Boards of AMNI International Petroleum Development Company Limited and Contracting Plus Limited.

Mr. Akpana is the Managing Partner of Solola & Akpana, one of the leading commercial and oil and gas law firms in Nigeria. He is a consummate corporate and commercial lawyer with a career spanning over two decades. Mr. Akpana has a proven track record of academic excellence. He graduated as a top student in Law from the University of Jos and obtained a master's degree from Harvard Law School. He is a Notary of the Federal Republic of Nigeria.

Based on his work, he was recognised in the Chambers Global 2006, 2007, 2008 and 2009 editions as a



Mrs. Osime is a versatile and result-oriented professional with over 30 years of experience in the insurance industry and commercial legal practice at management and board levels. She has deep knowledge and experience in the management of administrative, legal, and company secretarial functions in financial and other related institutions.

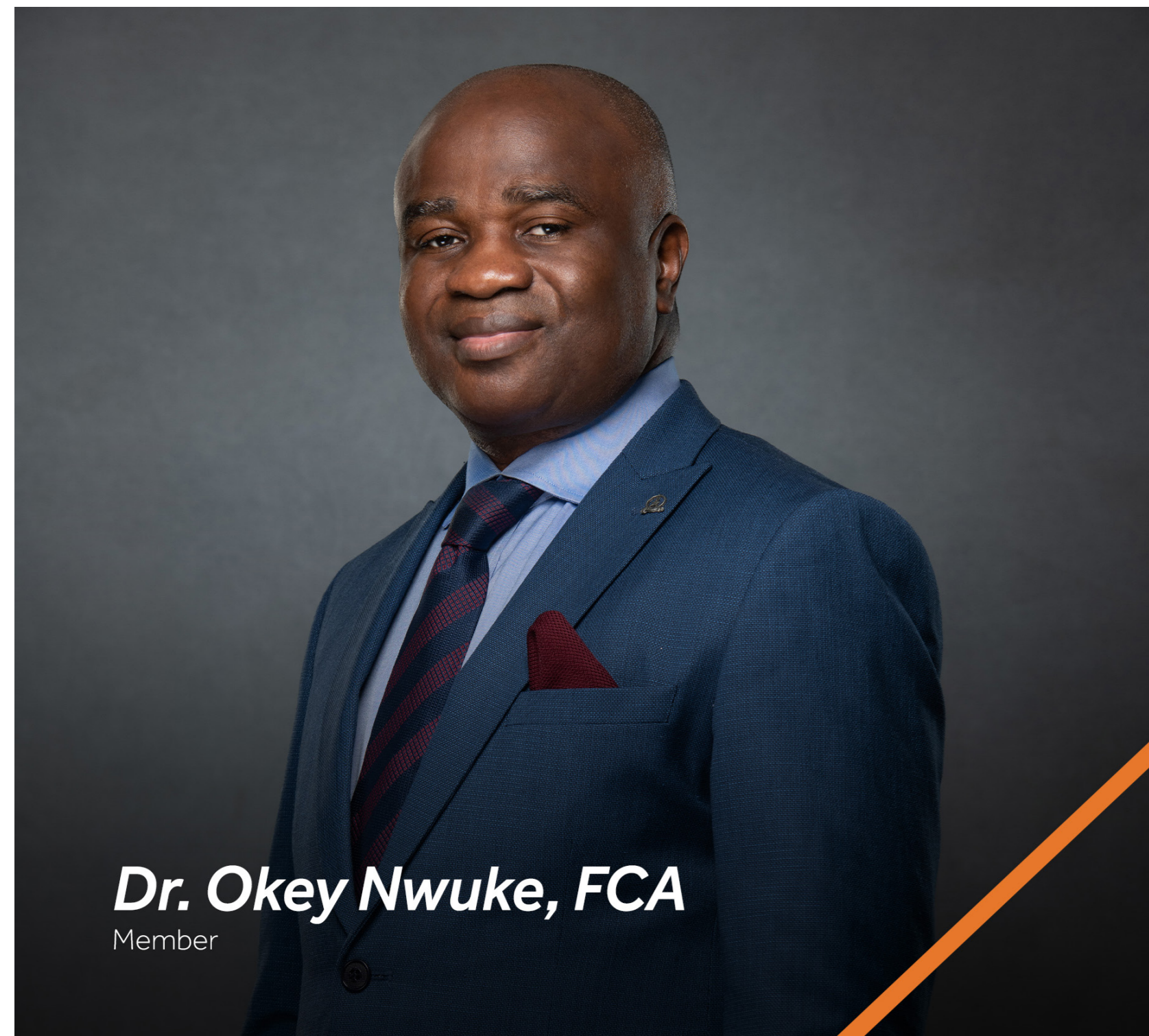
She has championed and established a special needs programme that is actively involved in the management and care of children and young people with special needs. She is currently engaged in legal practice with Macpher

son Legal Practitioners, a Lagos-based law firm. Mrs. Osime is an Independent Non-Executive Director of WAPIC Life Assurance Company Limited and a Non-Executive Director of Smartbase Services and AIP Global Limited.

Mrs. Osime was the former Chairperson of PHB Healthcare Limited, a former Director, Bank PHB Plc (now Keystone Bank Limited) and a former Director of Insurance PHB Limited (now KBL Insurance). She was the Company Secretary/Legal Adviser of African Development Insurance Company Limited (now NSIA Insurance) between 1989 and 1997.

She holds a Master's Degree in Law from the University of London (1989) with a specialization in Corporate and Commercial Law and an LLB Degree from the University of Benin (1986).

She joined the Board of Access Bank in November 2019 and is the Vice-Chairman of the Board Digital and Information Technology Committee.



Dr. Nwuke has over 28 years of experience in finance and corporate governance working with top corporates and leading commercial banks in Nigeria. He is a Fellow of both the Institute of Chartered Accountants of Nigeria and Chartered Institute of Taxation of Nigeria, an honorary member of Chartered Institute of Bankers of Nigeria and a member of Business Recovery and Insolvency Practitioners.

He has garnered considerable expertise in credit analysis and bank financial management through profes-

sional training as a Chartered Accountant, from relevant training programmes as well as on the job training. He was an Executive Director in Access Bank from 2004 to 2013 and served as the Chairman of the Board of Directors of the Bank's subsidiaries in Rwanda and Burundi. Dr. Nwuke was a pioneer Non-Executive Director of Stanbic IBTC Pension Managers Limited, representing Access Bank.

Dr. Nwuke's key competencies include finance, strategy development and execution, organizational restructuring and transformation, leadership and change management. He joined the Board of Coscharis Group in August 2014 and is currently responsible for the strategic drive to position it for sustainability. He currently chairs the Shareholders' Audit Committee of NASCON Plc and sits on the Boards of Access Pension Fund Custodian Limited, First Ally Asset Management Limited, Claritus Limited and Simply Gifts and Interiors Limited.

He holds a B.Sc. Degree in Accountancy from University of Nigeria, Nsukka and an MBA (Distinction) in International Banking and Finance from the Birmingham Business School, United Kingdom. Dr. Nwuke holds a Doctorate Degree in Business Administration (DBA) from Walden University, Minnesota, USA, with a research focus on leadership transition challenges in family businesses. He has been exposed to numerous leadership and professional development programmes at renowned institutions including Harvard Business School, Boston (AMP 175), Wharton Business School, Pennsylvania (both in the USA), INSEAD and IMD.

He joined the Board in November 2019 and currently chairs the Board Credit and Finance Committee. He is also the Vice-Chairman of the Board Technical Committee on Retail Expansion.



Mr. Wigwe started his professional career with Coopers & Lybrand Associates, an international firm of Chartered Accountants. He spent over 10 years at Guaranty Trust Bank Plc where he managed several portfolios, including financial institutions, large corporates and multinationals. He left Guaranty Trust Bank as an Executive Director to co-lead the transformation of Access Bank Plc in March 2002 as Deputy Managing Director. He was appointed Group Managing Director/CEO effective January 1, 2014.

Mr. Wigwe is an alumnus of the Harvard Business School Executive Management Programme. He holds a master's degree in Banking and International Finance from the University College of North Wales, a master's degree in Financial Economics from the University of London and a B.Sc. degree in Accounting from the University of Nigeria, Nsukka. He is also a Fellow of the Institute of Chartered Accountants of Nigeria (ICAN).

Mr. Wigwe is the Chairman of The Access Bank (UK) Ltd and a Non-Executive Director of Nigerian Mortgage Refinance Company Plc, FMDQ OTC Securities Exchange, Shared Agents Network Expansion Facilities Ltd, and Agri-Business/SME Enterprises Investment Scheme. He also sits on the Boards of CA-COVID-19 LTD/GTE, HIV Trust Fund of Nigeria and the Nigerian Business Coalition Against AIDS (NiBUCAA).



CHAIRMAN, BOARD COMMITTEE ON SUSTAINABILITY'S STATEMENT

As the Chairman of the Board Committee on Sustainability, I have had the incredible opportunity of being a part of Access Bank's sustainability journey.

For over a decade, Access Bank has led the sustainability space in the financial sector in Nigeria.

Our commitment to sustainability is integral to our organization. It pushes us to think deeply about the future: how do we protect the environment, what should be our contributions to development in our communities, and what economic impacts should we pursue as an institution?

All through the year, the strength and resilience of our operations, systems and values were tested by the socio-economic impacts of the COVID-19 pandemic. However, we came out with better and more efficient systems, and we have remained unwavering in our values. To further strengthen our sustainability knowledge and impact across our organization, we launched the Access Sustainability Academy. The academy is designed to increase awareness around sustainability and to empower our employees and communities with the knowledge and skills to promote sustainability.

We understand the significance of our institution and the influence we wield in sustainable finance. Access Bank is at the heart of the Nigerian financial markets. As a big institution, we have many roles, which include serving our diverse clients, setting high standards for operational excellence in the industry, promoting ethics and integrity, and achieving superior results for our stakeholders. We also understand that our businesses benefit from a stable and growing economy, and we have to contribute towards this. Access Bank's Green Bond, which is cross-listed on the Nigerian Stock Exchange (NSE), now Nigerian Exchange Group (NGX), and Luxembourg Green Exchange (LGX), was a pioneering achievement and an important milestone in fulfilling our sustainability vision of promoting sustainable finance.

Our future success will depend on seeing today's challenges and turning them to opportunities and harnessing them for sustainable growth. During the pandemic, our emergency response plan helped us to maintain optimal service delivery despite the lockdown. Our partnership with the Coalition Against COVID-19 strengthened our relationships with other industry stakeholders and leaders in other sectors. The success of CACOVID proves right the old saying: "No one can whistle a symphony. It takes a whole orchestra to play it." Our work impacted communities across the country, saved



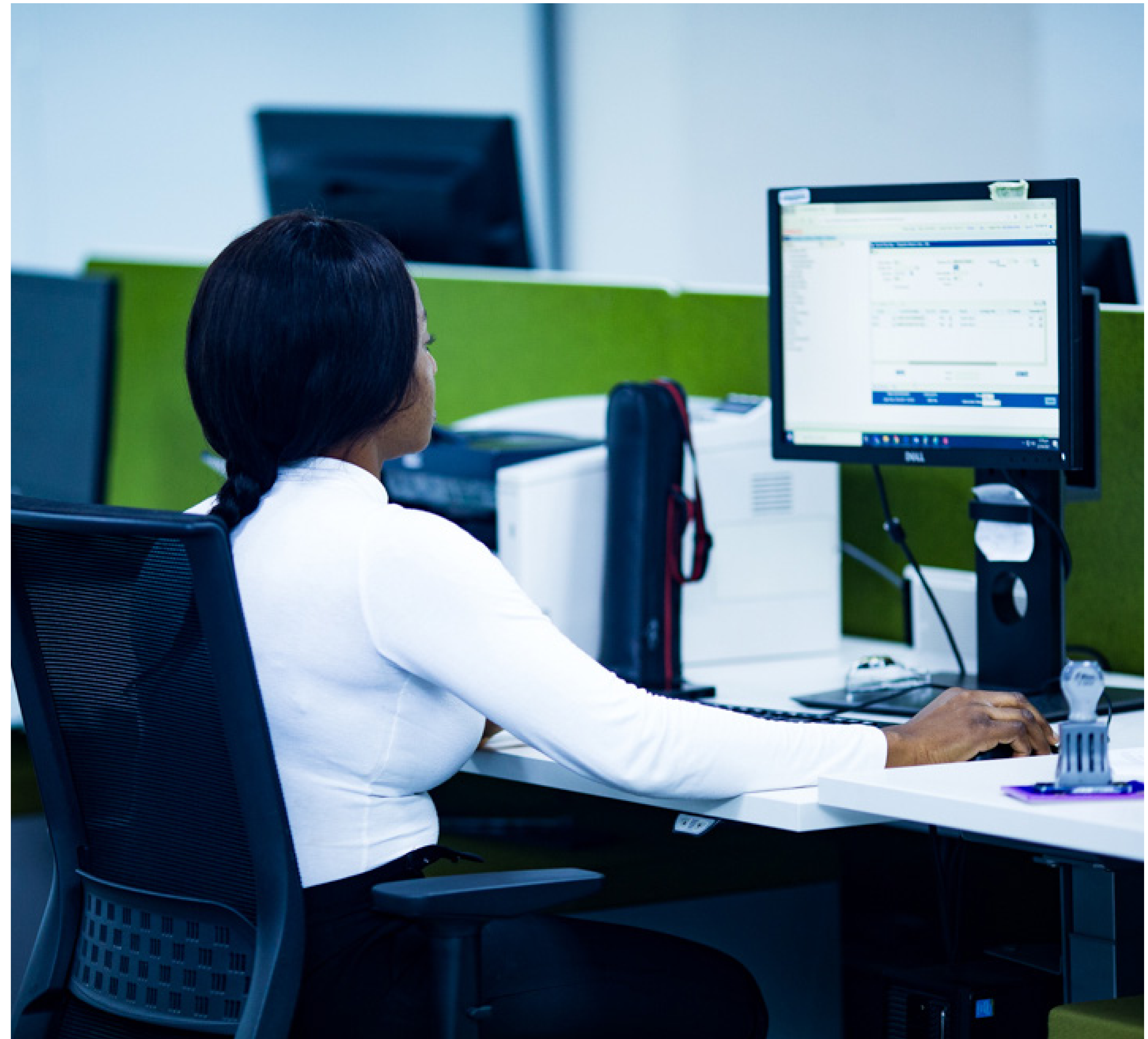
Mr. Paul Usoro, SAN
Chairman

lives, and helped vulnerable families and groups to get by during the pandemic. We are proud of what we achieved with the Coalition and intend to continue to strengthen the relationships for future interventions.

We are grateful to our numerous employees who ensured that banking activities ran smoothly despite the difficulty the lockdown posed. Their resourcefulness and innovative skills ensured that our organizational targets were met and exceeded. For the commitment of our employees, Access Bank was recognized and rewarded with prestigious awards like the Best CSR Bank by Global Brands Awards, Best Digital Bank in Africa by Asian Banker Awards, Best Brand in Sustainability and SME Friendly Bank of the Year by Brandcom Awards, Outstanding Business Sustainability Achievement by Karlsruhe Global Sustainable Finance Awards, and Outstanding Female Friendly Bank of the Year by Awesome Communications.

With these awards and recognitions, we are motivated to do more in our sustainability journey. We look forward to the opportunities that year 2021 will bring, as we remain committed to creating sustainable value for our stakeholders.

Thank you.



CEO's STATEMENT

Year 2020 brought significant changes to our lives, in more ways than we could ever have imagined. The COVID-19 pandemic created immense socio-economic uncertainties globally. We had to summon the resilience, dedication and innovation of our teams, as well as our partnerships, to respond to the combined public health and economic crisis. I am happy to report that we were quite successful with our responses. Our core values as an institution were instrumental to our stellar, overall performance in a year that was very difficult indeed.

We had to pivot quickly in order to maintain the high productivity of our staff, in full consideration for their

safety and wellbeing and those of their families. This entailed a majority of our staff working from home. Our technical and human resources teams ensured this was a productive new experience.

Access Bank continued to provide excellent services to our numerous and diverse customers, while complying with the national COVID-19 guidelines. We have always seen the success of our institution in the context of how well we deliver on the economic opportunities in the countries where we operate, support the communities we serve and the society at large, and foster environmental sustainability. These became more crucial in 2020.

Access Bank has continued to support government's response and communities in mitigating the negative impacts of the pandemic. We demonstrated our industry leadership with the work we did in partnership with other prestigious organizations through the private sector-led Coalition Against COVID-19. Our continuing work through CACOVID

aims at achieving the United Nations Sustainable Development Goals (SDGs) for ensuring good health and wellbeing, no hunger, and building partnerships. Access Bank broadly subscribes to the entire 17 SDGs.

We donated N1 billion to CACOVID and provided technical and operational support to the government in the fight against the coronavirus. We also provided food and hygiene items, clean cookstoves and clean fuels, and livelihood support to vulnerable families and individuals, including artisans, in our communities. I am especially proud of the intervention of the Access Women Network. The bank-wide women group raised funds to feed over 500 affected families.

COVID-19 hard lockdown, which caused many industrial activities to shut down, especially during the first half year, brought about cleaner atmospheric air as its unintended consequence. The operations of Access Bank likewise recorded dramatically lower environmental

Mr. Herbert Wigwe, FCA

Access Bank/CEO

impact, as the bank leveraged technology to deliver services to our customers, connected with our stakeholders, and most staff worked from home. Emissions per employee dropped to 1.56T from 3.95T and fuel consumption decreased by 64%. The initial challenges of transitioning from the “old normal” of working from the office, to working from home, was overcome and the bank now maintains an equilibrium in balancing changes in work schedules across all our cadres.

In line with our vision to become an exemplary sustainable Pan-African bank, during the year, we acquired Transnational Bank Kenya Limited. We witnessed a phenomenal increase in innovation within Access Bank, and additional millions of customers subscribed to our digital platforms and products. Engagements on our non-traditional channels also dramatically increased. The bank has put in place safeguards in enhanced cybersecurity to address the risk that comes with more digitalisation and on-line banking.

Apart from the aforementioned environmental gains during the lockdown, COVID-19 also inspired a leap towards the achievement of our financial inclusion targets. Optimised with relevant tools, our agency banking division recorded a 1,600% growth in 2020. We are proud to note that our customers' deposits increased to N8 trillion in 2020, and we also recorded a 27% increase in the number of our

individual and corporate clients. This growth has further strengthened our commitment to bringing financial services, whether through traditional or digital means, to the unbanked.

We are excited to say that Access Bank, as an institution, thrived during a very difficult year. We attribute this to the unflinching loyalty of our employees and customers, to whom we are grateful. Our growth strategies are also yielding results. Our commitment to creating shared value for all our stakeholders stands strong. In 2021 and beyond, Access Bank will continue to be a force for good in society. We will continue to strive to maintain our exemplary status as a sustainable and prosperous global brand of African origin.

Thank you.



HEAD OF SUSTAINABILITY'S STATEMENT

The Access Bank 2020 Sustainability Report is an evidence of the bank's ongoing commitment to sustainability and to its various stakeholders: shareholders, customers, employees, communities, regulatory bodies, and suppliers across Nigeria and beyond. This reporting activity also demonstrates and reinforces the bank's vision and leadership in sustainability and Corporate Social Responsibility (CSR).

2020 was marked by a significant enhancement of our digital value proposition to customers, along with the strengthening of inter-personal and human relations. Innovation is part and parcel of Access Bank's corporate culture. This has helped us through the COVID-19 pandemic, and we have emerged bigger, stronger and wiser as an institution and as a brand. Activities that are geared towards

the achievement of the Sustainable Development Goals have become an integral part of our day-to-day activities. The SDGs have helped us in channelling our resources to the things that matter most, and guided our decisions to invest in initiatives that have the highest positive impacts on society.

In 2020, the bank continued to promote and develop the quality of its largest and most important resource: the employees. An excellent labour relations has been a strategic asset for the bank for years. As part of our human capital development efforts, Access Bank continued to train employees and managers through courses that are relevant to their job functions and personal and professional development.

Most of our employees worked from home during the year due to the pandemic. Personnel whose job functions were vital to the running of the bank were moved to branches closer to their homes. This was done to enhance com-

pliance with social distancing. We also created more contact centres around the country to enable the virtual resolution of customer complaints and issues. All COVID-19 protocols were strictly adhered to by the bank.

We recognise the importance of small- and medium-sized businesses in creating jobs and contributing to economic growth. The bank continued to serve as a leading credit provider for this segment, along with services that are specifically tailored to the needs of the businesses. Access Bank's deep commitment is reflected in enhancing the value proposition, creating innovative products, and providing ongoing financing and consulting to this customer segment.

During the year, the bank's Project Structured Finance Group successfully raised EUR60 million on-lending facility to support small and medium enterprises (SME) projects. The bank also provided grants to individuals and mi-

**Omobolanle
Victor-Laniyan**

Head of Sustainability

cro-businesses that were negatively affected by the aftermath of the EndSARS protests.

As part of our belief in the strength of unity, we galvanized private sector leaders to launch the Coalition Against COVID-19. Through CACOVID, we assisted the federal government in the development of isolation centres; we helped to train frontline health practitioners and provided them personal protective equipment (PPE); we also provided respirators and medical equipment for patients.

We maintained our memberships with the United Nations Environment Programme Finance Initiative (UNEP FI), United Nations Principles for Responsible Investment (UNPRI), United Nations Global Compact (UNGC), Global Reporting Initiative (GRI), and the Nigerian Sustainable Banking Principles (NSBP) Steering Committee.

One of our objectives as a financial institution is to help in building a financially literate society, given that financial literacy is rarely taught in schools. We pioneered a gamified financial e-learning platform. This assists children in gaining prudent financial management knowledge. This gaming platform was well accepted among households, as it kept the children entertained and educated during the COVID-19 lockdown, when schools were also closed.

We are also interested in the physical wellbeing of

our community. Every year, we host the Access Bank Lagos City Marathon. During the 2020 marathon, which held on February 8th, nearly three weeks before the first case of COVID-19 was reported in Nigeria and more than a month before the World Health Organisation (WHO) declared the disease outbreak a pandemic, we raised awareness on HIV/AIDS in partnership with a health-focused non-governmental organization. During the exercise, 3,235 people were tested for HIV/AIDS for free.

In the following pages, we present many other facts and figures that provide a very clear picture of what sustainability means for us. Sustainability is far from being a secondary or temporary consideration. For us at Access Bank, it is a concrete, long-term commitment that has been at the core of what we have been doing for many years and that will remain an integral part of our activities into the future.

Happy reading.

Thank you.



The Issues That Matter

Our materiality process focuses on issues that are important to our stakeholders because those issues would invariably have an impact on our business. Through our various stakeholder engagement processes, we can identify the key areas or issues that are of importance to our stakeholders and how those issues intersect with us. These issues then become the material topics that we prioritize and improve upon.

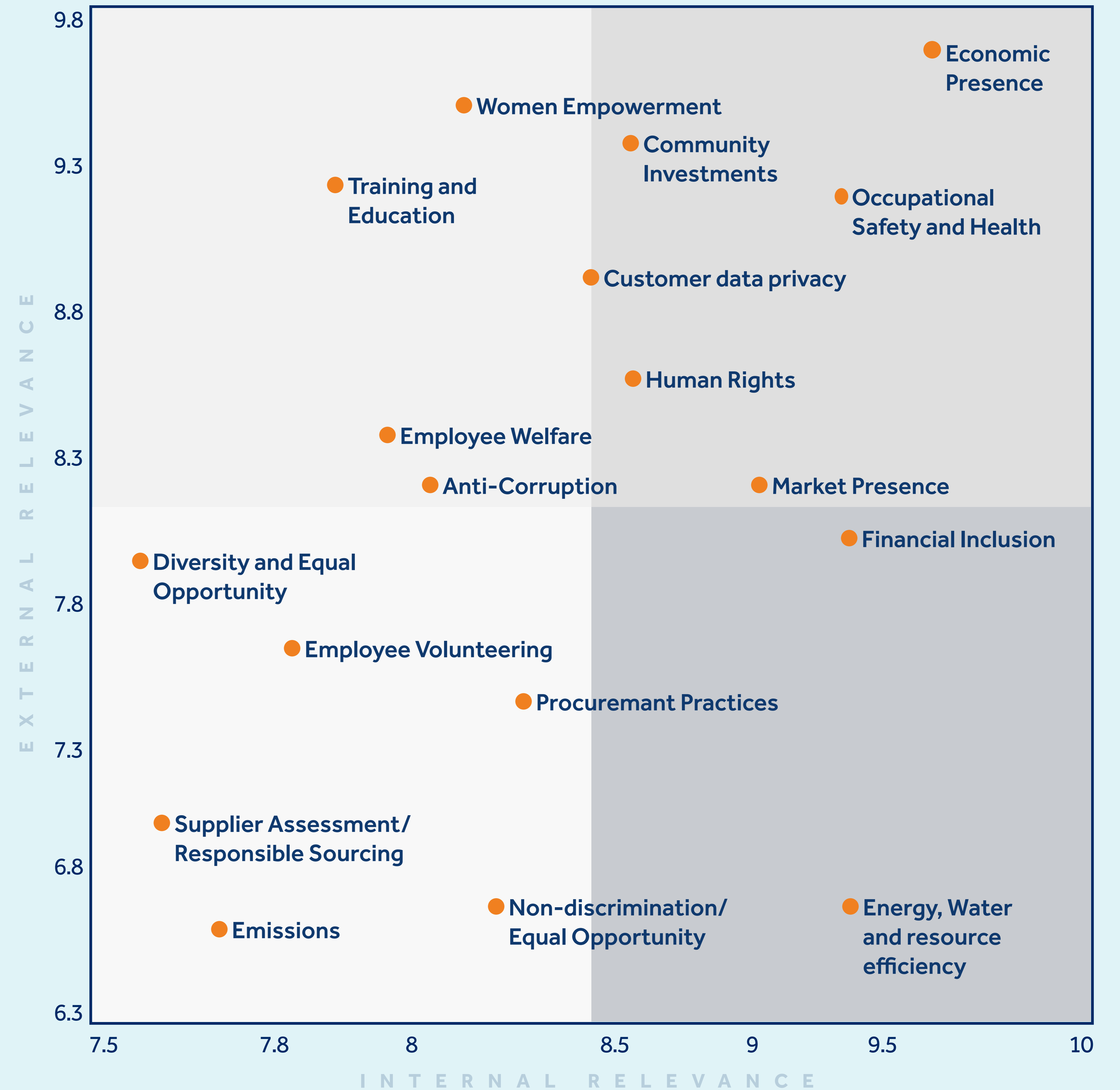
We have developed frameworks for continuous engagement with our valued stakeholders. Through these engagements and the bank's commitment, we measure and monitor the efforts we put into improving our corporate in the identified areas.

This materiality assessment also informs our approach to risk and opportunity and defines the scope of our sustainability report. This process has helped us identify the relevant issues, risks, opportunities, environmental, social and economic impacts that were of significance to the Bank's business as well as our stakeholders in 2020.

The following were the topics identified as material to our stakeholders:

Economic Presence	Market Presence	Procurement Practices
Anti-corruption	Energy, water and resource efficiency	Emissions
Occupational Safety and Health	Training and Education	Diversity and Equal Opportunity
Customer Data Privacy	Employee Volunteering	Community Investments
Women Empowerment	Financial Inclusion	Supplier Assessment/Responsible Sourcing
Human Rights	Employee Welfare	Non-discrimination/Equal Opportunity

Materiality Matrix



The Access Brand

Access Bank Plc. is a leading full-service commercial Bank operating through a network of more than 600 branches and service outlets, spanning three continents, 14 countries and over 36 million customers.

The Bank employs 25,000 people in its operations in Nigeria and has subsidiaries in Sub-Saharan Africa and the United Kingdom (with a branch in Dubai, UAE) and representative offices in China, Lebanon and India.

Listed on the Nigerian Stock Exchange since 1998, Access Bank is a diversified financial institution that combines a strong retail customer franchise and digital platform with deep corporate banking expertise and proven risk management and capital management capabilities. The Bank serves its various markets through four business segments: Retail, Business, Commercial and Corporate. The Bank has over 900,000 shareholders (including several Nigerian and International Institutional Investors) and has enjoyed what is arguably Africa's most successful banking growth trajectory in the last twelve years. Following its merger with Diamond Bank in March 2019, Access Bank became one of Africa's largest retail banks by retail customer base.

As part of its continued growth strategy, Access Bank is focused on mainstreaming sustainable business practices into its operations. The Bank strives to deliver sustainable economic growth that is profitable, environmentally responsible and socially relevant, helping customers to access more and achieve their dreams.

Nature of Ownership and Legal Form

Access Bank was incorporated as a private limited liability company on February 8, 1989, while business operations commenced on May 11, 1989. On March 24, 1998, the Bank was converted to a public limited liability company and its shares were listed on the Nigerian Stock Exchange (NSE) on November 18, 1998. The Bank was however migrated to the Nigerian Stock Exchange Premium Board on April 16, 2018.

Following shareholders' approval obtained on March 5, 2019, the Bank merged with the defunct Diamond Bank Plc on March 19, 2019, making the combined entity the largest bank in Nigeria by customer base and Total assets and the largest bank in Africa by customer base. Our principal business activities include the provision of money market products and services, retail banking, granting of loans and advances, equipment leasing, corporate finance and foreign exchange operations.





Business Model

Commercial Banking Division

At the heart of the Bank's strategic business unit is the Commercial Banking Division. The Division has been an integral part of the bank's history, playing a significant role in corporate customer acquisition, deposit mobilization, revenue growth, innovation, and brand improvement through customer-centric operating models and bespoke financial solutions. The resolve to provide 'More than banking' experience to its clientele base has assured the Division's place as a critical engine and driving force towards the attainment of the Bank's goals and objectives.

The Division operates a well-defined, value-specific and dynamic structure that expounds our customers' segmentation into sector and industry, geographical spread, nationality of business owners, annual turnover, and market reality.

The Division is headed by an Executive Director who oversees six Groups, 26 Zones and 70 Teams managed by Group Heads, Zonal Heads and Relationship Managers, respectively. The Division serves two major market sectors represented in all states of the Nigerian federation, namely, Private Sector and Public Sector.





Customer Management

The market focus for the Private Sector encompasses businesses with an annual turnover between N5 billion and N50 billion, with the exception of corporates that meet the Bank's Corporate and Investment Banking customer criteria. Businesses in this category are typically local and foreign-owned.

The Public Sector serves the three tiers of government, namely, Federal, State and Local governments, which include ministries, departments, and agencies.

The heartbeat of the Commercial Banking business is our esteemed customers, and the backbone is the workforce. The workforce drives the business through diligence, commitment, vast market knowledge and passion, with an emphasis on expertise, competence, and sustainability.

The market segments of the core business sectors managed by the Division consists of Asian Corporates, Construction and Contractors, Hospitality and Lifestyle, Manufacturing, General Commerce and Trading.

Core Business Sectors & Locations

In addition to these core business sectors, the Division operates strategic portfolios that offer a unique experience and tailor-made solutions to the customers across the country through the Agricultural, Chinese and German Desks.

The Agricultural Desk drives the businesses in the entire value chain of the Agricultural sector, leveraging on Federal Government of Nigeria's (FGN) initiatives to support lending to both Private and Public sector customers.

The Chinese and German Desks supervise Chinese and German-owned and managed businesses. These desks have created mutually-beneficial relationships with the Chinese and German communities with milestone achievements in customer conversion, revenue, deeper relations and ease-of-doing-business.

The Division also leverages the Bank's Pan-African presence and international partnerships to support customer's business from a global perspective.

Core Strategic Thrusts



Covid-19 and Business Continuity Framework

The world of work and office practices as we know them have been profoundly altered, and possibly permanently, by COVID-19. With the health and safety of our staff as our priority, we implemented our Business Continuity Framework as a Division. The Framework provides guidelines for remote working, data privacy policies, customer service levels and staff safety.

We leveraged our robust information technology systems and adapted our digital infrastructure in ensuring we continue to deliver optimum service to our customer base, both in the Public and Private sectors. We ensured our customers were signed on to our corporate payment solutions, such as Primus Plus, to ensure that their transactions and payments requirements were seamless.

The COVID-19 pandemic continues to define the way we work and conduct our business. We have continued to work together across the 71 teams to build resilience into our operations, prune redundancies, maintain efficiency and offer superior services and experience to our valued customers.

As part of the Division's initiative, we partnered with private businesses to provide financial support to the State, which in turn benefited the communities at large. We directly supported 22 states financially with a total of N475 million during the national lockdown.





Human Capital

Our strongest asset is the talent of our people and their ability to effectively utilize their skills to promote the advancement of the bank, the economy, and the communities they serve. These are true 'warriors' that embody Access Bank's core values and have consistently championed the execution of its winning strategy by providing innovative, progressive, and effective solutions to the market. They comprise young, vibrant, empowered and customer-centric professional business managers, with a continuous drive to understand the needs of our customers, proffer innovative solutions to these needs and sustain enduring partnerships.

The long-term growth and success of the Division and the Bank's at large depend on our ability to attract and retain the right people by providing a clear and possibly accelerated growth path that is built solely on merit. This is accentuated by our commitment to providing opportunities for growth and deep learning amongst staff at all levels. Our people at all levels have been pioneers and consistent beneficiaries of the Bank's exceptional talent programme, which provides an opportunity for accelerated career growth within the Bank.

Our Corporate Social Responsibility (CSR)

The Division has always embraced CSR initiatives as one of its key elements in sustainability building. This has in turn formed a creative way of giving back to society and a credible means of showing unflinching support to the public.

Over the past years, the focus of our CSR activities has been on Health and Education. Consequently, we have partnered with various health centres and foundations to carry out free healthcare screening exercises as well as sponsoring major surgical operations. We have also remodelled and renovated some schools by providing a better learning environment for over 2,000 students.

In line with the Bank's 2020 CSR objective, which is 'To improve the lives of the poor and less privileged affected by the pandemic', our CSR efforts for the year were focused on social welfare programmes for households and communities. The programmes are as follows:

We provided foodstuffs, face masks, and hand sanitisers to teenagers at the Juvenile and Correctional Home, Sango, Ibadan in a bid to minimize the spread and effects of the COVID-19 pandemic. In addition, the teenagers were trained on the making of soap and hand sanitisers.

We embarked on outreach to Aladura Community, Anthony Village, Lagos, where we distributed food items to over 250 residents with children to alleviate the effects of the pandemic.

We adopted Local Education Authority Primary School Gosa, Abuja, and renovated a block of three classrooms, replaced the pumping machine for their water supply and provided 60 sets of tables and chairs, face masks, and hand sanitisers to 100 students.





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Future Outlook

In line with the Bank's overarching vision and strategy, the Division aspires to be a market leader within the commercial banking business segment in the Nigerian banking industry.

We will continue to leverage technology to deepen our expertise in target industries and enhance our customer-centric relationship management framework in our quest to create value for all stakeholders. We also intend to sustain the delivery of innovative and effective products and solutions for our customers, guided by a robust risk management framework.

We remain committed to the realization of the Access Bank dream, which is to become the World's Most Respected African Bank.

Business Banking Division

Our Value Proposition

The Business Banking Division provides customised financial solutions and administrations to clients with a yearly turnover of up to N5 billion. We refer to such customers as "distinction clients." Over the years, the Division has demonstrated a solid commitment to the growth and development of private businesses, especially through the arrangement of credit capital and novel business uphold arrangements. The Division is organized to enhance SME organizations across various sectors of the economy, providing solutions that suit each market segment, and with a unique affinity for women-led organizations.

We serve 15 key areas labelled 'Centre of Excellence', to be specific:



Our Products and Programs

We believe that our success is predicated on the prosperity of every one of our SME clients. Accordingly, our customised solutions are designed to address the particular needs of our customers in the 15 areas of excellence. To meet the financial support needs of our clients, we offer the following solutions:

- Tailored Financial Advisory Services.
- Capacity Building Opportunities.
- Business Networking Hubs.
- Timely Market Information.
- Flexibility

The CBN Creative Industry Financing Initiative

This is a N22.9 billion financial intervention by the Central Bank of Nigeria (CBN) targeted at businesses in the creative and entertainment industries, including Movies, Music, Fashion, and Information Technology. The financing is offered at a concessionary interest rate of 9% per annum with a repayment period of 10 years. We have disbursed over N1.6 billion of this facility.

The CBN Health Sector Loan

This is also an intervention fund by the CBN to alleviate the impacts of the COVID-19 pandemic and support businesses operating in the Healthcare industry. Up to N2.5 billion could be disbursed to healthcare businesses to upscale their production. We have disbursed over N1.7 billion under this facility.

Instant Business Loan

With the development of the volumes of our business, we envision a developing requirement for credit offices to help our clients' organizations. The Instant Business Loan is a digital product that provides quick access to financing for SMEs.



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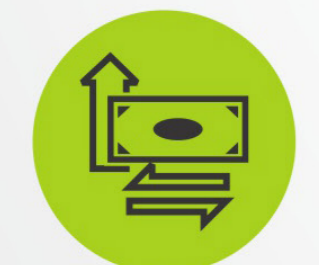
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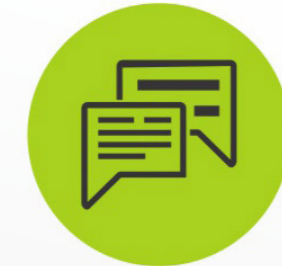
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Webinar Series

The webinar series is facilitated to provide support to clients in the various business areas. The monthly online courses address different subjects that equip participants with knowledge of the macroeconomic environment and practical skills for operating their businesses. The facilitators are subject-matter experts from within and outside the bank. The sessions are interactive to enhance exchange of ideas and sharing of experience.

Our Other Products

Other products offered by the Business Banking Division include the Platinum Credit Card, DBA Variations Accounts, SME Gold Current Account, and the MPower Biz Account. These products offer specific solutions to our numerous clients who are eligible to attend our regular training programs, online courses and workshops organised for the benefit of the account holders.





This is a payment solution designed for our merchant customers. The product was developed in line with our recognition of the importance of cutting-edge technology and innovation to the long-term success of our customers.

FacePAY uses facial recognition and artificial intelligence (AI) for authentication to provide secure, consistent and helpful means of making payments. The innovative system integrates the novel facial recognition technology with the Bank Verification Number (BVN) to authenticate clients.

Access Bank is the first bank to deploy this system in the Nigerian financial services sector and is poised to enjoy the first-mover advantage of the innovative system, even as we continue to develop solutions to help SME owners to grow their businesses.

Key Partnerships

Association with top-level Business Development Service Providers (BDSPs)

We maintain a cooperative relationship with top BDSPs in Nigeria to support our clients in developing proven strategies for their businesses. This helps to reduce the turnaround time for the clients in developing or updating their business plans to meet CBN's criteria for approving credit to SMEs.

Training

We organise quarterly training programmes for our clients. The insights from the data collected from the programmes help us in segmenting the clients and offering them solutions that meet their specific needs.

Emerging Businesses

The Emerging Business segment, which caters to micro, small and medium enterprises (MSMEs), is an enhancement to our retail business model following the merger with Diamond Bank. 2020 was a year like no other with a myriad of challenges. The outbreak of the COVID-19 pandemic led to lockdown, quarantine and social distancing from the end of March. Later in October, there was the nationwide protests and civil unrest, tagged End-SARS.

The economic impact of the pandemic also led to a sharp depreciation in the exchange rate of the naira to the dollar. All of these events directly affected and impacted the MSME sector, which is the bedrock of any economy. There are over 41.5 million MSMEs in Nigeria; they generate 48% of the GDP and contribute 84% of total employments in the country.

The tough experiences of 2020 presented opportunities for innovation and growth. The COVID-19 pandemic necessitated the shift from the brick-and-mortar model to digital banking and finance. Embracing this new shift, we remained unrelenting in our passion for MSMEs and our quest to see them grow and prosper. Our doggedness earned us multiple awards, such as the Euromoney's Award for Africa's Best Bank for SMEs 2020, Global Brand Awards for Best SME Banking Brand, and Brandcom Award for SME Friendly Bank of the Year.

Our Support for MSMEs

Access Bank is always at the forefront of providing innovative solutions to support MSMEs at various stages of their businesses. Our innovative solutions for the segment include:

Lending

We have leveraged best-in-class MSME-specific credit assessment methods, which enable us to lend with ease. Using the cash flow lending methodology, we lend to MSMEs with good credit report and those that keep proper accounting records.

Over the past 12 months, we have supported eco

nomie growth by helping over 18,000 thriving enterprises to grow and create more jobs through our provision of over N38 billion (\$105 million) in financing. More than a third of the beneficiaries of this lending methodology are women-led/owned MSMEs who have accessed finance through our award-winning W-Power Loan for women – a discounted financing priced significantly below market lending rates.

We also have the Instant Business Loan, which is available on our Quickbucks that allows pre-qualified customers to access funds quickly.

Capacity Building

Our Learning Management Platform, the Access-MEZone is the first of its kind in the Nigerian banking industry and gives our MSME customers 24/7 access to information and webinars from the comfort of their homes/businesses. It houses over 100 free courses on various business topics including Book-keeping and Financial Management, Human Resources, Taxation, etc. We have over 120,000 SMEs on-boarded on the SMEZone.

Business customers have also benefited from MSME clinics, capacity-building programmes, networking opportunities and discount offerings. We recorded an increase in the reach of our capacity-building

programmes to 25,000 beneficiaries this year.

Testimonials and feedback from our post-event surveys show that our Beyond Banking offerings have hugely impacted our SMEs business.

Social media platforms are tools for making business sales, which have further been boosted due to COVID-19. In recognition of this, Access Bank developed a secure payment platform Swift Pay, which makes accepting payment from customers via social media platforms a lot easier. This digital payment solution platform enables customers of MSMEs to make quick, easy and secure payments on social media platforms (Instagram, Twitter, Facebook, WhatsApp). This facilitates increased profitability for business owners as well as improvement of customer service, saving them the stress of going back and forth with customers on verifying payments and avoiding getting scammed.

In partnership with the Office of the Vice President of the Federal Republic of Nigeria and the Lagos State Government in Q1 2020, we funded the development of a shared facility for the Fashion industry with the sum of N50 million.

The facility is a fashion hub where entrepreneurs can have access to end-to-end machines for design, printing, sewing and embroidery of various kinds of clothing and accessories.

The Fashion industry is a key revenue-generating segment in the Nigerian economy. However, the players in the segment are unable to scale up production and distribution to the mass market at lower costs due to financing and infrastructure challenges (electricity and transportation networks), as well as the lack of a robust value chain of raw materials to finished products. The shared facility is, therefore, a necessary and timely intervention to scale up this industry.

Strategic Partnerships

To enable us to truly support MSMEs even beyond our expertise/scope, we enter into strategic alliances with experts in various fields to provide essential business services needed by MSMEs to thrive. These partnerships involve:

- **Legal practitioners:** to provide Business Registration services at discounted rates. Over



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5,000 businesses have been registered to leverage these partnerships.

- **Facebook Trainings:** to provide pieces of training on digital marketing and Instagram for Business. MSMEs have been trained for free leveraging this partnership.

- **Medical Credit Fund (a Dutch NGO headquartered in the Netherlands):** to provide technical assistance to MSMEs in the Health Sector as well as facilitate the attainment of international quality standards. Over 700 health care facilities have benefitted from this partnership

- **Web designers:** to provide discounted website service. Over 50 websites have been developed on this platform.

Our Covid19 Support for MSMEs

The COVID-19 pandemic adversely affected businesses of all kinds, particularly MSMEs. To support the continuity of our SME customers' businesses, we took a four-pronged approach:

Digital Beyond Banking Services

o We transitioned all our Beyond Banking services which were in-person activities to virtual, holding our business webinars and clinics every month online.

o We also developed a workplan for the SMEs newsletter. The publication is an intervention series to help MSMEs survive amidst the pandemic.

o Our 'Ask an Expert' Q&A online blog was also developed on the AccesSMEZone.

o Our website service was also enhanced to accommodate the increase in requests.

o Over 25,000 customers were impacted by our Digital Beyond Banking COVID-19 support.

• Moratorium on Loan Repayments

o A 90-day moratorium was granted to borrowing customers that were adversely affected by the pandemic.

• Access to Working Capital Finance

o We provided easy access loans for supermarkets/grocery stores and SMEs in identified resilient sectors. Over N3 billion was disbursed to these SMEs.

o In partnership with the CBN, Access Bank championed the CBN Health Intervention Fund, with over N7 billion already disbursed.

• Regular Engagements with Businesses

All4one Recovery Program

The All4one business recovery initiative is a N50 billion interest-free initiative by Access Bank to support businesses that have been directly affected by the nationwide civil unrest, resulting in business losses. The initiative was developed to provide funding to affected businesses to mitigate the losses suffered by them. Over N3 billion has been disbursed so far to affected businesses.



Private Banking

The Private Banking business prides itself in providing distinct and personalized services with pristine customer experience to private banking clients.

The business serves the Ultra-High Net-worth, High Net-worth and Affluent individuals, by identifying and focusing on value creation specific to each segment's needs. These offerings range from basic banking products and lifestyle services to sophisticated financing structures and wealth management, making us a one-stop shop for their banking needs.

During the year, as the pandemic deepened, we partnered with the Customer Experience unit to deploy robust customer engagement framework metrics that strategically foster brand growth and long-term loyalty, which exist beyond revenue extraction. Our clients trust that we will anticipate and meet their needs, real-time, as well as execute bold start-to-finish strategies to deliver a 'beyond banking' client experience, despite the pandemic.



Robust Customer Engagement, Channels and Xclusive Plus Proposition

2020 was an unusual year with the COVID-19 pandemic and lockdown across various countries. We continued to leverage our innovative channel products to engage our customers to carry out their transactions seamlessly from the safety of their homes. We also made informed decisions about their investments with the view to improving the overall customer experience. For instance, with the new features on the AccessMore App, our customers can pay for their utility bills, transfer funds and book flights from the comfort of their homes.

In the year, the XclusivePlus lifestyle proposition, which provides both local and international premium travel & lifestyle benefits, was enhanced to include complementary data bundling for new subscribers. To further simplify the on-boarding process and improve service delivery, a Self-Service on-boarding platform was introduced to our clients, while our lounges across the country were also upgraded to align with the new COVID-19 protocols.

Business Development Group

Agency Banking

Access Bank, through the Access Closa Agent Network, has changed the financial inclusion landscape across Nigeria, providing ease of access to financial services to millions of Nigerians through our network of over 52,000 agents spread across every community in Nigeria, increasing financial services touchpoints to areas where these services were either difficult to access or unavailable. The monumental growth in the number of our agent locations in 2020 has helped ensure that our customers, and indeed customers of other banks, have access to financial services in an easy, safe and convenient manner.

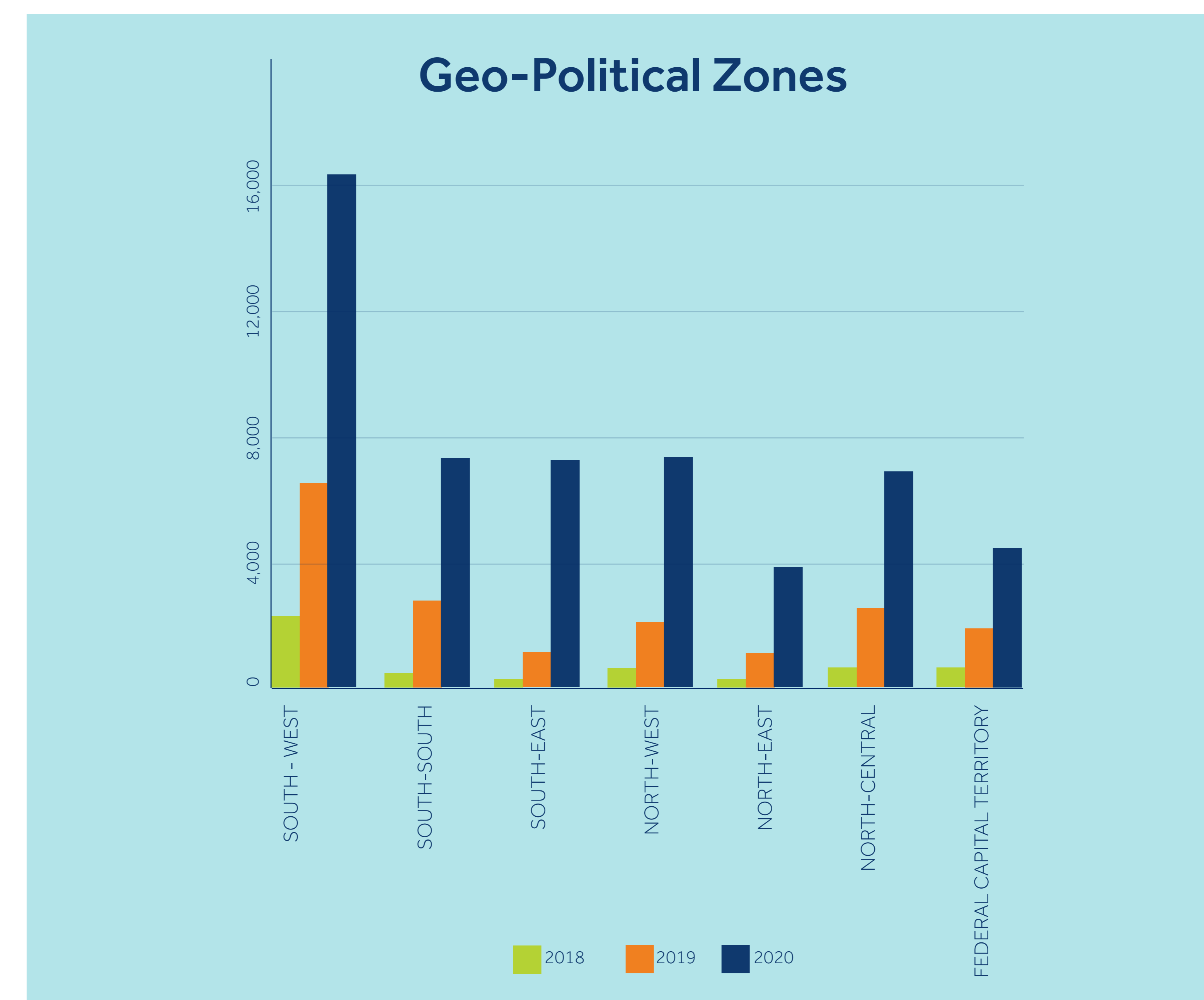
In 2020, we also made it easier to locate our agents by branding over 10,000 agent locations, and in partnership with Google, our agents can be easily located by simply searching 'Access Closa Agent' on google maps.

The Closa Agent Network has created thousands of jobs both directly and indirectly across the entire agency banking ecosystem in Nigeria. It has also greatly improved the income levels of thousands of local businesses who have partnered with Access Bank to drive our financial inclusion strategy. Our Agents have become brand ambassadors for the Access Bank brand.

The growth and wide acceptance of our agent network were characterised by the surge in daily transaction values from N2 million in January 2020 to N5 billion by end of December 2020. We also recorded over 1,600% growth in revenue. From N43 million in January, revenue grew to over N700 million by December 2020.

Number of agents as of energy-efficient December 2020

Geo-Political Zone	2020	2019	2018
FEDERAL CAPITAL TERRITORY	4,419	1,874	672
NORTH-CENTRAL	6,833	2,734	668
NORTH-EAST	3,729	1,316	551
NORTH-WEST	7,311	2,192	635
SOUTH-EAST	6,560	1,325	323
SOUTH-SOUTH	7,309	2,956	589
SOUTH-WEST	16,256	6,348	2,320
Total	52,417	18,745	5758



Corporate and Investment Banking Division

Corporate Banking Group

We are organized to serve the largest companies and corporate clients across Africa, many of whom are multinational entities operating within these sectors: oil & gas, telecommunications, food and beverages, cement & metal fabrication, transportation, and financial institutions. With a team of sector specialists, we provide a comprehensive range of financial services and products to these clients.

Our overall objective is to help our corporate clients increase their revenues or reduce their operating costs, thereby improving overall performance. Our execution strategy is around integrated support of the unique value chain of each corporate client, deepening relationships and connecting our clients with the capabilities and solutions they need to drive their businesses. We take pride in building strong relationships with our clients with extensions to their stakeholders which enables the delivery of our strategy in line with long-term values and in a sustainable way.

Today, our workforce of over 200 members support over 500 key clients from three locations in Nigeria (Lagos, Port Harcourt and Abuja), seven business locations across Africa, and a business office in London.

Business Performance

The Corporate and Investment Banking Division had a stellar performance in 2020. Overall, we achieved a growth of N550 billion in customers' deposits and over N62 billion in loans and advances primarily from the Corporate Banking sector. In the Corporate Banking business, we have continued to place emphasis on low-cost deposit mobilization, and improved deposit retention as a means to further improve deposit mix and cost of funds.

The Division delivered broad-based adjusted revenue growth across all industry-focused segments, such as Treasury and Global Markets, Project and Structured Finance, Oil & Gas, Cement and Metal Fabrication, Transport and Logistics, Telecoms & Power, FMCG: Beverages & Personal Care, FMCG: Food & Trade, and Financial Institutions, in 2020. This performance has been helped by positive results from the restructuring we carried out.

In 2019, we created our Client Service Team (CST), which has since been supporting the relationship teams in serving our corporate clients from the perspective of Trade, Collections, Suppliers, and Government Payments in form of taxes and levies, as well as corporate payment for utilities.

Performance from our Treasury and Global Market reflected ongoing economic uncertainty and spread compression with added market volatility. The latter worked in our favour in strong returns across various products.

2021 Outlook

The COVID-19 pandemic has created significant disruption for our staff, corporate clients and their value chain, particularly in Nigeria. We continue as a business to support all our engagements during these trying times. We acknowledge that these are difficult times and we are poised to continue to attend to the difficult questions concerning our clients' businesses.

Financial Institutions Group

The Financial Institutions Group at Access Bank has distinguished itself as a highly driven group that thrives on Creating Shared Value (CSV), which is important to our customers and beneficial to the markets and industries in which we operate. Having strategically positioned itself to set sustainable standards, the group's product portfolio is well aligned with the Bank's sustainability goals, thereby ensuring ethical and environmental standards are maintained in all its processes and business dealings.

Acting in line with the Sustainable Development Goals (SDGs), we continue to explore new avenues for strategic multi-stakeholder partnerships, influence positive market transformation, contribute meaningfully to a prosperous and sustainable economy, and provide long-term value for our clients.

Trust and commitment to our business play a central role in the effectiveness of our value creation. This understanding has been a crucial factor in strengthening and preserving the relationship between the Bank and our customers. Our success in consistently delivering value to clients, despite operating in a highly competitive

market, has been guided by our vision: "To be the world's most respected African bank."

In this unusual time, given the outbreak of the COVID-19 pandemic, the Financial Institution Group swiftly began collaborating with other teams within the Bank to onboard its customers on the Bank's existing digital platforms, while providing adequate technical support. Due to the nature of our customers' complex and confidential transactions, the team ensured adequate due diligence was taken on all transactions and they were executed promptly.

To maintain competitive edge in a fast-changing world, where new technologies are causing disruptions in various economic sectors, the group strategically partnered with fintech companies to automate some of its operations. In 2020, the team also partnered with Eko Atlantic developers to officially launch the Access Mortgage Advantage product. These are a few of the initiatives we have put in place to position the Financial Institutions Group, such that it is run on the fuel of innovation. We are creating innovative remote working solutions to meet the demands of our expanding stakeholders who cut across various industries and sectors.



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Some of the innovative solutions we developed in 2020 include:

Mortgage Financing

Our Mortgage team leverages industry knowledge coupled with professional insight built on a good understanding of our client's businesses. In 2020, we launched a strategic partnership with a real estate firm for the allocation of about 100 units of 3-4-bedroom apartments under the mortgage scheme for customers.

Insurance Advisory service

This entails the provision and management of excellent products and services to the Insurance industry. Following our 2019 success in developing the Insurance Compare Application, we partnered with a fintech company to automate operations for premium collection and claims and policy administration for one of its top insurance customers.

Correspondent Banking Service

The Correspondent Banking Team partners with institutions to automate the initiation, processing and conclusion of transactions. In 2020, we catered to the settlement needs of ma-

yor merchant and microfinance banks, including over 30 Pension Fund Administrators (PFAs). We also initiated and concluded new correspondent banking relationships in 2020.

Capital Markets Operating Services

Our team leverages banking knowledge with specialist insight and a thorough understanding of our client's businesses. The team provides Investment Management services with competitive returns in both Naira and Foreign Investment. It also provides robust liquidity and structure large and customized hedging solutions. The unit manages firms within the following groups: Asset managers, Stockbroker, Trustees, Registrars and Prime Brokerage.

Fixed Income Prime Brokerage

This unit provides a settlement platform to facilitate proprietary trades (specific to volume, rates and maturities) consummated by registered counterparties. In 2020, we availed over N100 billion trading lines for our customers to take positions in specific pre-qualified FGN bonds to help exploit market volatility.

Client engagements

To address the challenges faced by our stakeholders, we ensure continuous interactions and engagements with them to recognize and understand the issues that are of great importance to them. This has helped in enhancing the successful relationship with our clients, thereby consolidating relationships and improving our business performance.

Over the next few years, Access Bank will strive to be the clear leader in the Nigerian banking industry, with a strong global franchise and a universal payment gateway, solidified by a robust capital base and best-practice governance structures. Within the Financial Institutions Group, we will continue to support this vision and continually work towards being the point of reference in the Nigerian banking system.

In 2021 and beyond, we will look forward to continuing the delivery of impactful solutions for ensuring the success of our clients. We hope to achieve these objectives through tailored solutions based on fresh thinking, innovation, and a highly integrated partnership approach. As an excellent team of highly skilled Relationship Managers, we will continue to operate an ag-

ile product and service framework to meet the ever-evolving needs of our clientele using the most sustainable approach.

Project Structured Finance

The Project Structured Finance (PSF) Group is a leading and evolving solutions provider repositioned to support the Bank's clients by providing a full range of tailored financial solutions that include financial advisory, project finance, debt arranging and agency services.

The expert engagements of the team, deliberate collaborations with Strategic Business Units of the Bank, and strong relationships with several local and international Development Finance Institutions (DFIs) and Export Credit Agencies (ECAs), serve as the springboard for the Group's exceptional business engagements and delivery.

In the year under review, the group successfully raised EUR60 million on-lending facility to support SME projects in Nigeria; US\$160.5 million Trade Finance Facility to provide financing support to eligible sectors; and US\$35 million



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on-lending facilities to support renewable energy and energy-efficient projects among other strategic deals and transactions.

In line with the Central Bank of Nigeria's drive to increase the flow of low-cost credit to various sectors of the economy, the Group in a collaborative effort with the respective relationship teams, sourced and deployed over N75 billion in intervention funds in favour of eligible projects. Similarly, the Group raised N70 billion Tier II facility from Development Bank of Nigeria (DBN) to support MSMEs and the Bank's flagship retail banking programme: the 'W' Initiative.

Treasury Group

Access Bank's long-term strategy of diversifying its business remained a key factor for the bank's successful performance in 2020 as the firm generated meaningful contributions from its traditional trading practices as well as from structured products.

The Business concentrated on increasing trade volumes on Fixed Income and Foreign Exchange transactions, with our dedicated sales team fo

cused on providing better support to our Corporate and Business Banking units as well as deepening existing relationships with our International counterparties.

Despite the significant headwinds experienced in the global economy during the year because of the COVID-19 pandemic, we deployed our diversified portfolio of product offerings, including FX Forwards, OTC Futures, and Swaps to meet our clients' needs in the evolving FX environment.

Similarly, through our suite of tailored fixed income services, which include prime brokerage, repurchase agreements (REPO), and other yield-enhancing products, we solidified our top position as a primary dealer market maker in the Nigerian fixed income market.

A key milestone during the year was the recognition of our positive impact in the development of the Nigerian fixed income, currencies and derivatives markets that resulted in promoting market liquidity, integrity, and transparency. To this end, we maintained our position on the top bank for Treasury Bill volumes on the FMDQ league table.

We remain the most active bank for cross-border derivative transactions in Nigeria, with executed trades of about US\$1 billion in 2020 via credit-linked notes, total return swaps and repurchase agreements with counterparties such as Société Générale, Standard Chartered Bank London, ABSA, and Rand Merchant Bank, despite the tight market liquidity during the year.

We aspire to be the market leader in all countries where Access Bank maintains a presence by offering innovative products and creating platforms to develop market disruptive solutions for our customers, while proactively managing risk and capital to deliver sustainable shareholder value.

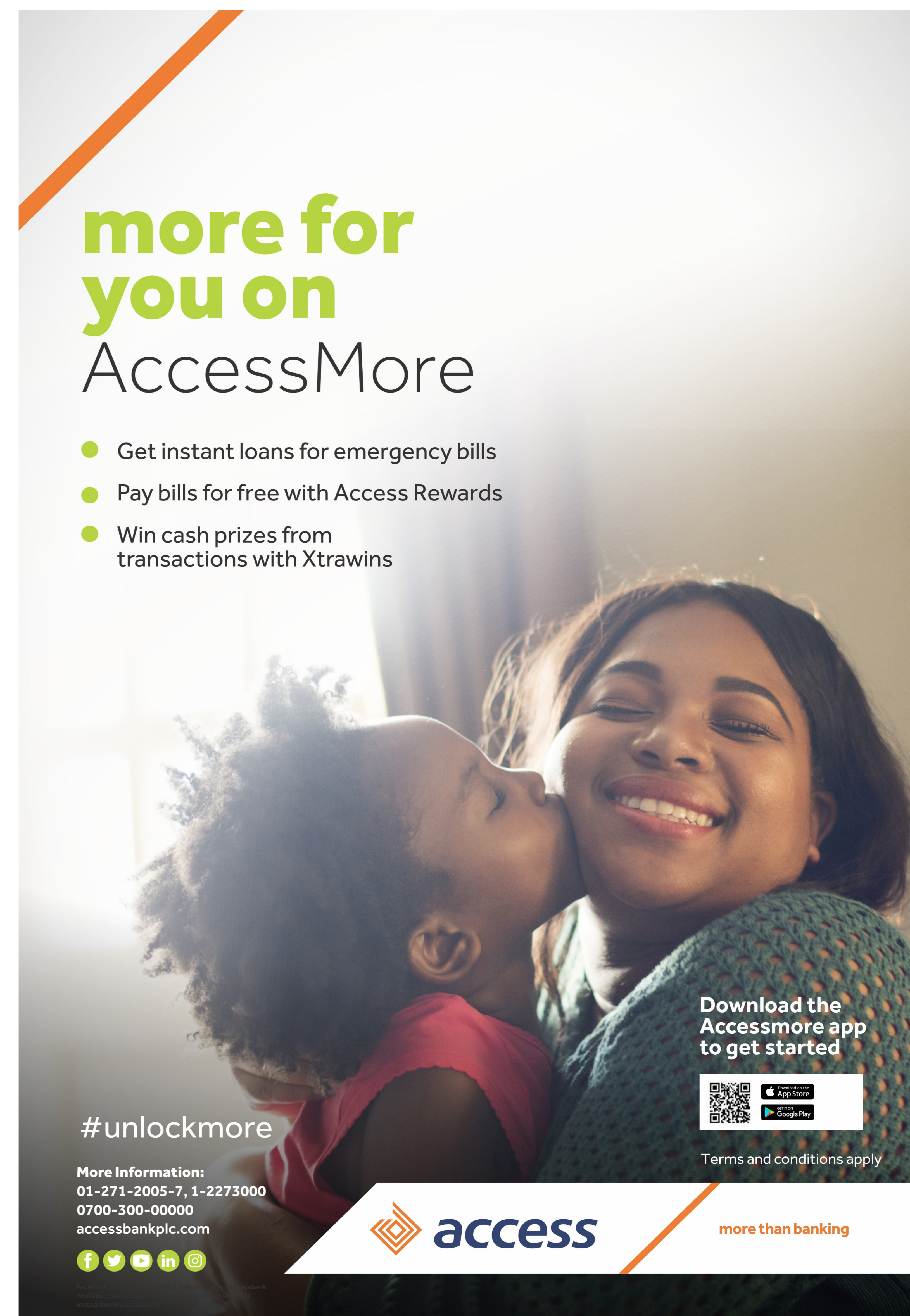
Digital Banking

The COVID-19 pandemic accelerated the speed at which innovation occurred and Access Bank rose to the challenge. Access Bank has maintained the lead in financial innovation in the banking industry notwithstanding the threat posed by the COVID-19 pandemic. Financial service providers were expected to keep providing services to customers with minimal or

no disruption in the wake of the pandemic. The Bank showed this capability by applying its exceptional digital channels to deliver optimised and uninterrupted services to the customers during this difficult time.

In line with our five-year strategy to become Africa's Gateway to the World, we recognize the need for innovation in the path towards business sustainability. Digital innovation has become a core driver of the ongoing success of any company in the 21st Century, which is why leveraging digital for scalable transformation has become inevitable. This transformation can be witnessed in the disruption that has been experienced across different sectors where start-ups are challenging incumbents and taking their market share and revenue lines.

The COVID-19 pandemic brought to the fore the importance of digital channels. Access Bank witnessed a spike in the volume of digital transactions and experienced an unmatched rise in the number of customers that signed up to our digital channels during the lockdown. This shows how much digital acceleration was catalyzed by COVID-19.



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The pandemic presented an opportunity to continue to innovate and deliver value to our over 40 million customers. In the year under review, we innovated and delivered the following Digital products:

Access More

Access Bank released a revamped next-generation mobile banking application, named Access More, in March 2020, in line with our strategy to provide an all-inclusive platform that offers value for smartphone users in Africa. Access More focuses on providing interactions beyond conventional mobile banking, which includes understanding and incorporating the desires and lifestyle of consumers into banking.

As the name implies, the platform provides 'More' than regular mobile banking services.

The features of the mobile banking application include but are not limited to Nearby Payments (QR, Face Pay and contactless), Access Reward (customers earn points for transactions on the app and can redeem it at a later date), Instant Loans (No documentation, no collateral), Access Africa – transfer to our African subsidiaries, Instant Account Opening, Bill Payments, Funds Transfer, In-

vestment, Cheque Management and many more.

FacePay

FacePay is Africa's first and one-of-a-kind facial recognition payment solution that leverages artificial intelligence and machine learning to build capabilities. This app allows a customer to turn up at any participating store or Access Bank branch to access banking services or pay for goods and services. No card, phone or cash is required. FacePay enables seamless and secure merchant payments, reduces queues and turnaround time at branches through instant verification of customers, and promotes financial inclusion, thereby providing value to an underserved market.

Access Rewards

Access Reward is a unique and first-of-its-kind digital loyalty program in Africa. It is a digital instant reward and loyalty platform that incentivizes customers to make payments with the AccessMore app. Customers earn points that can be redeemed on the mobile app. Access Rewards increases customer engagement and utilization of digital channels through gamification.

Fast Orders

Fast Orders is an innovative Quick Response ordering solution that enables customers to make contactless sit-in, take-out, and online orders in restaurants and other merchant locations. The solution provides an innovative acceptance method for merchants and reduces in-store queues while on the part of consumers, it provides convenience.

WhatsApp Banking

WhatsApp Banking is integrated with the current framework for WhatsApp and can be used instantly for a wide range of services. Our WhatsApp Banking solution leverages social media influence to reach millions of prospective customers through transactional banking services. Account Opening, BVN Checks, Balance Enquiry, PayDay Loan and profile update are part of the features.

Payday Loan

Payday Loan is an instant loan application platform that offers loans to both Access Bank and non-Access Bank customers. Loan eligibility is dependent on the average monthly

salary and it is also a specified percentage of the borrower's monthly salary. Customers can access the Payday Loan product through various digital platforms, such as USSD (*901*11#), mobile banking, Internet banking, ATMs, WhatsApp Banking and QuickBucks loan app. Repayment is 30 days or salary payment date, whichever is earlier. To scale the product, we partnered with salary processors to grant loans to over two million potential customers.

Tamada

Our Artificial Intelligence Personal Banker, 'Tamada' is a conversational and transactional chatbot, capable of chatting with customers on random topics and providing their transactional needs. Tamada now provides an expanded range of features, from regular banking services (account opening, bill payment, intra- and inter-bank transfers, etc) to weather forecast, sports update, traffic update, investment advice, cash-out services, news update, customer support live chat, etc.

Africa FinTech Foundry

As part of our drive to lead the fintech space in Africa, the Africa Fintech Foundry (AFF) engage



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stakeholders in the ecosystem through various programmes designed to entrench our lead in the financial industry.

Hackathon

In furtherance of our sustainability journey and innovation, in 2020, Africa Fintech Foundry held a successful in-house hackathon to create innovative solutions in response to the distinct challenges faced in some of Nigeria's leading sectors. Some of the solutions are currently being built and will be ready for deployment in the next financial year.

Also, we upskilled the development workforce through the Azure OpenHack upskilling workshop, aimed at deploying scalable and optimised services. At our hackathons, we utilize the creativity and talent of a large community of developers and experts to solve problems across different sectors and industries.

Outlook for 2021

Africa FinTech Foundry Roundtable

The Africa Fintech Foundry Roundtable: Let's Talk Resilience 2020/2021 was our event that brought technology giants in their industry together to discuss the losses and gains of 2020 and offers expert opinion on what businesses need to do to become winners and become more resilient in 2021.

The Big Tech Show

The AFF Tech Show Series will showcase happenings in the tech industry and how it affects every fabric of the society. It allows Africa Fintech Foundry the advantage of networking opportunities and expands its ecosystem. It is a vibrant, fresh, entertaining discussion covering tech trends, debates, uncovering tech myths and lots of laughter.

Voice Verify

Voice Verify is a cutting-edge voice verification solution that uses the unique features of a customer's voice for a wide range of use-cases, which include verifying a customer's identity and reducing turnaround time while they make calls to the

contact centre, and for verifying a customer's voice for transactions.

2021 Disrupt Conference

Disrupt is positioned to be the largest technology conference in Africa bringing together innovators, tech enthusiasts and other industry experts to discuss emerging trends and proffer solutions to problems.

The conference presents a platform for next-rated technology start-ups to come together to showcase their current buzzing technology ideas alongside other strategic stakeholders in the technology space, ranging from Venture Capitalists, to Start-up founders, and thought leaders.


The conference will include:

- o Keynote addresses, fireside chats, masterclasses, demos and exhibitions.
- o Interactive panel discussions on current topics which include Securing Seed and Growth Funding, The Future of Gaming and Artificial Intelligence, RegTech, and Disruptive Banking.
- o Masterclasses on Artificial Intelligence, Payments, Cybersecurity, Blockchain, and Digital Transformation.

o World-class speakers and a phenomenal array of exhibitors who are industry and thought leaders in the technology space.


Categories of Economic Value		2020 ('000) Naira
Direct Economic Values Generated	Revenues	764,717,441
Economic Value Distributed	Operating cost	326,508,608
	Employees' wages and benefit	73,173,176
	Payment to providers of capital	23,104,397
	Payment to government	19,912,434
	Charitable donations	2,603,664,782
Economic Value Retained		252,396,881





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Approach to Tax

Access Bank complies with legal requirements in the tax jurisdictions where we operate by dealing with tax and tax authorities professionally, and in a manner guided by proactive tax planning for efficiency and mutual benefit to the business and tax authorities. Our tax strategy is approved by all the heads of all the relevant business units and the Group Managing Director. The Chief Financial Officer oversees compliance with the tax strategy.

Our Tax Strategy embodies timely and accurate compliance, following regulatory requirements as well as the bank's reporting standards and policies. The aim is to have a stable and sustainable tax charge in the financial statements, prevent further costs from additional liabilities and penalties, and maintain a positive relationship with our tax regulators.

We have developed standard operating procedures across all possible tax types to guide our compliance with relevant tax regulations and tax framework. We also carry out regular training for tax stakeholders to reiterate the need for effective tax management and relevance as regards tax matters. Periodic reviews of our various taxable products and services are also conducted to ensure that taxes are accurately captured and penalties as a result of under remittance are avoided.

Our risk appetite is also embodied in our approach to tax risks. We identify tax risks from internal and external factors by capturing all information on the risk while encouraging and creating awareness of tax risk management throughout the Group to ensure adequate identification of tax risks. Various factors determine our response to managing risks, such as the ease and cost of mitigating the risk, its

potential impact on the business and alternative mitigation processes.

We address risks through a combination of risk response strategies: Avoidance, Sharing, and Reduction; and after the response strategy has been identified, the risk is continuously monitored via a Tax Risk Register to ensure that the desired response is successfully implemented and updated for changing tax risks. Our Internal Audit Unit and external tax consultants also carry out regular audits to review our tax compliance and adherence to the tax framework. Unethical and unlawful behaviours are also reported in line with our whistleblowing policy.

We ensure that our disclosures are complete and adequate through various review and approval stages. We also engage our external consultants to further certify the completeness and adequacy of our tax disclosure. We have been issued a Tax Clearance Certificate (TCC) for the latest financial year, 2020. This is official proof that taxes assessed on income have been fully paid.

The tax team also collectively engages internal stakeholders during periodic meetings where internal stakeholders are trained on current tax matters while providing and receiving feedback. External stakeholders are also engaged on a basis of full disclosure, with a high level of responsiveness and dealing with enquiries in a timely manner and efficiently.

Statement of Value Add

The statement of value add below shows the amount of revenue we generated in year 2020, and the stakeholder recipients of varying percentages of revenue. Our total revenue increased by 12% as of December 2020 from December 2019 figure.

In thousands of naira	Group		Group	
	December 2020		December 2019	
Gross Earnings	764,717,441		666,753,600	
Interest expense				
Foreign	(52,735,999)		(51,896,854)	
Local	(128,464,214)		(161,899,034)	
	583,517,228		452,957,713	
Net Impairment (loss) on financial assets	(61,527,162)		(21,570,098)	
Net Impairment loss on other financial assets	(1,365,958)		1,380,705	
Bought-in-materials and services				
Foreign	(5,925,977)		(4,615,091)	
Local	(231,686,137)		(163,158,795)	
Value added	283,011,993		264,994,436	
Distribution of Value Added				
To Employees:				
Employees costs	73,173,177	26%	76,964,138	24%
To government:				
Government as taxes	19,912,433	7%	17,868,920	10%
To providers of finance				
Interest on borrowings	45,066,452	16%	46,944,180	11%
Dividend to shareholders	23,104,397	8%	17,772,613	7%
Retained in business:				
For replacement of property and equipment and intangible assets	37,528,528	13%	25,707,536	9%
For replacement of equipment on lease	-	0%	-	0%
Retained profit (including statutory and regulatory risk reserves)	84,227,008	30%	79,737,046	40%
	283,011,995	100%	264,994,433	100%

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In thousands of naira	Bank			
	December 2020	December 2019		
Gross Earnings	634,863,770	576,347,839		
Interest expense				
Foreign	(54,293,516)	(54,084,352)		
Local	(100,242,201)	(139,845,670)		
	480,328,053	382,417,817		
Net Impairment (loss) on financial assets	(39,650,580)	(22,694,279)		
Net Impairment loss on other financial assets		1,638,801		
Bought-in-materials and services				
Foreign	(6,340,427)	(4,615,091)		
Local	(212,301,421)	(146,744,603)		
Value added	222,035,624	210,002,645		
Distribution of Value Added				
To Employees:				
Employees costs	54,590,721	25%	60,712,847	20%
To government:				
Government as taxes	10,156,549	5%	9,097,722	8%
To providers of finance				
Interest on borrowings	43,867,876	20%	45,521,346	19%
Dividend to shareholders	23,104,397	10%	17,772,613	8%
Retained in business:				
For replacement of property and equipment and intangible assets	32,059,429	14%	21,101,675	9%
For replacement of equipment on lease	-	0%	-	0%
Retained profit (including statutory and regulatory risk reserves)	58,256,650	26%	55,796,442	35%
	222,035,624	100%	210,002,645	100%

Our Approach

Our Corporate Philosophy

Our Vision

To be the World's Most Respected African Bank.

Our Mission

Setting standards for sustainable business practices that unleash the talents of our employees, deliver superior value to our customers and provide innovative solutions for the markets and communities we serve.

Our Core Values

Excellence

- Surpassing ordinary standards to be the best in all that we do
- Setting the standard for what it means to be exceptional
- Our approach is not that of excellence at all costs- it is excellence on all fronts so that we deliver outcomes that are economically, environmentally and socially responsible.

Innovation

- Pioneering new ways of doing things, new products and services, new approaches to customers
- Being first, testing the waters and pushing boundaries
- Anticipating and responding quickly to market needs with the right technology, products and services to achieve customer objectives

Leadership

- Leading by example, leading with guts
- Being first, being the best and sometimes being the only
- Challenging the status quo

Passion for Customers

- Doing more than just delivering excellent customer service
- Helping people to clearly understand how our products and services work
- Treating customers fairly. Building long-term relationships based on trust, fairness and transparency

Professionalism

- Putting our best foot forward in everything we do, especially in high-pressure situations
- Consistently bringing the best of our knowledge and expertise to the table in all our interactions with our stakeholders.
- Setting the highest standards in our work ethics, behaviours, activities and in the way we treat our customers and, just as importantly, one another

Empowered Employees

- Based on shared values and vision
- Developing our people to become world-class professionals
- Encouraging a sense of ownership at individual levels, whilst fostering team spirit and commitment to a shared vision.



Our Winning Formula

As a sustainable financial institution, Access Bank recognizes its role in promoting responsible environmental stewardship, stimulating socially responsible development and engaging in fair ethical practices. Our management approach to sustainability is predicated on best practices and covers the core areas of sustainability: people, planet, and profit for our business and the businesses and interests of our stakeholders.

Based on these major areas, we continuously improve our activities in spheres that have an impact on these bottom lines. These include but are not limited to community investment, environmental sustainability, human rights, employment standards, customer satisfaction and relations, high impact products and services, and ethical supplier relations.

As a global enterprise leading the way to a more sustainable future, Access Bank is focused on sustainable banking that would lead to inclusive economic growth in our countries of operations. We commit to environmentally responsible and socially relevant corporate practices, and are guided by our core values: Excellence, Leadership, Passion for customers, Empowered employees, Profession-

alism, and Innovation. These values are informed by the need to have a cohesive, strong, and vibrant team. Our business fundamentals are built on a solid foundation and composed of sound ethical principles.

We continue to set the pace in sustainable finance in Nigeria and Africa through our delivery of value-adding products and services which improves the economic and social progress of the local communities where we operate. Our commitment to sound sustainability practice also means we continuously monitor the socio-economic and environmental impact of all our stakeholders. We are at the vanguard of sustainability regulation and thought leadership.

Access Bank has various policies in place that guide our activities and help us achieve the set goals in these areas of interest. Our policies help us drive home our values among everyone connected directly or indirectly to our institution. They cover topics such as good corporate governance, respect for human rights, progressive labour practices, fair operating practices, responsiveness to consumer issues, good community relations, low carbon footprint, financing sustainable development, among others. Our strict adherence to these policies is one of the ways we ensure we remain a “responsible” corporate citizen.

Our People

Access Bank has built a significant repertory of human capital. We understand that human capital is crucial for organisational success. Therefore, we nurture and preserve the best talent. We encourage and motivate our people to develop themselves to reach their full potential. We focus on building stronger teams of talented people as we recognize that continuous personal improvement and job satisfaction are important to attracting and retaining talents.

Everyone plays a key role in the Bank; we encourage teamwork amongst employees; we also encourage a commitment to excellent performance and productivity. We provide platforms for nurturing long-term relationships with customers. Our culturally diverse staff reflect the richness and uniqueness of the countries we do business in.

Our Customers

We offer a range of solutions to our customers from the most basic to the most sophisticated of financial services and we ensure that our customers' requirements are always met



through the most cost-effective and convenient methods. Access Bank has a banking solution to cater to every customer's need, underpinned by a focus on client relationships. We continuously monitor the opinions of our customers and their experiences with Access Bank. This enables us to know where we can improve our service offering and calibrate customer loyalty towards the Bank.

Community

We understand that to ensure our business continues to thrive, we have to support the productivity of society and other businesses around us. We strengthen the people and businesses in the local communities where we operate by supporting various projects, organizations, and events that are focused on making a positive difference. Our priority areas of support include Health, Education, Sports, Arts, and Environment.

Environment

We ensure to carry out our activities and businesses in innovative ways that reduce the bank's negative environmental impact.

We continue to improve the energy efficiency of our buildings, manage our water and waste, and find innovative ways to impact our environment positively. We are also constantly reminded of the social and economic consequences of climate change and its increasing impact on our customers and clients. By recognizing and understanding these issues, we can manage risks and capture new market opportunities.

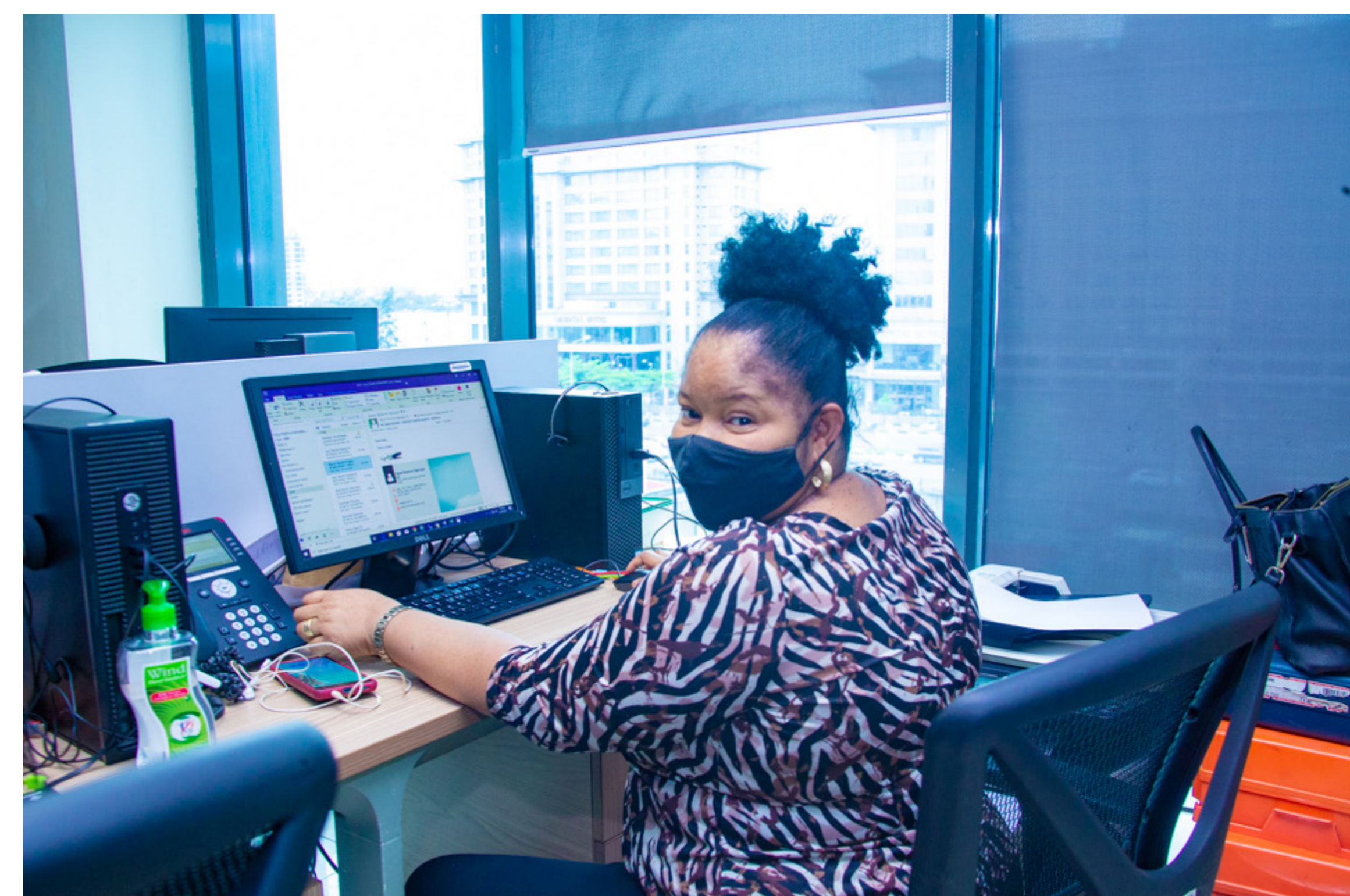
Conclusion

To maintain our position as the number one bank in Nigeria, Access Bank will continue to strengthen its global franchise and become a universal payment gateway that is solidified by a robust capital base and best-practice governance structures. This commitment is reflected in various aspects of our business processes. We are also committed to ensuring we monitor the social and environmental risks of our financing activities and measure our environmental footprint.

We demonstrate our continued dedication to financial sustainability, responsible and inclusive finance, and sustainable development through our strategic partnerships and collaboration with very important institutions. Responding sustainably to the business needs of our local

communities and providing innovative solutions that help improve communities are the reasons we are in business and continue to upscale our positive impact.

At the heart of our strategy is the strong belief that we can finance the future of our numerous stakeholders – customers, employees, suppliers, and shareholders. The markets in which we operate are among the most challenging in the world, with multiple developmental issues. Whilst these challenges create opportunities, we are devoting our resources to achieving results and making an impact through the power of finance. As a result, we promote access to banking along with social inclusion, while contributing to the development of the communities where we are present and preserving the environment.



Our Approach to Sustainability

In line with our sustainability vision, which is “To Be the Most Sustainable and Respected Bank in Africa, financing and facilitating brighter futures for all our stakeholders through innovative services and best-in-class operations”, we continued to lead the frontiers of sustainability in the financial services sector. Our unwavering commitment to sustainability ensures that we continuously build long-term value, and embedding sustainability in our business processes and practices guides us in being more transparent, accountable and responsible to all our stakeholders.

We empower individuals, businesses, institutions, and governments with funding solutions and advisory services through our wide range of financial products and services to facilitate growth. We also cater to the needs of the vast number of the unbanked population through our specially designed products that enable financial inclusion to be fostered in Nigeria and Africa.

In our commitment to a clean environment and the fight against climate change, we continue to invest in innovative technologies and techniques that promote the efficient use of resources and help us to manage risks.



2020 Milestones

We broadly improved on our 2019 milestones. For example, we enhanced the Access More app to block accounts immediately when fraud is detected in them.

The following are milestones that we reached in 2020.

- Our pioneering green bond cross-listing was borne out of a partnership between Nigerian Stock Exchange, now Nigerian Exchange Group (NGX), and Luxembourg Green Exchange.
- Access Bank became the first commercial bank in Africa to achieve sustainability certification under the SSCI program of the European Organisation for Sustainable Development.
- We launched the Access Sustainability Academy.
- Access Bank pioneered the deployment of gamified e-learning program amid the COVID-19 pandemic for children.



Our Partnerships and Memberships

At Access Bank, we believe that to properly maximize our resources and to effectively leverage the strength we have, we have to collaborate across industries and with other organizations with a common vision to make the world more sustainable through the work we do. Our partnerships offer us the opportunity to join several other leading organizations to facilitate change on a large scale and at the highest levels of authority. Through these partnerships, we are identified with sustainable change across the world.

We are part of both international and local organizations that are at the fore of sustainable change in our world today. We, together with other members, are creating a world of peace and prosperity while taking actions to advance our social goals. Our memberships and partnerships are listed below.



Sustainability Standards and Certification Initiative

The Sustainability Standards and Certification Initiative (SSCI), driven by the European Organisation for Sustainable Development (EOSD), as one of its major program areas, is a holistic, robust, evolving, and locally-sensitive set of standards to make value-driven financial institutions more resilient and profitable. It enables institutions to create new income streams and thrive for the long term in an ever more volatile world.

SSCI provides new opportunities for mobilizing funds to finance businesses and projects creating high social and environmental impact. This initiative is currently available only to selected network members who have demonstrated their capacity in adopting new standards and top management commitment to sustainability.

In July 2018, Access Bank became the first African commercial bank to be nominated to undergo the SSCI certification process. The Bank also became the first African commercial bank to be certified under the program in September 2020, achieving the highest level of certification in the rigorous sustainability standards.

The certification requires the implementation of tasks across eight modules that cut across the entire spheres of the institution and its activities. Implementation is documented and monitored on the online platform, Sustainability Standards Implementation and Management System (S-SIMS).

Apart from co-creating the standards, since its certification, Access Bank has continued to support financial institutions implementing SSCI by sharing its experience with the community. The Bank participated and presented at the SSCI Zimbabwe High-Level Meeting.

Based on the foregoing, and its broad sustainability commitment, Access Bank was pre-qualified to participate in the EOSD Financing 4.0 Initiative. This initiative creates a platform for financial institutions, investors, savers, project developers/owners, and project sponsors to come together and connect towards the finance of technologically driven and innovative projects.



United Nations Environmental Programme Finance Initiative (UNEP FI)

The UNEP FI is a collaborative initiative between UNEP and the global financial sector. UNEP FI works with its full range of partners to promote sustainable development

through the financial industry players. Over the years, Access Bank has worked closely with UNEP FI on several initiatives and played a key role in the development of the Principles of Responsible Banking (PRBs). Access Bank officially became a Founding Signatory to the PRBs in September 2019.

In 2020, Access Bank remained an active member of the UNEP FI, participating in several initiatives and serving on two Working Groups in 2020: Reporting; and Target-setting: Financial Inclusion (Access Bank serves as the sub-group Lead); and Gender Diversity and Biodiversity. Access Bank continues to contribute to the conversations on the Next Steps for the Principles as regards Reporting and Target-Setting.

We remain committed to the Principles of Responsible Banking, reporting and publicly communicating our progress



Alignment with the Principles for Responsible Banking (UNEP FI)

The Principles reinforce Access Bank's commitment to the Paris Climate Agreement and the United Nations Sustainable Development Goals (SDGs) that inform our Sustainability Strategy, targets, governance mechanisms and commitment to transparency. To communicate the progress achieved with respect to the PRB, we have adopted the UNEP FI - PRB self-assessment reporting template shown below. Assurance of our alignment to the Principles is not currently available, however, our 2020 Sustainability Report is subject to limited assurance.



Reporting and Self-Assessment Requirements

High-level Summary of Bank's Response

Reference(s)/ Link(s) to Bank's Full Response/ Relevant Information

Principle 1: Alignment

We will align our business strategy to be consistent with and contribute to individuals' needs and society's goals, as expressed in the Sustainable Development Goals, the Paris Climate Agreement, and relevant national and regional frameworks.

1.1 Describe (high-level) your bank's business model, including the main customer segments served, types of products and services provided, the main sectors and types of activities, and where relevant the technologies financed across the main geographies in which your bank has operations or provides products and services.

Access Bank is a leading financial institution headquartered in Nigeria. We are the largest bank in Nigeria by total assets as well as largest in Africa by customer base with over 40 million unique customers across the network as of 31 December 2020.

We are in all major commercial centres and cities across Nigeria. We operate seven subsidiaries within West Africa, East Africa, and the United Kingdom. The Bank also has representative offices in the People's Republic of China, Lebanon, United Arab Emirates, and India.

The Bank is licensed to provide international banking services and is renowned for its comprehensive range of financial product offerings. The key business segments of the Bank are:

- Corporate and Investment Banking
- Commercial Banking
- Business Banking
- Personal Banking.

The key customer segments include: Telecommunications, Beverages, Manufacturing, Construction, Oil & Gas, Parastatals, High Networth Individuals, Middle Income Professionals, and financial inclusion customers. We are in business to help our growing customer base build a sustainable future by offering bespoke products and solutions delivered by a skilled workforce across the Group.

See note¹

¹Annual Report 2020 - <https://www.accessbankplc.com/AccessBankGroup/media/Investors/Annual-Reports/Annual-Report-2020.pdf>

Reporting and Self-Assessment Requirements

High-level Summary of Bank's Response

Reference(s)/ Link(s) to Bank's Full Response/ Relevant Information

1.2 Describe how your bank has aligned and/or is planning to align its strategy to be consistent with and contribute to society's goals, as expressed in the Sustainable Development Goals (SDGs), the Paris Climate Agreement, and relevant national and regional frameworks.

In 2019, Access Bank formalized its sustainability statement of purpose "impacting lives positively now and in the future" and reflected this in its brand strategy 'More Than Banking' – more inclusion, more access to finance, more access to green products/services, more access to quality education, more access to quality healthcare and more access to safe water, amongst others.

For more than a decade, we have aligned our strategy with society's goals such as the SDGs, the Nigerian Sustainable Banking Principles (NSBPs), the Paris Climate Agreement, amongst others, as we strive to act responsibly for all our stakeholders. This strategy is fully integrated in our business operations and practices, allowing us to maximize opportunities in areas such as technology, innovation, and employee engagement. It also helps us to predict and mitigate risks in our operations and business performance.

Our sustainability strategy is anchored on international principles, frameworks and standards (UNGC Principles, Equator Principles, UNEP FI PRBs, UNPRIs, UN WEPs, amongst others) that support the design of best-in-class local policies that enable effective mainstreaming of sustainability in the Bank for strategic growth and long-term success. Access Bank's policies and frameworks enable the Bank, its people, and processes to address key issues such as supply chain management, human rights, environmental management, ethics, compliance, corruption, data security and privacy, diversity, and equality, amongst others.

Inherent in the Bank's five-year strategy (2018 - 2022) is the sustainability transformation agenda, which rests on key levers to achieve an enlarged, efficient, and digitally led tier-one financial institution. This is evident, among other areas, in: the automation of all Bank's processes; a deliberate strategy for increased agency banking to reach unbanked/underserved segments; and an enhanced and restructured Sustainability Champions Network (SCN).

See note²

²Annual Report 2020 - <https://www.accessbankplc.com/AccessBankGroup/media/Investors/Annual-Reports/Annual-Report-2020.pdf>

Reporting and Self-Assessment Requirements

High-level Summary of Bank's Response

Reference(s)/ Link(s) to Bank's Full Response/ Relevant Information

Principle 2: Impact and Target Setting

We will continuously increase our positive impacts while reducing the negative impacts on, and managing the risks to, people and environment resulting from our activities, products and services. To this end, we will set and publish targets where we can have the most significant impacts.

2.1 Impact Analysis:

Show that your bank has identified the areas in which it has its most significant (potential) positive and negative impact through an impact analysis that fulfills the following elements:

a) Scope: The bank's core business areas, products/services across the main geographies that the bank operates in have been as described under 1.1. have been considered in the scope of the analysis.

b) Scale of Exposure: In identifying its areas of most significant impact the bank has considered where its core business/its major activities lie in terms of industries, technologies and geographies.

c) Context & Relevance: Your bank has taken into account the most relevant challenges and priorities related to sustainable development in the countries/regions in which it operates.

The Bank's impact analysis exercise is ongoing. The outcome of this process will show our most significant areas of impact and guide our target-setting decisions. The scope of analysis is Nigeria, which currently represents the bulk of our operations in retail, business, commercial as well as corporate and investment banking through a range of products and services. This will be followed by subsidiaries in Africa subsequently. We are leveraging the tool provided by the UNEP FI (PRB Portfolio Impact Assessment tool) to assist us with a wider understanding of our key impact areas. We will integrate the outcome of the impact analysis into the strategy of the business along with the existing material topics.

In line with our Group strategy and Sustainability Policy, we analyse the significant positive and negative impacts of our business, including assessing the material issues for our stakeholders. As part of this, we took into consideration our business model and the scale of our products and services, as well as our impact on the Sustainable Development Goals. As a bank, one of our most significant impacts is through our lending and financing activities.

We recognise that our operating environments are notably susceptible to climate change. Therefore, we are consciously making necessary efforts to understand our climate-related risks and opportunities across the Group. Our aim is to drive sustainable and inclusive growth aligned with the Sustainable Development Goals and the Paris Climate Agreement's goals by offering products and services that are relevant to the society's needs.

Based on these considerations, our priority focus areas include environmental and social impact of our lending activities, including climate change and inclusion (economic, social, and otherwise).

Reporting and Self-Assessment Requirements
High-level Summary of Bank's Response
Reference(s)/ Link(s) to Bank's Full Response/ Relevant Information

d) Scale and intensity/salience of impact:
 In identifying its areas of most significant impact, the bank has considered the scale and intensity/salience of the (potential) social, economic and environmental impacts resulting from the bank's activities and provision of products and services.

(your bank should have engaged with relevant stakeholders to help inform your analysis under elements c) and d))

Show that building on this analysis, the bank has

- Identified and disclosed its areas of most significant (potential) positive and negative impact
- Identified strategic business opportunities in relation to the increase of positive impacts / reduction of negative impacts

Reporting and Self-Assessment Requirements

High-level Summary of Bank's Response

Reference(s)/ Link(s) to Bank's Full Response/ Relevant Information

2.2 Target Setting

Show that the bank has set and published a minimum of two Specific, Measurable (can be qualitative or quantitative), Achievable, Relevant and Time-bound (SMART) targets, which address at least two of the identified "areas of most significant impact", resulting from the bank's activities and provision of products and services.

Show that these targets are linked to and drive alignment with and greater contribution to appropriate Sustainable Development Goals, the goals of the Paris Agreement, and other relevant international, national or regional frameworks. The bank should have identified a baseline (assessed against a particular year) and have set targets against this baseline.

Show that the bank has analysed and acknowledged significant (potential) negative impacts of the set targets on other dimensions of the SDG/climate change/society's goals and that it has set out relevant actions to mitigate those as far as feasible to maximize the net positive impact of the set targets.

We are engaging internally on the targets in view of the outcomes of the impact analysis exercise which will help us identify our areas of most significant impact and set targets and metrics accordingly.

The structure of our sustainability governance ensures and reinforces ownership and commitment to the metrics and targets from those that are closest to the relevant business activities/ areas of impact, to ensure a realistic and strategic approach.

Reporting and Self-Assessment Requirements	High-level Summary of Bank's Response	Reference(s)/ Link(s) to Bank's Full Response/ Relevant Information
<p>2.3 Plans for Target Implementation and Monitoring</p> <p>Show that your bank has defined actions and milestones to meet the set targets.</p> <p>Show that your bank has put in place the means to measure and monitor progress against the set targets. Definitions of key performance indicators, any changes in these definitions, and any rebasing of baselines should be transparent.</p>	<p>A detailed action plan specially will be created following the completion of the impact analysis and targets definition.</p>	
<p>2.4 Progress on Implementing Targets</p> <p>For each target separately:</p> <p>Show that your bank has implemented the actions it had previously defined to meet the set target.</p> <p>Or explain why actions could not be implemented / needed to be changed and how your bank is adapting its plan to meet its set target.</p> <p>Report on your bank's progress over the last 12 months (up to 18 months in your first reporting after becoming a signatory) towards achieving each of the</p>	<p>In 2020, Access Bank participated in the PRB target setting working groups to ensure we align with best practice and to draw lessons from peer learning.</p>	

Reporting and Self-Assessment Requirements
High-level Summary of Bank's Response
Reference(s)/ Link(s) to Bank's Full Response/ Relevant Information
Principle 3: Clients and Customers

We will work responsibly with our clients and our customers to encourage sustainable practices and enable economic activities that create shared prosperity for current and future generations.

3.1 Provide an overview of the policies and practices your bank has in place and/or is planning to put in place to promote responsible relationships with its customers. This should include high-level information on any programmes and actions implemented (and/or planned), their scale and, where possible, the results thereof.

Access Bank has various policies and practices related to promoting responsible relationships with our customers. The Bank has several policy documents available on the website, thus making them applicable to all our primary stakeholders and business partners, particularly our staff, customers, and third-party partners.

Additionally, our employees are well-positioned to assess issues related to ethics and conduct in relation to new and existing borrowing client relationships. Our ESRM and Sustainability Policies outline Access Bank's overall approach and parameters for the provision of responsible financing. The policies inform the Bank's approach to the management of environmental and social concerns, as well as the risks inherent in Access Bank's business processes and operations.

Access Bank ensures that adequate resources, both financial and human, are made available within the bank to partner with our clients / consultants / NGOs and other stakeholders to develop and implement sustainable finance and E&S solutions.

The issuance of the Bank's first Climate Bonds Initiative (CBI) certified corporate green bond in Africa in 2019 is an evidence of the Bank's unwavering commitment to sustainability. The first impact report of the Green Bond was published in 2020.

See notes ³ & ⁴

3.2 Describe how your bank has worked with and/or is planning to work with its clients and customers to encourage sustainable practices and enable sustainable economic activities. This should include information on actions planned/implemented, products and services developed, and, where possible, the impacts achieved.

Access Bank has also attracted increased international and domestic investment partnerships with Development Financial Institutions for ESG-targeted lending. Our subsidiaries have also benefited from these partnerships.

With the increasing awareness around financed fossil fuel emissions and potential impact of climate change within our portfolio, we have made strides towards understanding these likely exposures, their implications and any mitigating measures which can be incorporated by the Bank.

³Investor Relations section – <https://www.accessbankplc.com/pages/Investor-Relations.aspx>

⁴Annual Report 2020 - <https://www.accessbankplc.com/AccessBankGroup/media/Investors/Annual-Reports/Annual-Report-2020.pdf>

Reporting and Self-Assessment Requirements	High-level Summary of Bank's Response	Reference(s)/ Link(s) to Bank's Full Response/ Relevant Information
	<p>Recognizing these challenges has also led the Bank to become a core participating member of internationally recognized climate groups including:</p> <ul style="list-style-type: none"> - UNEP FI's Taskforce on Climate related Financial Disclosures (TCFD) as a member of the Working Group since 2019. - Partnership for Carbon Accounting Financials (PCAF) as a member of the Steering Group in June 2020. <p>Also, the Bank leverages its platform to drive responsible business practices and collaborative interventions such as the Coalition Against COVID-19 (CACOVID) in the wake of the COVID-19 pandemic in Nigeria.</p>	<p>See notes ^{5,6, & 7}</p>
<p>Principle 4: Stakeholders We will proactively and responsibly consult, engage, and partner with relevant stakeholders to achieve society's goals.</p>		
<p>4.1 Describe which stakeholders (or groups/types of stakeholders) your bank has consulted, engaged, collaborated or partnered with for the purpose of implementing these Principles and improving your bank's impacts. This should include a high-level overview of how your bank has identified relevant stakeholders and what issues were addressed/results achieved.</p>	<p>A key focus of our Sustainability Strategy is continuous and consistent engagement with employees, customers, suppliers, shareholders, investors, regulators, communities, civil society organizations, private sector organizations and government, to ensure that our approach aligns with stakeholder expectations.</p> <p>Additionally, we are actively involved in several multi-stakeholder initiatives, partnering with relevant stakeholders for the purpose of the Bank's priorities in line with the PRBs. These include our membership of the UNGC Local Network Board, UN Women Empowerment Principles Leadership Group, amongst others.</p>	<p>See note ⁸</p>

⁵Annual Report 2020 - <https://www.accessbankplc.com/AccessBankGroup/media/Investors/Annual-Reports/Annual-Report-2020.pdf>

⁶Access Bank Green Bond Impact Report 2020 - <https://www.accessbankplc.com/AccessBankGroup/media/Documents/Sustainable%20Reports/annual-impact-report-2020.pdf>

⁷Navigating The New Normal (COVID-19 Response) - 2020 Sustainability Report

⁸Our Shared Value (Stakeholder Engagement) – 2020 Sustainability Report

Reporting and Self-Assessment Requirements
High-level Summary of Bank's Response
Reference(s)/ Link(s) to Bank's Full Response/ Relevant Information
Principle 5: Governance & Culture

We will implement our commitment to these Principles through effective governance and a culture of responsible banking

5.1 Describe the relevant governance structures, policies and procedures your bank has in place/is planning to put in place to manage significant positive and negative (potential) impacts and support effective implementation of the Principles.

Access Bank's highest decision-making body is its Board of Directors, which makes the ultimate decisions concerning the Group, and exercises oversight of executive management's efforts. The Board Human Resources and Sustainability Committee currently provides oversight over the Bank's sustainability strategy and activities being carried out by the Sustainability Team for employees, communities, customers, and other stakeholders. The Board's Enterprise Risk Management Committee (ERMC) oversees the activities of the ESRM Team regarding borrowing customers, DFIs, investors, etc.

The relevant teams report directly to executive management who bear the responsibility of ensuring the Bank remains committed to ethical and sustainable practices in line with the Bank's values and commitments (such as the PRBs).

Various other groups and committees drive the efforts towards the attainment of the Bank's sustainability strategy. These include Green Bonds Committee, Green Products Committee, Enterprise Resource Groups, amongst others.

See note⁹

See note¹⁰

5.2 Describe the initiatives and measures your bank has implemented or is planning to implement to foster a culture of responsible banking among its employees. This should include a high-level overview of capacity building, inclusion in remuneration structures and performance management and leadership communication, amongst others.

Capacity Building: Leveraging local/international partnerships, sustainability capacity building sessions are conducted for stakeholders, both internal and external. The sustainability-focused trainings include inductions for new and experienced hires, sustainability champions network, E&S risk management, Sustainable waste management, Impact Assessment, etc.

Culture and Structure: Sustainability is embedded in the Bank's DNA, incorporating environmental, social and governance considerations into business decision-making processes. This starts at the top with Board oversight and cascades down to every employee as sustainability is embedded in the KPI's of all staff.

See note¹¹

⁹Ethics, Integrity and Corporate Governance – 2020 Sustainability Report

¹⁰Annual Report 2020 - <https://www.accessbankplc.com/AccessBankGroup/media/Investors/Annual-Reports/Annual-Report-2020.pdf>

¹¹Annual Report 2020 - <https://www.accessbankplc.com/AccessBankGroup/media/Investors/Annual-Reports/Annual-Report-2020.pdf>

Reporting and Self-Assessment Requirements	High-level Summary of Bank's Response	Reference(s)/ Link(s) to Bank's Full Response/ Relevant Information
	<p>PRB working groups – Access Bank served on various PRB working groups including Reporting and Target-Setting (Financial Inclusion (as co-Chair)</p>	
<p>5.3 Governance Structure for Implementation of the Principles.</p> <p>Show that your bank has a governance structure in place for the implementation of the PRB, including:</p> <p>a) target-setting and actions to achieve targets set</p> <p>b) remedial action in the event of targets or milestones not being achieved or unexpected negative impacts being detected.</p>	<ul style="list-style-type: none"> • The Board Human Resources and Sustainability Committee approved the Group's decision to become a founding signatory to PRBs in 2019. • This Committee provides oversight for PRB implementation. • Progress reports on PRB implementation are submitted to and reviewed by the Committee quarterly. 	
<p>Principle 6: Transparency & Accountability</p> <p>We will periodically review our individual and collective implementation of these Principles and be transparent about and accountable for our positive and negative impacts and our contribution to society's goals.</p>		
<p>1.1 Progress on Implementing the Principles for Responsible Banking</p> <p>Show that your bank has progressed on implementing the six Principles over the last 12 months (up to 18 months in your first reporting after becoming a signatory) in addition to the setting and implementation of targets in minimum two areas (see 2.1-2.4).</p>	<p>Our progress in implementing the principles is detailed in the sections above and will be reported on annually, going forward. Our Reporting suite, including the 2020 Annual Report, gives a comprehensive overview of targets, measures, and impact, which cover a wide range of purpose and sustainability topics, including our strategic focus areas.</p> <p>Set out below are specific examples of where we have considered existing and emerging international best practices in our activities:</p>	<p>See note ^{12, 13 & 14}</p>

Reporting and Self-Assessment Requirements

Show that your bank has considered existing and emerging international/regional good practices relevant for the implementation of the six Principles for Responsible Banking. Based on this, it has defined priorities and ambitions to align with good practice.

Show that your bank has implemented/is working on implementing changes in existing practices to reflect and be in line with existing and emerging international/regional good practices and has made progress on its implementation of these Principles.

High-level Summary of Bank's Response

- Access Bank disclosures to the UNGC, UNEP FI, UNPRI, EP, NSBP, amongst others.
- As part of our ongoing commitment to tackling climate change, we have joined the Partnership for Carbon Accounting (PCAF) and TCFD.

Reference(s)/ Link(s) to Bank's Full Response/ Relevant Information

¹² Annual Report 2020 - <https://www.accessbankplc.com/AccessBankGroup/media/Investors/Annual-Reports/Annual-Report-2020.pdf>

¹³ "Investor Relations" section - <https://www.accessbankplc.com/pages/Investor-Relations.aspx>

¹⁴ Progress on the Principles - 2020 Sustainability Report



United Nations Principles for Responsible Investment (UNPRI)

In partnership with the United Nations Global Compact (UNGC) and the UNEP FI, the UNPRI is a United Nations-backed initiative, led by the investment community, to encourage responsible environmental, social and governance (ESG) considerations in making investment decisions.

At the core of Access Bank's subscription to the UNPRI is the desire to incorporate environmental, social and good governance considerations in all our investment decisions. In 2020, we demonstrated this commitment through the ESG criteria included in our investment and financing activities.



Global Reporting Initiative (GRI)

The GRI is a global non-profit organization that promotes corporate sustainability practices through sustainability reporting. GRI does this by releasing standards and principles on sustainability reporting.

In 2020, Access Bank continued as a member of the GRI GOLD Community, reaffirming our commitment

to shaping the future of sustainability and reporting, whilst empowering decision-making towards a more sustainable economy and future. We continued to uphold the GRI mandate by publishing our comprehensive sustainability report based on the GRI Standards. Our status as an organizational stakeholder to GRI was maintained in 2020.



Equator Principles (EP)

The Equator Principles are a framework for managing environmental and social risks in the financial sector. Over 118 financial institutions in 37 countries have signed up to the Principles. Access Bank reviews all prospective project finance transactions for environmental and social risks in line with the Equator Principles as well as the IFC Performance Standards. Our application of the Equator Principles has ensured greater consistency in applying environmental and social risk management within our project finance. We also submitted a report to the Equator Principles in 2020 in furtherance of our commitment to sustainable project finance.



Nigerian Sustainable Banking Principles (NSBP) Steering Committee

The NSBPs were created to enhance economically viable, socially equitable and environmentally sustainable practices in the Nigerian banking sector. The NSBP Steering Committee coordinates industry collaboration towards the successful implementation of the sustainable banking principles.

Our role as the Chair and Interim Secretariat of the NSBP Steering Committee and Sustainability Champions Committee continued throughout 2019. We showed our support for new and existing sustainability champions across the banking industry, organizing educative seminars and training that addressed major challenges in the sustainability field. This further helped in driving sustainability across the financial services sector in Nigeria.

Nigerian Conservation Foundation (NCF)

NCF is dedicated to nature conservation and sustainable development in Nigeria. The organisation leads in promoting



sustainable development through environmental conservation and natural resource management in Nigeria.

Access Bank remained a member of the Nigerian Conservation Foundation in 2020. We continued our investments in biodiversity conservation through the foundation.



Nigeria Business Coalition Against AIDS (NiBUCAA)

A business membership organization that serves as the voice of the private sector response to HIV/AIDS in Nigeria, the coalition was formed to position the private sector in leveraging their unique strengths and proficiencies to advance HIV/AIDS programmes and eliminate the impact of the disease in the workplace and society in general.

Access Bank remains co-Chair of NiBUCAA, providing support for organizational programmes, and hosting and facilitating stakeholder engagements. In February 2020, NiBUCAA leveraged the Bank's position as sponsor of the Access Bank Lagos City Marathon, to provide HIV Testing Services to attendees at the annual sporting event. A total of 3,224 participants were beneficiaries of the free testing, with 10 positive cases detected and referred to treatment centres for commencement of treatment. In March 2020, Access Bank support-

ed the Coalition's presentation to the NSBP Steering Committee as a means to further galvanise the private sector response towards HIV/AIDS.

Through the course of the year, Access Bank supported NiBUCAA in the commemoration of notable days such as the Global Non-Discrimination Day and World AIDS Day, by bringing together key stakeholders to advocate for equal treatment and opportunity as well as inclusion on matters of health and other services for citizens. The Bank continues to work with NiBUCAA, supporting key initiatives, showing support to people living with the virus, advocating zero discrimination against People Living with HIV (PLHIV) as well as the need for a multi-faceted effort to eradicate HIV/AIDS.



GBCHealth

This is a coalition of more than 230 companies working to improve the health of their workforces and communities around the world. The focus areas of the GBCHealth include reducing maternal, newborn and child mortality, and advancing efforts for combating HIV, TB, and malaria.

In 2020, Access Bank supported the efforts of GBCHealth in addressing global health issues. We actively participated in providing platforms to build knowledge

and multi-stakeholder collaboration. We also took part in creating tools to support companies' ability to improve health and wellness in the workplace, in communities, and at the national, regional and global levels.



Corporate Alliance on Malaria in Africa (CAMA)

CAMA is a group of private sector organizations with business interests in Africa. The alliance serves as a platform for organizations in Africa to form new partnerships and provide visibility to malaria control efforts across the continent. These organizations pool efforts to combat malaria in sub-Saharan Africa.

Access Bank serves as co-Chair, leading and supporting strategic efforts of CAMA to eradicate malaria in Nigeria. We participated at the half-year members' meeting and hosted the end of year members' meeting to review the activities of the year and strategize on the targets for 2021.



Progress on UNGC

Formed on the 26th of July, 2000, the United Nations Global Compact is a global platform and an initiative of the United Nations. The platform was established to modify the value systems of businesses around the world and set a principles-based approach to doing business.

The UN body encourages businesses to adopt fundamental principles in the areas of human rights, labour practices, environment, and anti-corruption. It has 17,000 signatories in over 160 countries of the world, making it the world's largest corporate sustainability initiative. The UNGC helps to ensure that its signatories do not only uphold their basic responsibilities to people and the planet. It is also a platform that promotes the long-term success of the respective businesses.

In 2009, Access Bank committed to the UNGC by becoming a signatory.

Access Bank and Labour Practices & Human Rights

Since becoming a signatory to the UNGC, Access Bank has been conducting its business following the UN body's principles. Our sustainability team collab-

orates with various representatives of other strategic business units to examine the implementation of these principles across all units, especially our strategic business units liaising with vendors/suppliers. This enables our sustainability culture to influence and engender sustainable practices in our supply chain, thereby reducing the risk of our suppliers and vendors being involved in environmentally unsustainable and socially irresponsible practices.

Also, by incorporating inclusivity in our recruitment policy, we have been able to foster creativity and resourcefulness among our employees and at the same time, ensure that everyone's right to be hired, irrespective of gender, age, race, and religion, country of origin, disability and sexual orientation, is upheld.

Access Bank and the Environment

We have made efforts to combat climate change by curbing our greenhouse gas emissions. Our efforts include reducing our diesel consumption and supplementing our power supply with solar power across various business locations. We have also consolidated efforts to reduce our water consumption, reduce our paper use, and also reduce our waste taken to landfill sites.

We have kept our business travels to a minimum by

embracing the use of available technology to hold meetings that will otherwise require the physical presence of participants. The Bank has several initiatives that ensure that our clients and suppliers contribute to a low carbon economy. To guarantee compliance by our clients and suppliers, we have included environmental impact assessments and audits of prospective projects in a bid to reduce our carbon footprint.

Access Bank and Anti-Corruption

Our Anti-Bribery and Corruption (ABC) Policy includes the rules of conduct that must be followed by every employee of Access Bank. Quarterly training sessions are facilitated for employees to emphasize our commitment to the global fight against corruption. In 2018, we invested in an anti-corruption tool developed by a third party. The tool aids us in assessing anti-corruption risk and showing areas that should be improved.

Access Bank and the UNGC Local Network

To further reiterate our commitment to environmental stewardship and responsibility, Access Bank continued to serve on the new Board of the UNGC Local Network as a Board Member. The

Bank contributed to the efforts of the Local Network to evaluate its existing programs as well as address general concerns about the new mandate from the Global Compact as it relates to Nigeria.



The United Nations Women's Empowerment Principles (UN-WEPs) is focused on ensuring the full economic participation of women across all sectors and at all levels of economic activity. These principles enable us to build stronger economies, support women businesses, institute more stable and just societies and also improve the quality of life for men and women, families and communities.

As a corporate entity, Access Bank has consistently prioritized respect for women and continuously empower them with all they need to succeed in every area. Women are a huge part of our market and women empowerment is an integral part of global sustainability. We strongly believe in the power of women in building an inclusive economy.

Over the years, we have empowered women across our communities and contributed to creating a prosperous economy with a significant investment in empowering women in our workplace, marketplace, and communities.



S/No

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|----------|--|--|
| 1 | Establish high-level corporate leadership for gender equality. | <p>Access Bank maintains a high-level corporate leadership on gender equality matters. Leading by example, our Group Managing Director/Chief Executive Officer, Herbert Wigwe, continues to serve as the Bank's lead champion on women empowerment initiatives. Meanwhile, Bolaji Agbaje, Head, Group Human Resources, and Omobolanle Victor-Laniyan, Head of Sustainability, continue to actively represent the Bank on the international Leadership Group of the UN Women's Empowerment Principles. As a Bank, we also take to heart leadership in collaborative partnerships with other financial sector players who are committed to women empowerment. In addition, we serve on the Banker's Committee's Sub-committee on Women Economic Empowerment in Nigeria.</p> |
| 2 | Treat all women and men fairly at work – respect and support human rights and non-discrimination. | <p>Our programmes and benefit packages are equally made available to both men and women. The Bank makes equal remuneration to both men and women who work at the same level. We also promote continued support, employment and non-discrimination of women during cases of pregnancy and after childbirth. This includes, amongst others, the provisions we make for maternity leaves, and more flexible post-childbirth work options. This has put our Bank's post-parental leave retention rates at about 100%.</p> <p>At Access Bank, we do not discriminate against either men or women; and as a Bank, we are opposed to gender-based harassment of any kind. Our whistle-blowing line remains open to complaints and grievances around gender-based discrimination (whether against men or women). This whistle-blowing mechanism also significantly helps to deter gender-based abuses in our workplaces.</p> |
| 3 | Ensure the health, safety, and well-being of all female and male workers. | <p>Our Bank has a strong commitment to health and safety. We remain committed to promoting the wellbeing of all our staff, including female and male employees. Our internal health and safety programmes and health maintenance schemes help to ensure that our employees are in good physical and mental conditions always.</p> <p>Since 2013, and throughout 2020, the Access Recreation Centre (ARC), unrivalled in the industry, has provided our workers with an avenue for boosting their work-life balance. The ARC, which comprises a gymnasium, meal rooms, and various relaxation spots, helps to boost wellness and healthy living among Access Bank's employees.</p> |
| 4 | Promote education, training, and professional development for women. | <p>Access Bank has an undying commitment to the development, training and capacity building of our workers. We have professional development packages at the disposal of all our workers, without discrimination. In addition, the Access Women Network and the "W" Initiative were launched to act as a catalyst in the personal and professional development of our women employees through mentoring and grooming.</p> <p>We recognize that women have an important role in financing the future of a stronger and bigger African economies. We are committed to helping our women be a part of this future.</p> |
| 5 | Implement enterprise development, supply chain, and marketing practices that empower women. | <p>Owing to our zero-tolerance for discrimination in terms of professional development, the proportion of the Bank's female workers in top management and on the Bank's Board have been on the rise in the past few years. About 35% of our Board members are females, having risen from 12% in 2012; and about 53% of our employees are females, from 39% in 2012.</p> <p>Access Bank also promotes initiatives to empower women through our supply chain activities and marketing practices. For example, in 2014, and as a part of the "W" Initiative, we began deliberate support of the growth of Small and Medium Enterprises (SMEs) owned by women.</p> <p>We remain committed to encouraging the financial inclusion of female entrepreneurs, through the provision of value-adding and empowering initiatives as well as financial products targeted at women in business.</p> |

S/No	Principles	Initiatives by Access Bank
6	Promote equality through community initiatives and advocacy.	Access Bank's commitment to women empowerment is also evident in our community investment initiatives. In 2014, we partnered with WeConnect International, a global non-profit working towards the worldwide empowerment of women, to organize a Global Certification Capacity Development Workshop for upcoming women entrepreneurs in communities around us. In addition, Access Bank makes every effort to prevent the discrimination and exclusion of girls and women in communities where we donate our time and resources through charitable causes and employee volunteering.
7	Measure and publicly report on progress to achieve gender equality.	Access Bank regularly reports to our stakeholders and members of the public on all our sustainable development initiatives. This includes our communication of progress towards achieving gender equality and women economic empowerment through our periodic reports. We do this primarily through our annual Sustainability reports such as this one. On-going launch of new initiatives is also usually reported through other channels such as our Bank's quarterly Customer Digests.



Progress on Equator Principles

The Equator Principles are a risk management framework designed for financial institutions. The Principles were developed to be used in the determination, assessment and management of environmental and social risks in projects, to provide a minimum standard for due diligence and monitoring, and to support responsible risk decision-making.

As environmental awareness grew, banks became targets for criticism for financing environmentally hazardous projects. This created the need for a set of guiding principles that ensure profit, social benefits and environmental responsibility.

The Equator Principles were created in 2003 to help financial institutions pay attention to the environmental and social risks associated with lending. 118 financial institutions in 37 countries have adopted the Equator Principles. They have made commitments to implement the Equator Principles in their internal due-diligence process and policies for financing projects and will not finance projects where the client is unable to comply with the Equator Principles.

Access Bank became a signatory to the Equator Principles in 2009. The Bank reviews all prospective project finance transactions for environmental and social risks in line with the principles as well as the IFC Performance Standards. Our application of the Equator Principles has ensured greater consistency in our application of environmental and social risk management within our project finance business.

In line with the Bank's adoption of the Equator Principles and being a member of the Equator Principles Financial Institution, projects are regularly reported in our Equator Principles report. Our 2020 Equator Principles report is as follows.

Total Number of Projects	Projects Financed		
	A	B	C
Category			
Total		1	
Sector			
Mining			
Infrastructure			
Oil & Gas			
Power			
Others		1	
Sub Total		1	
Region			
America			
Europe, Middle East & Africa		1	
Asia Pacific			
Sub Total		1	
Country Designation			
Designated Country			
Non-Designated Country		1	
Sub Total		1	
Independent Review			
Yes			
No		1	
Sub Total		1	

Materiality Topics	International and National Standards					
	GRI	SDG	UNGC	NSBP	NSE	UN-WEPS
Employee Welfare	*	*	*		*	*
Non-discrimination/Equal Opportunity	*	*	*	*		
Human Rights	*	*	*	*	*	*
Economic Presence	*	*				
Supplier Assessment and Responsible Sourcing	*	*			*	
Financial Inclusion		*		*	*	
Women Empowerment	*	*		*		
Community Investments	*	*			*	*
Employee Volunteering		*				
Customer data privacy	*					
Diversity and Equal Opportunity	*	*				*
Training and Education	*	*		*		*
Occupational Safety and Health	*	*			*	*
Emissions	*	*	*	*	*	
Energy, water and resource efficiency	*	*	*	*	*	
Anti- Corruption	*	*	*			
Procurement Practices	*	*	*			
Market Presence	*					
Partnerships		*		*		
Reporting	*	*	*	*	*	*



SDG	Corresponding Projects/Initiatives
GOAL 1: No Poverty	Family Clean Cooking Program , Back On Track Program , Womenpreneur Pitch-a-thon Africa
GOAL 2: Zero Hunger	Persons Living With Disabilities Program , Relief Programs for Correctional Centres , Street Children and Children in Orphanages , Relief Program for Elderly and Widows , Response for Rural Women , Succour For Community of Vulnerable People
GOAL 3: Good Health and Well-being	2020 Access Bank Lagos City Marathon , World Kidney Day Program , Project Agbebi , Malaria Awareness Program , Community Program on Tuberculosis Awareness , World AIDS Day , Succour For People Living With Sickle Cell , Community Health Providers Empowerment , Employee Volunteering Activities - Global Transaction Banking Unit's Installation of Renewable Energy Power System at Orile-Agege Primary Health Centre
GOAL 4: Quality Education	Scholarship for Special Needs Students , Soil Conservation Education for Sustainable Farming , Digital Learning Content for Mass Literacy Programs , Education Without Abuse , Access 9ja Kids , Employee Volunteering Activities - Kit-A-Child Initiative , provision of scholarships and renovation of schools .
GOAL 5: Gender Equality	Access Women Network , The W Initiative , End Female Genital Mutilation , International Women's Day , Code4Impact , Back On Track Program , International Day of The Girl Child , 16 Days of Activism , Womenpreneur Pitch-a-thon , Equal pay between both genders .
GOAL 6: Clean Water and Sanitation	Persons Living With Disabilities Program , Relief Programs for Correctional Centres , Relief Program for Elderly and Widows , Response for Rural Women , Succour For Community of Vulnerable People .
GOAL 7: Affordable and Clean Energy	Family Clean Cooking Program , Employee Volunteering Activities - Renewable Energy Power System at Orile-Agege Primary Health Centre , 611 Branches Using Solar Energy
GOAL 8: Decent Work and Economic Growth	Digital Learning Content for Mass Literacy Programs , Green Social Entrepreneurship Program , Agribusiness Livelihood Improvement Program , #FollowDisACT Campaign , Community Health Providers Empowerment , All4One Community Project , Back On Track Program .
GOAL 9: Industry, Innovation and Infrastructure	Africa Fintech Foundry
GOAL 10: Reduced Inequality	Financial Inclusion - Through Closa Agents
GOAL 11: Sustainable Cities and Communities	CACOVID , Recycling Initiative
GOAL 12: Responsible Consumption and Production	Early Shutdown policy ; No Paper Initiative ; Use of LED lights ; Use of water efficient taps and flush systems ;
GOAL 13: Climate Action	Recycling Initiative , Green Social Entrepreneurship Program , 611 Branches Using Solar Power
GOAL 14: Life Below Water	Recycling Initiative
GOAL 15: Life on Land	Soil Conservation Education for Sustainable Farming , World Wildlife Champions

SDG	Corresponding Projects/Initiatives
GOAL 16: Peace, Justice and Strong Institutions	Education Without Abuse , Relief Programs for Correctional Centres
GOAL 17: Partnerships to achieve the Goal	<p>We have forged partnerships with the public and private sector, and international organizations united by a shared commitment to lead efforts in sustainable development across multi-sector or industry platforms. These organizations include:</p> <ul style="list-style-type: none"> • United Nations Environment Program Finance Initiative – Co-Chair Africa; member, Global Steering Committee • Board Member, United Nations Global Compact Nigerian Local Network • Board Member, Nigerian Business Council on Sustainable Development (NBCSD) • Chair/Interim Secretariat, Steering Committee, Nigerian Sustainable Banking Principles • Member, United Nations Principles for Responsible Investment (UNPRI) • Member, Nigerian Conservation Foundation (NCF) • Co-Chair, Nigeria Business Coalition Against AIDS • Partner, Convention on Business Integrity (CBI) • Member, Global Reporting Initiative (GRI) Gold Community • Member, GBC Health • Co-chair, Corporate Alliance on Malaria in Africa (CAMA) • Leadership Group Member, United Nations Women Empowerment Principles • Board Advisory Committee, Private Sector Health Alliance of Nigeria • Board Member, Nigerian Business Council on Sustainable Development • Member, Private Sector Delegation to the Global Fund Board • Member, WeConnect National Advisory Board, Nigeria. • Member, Coalition against COVID, CaCOVID • Chair, Nigerian Business Disability Network



Our Geographical Presence



Nigeria <i>Branches: 583</i>	India <i>Rep Office: 1</i>	Gambia <i>Branches: 6</i>
United Arab Emirates <i>Rep Office: 1</i>	Ghana <i>Branches: 52</i>	Sierra Leone <i>Branches: 4</i>
United Kingdom <i>Branches: 2</i>	Zambia <i>Branches: 8</i>	Rwanda <i>Branches: 8</i>
Lebanon <i>Rep Office: 1</i>	Democratic Republic of Congo <i>Branches: 5</i>	China <i>Rep Office: 1</i>



Ethics, Integrity and Corporate Governance

Corporate Governance

Our corporate governance structure is designed to superintend the creation of optimal and long-term shared value for our stakeholders. At Access Bank, Environmental, Social and Governance (ESG) performance is at the top of our corporate agenda. This stems from our full understanding that our positive social and environmental impacts will establish us as good corporate citizens in the communities we serve. Sound corporate governance practice, which includes excellent risk management processes, is the bedrock of our sustainable business practices.

Access Bank's highest decision-making body is its Board of Directors, which makes the ultimate decisions concerning the Group, excluding matters designated for its general Shareholder's meeting.

The Board focuses on matters related to strategy, policies, corporate culture, and organizational structure. It also approves and monitors the risk framework and appetite of the Group. Access Bank's governance framework is guided by the Central Bank of Nigeria's Code of Corporate Governance for Banks and

Discount Houses in Nigeria (the CBN Code), the Securities Exchange Commission Code of Corporate Governance for Public Companies (the SEC Code), the Financial Reporting Council's Nigerian Code of Corporate Governance, and the Post Listing Rules of the Nigerian Stock Exchange, now Nigerian Exchange Group (NGX). These, as well as the Board Charter and the Bank's Memorandum and Articles of Association, collectively provide the foundation for our sound corporate governance.

The framework governing the Bank and its subsidiaries enables the Board to perform its oversight functions while ensuring the Bank's regulatory compliance. Our subsidiaries also align their governance frameworks with that of the Bank, while also complying with the statutory and regulatory requirements of their host countries. The Board is aware that effective corporate governance is essential to the sustainable growth of the Group. This is the fulcrum for deepening the principles of corporate governance across the Group. Our corporate behaviour is underpinned by our core values of innovation, excellence, leadership, passion for customers, professionalism and empowered employees.

The Board's composition subscribes to global best practice on the need for Non-Executive Directors to exceed Executive Directors. In 2020, the Board had more Non-Executive Directors than Executive Direc-

tors, with five of the Non-Executive Directors being independent as against two required by the CBN Code of Corporate Governance for Banks in Nigeria.

The Non-Executive Directors are appointed to the Board to bring independent, specialist knowledge and impartiality to strategy development and execution monitoring. The Board is committed to improving gender diversity in its composition in line with its diversity policy. Currently, 25% of the Executive Management team is composed of females while the Board had 35% female memberships as of December 31, 2020, above Nigeria's national average of 12%.

Ethics, Integrity and Whistleblowing

Ethical conduct and professionalism are fundamental attributes that underlie the corporate culture at Access Bank. Our corporate culture and values are governed by ethical practices, which are mutually reinforced by our Code of Conduct. We have defined organisational principles that our stakeholders – including not only the Board, management and employees but also our vendors and suppliers – are expected to abide by. Among these principles are

non-discrimination, equal opportunities, work-life balance, occupational risk prevention, respect for people, compliance with sustainability policies, and environmental protection.

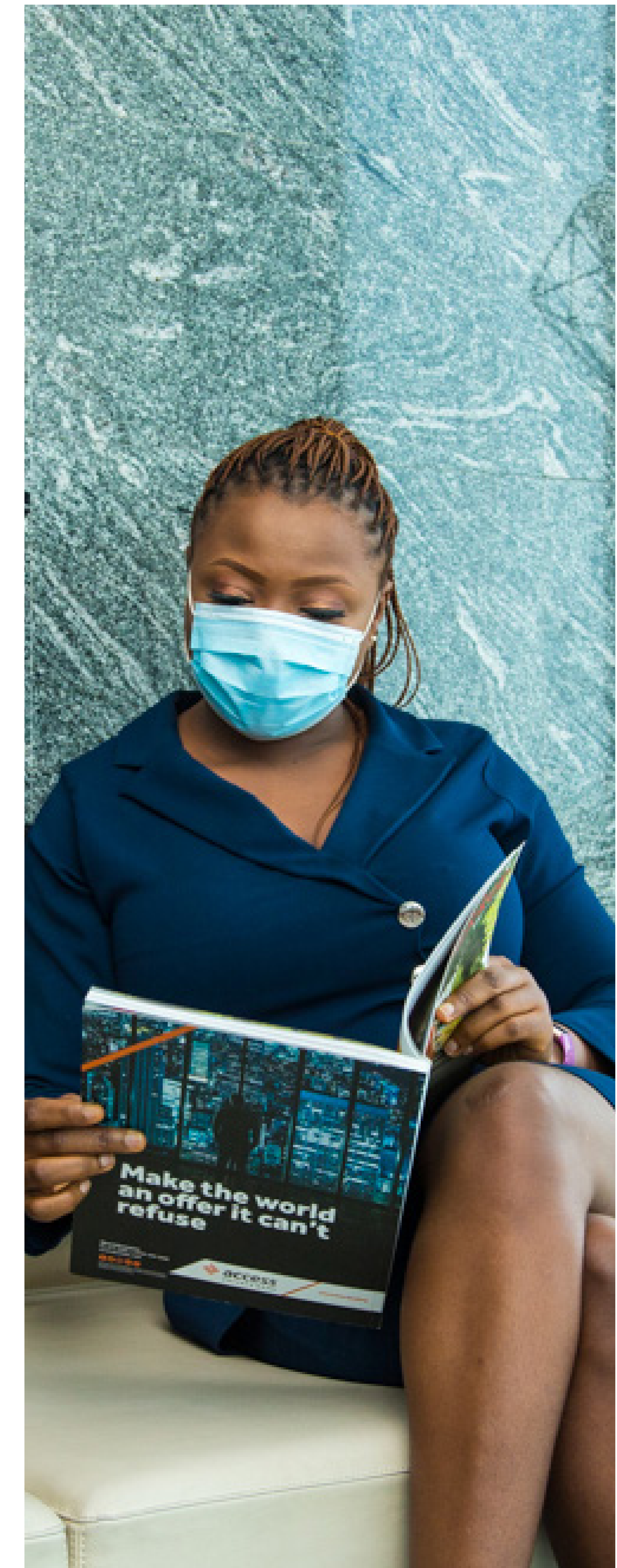
Our whistle-blowing system is designed to boost our employees' confidence in reporting any misconduct or irregularity, including any action that may violate laws or regulations regarding labour practices, anti-corruption, human rights, and environmental issues. Employees can also report any activity that could potentially cause harm to our business or reputation, or negatively affect the health, security or safety of other employees or our customers.

To ensure anonymity in the course of using our whistle-blowing system, we outsourced it to the KPMG ethics line, which allows internal and external stakeholders to report unethical activities affecting our Bank. There is also an avenue to lodge whistle-blower reports on the Bank's website. Users can do this by tapping on the Customer Service icon and scrolling to the bottom of the page where complaints and allegations that require the Bank's urgent attention can be lodged anonymously.

Whistleblowing reporting is monitored by the Chief Internal Auditor of the Bank and quarterly reports are forwarded to the Board Audit Committee. This policy has improved the faith/support of our employees/stakeholders in bringing suspicious activities or misconduct that can damage

the reputation of the Bank, or compromise its operations, to our notice. It has also helped to reinforce the integrity and discipline of our staff by discouraging workplace misbehaviour. Without a doubt, the whistle-blowing policy has helped to maintain high ethical standards amongst our people and further engendered a culture of ethical banking at Access Bank.

To further ensure that the culture of whistleblowing is enshrined in the Bank, we continue to train our new employees on how to address corruption, bribes, and conflicts of interest. We have also appointed anti-bribery compliance officers that coordinate awareness programmes on new guidelines and existing processes. We also hold quarterly training where we emphasize the importance of whistleblowing and further reiterate our commitment to protect whistle-blowers against any act of retaliation or intimidation. Any employee who has suffered any detrimental action because of a disclosure they made according to the provision of the policy shall be entitled to compensation and/or reinstatement provided that in the case of compensation, the employee's entitlement shall be computed as if he or she had attained the maximum age of retirement or had completed the maximum period of service, under his/her conditions of service. For other stakeholders, the whistle-blower shall be adequately compensated.



Channels and Procedures for Whistleblowing

The Bank has provided both internal and external whistleblowing channels.

Internal Whistleblowing Procedure

The internal whistleblowing channels are as follows:

Formal letter to the Group Managing Director, Access Bank Plc or the Head, Internal Audit, Access Bank Plc.

Call or text messaging to dedicated phone numbers; 01-2712065 or IP 4160

Dedicated email address –
whistleblower@accessbankplc.com

Via Access Bank's website -<https://www.access-bankplc.com/PagesCustomerSupport/WhileBlower.aspx>

The Internal Whistleblowing Hotline is available during working hours on workdays only. However, the email channel is always available, and the information provided by the whistle-blower shall be kept confidential. Where the concerns are received by a member of

staff other than the Group Managing Director/Chief Executive Officer, Chief Conduct and Compliance Officer or Chief Audit Executive, the recipient of such report shall be required to:

Immediately pass the concern to the Chief Audit Executive and Head, Internal Audit Investigation, Access Bank Plc., for prompt investigation.

If the concerns affect the Head, Internal Audit Investigation or Chief Conduct and Compliance Officer, the Group Managing Director is to be notified. When a director or Board member is involved, such concerns shall be directed to the Chairman of the Board Audit or Board Risk Management Committee.

The concern(s) shall be presented in the following format:

Background of the concerns (with relevant dates).
Reason(s) the whistle-blower is particularly concerned about the situation.

Where there is no merit in a complaint by a whistle-blower, but the person making such claim acted in good faith, the Chief Audit Executive shall ensure that the person suffers no reprisal. However, when a

person makes a report in bad faith, particularly if it is based knowingly on false or misleading information, a report of the finding should be kept without any disciplinary actions against the whistle-blower. This is without prejudice to the fundamental right of the internal whistle-blower to seek redress in a court of law.



External Whistleblowing Procedure

The external reporting channel makes use of the KPMG Ethics Lines and facilities. The KPMG Ethics lines and facilities are telephone lines, fax lines, and email address. The telephone lines are open between 8:00 a.m. and 5:00 p.m. on workdays, while the fax number and e-mail address are always available except during periods of maintenance.

Whether the whistle-blower discloses his/her identity, KPMG will not provide any indication of the whistle-blower's identity to Access Bank except KPMG has a written consent from the whistle-blower to provide his/her identity to Access Bank. Telephone calls generally are recorded, and the information is transcribed into a call sheet memo by KPMG for transmission to designated representatives of the Bank. Access Bank, its officers, staff, representatives or agents shall not be entitled to have access to such tape recordings, fax messages or email messages received from whistle-blowers.

These measures are necessary to maintain the

confidentiality and anonymity of the whistle-blowers. Access Bank will only have access to the call sheet memos.

The KPMG Ethics Lines and email:

- E-mail: kpmgethicsline@ng.kpmg.com
- Toll-free numbers for calls from MTN numbers only: 0703-000-0026; 0703-000-0027
- Toll-free numbers for calls from Airtel numbers only: 0708 060 1222; 0808-822-8888
- The toll-free number for calls from 9MOBILE numbers only: 0809 993 6366



Anti-Corruption

At Access Bank, we have an Anti-Bribery and Corruption (ABC) Policy, which includes the rules of conduct that must be followed by employees. Employees are availed the ABC Policy at the beginning of each year to re-familiarize them with the contents of the document and to also have them re-commit to the Bank's ABC Policy by signing an attestation.

In 2020, we organized quarterly ABC training for our employees and at the end of the 4th quarter, 5,442 professional staff and 5,764 support staff were trained on ways to recognize and report bribery and corruption incidents. A total of 117 vendors attended the training held in the year. We continued to carry out ABC risk assessment to identify vulnerable areas of our business and provide adequate mitigation.



Performance Monitoring, Audit, and Evaluation

The Board, in the discharge of its oversight function, continuously engages Management in the planning, definition, and execution of strategy. Management's report on the execution of our defined strategic objectives is a regular feature of the Board's meeting agenda. This often provides the Board with the opportunity to evaluate and critique Management's execution of strategy. The Bank's performance on Corporate Governance is continuously being monitored and reported. We carry out quarterly and annual reviews of our compliance with the Central Bank of Nigeria (CBN) Code and the Securities and Exchange Commission (SEC) Code and render reports to the regulators.

The Board has also established a system of an independent annual evaluation of its performance, and that of its committees and individual directors. In addition to financial performance, the implementation of the Bank's en-

vironmental and social risk management framework and performance, as conducted by the Bank's Environmental and Social Risk Management and Sustainability teams, are also periodically assessed, and audited. These audit functions are conducted half-yearly by the Bank's Internal Audit Group, across all the Bank's strategic business units concerned with, and affected by, environmental and social risk policies.

Also, the Bank is committed to an external assurance of its environmental and social performance initiatives as contained in our Sustainability Report, Internal Statements, and Policy Frameworks. Such external assurance, usually conducted by an independent consultant, involves an audit and evaluation of our Sustainability-related processes.

Risk Management

Access Bank has integrated environmental and social risk practices into all its business activities. This is fully supported by a best-in-class governance system to effectively drive our ESG implementation. The Bank is strongly committed to ESG and continuous capacity development on sustainability all through our over 10 years of experience of active implementation of environmental and social risk management. We have continued to implement Board approved ESRM policies (which is in line with global best practice) and effectively manage ESG related issues in our business. This has earned us a more robust and comprehensive risk management system over the years.

This continuous evolution of our ESG systems in line with a very dynamic environment has ensured that we attain a level of maturity in this space, thereby creating an advancement of ESG from risk into opportunities. Our issuance of the first climate certified corporate green bond is a testament to this feat. Access Bank has also attracted increased partnerships with Development Financial Institutions (internationally and locally) for ESG targeted lending. Our subsidiaries have also benefitted

from these partnerships, with the recent being the partnership with FMO in making its first investment in DRC.

With the increasing determination to encourage a climate-neutral economy and achieve Sustainable Development Goals, Access Bank has improved its curiosity in financed emissions and the impact of climate change on our portfolio; we have made strides towards a deep understanding of climate finance and disclosure requirements, their implications and implementations. This drive has led the Bank to become core members of internationally recognized climate groups: UNEP FI's Taskforce on Climate-related Financial Disclosures (TCFD), and Partnership for Carbon Accounting Financials (PCAF).

We will continuously ensure the best-in-class application and implementation of ESG practices in our businesses and operations, thereby ensuring we play a lead role in the transition towards a low carbon economy.



Stakeholders	Why we engage	Why we are engaged	Frequency of engagement	Mode of engagement	Material issues raised	Our responses
Employees	<ul style="list-style-type: none"> o To increase employee productivity and satisfaction. o To encourage collaboration amongst colleagues and teams within the Bank. o To solicit feedback that can be used in improving the work climate. o To determine the degree to which employees are driven, delivering on the brand promise and strategic objectives. 	<ul style="list-style-type: none"> o To understand the work culture and what is required of them. o To give more information and insights on how to make the work environment more conducive for work. o To make the business practices more effective. o To air and resolve challenges and difficulties in performing tasks. 	As required.	<p>Due to the restriction of physical gathering, virtual platforms, like Microsoft Teams and Podcasts, were leveraged to engage with employees.</p> <p>Engagement was also intensified on the virtual Motivosity platform to drive the Bank's We CLAP (Care, Lead, Appreciate, Perform) initiative.</p>	<ul style="list-style-type: none"> o Improved engagement sessions. o More trainings. o Mental Health awareness. 	<ul style="list-style-type: none"> o The Bank organized a mental health awareness week with fitness sessions and took employees through a series of activities to sensitize them on mental health and wellness, giving employees opportunities to interact with professionals. o Other stakeholder engagement initiatives were rolled out to meet the needs of employees. They include: Branch engagement sessions, Engagement with different employee grade levels, Engagement with the Bank's Leadership etc. o Increased investment in educating employees on the Bank's corporate philosophy and critical skills like Leadership, Risk management, Digital and Analytics skills.
Customers	<ul style="list-style-type: none"> o To offer our products to various customer segments. o To provide solutions to customers' financial challenges. o To pass across financial information and education. o To ensure we maintain excellent customer service. 	<ul style="list-style-type: none"> o To access the products and services we offer. o To grow and protect their investment. o To gain financial education and receive financial advice. 	As required.	<ul style="list-style-type: none"> o SMS/E-mail/Written Letters o In-App Messages/Push Notifications o Social Media o Advertising o Telemarketing o Business Forums/Meeting o Customer Site Visitation o Marketing Calls o Circulars and Publications o Focus Groups 	<ul style="list-style-type: none"> o Failed transactions o App usage and other technology related issues o Fraud Complaints 	<ul style="list-style-type: none"> o Investigation of complaints where required, as well as engagement of customers to determine specific issues and escalation to relevant units/persons for resolution. o Reversal of entries or refund (where required). o Redesign of process to prevent future failures/development of sustainable resolution. o Training of staff across functions to improve service delivery and opening more branches and extension of agency banking services in new places.

Stakeholders	Why we engage	Why we are engaged	Frequency of engagement	Mode of engagement	Material issues raised	Our responses
Shareholders and Investors	<ul style="list-style-type: none"> o To ensure transparency in our disclosure to the investor community. o To deliver consistent, and timely information on the bank's performance and strategy. o To position the Bank as an innovative company that is in touch with both domestic and international investors. o To ensure the image of the Bank is maintained at a consistently high standard in the investing community. o To build confidence in Executive Management's capabilities to deliver and sustain the Bank's strategic imperatives. 	<ul style="list-style-type: none"> o To provide a coherent and adequate response to investor/analyst enquiries. o To provide corporate access to the Bank's management team. 	<ul style="list-style-type: none"> Daily Quarterly Annually 	<ul style="list-style-type: none"> o Annual and Quarterly Financial Reports o Investor Relations page on the Bank's website o Quarterly Results announcement and Call o Annual General Meetings (AGM) o Deal and Non- Deal Roadshows o Investor Conferences o Investor and Strategy Days o Annual Factsheet 	<ul style="list-style-type: none"> o Strategy o Capital o Operational efficiency o Risk management o Brand value and reputation o Human capital o Sustainability 	<p>Strategy: The strategic actions that the Bank has taken over the past 12 months evidence a strong focus on retail banking and financial inclusion, an African expansion strategy and a drive for scale and its subsequent economic benefits.</p> <p>The future of Access Bank is the transition into a HoldCo structure that will consist of four subsidiaries to tap into the market opportunities that are available in the regulated banking and consumer lending market, the electronic payments industry, and the retail insurance market.</p> <p>Capital: The Group has a disciplined capital management plan to maximize shareholder value by optimizing the capital structure in alignment with its strategic plan. This is done with an optimization approach to strengthening the balance sheet while providing flexibility to take advantage of attractive opportunities even in a downturn.</p> <p>The Group has maintained strong capital levels by accumulating capital over time, despite recent investments for organic and inorganic growth.</p> <p>Operational Efficiency: Operational efficiency remains imperative for Access Bank given the size of the Bank and its future growth aspirations. Post-Merger, the Access Bank Group has consistently delivered sustainable growth and created value across its customer base, revenue and profitability.</p> <p>With the growth of its operations, the Group maintained a focus on efficiency by implementing a cost control tower for procurement savings, digitization processes, consolidating vendor contracts and digitizing about 30% of its customer journey.</p> <p>Risk and Management: Being a bank underpinned by the highest standards of risk management and compliance, we continue to focus on robust risk management practices that enhance compliance and risk practices. Our success is driven by our adherence to ethical behaviour and global standards.</p> <p>Brand Value and Reputation: Access Bank has built a formidable banking brand and a reputation that transcends the local market, showing resilient and consistent growth in uncertain times.</p> <p>Human Capital: The Bank is consistently supported by a highly-skilled, disciplined, ethical and diverse workforce. We are committed to the development of our people, growing a talent pool and training our team to harness new potentials.</p> <p>Sustainability: Our overall ESG strategy is to preserve the environment in which we operate as well as positively impacting society through responsible investing, which is evidenced by the manner we conduct our business especially in the appraisals of all the projects we invest in.</p>

Stakeholders	Why we engage	Why we are engaged	Frequency of engagement	Mode of engagement	Material issues raised	Our responses
						At Access Bank, we constantly seek to meet the demands of a dynamic and fast-changing world by keeping our fingers on the pulse of sustainability innovation, improving performances in our core business, environmental footprint and the social wellbeing of communities.
Communities	<ul style="list-style-type: none"> o To create partnerships to drive our CSR and Sustainability agenda. o To create awareness of our CSR and Sustainability commitment and initiatives. o To garner feedback and obtain input from communities, non-governmental agencies/organizations, environmental experts, CSR and Sustainability experts 	<ul style="list-style-type: none"> o To partner on initiatives that address key social and environmental issues. o To collaborate on initiatives in ways that foster economic, environmental and social good. o To further the achievement of the Sustainable Development Goals and the Paris Climate Agreement through CSR and Sustainability initiatives. 	<ul style="list-style-type: none"> o Community engagement is an ongoing process. o Engagement is also held when required by Stakeholder. 	<ul style="list-style-type: none"> o Charitable donations and sponsorships. o Community engagement through Employee Volunteering. o Community investment and development initiatives. o Strategic partnership with non-governmental organizations and multi-lateral agencies. 	<ul style="list-style-type: none"> o Malaria, and HIV prevalence in communities. o Empowerment of non-governmental (NGOs) and civil society organizations (CSOs). o COVID-19 pandemic prevalence in communities 	<ul style="list-style-type: none"> Advocacy and education programs were held to educate people in communities on malaria. HIV prevention as well as leading efforts for the establishment of HIV Trust Fund of Nigeria (HTFN). Capacity building programs were held to empower NGOs and CSOs with the right skills. Advocacy and education programs were held to educate people in communities on COVID-19 prevention and treatment, and Personal Protective Equipment (PPE) were provided for vulnerable people.
Regulatory Bodies	<ul style="list-style-type: none"> o To maintain open, honest, robust and transparent relationships and to ensure compliance with all legal and regulatory requirements. o To retain our various operating licenses and minimize our operational risk. 	<ul style="list-style-type: none"> o To ensure regulatory compliance. o To promote the soundness and safety of the domestic banking and financial system, thereby contributing to financial stability. 	<ul style="list-style-type: none"> o As required 	<ul style="list-style-type: none"> o Regulatory consultations o Various industry and regulatory forums o Meetings between regulators and Board members o Regulatory audit exercises o Training on newly released regulatory Acts, Codes and Circulars. 	<ul style="list-style-type: none"> o Ensuring compliance with regulatory guidelines. o Ensuring adoption of regulatory best practices. 	<ul style="list-style-type: none"> a. Developed the skills of stakeholders including staff and Directors by organizing training on contemporary issues including Anti-Money Laundering/Combating Terrorism Financing (AML/CFT) and Anti-bribery and Corruption. b. Ensured compliance with the regulatory requirements of: <ul style="list-style-type: none"> o The Code of Corporate Governance for Public Companies in Nigeria as issued by the Securities and Exchange Commission o The Code of Corporate Governance for Bank and Discount Houses in Nigeria and the Guidelines for Whistle Blowing in the Nigerian Banking Industry

Stakeholders	Why we engage	Why we are engaged	Frequency of engagement	Mode of engagement	Material issues raised	Our responses
						<ul style="list-style-type: none"> o The Financial Reporting Council's Nigerian Code of Corporate Governance o The Nigerian Stock Exchange Rules for Listing on the Premium Board o The Post-Listing Rules of the Nigerian Stock Exchange.
Media	<ul style="list-style-type: none"> o To communicate the Bank's key messages, events and actions to various stakeholder groups, using strategic media platforms. o To promote awareness about the Bank's product and services, especially among customers and investing public. o Increasing the credibility of the Bank as a stable and potentially lucrative investment target. o Building credibility and brand awareness for the Bank over the long term as well as improving business outcomes by generating new leads using targeted media outlets, to increase visibility to prospects. 	<ul style="list-style-type: none"> o To get general information on the projects, products, and services of the Bank and create stories around them. o To get constant updates on the different phases of the Bank's business continuity plans and adaptation during the COVID-19 pandemic. o Getting updates on the Bank's expansion into new markets and countries. o To get information on the financial results of the Bank for analysis and reporting to various stakeholders to enable them to make informed decisions. 	<ul style="list-style-type: none"> o Quarterly media engagements to discuss business matters. o Media parleys and press conferences for the sustenance of the relationship between the Bank and media houses. o Scheduled meetings to discuss specific matters of importance to the Bank. 	Press conferences, Media parleys, Coverage of Bank's events and product launch, Interviews, and Questionnaires.	Issues around business continuity processes, as the Bank had to close some branches and migrate customers to digital platforms due to the mandatory national lockdown directive issued by the Federal Government.	Constantly engaging with stakeholders through our media strategy and partners while creating awareness around COVID-19 developments. The Bank also ensured customers continued to enjoy minimal service disruptions, a great banking experience, and unlimited access to world-class services.
Suppliers	<ul style="list-style-type: none"> o To ensure services and products are in line with international best practices. o Benchmarking sustainable business practices as indicated by our regulatory body. o To maintain supply chains that ensure that products and services needed are not affected by any political or economic headwind. 	<ul style="list-style-type: none"> o Making sure that only third-party vendors that have completed all selection procedure are selected for service or product delivery. o To ensure that due diligence is conducted on all critical vendors. o To ensure pricings are regulated. 	<ul style="list-style-type: none"> o As and when required by end-users. o Engagement could be as a result of market swings. o Periodic Vendor/Principal forum. o During training organised by the Bank to update vendors on current market realities. 	Meetings with suppliers.	<ul style="list-style-type: none"> o Pricing o Delivery period o Health, safety and security measures put in place o Service Level Agreement o Business continuity Process o Membership and alliance with OEMs (Original Equipment Manufacturers) o Partnership with international organizations, etc. 	Responses are usually tailored to the requirements of the Bank and regulatory body/bodies.

Navigating The New Normal

(COVID-19 Response)

The novel coronavirus outbreak reportedly began in Wuhan, China in December 2019 and by March 2020, it was declared a pandemic by the World Health Organization (WHO). This led various governments to declare lockdown in their respective countries, Nigeria inclusive, thereby severely disrupting commercial and economic activities.

The Federal Government, on 30th March 2020, announced lockdown in Lagos and Ogun states, and the Federal Capital Territory, Abuja, in order to slow down the spread of the virus. The lockdown required that all citizens stayed at home. Travel to and fro other states were restricted and vehicular movements were stopped. These restrictions, however, did not apply to hospitals personnel and workers that provide essential services.

With the outbreak of the virus, the imposed lockdown and the predicted resultant effects on both the government – in terms of resources – and the people, the private sector came together to form the Coalition Against COVID-19 (CACOVID). Access Bank, along with other large corporations, galvanized the formation and direction of CACOVID.

CACOVID is a private sector task force in partnership with the Federal Government, the Nigeria Centre for Disease Control (NCDC) and the World Health Organisation (WHO), with the sole aim of combating COVID-19 in Nigeria. This task force is tasked with pooling resources across industries to provide technical and operational support while providing funding and building advocacy through aggressive awareness drives.

The Coalition's efforts in assisting the Federal Government included the provision and equipping of medical care across the six geopolitical zones of Nigeria (specifically in Lagos, Kano, Rivers, Abuja, Enugu and Borno).

The Coalition also provided testing, isolation and treatment centres, including the provision of Intensive Care Units (ICUs) and molecular testing labs in states across the federation. A financial target of N120 billion was estimated to be needed by the task force to combat and cushion the effect of the pandemic. Access Bank donated N1 billion to CACOVID and also provided technical and operational support.

The principle behind CACOVID aligns with the Sustainable Development Goals and we are proud to be a part of a coalition that pushed the sustainability agenda forward.



CACOVID also provided food items and hygiene materials to vulnerable groups in underserved communities across the country. This is to ease the economic effect of the lockdown on the populace. Food items distributed included but were not restricted to rice, sugar, noodles and salt. Hygiene material also included soap, hand sanitiser and face masks. Food palliatives were distributed across the country through the state governors and local government chairpersons.

Access Bank's internal response to the pandemic was to first kick in its Business Continuity Plan's (BCP) Emergency Response Plan. It was developed as a strategy for how the bank will run during a disaster. It detailed important functions that would continue to operate even during a lockdown. All staff were mandated to work from home and this was enabled through the deployment of information technology (IT) tools to all of them. Branches were closed in compliance with the nationwide lockdown, and essential staff were moved around branches to make room for social distancing. The bank also ensured that staff got free testing and this helped the bank to safeguard the health of the employees.

To cope with the demand for virtual support, more contact centres were established to enable the bank to resolve the complaints of customers, and to also minimize the risk of exposure. This led to the recruitment of more personnel to handle customer complaints and accelerate issue resolution. The success of the contact centres was hinged on real-time virtual training of staff and placing staff and security on high alert.

When the lockdown was eased, the branches had canopies and chairs set up outside their respective buildings in compliance with the government's COVID-19 protocols. Temperature checks and the use of hand sanitisers were also mandated for customers to gain entrance to the banking halls. Contact centres were also maintained to avoid queues and to limit the number of people physically visiting the branches. We also put in place measures to minimize exposure in our supply chain as we ensured that our vendors' businesses aligned with the protocols outlined by the government.

Asides from our efforts within CACOVID, we donated relief and sanitation materials to the underserved.

More details on this effort is provided in the Communities section of this report. We made financial education available and accessible through advertisements, bills and fliers. Access 9ja Kids was set up to provide financial education with children as its main audience. This 'edutaining' (education and entertaining) program kept children engaged at home while providing quality financial education to them.

We proactively took various steps to safeguard the lives of our employees and customers, and the community at large. We are consciously and continuously on the lookout for the wellbeing of society and we find innovative ways to adjust and adapt to the current realities of our world.



PERFORMANCE METRICS



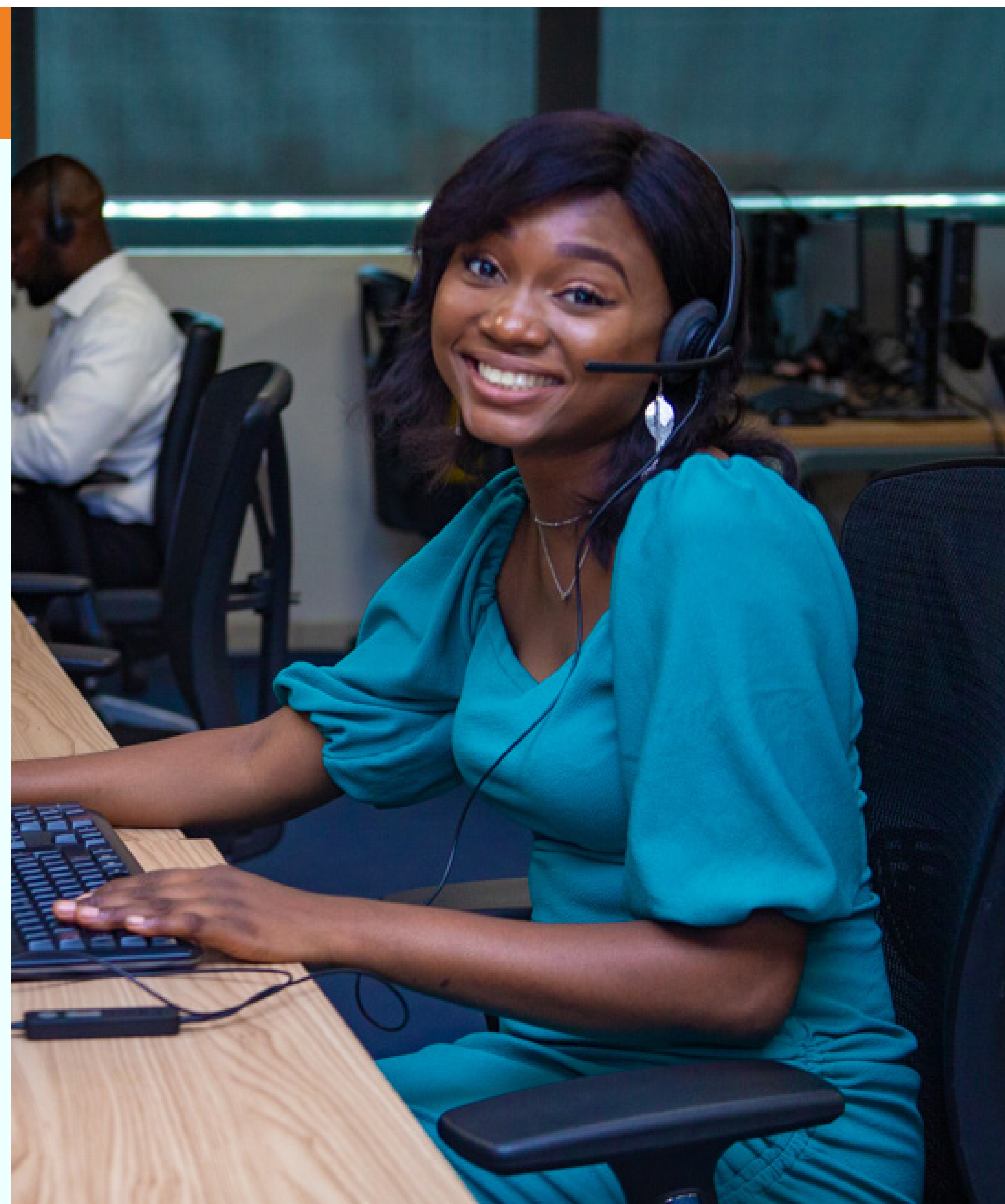
Access Bank's Employees

Our employees are the engines that run our systems. Our workforce not only share our belief of financing a sustainable world, they are ambassadors for that mission. Our employees constantly bring the best of their knowledge and expertise to the organization and we are proud of the work they do across our organization.

In 2020, we engaged our employees through the "We CLAP: We Care, We Lead, We Appreciate and We Perform" initiative. We provided learning opportunities to help employees grow in their various fields. There were also workshops and roadshows to increase employees' understanding of the Bank's vision and culture. We celebrated employees' volunteering activities and the Bank's numerous successes which we achieved through the work of our employees; and importantly, we acknowledged special events in their lives.

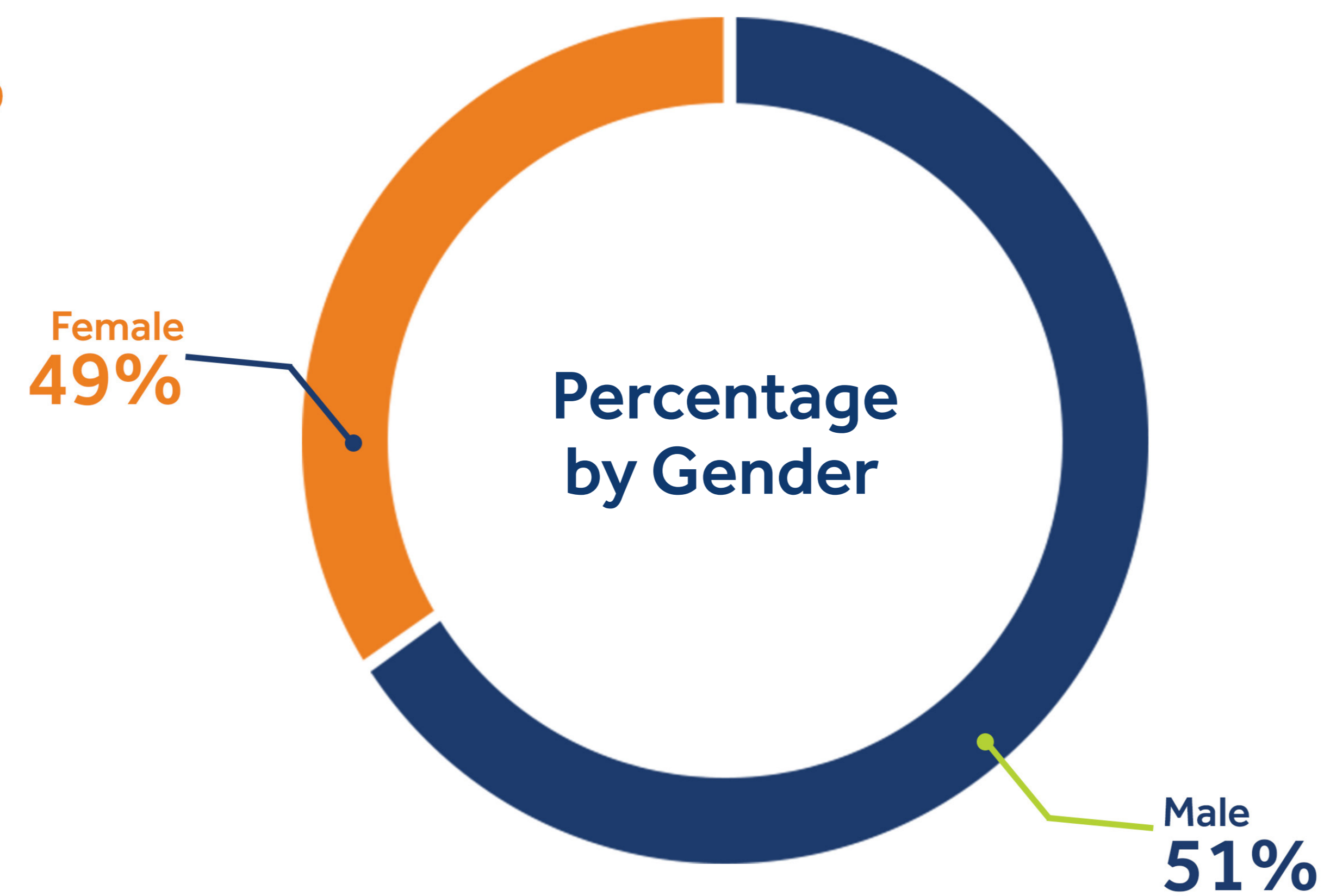
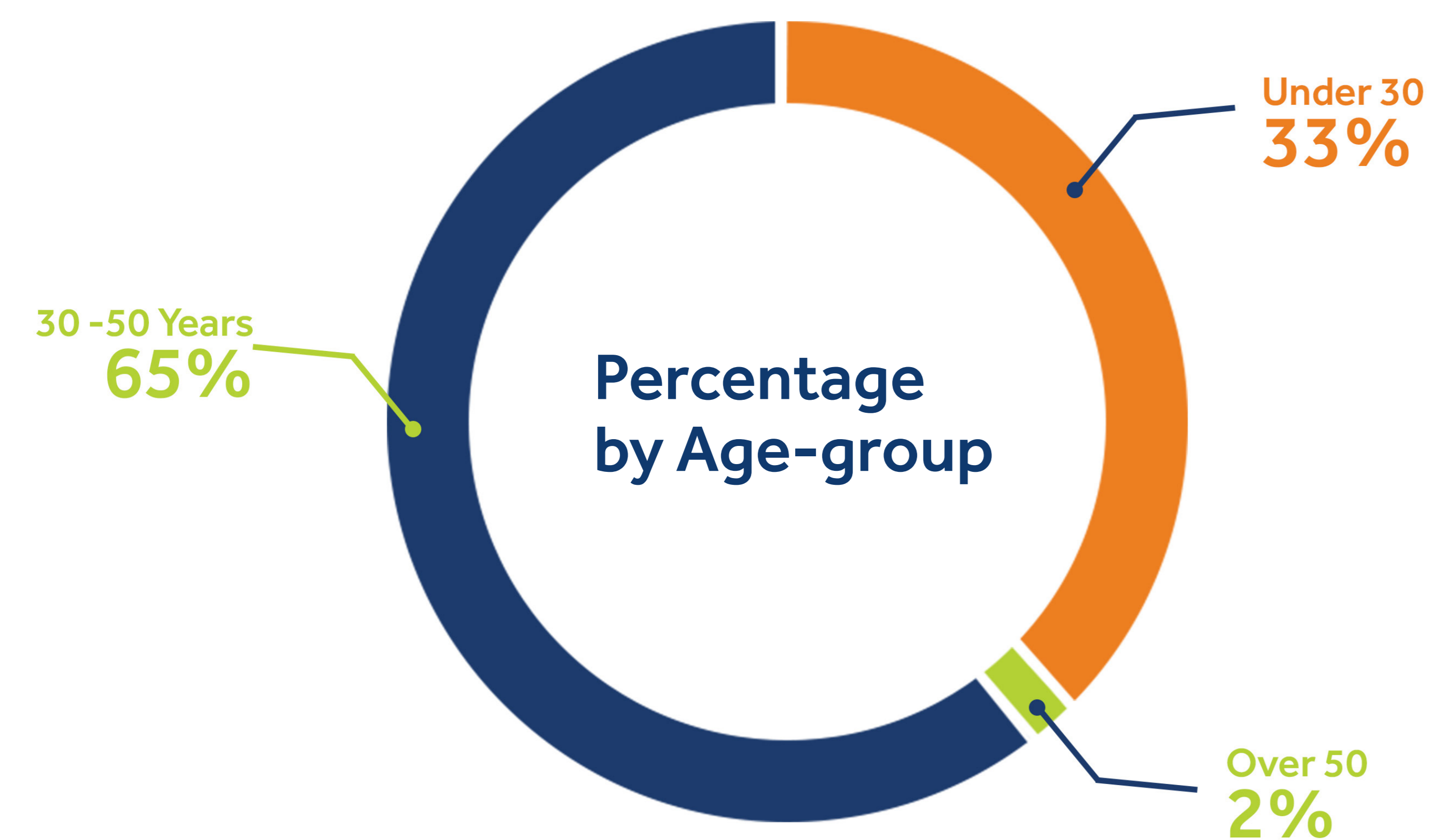
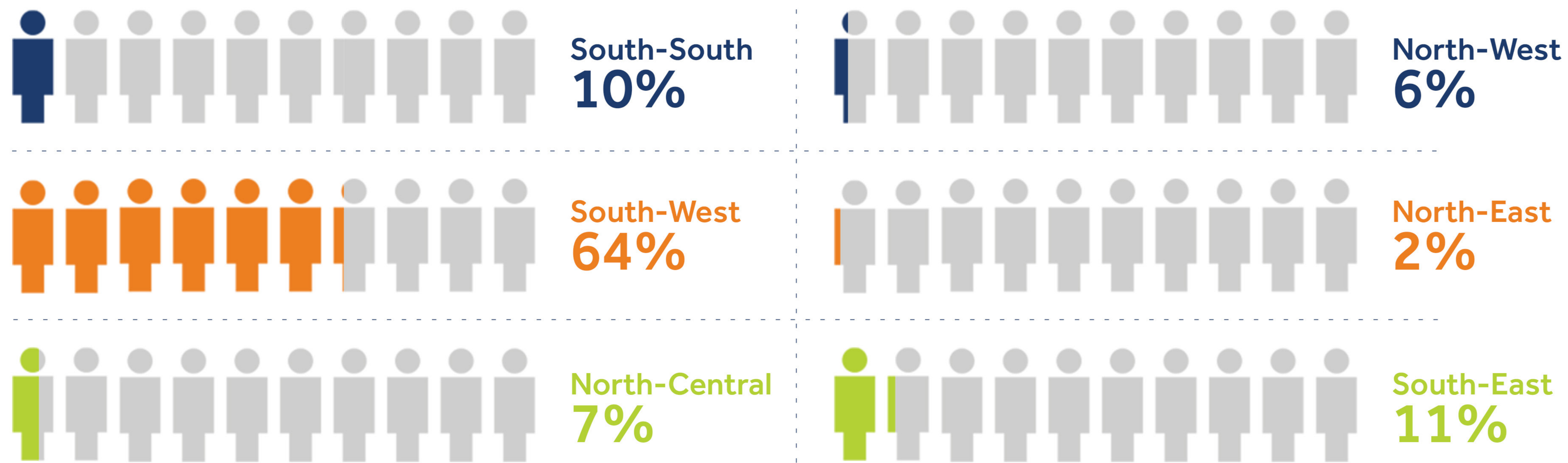
The COVID-19 pandemic changed how we engaged with each other and our ways of getting the job done. However, this global challenge did not only strengthen our workforce, it opened up alternative, innovative and efficient ways of communication, which going forward, will be embedded into our organizational structures while achieving our objectives.

Together, all 15,611 of us form one strong body that continues to set the pace in delivering exceptional service across our various offerings.

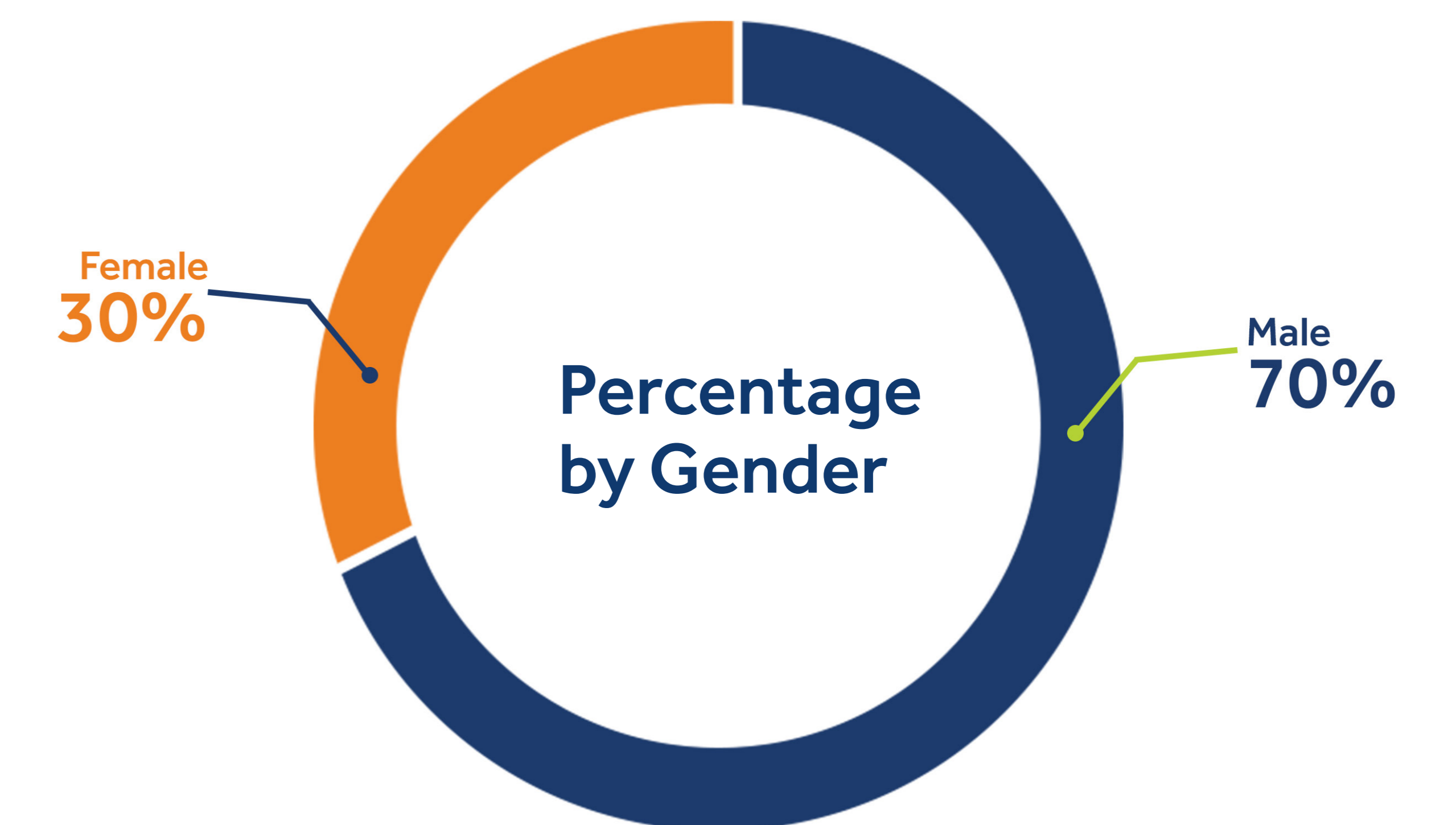
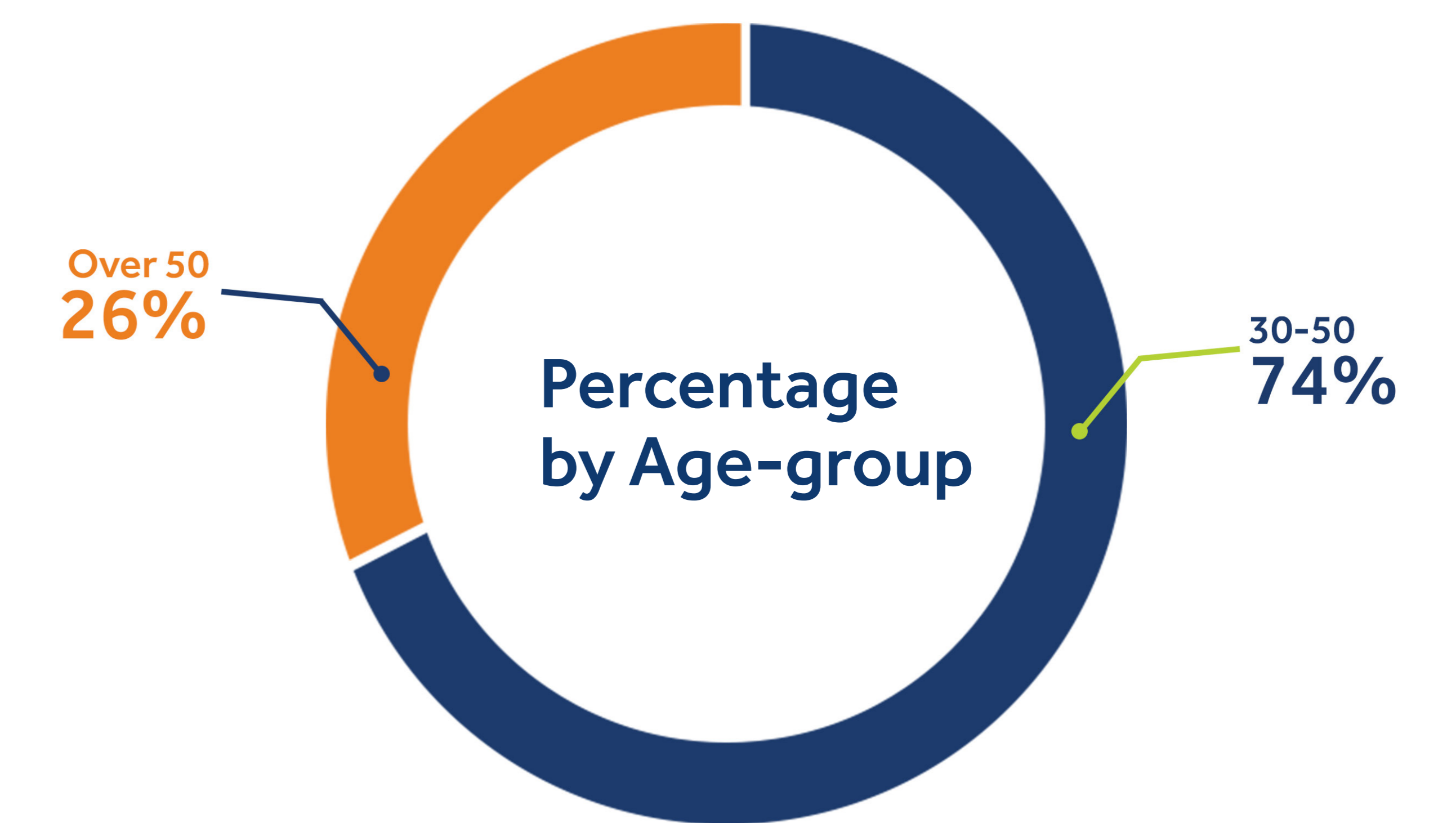


Employee Demography

Percentage geographical distribution



Board Demography



Our current employees filled 35% of open roles while 11% of employees assumed new roles in 2020. 81% of new hires were at entry-level and were majorly fresh graduates. The attrition rate was 13% of professional staff. All employees earn the same amount by employee category irrespective of gender. All employees, whether full time or third-party employees of the bank, undergo training and enjoy all benefits.

Our employees, through the Employee Volunteering Scheme, contribute ideas, skills and resources to address social, environmental and economic issues whilst gaining hands-on experience and fulfilment as positive role models in society. We have achieved 100% employee participation in the Access Bank's Employee Volunteering initiative, empowering employees to contribute to the sustainable development of communities. Some of the most notable initiatives from the Employee Volunteering Scheme in 2020 are discussed under the Community Investment section.

Employee Satisfaction

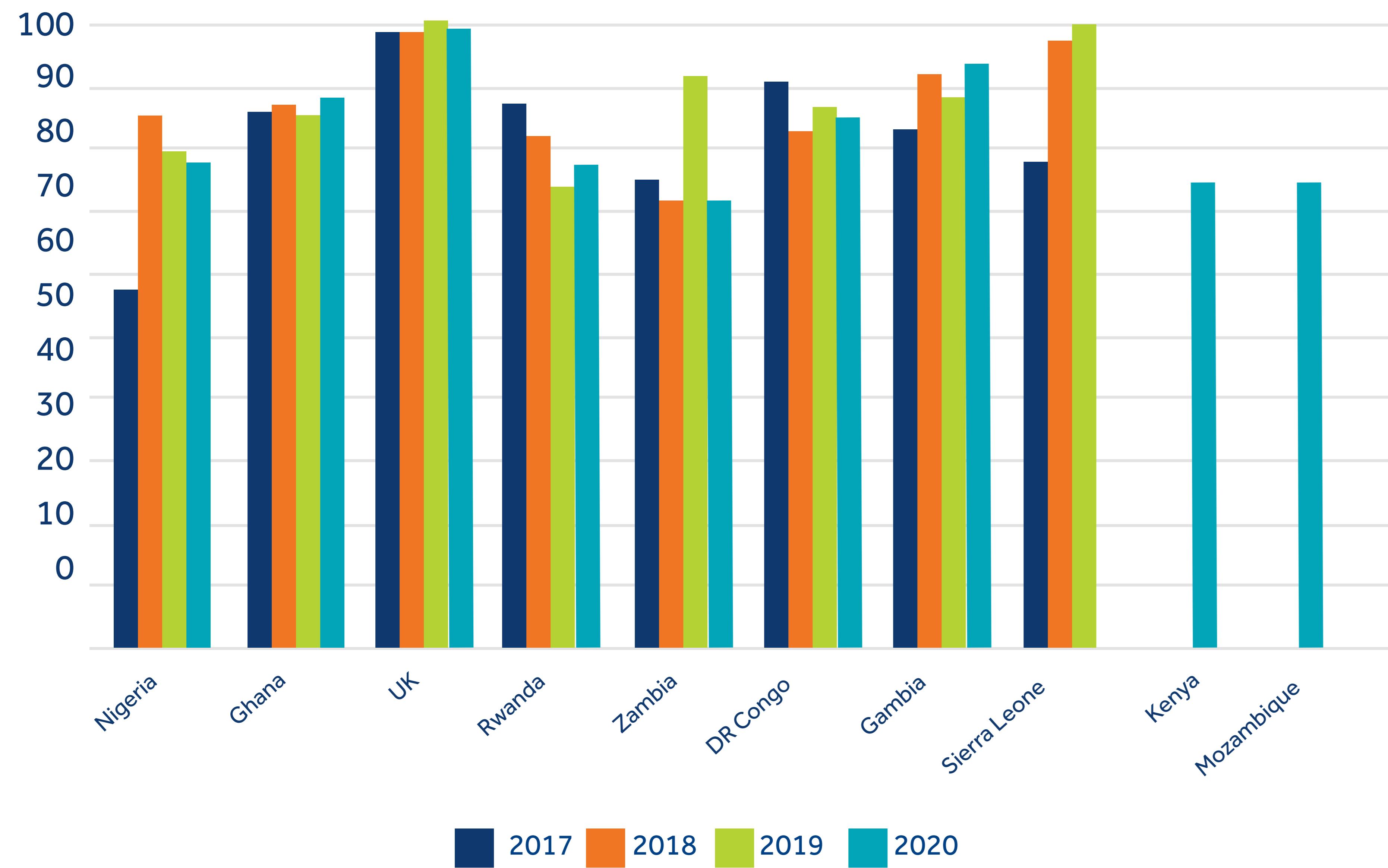
It is our annual practice to conduct an employee satisfaction survey across our parent company and the subsidiaries. This survey helps us measure the level

of employee commitment and engagement in 2020. It also helps us obtain insight from an employee perspective. The process is anonymous and is managed by a third party, Engaged Metrics Inc. In 2020, there was an average participation rate of 80%. This is a decrease from last year's (2019) rate of 84%. This is due to data and network challenges since most respondents were working from home.

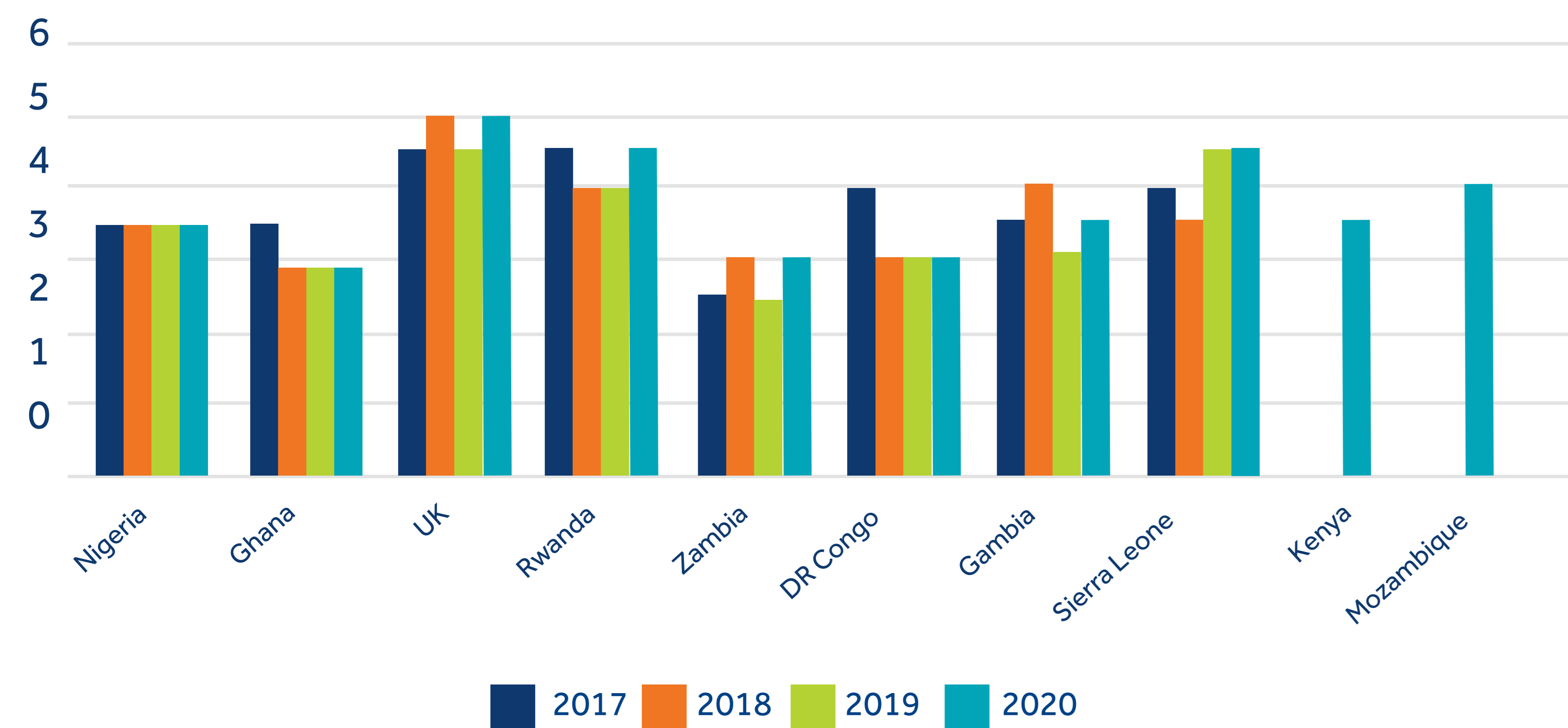
The employee satisfaction index remained constant at 3.5, which is below the plan of 4.0. In percentage terms, there was a slight increase from 71.5% to 73.1%. This increase in satisfaction is attributable to employees believing that their jobs contribute to the purpose of the organization and that their development is encouraged by someone in the organization. The employee satisfaction index for the UK, Rwanda and Gambia subsidiaries increased as employees were more responsive to the various engagement initiatives. The organization is bearing in mind that more developmental programs need to be in place to enhance employee productivity and fasttrack the careers of key talents.



% Participation by Country



Satisfaction Index by Country

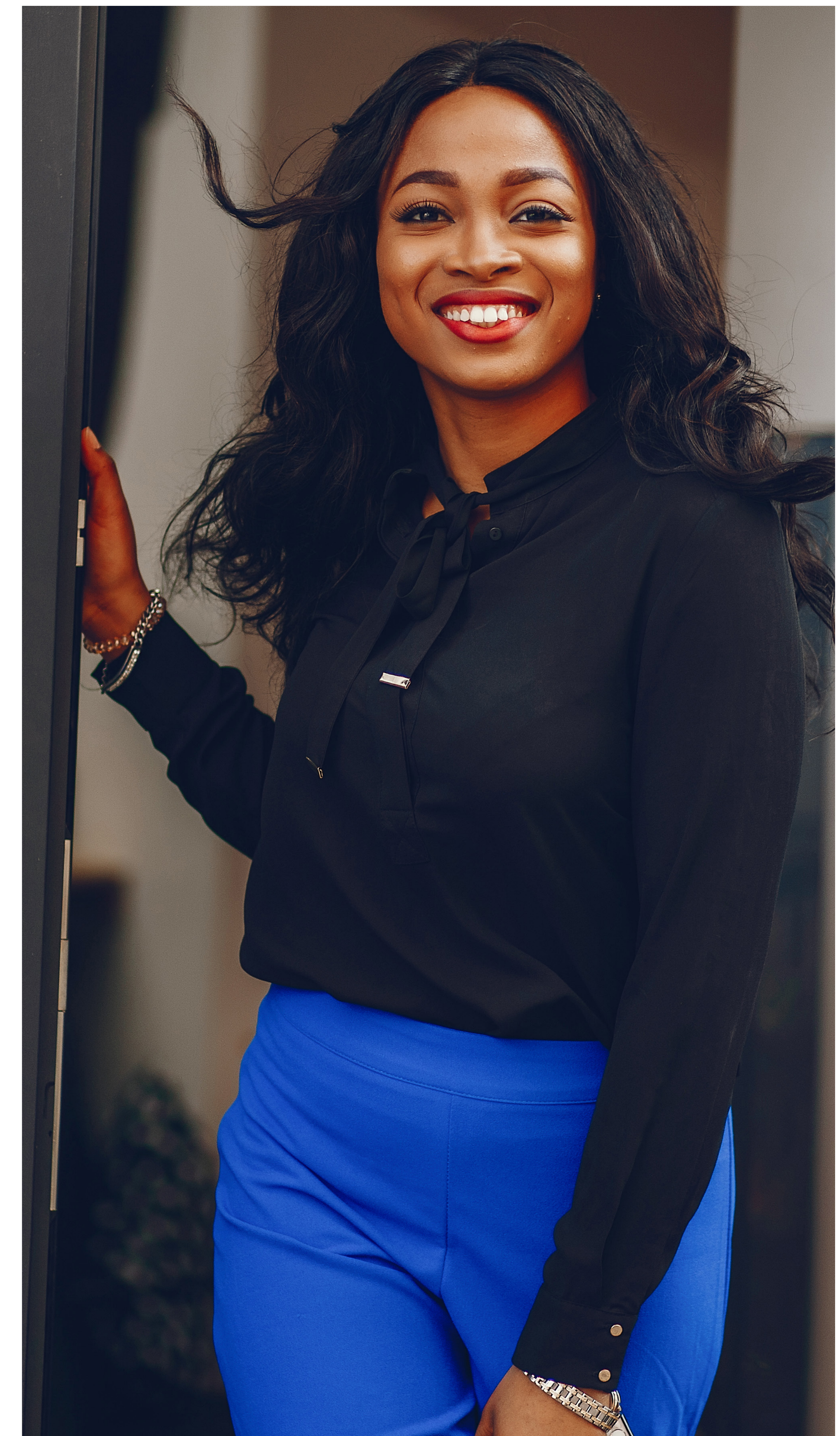


2020 Sustainability Awareness Week

Every year, Access Bank dedicates a week to fostering sustainability among its employees. The 2020 edition of the Sustainability Awareness Week held from December 14-18, 2020. The Week was themed 'Sustainability as Pathway to a Resilient Future' and featured 'edutaining' events and activities to raise awareness for employees and even the general public on sustainability and sustainable practices.

The week consisted of a five-day online educational session on a variety of topics, and daily sustainability tips and quizzes. About 767 persons attended the online training and webinars and 269 people participated in the virtual Zumba class. As part of the activities to commemorate the Week, the Bank organized a Sustainability Chat, themed 'Understanding Interactions Between the Sustainable Development Goals,' featuring former Minister of Environment and Member of Parliament of Denmark, Kristen Brosbol and was moderated by the Project Director, HACEY Health Initiative, Isaiah Owolabi.

The purpose of the session was aimed at helping to establish a baseline understanding of important interactions within the 2030 Agenda and its set of 17 Sustainable Development Goals (SDGs), and to launch a discussion on the implications of these interactions for integrated approaches to implementation of the 2030 Agenda.





Occupational Health and Safety

The health and safety of our employees remain a top priority for Access Bank. The wellbeing of our people is the wellbeing of our business. The Health, Safety, Security and Environment (HSSE) department of the bank guides our approach and response to all matters relating to health and safety, both for our employees and other stakeholders. Through this department, the health and safety impacts of our products, services and operations are assessed. In 2020, our Health and Safety training focused on Fire Safety Management and Evacuation for the Health Champions and Fire Marshals in the bank.

Access Bank recognized the COVID-19 pandemic for the health risk that it was and took vital steps in response to it. At the onset of the pandemic, even before the government declared the nationwide lockdown, our Business Continuity Plan was initiated. Most branches were closed and most members of staff worked from home to minimize the risk of exposure. Contact centres were opened across communities and most transactions became automated. When the lockdown was lifted and businesses were allowed to operate, strict adherence to the COVID-19 protocols established by the Nigeria Centre for Disease Control was ensured across all open service outlets. The bank

in partnership with CACOVID concluded arrangements to vaccinate all staff.

Training and Development

Our employees undergo continuous training and development programs, which they are fully interested in. We invest in building up employees' professional skills and aid their career growth. We invested over N570.112 million in employee training and development in 2020. The total number of hours of training was 624,877,230 (Female employees – 287,443.42 hours; Male employees – 337,433.58 hours), with the average hours of training per employee being 40.77 hours. The training covered the following topics: Leadership; Soft Skills; Risk Management; Digital and Analytics skills; Health, Safety and Environment; Sustainability; and functional programs. This training is available to third-party employees but not to third party organizations.

All employees receive regular performance review and career review in 2020. This review is carried out twice a year. Our employee exchange

programme across our subsidiaries also helps our employees to learn about different aspects of the organization and have the opportunity to develop skills and knowledge across diverse cultures.

Our Customers

Our customers are the reason why our business exists, and are important to its continued success. We maintain our customers' loyalty by focusing on offering financial products and services that are important to their growth and livelihood. Across our financial services, we provide the most reliable and specific solution to our various customers. We monitor and refine our customers' relationship, having a high regard for their opinion. By working on the feedback we received on our services, we have gained the trust of our customers and this has earned us a 20% increase in the past year.

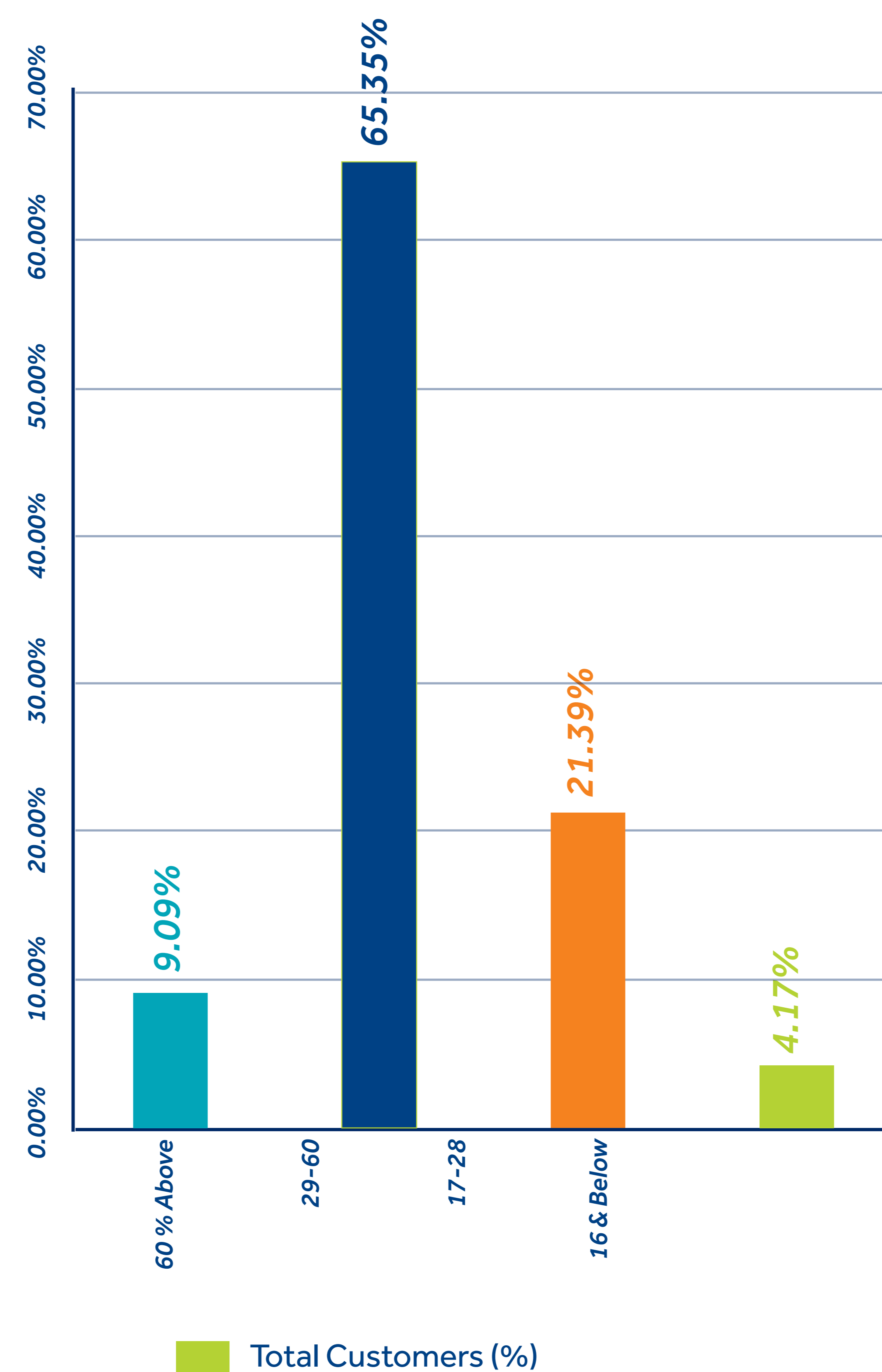
Through our Customer Loyalty Reward Program, we provided customers with an opportunity to earn points from their everyday transaction, which can be used to purchase household items and movie tickets among others. We also deliver life-changing experiences for customers through the "Diamond Xtra" and "Xclusive-Plus lifestyle" propositions. We give end-of-year gifts and celebrate our customers on their special days and

on holidays.

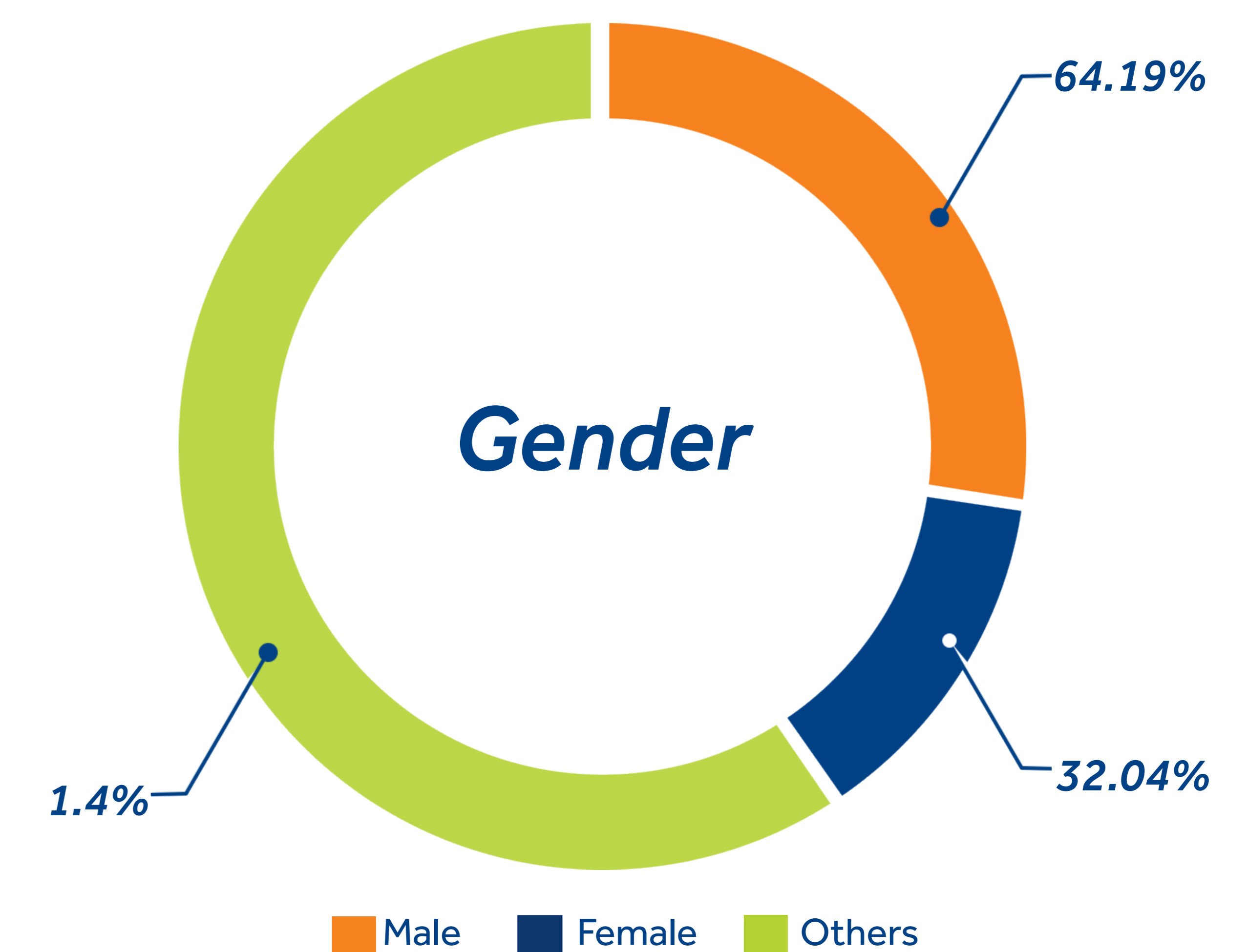
Total number of customers: 40.342 million.

Total value of customers' deposits: N5.8 trillion.

Customer Distribution by Age



Customer Distribution by Gender





Customer Safety and Data Privacy

The safety of our customers is always top priority for us at Access Bank. We have measures in place to ensure the physical safety of all our customers. Customers that are pregnant, sickly or above 60 years are attended to promptly. Our buildings are also designed to facilitate easy access for physically-challenged customers; there are designated parking spaces and wheelchair ramps for customers with disabilities. Necessary safety measures are considered during the design of all the bank's buildings and facilities. We have first aid boxes on all floors and have signed on to an hospital ambulance service in some locations to enable us quick access to medical help during any emergency.

The safety of customer financial data is very crucial to the existence of our business. We continuously improve our security and validation channels to protect customers' deposits. More financial information advocacy was provided to customers during the pandemic as cyber fraud became on the rise. Our Access More was enhanced to block accounts immediately fraud is suspected in them. We also protect our customers' deposits through the following mea-

asures:

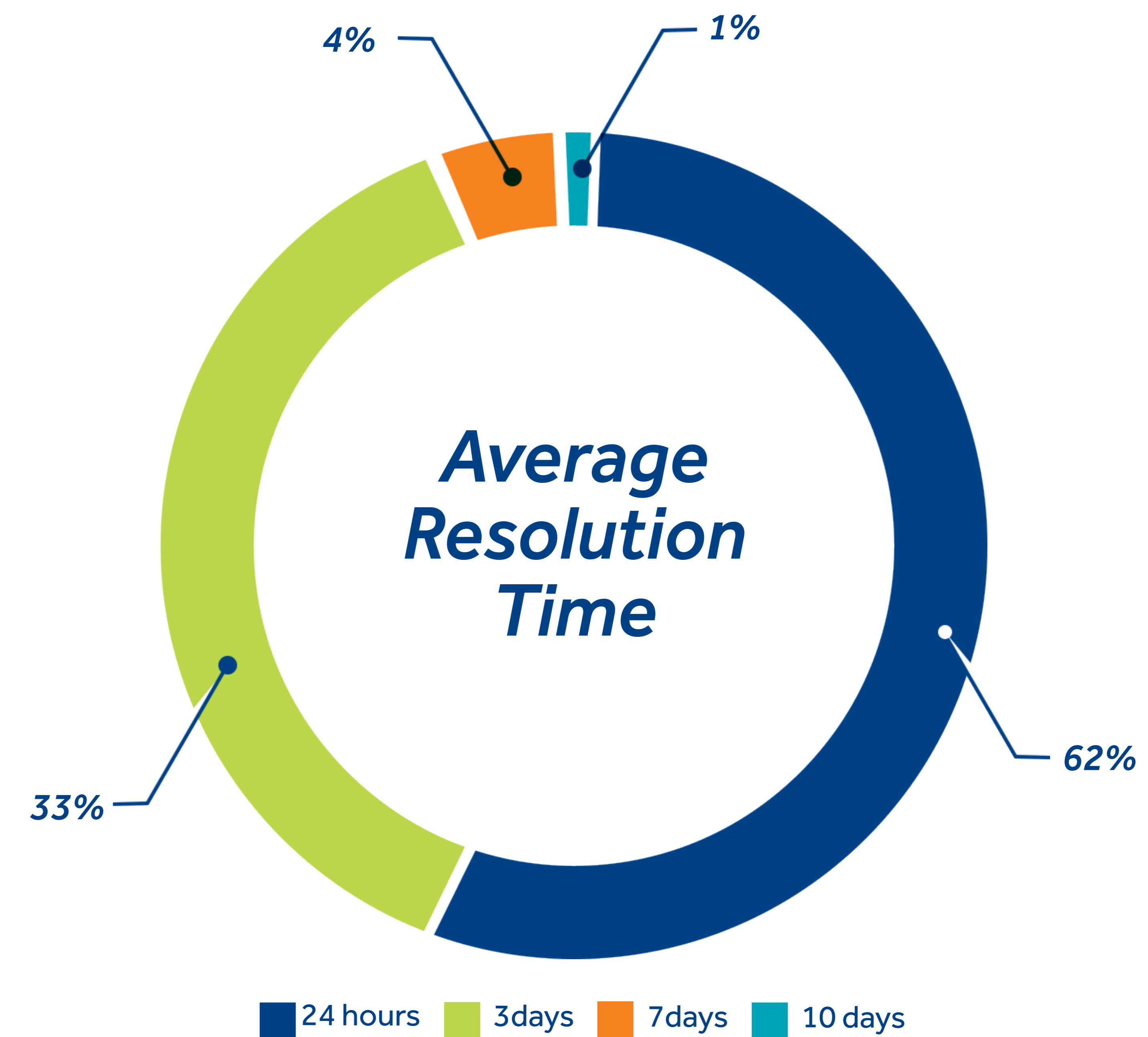
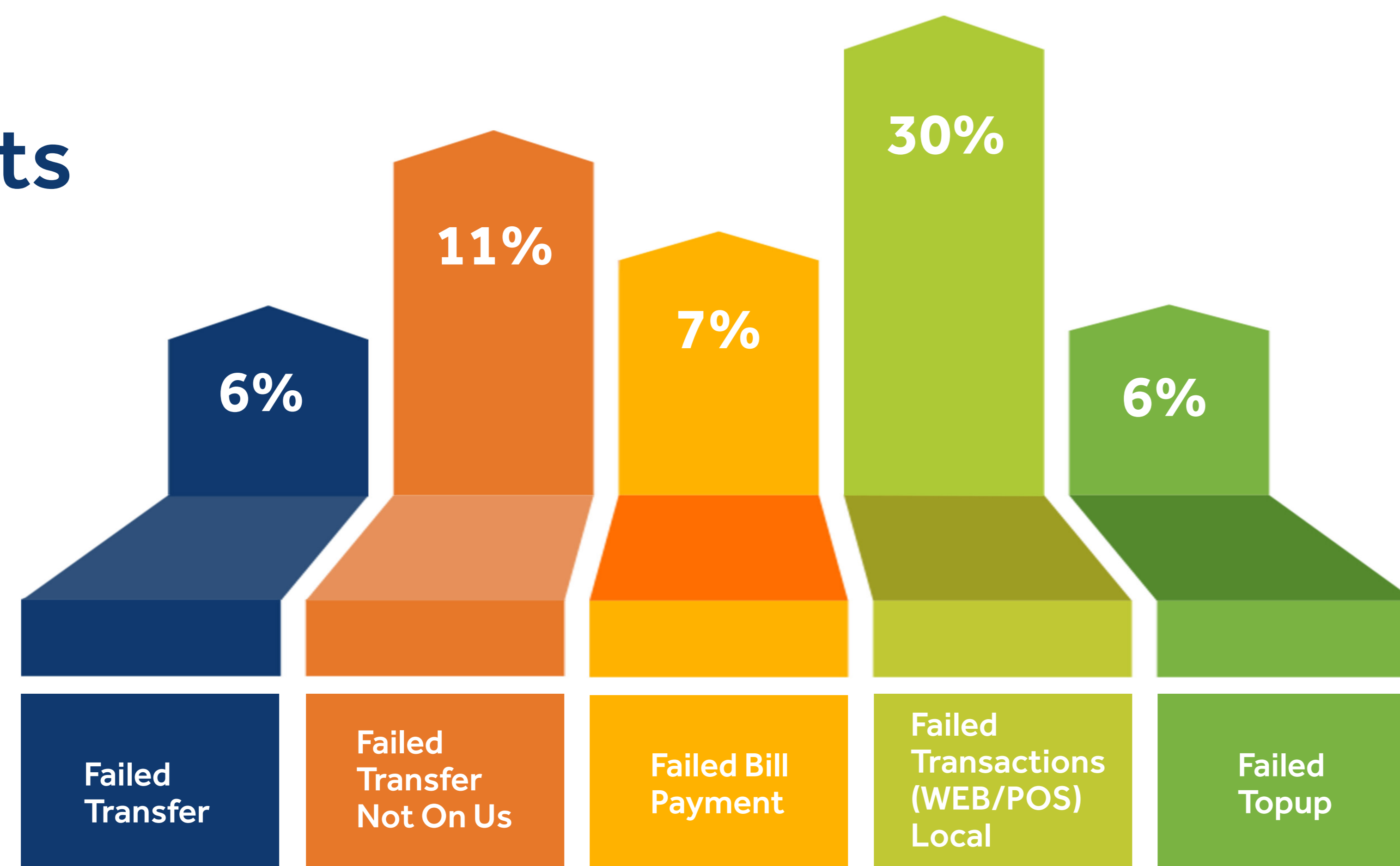
1. Authentication/authorization of customer before being able to carry out any activity on customer accounts.
 - o Mandate/Signature requirement to identify customer
 - o BVN verification as required
 - o Passwords/PIN/Token for Channels Usage
2. Channels available to block account in the event of fraud/fraud attempt/exposure.
3. Fraud Escalation available 24/7 via various channels.
4. Audit/periodic review of activities on old and new accounts.
5. Customers are alerted regarding activities on their accounts; log in via online channels, deposits, withdrawals, information update etc.
6. Unrestricted access to authorized persons to relevant account:
 - o Provision of account statement to customers
 - o Realtime access
7. Policy on privacy and breach of customer information.
8. Restricted access to dormant accounts.
9. Deposit insurance.

Issue Resolution

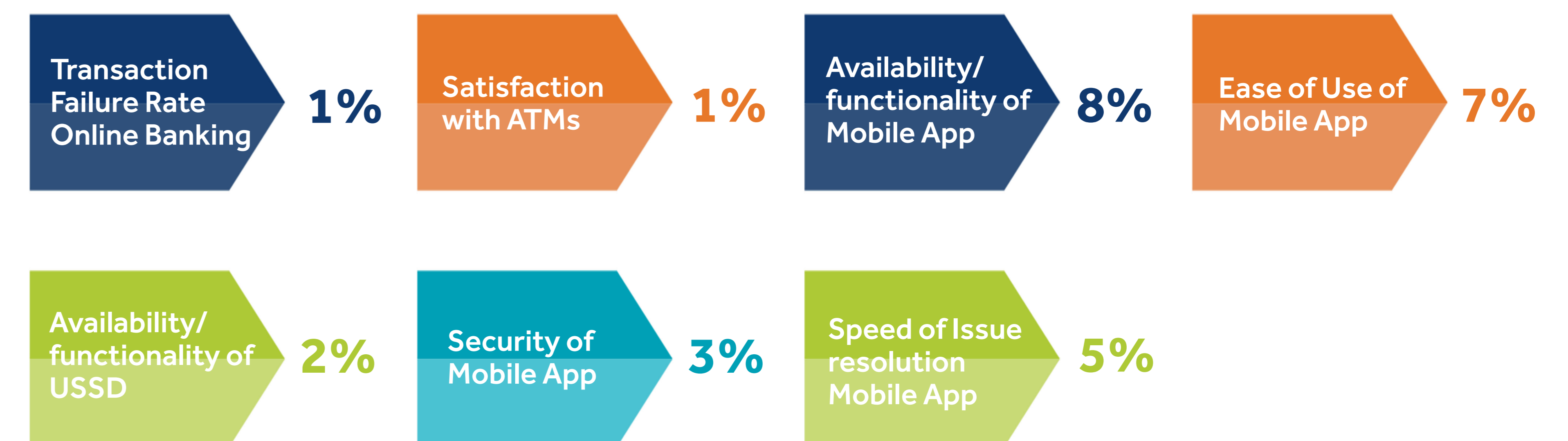
Access Bank has established platforms and processes for handling customer complaints to drive customer loyalty, satisfaction, and quality assurance. This follows from the fact that Access Bank understands that it is not immune to complaints given that some customers may have challenges with the Bank's products and services.

A Customer Relationship Management (CRM) solution was implemented to facilitate the systematic and orderly management of complaints. The platform allows customers to make their complaints via various channels and track the resolution of issues within defined timelines. We have put in place more resources (human and digital) to help us respond to complaints as fast as possible. In 2020, we resolved four times more resolutions that we did in 2019. Our resolution time of one day increased from 15% to 62%.

The Top 5 Complaints received



Measured Improvements After the issues were addressed (FY2020)





tion values from N2 million in January 2020 to N5 billion by the end of December 2020, with over 1,600% in revenue growth as revenues moved from N43 million in January to over N700 million by December 2020.

Community Investment Initiatives

Access Bank has continued to support the growth, development and prosperity of the communities and societies where its operations are carried out. We understand the importance of investing in the development of our communities. Our community initiatives are aimed at providing support and equipping numerous individuals to lead healthier and more productive lives. In return, this has helped expand our market share, built goodwill for our brand, and given us additional motivation to do more.

Check out our **Community Investment Initiatives here**

We support various initiatives, projects, organizations and events that are focused on impacting the communities that we live and operate in positively. These investment initiatives are centred on our commitment to empower local communities and strengthen existing relationships with our partner organizations.

As such, we have invested over N10.25 billion in various corporate social responsibility efforts since 2015, which has impacted 1,316 communities and reached 30,075,356 lives and 793 NGOs. These projects have been in our CSR priority areas which are Health, Education, Sport, Arts, Environment, Women Empowerment, and Social Welfare.

Some of our notable community investment programs in year 2020 are as follows.

Financial Inclusion

Through our "Access Closa Agent," we spread the borders of our operations to the underbanked or unbanked. We branded over 10,000 agent locations across the country, and in partnership with Google, our "Access Closa Agents" are easily located by searching on Google Maps. This improved our visibility and expanded our reach.

The Closa Agent Network has created thousands of jobs both directly and indirectly across the entire agency banking ecosystem in Nigeria and also greatly improved the income levels of thousands of local businesses who have partnered with Access Bank to drive our financial inclusion strategy. Our agents have become brand ambassadors for the Access Bank brand. The growth and wide acceptance of our agent network were characterised by the surge in daily transac-

HEALTH

Access Bank Lagos City Marathon 2020 and Free HIV/AIDS Testing

In partnership with the Lagos State Government, Access Bank hosted the 2020 edition of the Access Bank Lagos City Marathon. This event promotes healthy living by maintaining physical fitness through exercise. The partnership also involves providing strategic support to the State Government in the area of sports. The marathon has drawn both local and international attention as the event has been approved by the Athletics Federation of Nigeria and endorsed by the International Association of Athletics. The marathon also drew athletes from across the globe with over 100,000 athletes participating in the annual event.

This edition of the marathon was themed “More Than A Race” and it held on February 8th, 2020. David Barmasai Tumo, Debeke Dakamo and Paul Waweru Chege came first, second and third, respectively, with finishing times of 2h:10m:23s, 2h:10m:55s and 2h:11m:23s, respectively, thereby breaking the records set in 2018 by Abraham Kiprotich. The female category had Cherop Sharon Jemutai, Kebene Chala Urisa and Rodah Jepkorir Tanui taking the first, second and third positions, respectively, with Cherop finishing the race in 2h:31m:40s. The winners in both the male and female categories of the 42km race went home with \$50,000, \$40,000 and \$30,000 for the first, second and third positions, respectively.

In addition to hosting the 2020 Lagos City Marathon, Access Bank leveraged the marathon platform to create awareness around HIV prevention, by providing counselling and testing exercises for athletes at the marathon. Access Bank

partnered with the Nigerian Business Coalition Against HIV/AIDS (NiBUCCA) to provide HIV testing and counselling services during the marathon kit collection period at Teslim Balogun Stadium and on the race day at Eko Atlantic City. HACEY Health Initiative, a non-governmental organization that is focused on implementing health programmes across Nigeria, also supported the efforts.

Counselling and testing were carried out by experienced and trained counsellors and testers, using standard procedures and kits, and maintaining result confidentiality. Positive HIV cases were referred to health facilities for management. A total of 3,235 people were counselled and tested, with 11 HIV reactive cases discovered, which have since conducted further tests and commenced treatment. Also, 10,000 condoms were distributed.

A total of 249 new cases of mother-to-child transmission of HIV were prevented as a result of the awareness programme of the campaign. A video documentary on key activities of the testing programme was produced for advocacy and promotion after the programme. The HIV video documentary on the screening had over 10,000 views as of mid-2020.

Access Bank also partnered with The END Fund, a private philanthropic initiative solely dedicated to ending the five most common neglected tropical diseases

(NTDs), at the 2020 Lagos City Marathon to raise awareness on the NTDs. Over 2,118 participants at the marathon were also educated directly on parasitic infections, including River Blindness, Lymphatic Filariasis (Elephantiasis), Trachoma, Intestinal worms and Schistosomiasis (Snail Fever).



World Kidney Day Program

Kidney disease is a non-communicable disease and currently affects around 850 million people worldwide. The global burden of kidney disease is increasing and is projected to become the 5th most common cause of years of life lost globally by 2040, as one in 10 adults has chronic kidney disease. World Kidney Day continues to raise awareness of the increasing burden of kidney diseases worldwide, and to strive for kidney health for everyone, everywhere.

The Theme of 2020 World Kidney Day was “Kidney Health for Everyone Everywhere.” The aim was to highlight the importance of preventive interventions to avert the onset and progression of kidney disease.

The World Kidney Day was commemorated by Access Bank in partnership with Kidney Foundation for Africa (KFA). The Bank hosted the “Chronic Kidney Disease: Stop the Epidemic in Africa” program on March 12, 2020, at the Eko Hotel & Suites and a Kidney walk on March 13, 2020. Key stakeholders including The First Lady of Lagos State, Ibironke Sanwo-Olu; Chairman, Access Bank Plc, Ajoritsedere Awosika; Professor Mohammed M. Nars Allah, Professor & Consultant of Internal Medicine & Nephrology, Cairo University (North Africa); Dr. Esther Getambu, Consultant Physician/Nephrologist (East Africa); Professor Alain G. Assounga, Head, Nephrology Unit, Nelson Mandela Medical School (South Africa), and Dr. Ebun Bamgboye, Consultant Physician/Nephrologist (West Africa), were all present at the program.

The conference and the walk were aimed at raising conversations in Nigeria and encouraging early prevention of the disease. Information on screening of all patients with diabetes and hypertension to detect kidney disease was advised for

all medical professionals and health facilities in Nigeria. 180 participants were educated with information on kidney disease prevention and treatment measures. Over 195 people participated in the Kidney walk to raise awareness on the importance of the kidney to the body and reduction of its associated problem worldwide.

The Lagos State ably represented by the First Lady, Ibironke Sanwo-Olu, committed to intensifying awareness among Lagos residents on the devastating effect of kidney disease. The conference also catalyzed the acceleration of kidney disease prevention, treatment and awareness under the THEMES Agenda (a policy thrust for Traffic Management and Transportation, Health and Environment, Education and Technology, Making Lagos a 21st Century Economy, Entertainment and Tourism, and Security and Governance) of the Lagos State Government.





Project Agbebi – Maternal and Child Health Program

Project Agbebi was created as a response to the high incidence of maternal and child mortalities in South-East Nigeria. High maternal mortality rates and newborn deaths have remained a major public health concern in Nigeria. The country accounts for 20% of global maternal deaths with a maternal mortality ratio of 8 deaths per 1,000 live births, which happens to be one of the highest in the world.

Access Bank partnered with HACEY Health Initiative to implement the maternal and child health programme in Ebonyi State. The programme consisted of capacity building sessions for healthcare providers and birth attendants, stakeholder engagement and distribution of sterilized birthing kits.

Primary health care providers and birth attendants were trained to provide better service delivery, practice proper hygiene, prevent infection during pregnancy and delivery, and carry out follow-ups for pregnant women and newborns. Information, communication and education tools such as videos, radio messages, fliers and posters were created to disseminate life-saving information for safeguarding the lives of pregnant women. Birthing kits were distributed to the participants and pick-up points for the birthing kits were established within the communities to guarantee access for women and healthcare providers.

Lastly, there were dialogue sessions between primary healthcare providers and community birth attendants to ease the referral process between them. The community leaders and other members were also engaged and enlightened.

Malaria Awareness Program

As the burden of malaria continues to plague the Nigerian nation, with a high prevalence in children under age five, Access Bank continues to lend its support to communities and to the nation at large to end malaria in Nigeria. To commemorate the 2020 World Malaria Day, Access Bank partnered with the Corporate Alliance on Malaria in Africa to deliver malaria prevention, control and treatment program amidst COVID-19 in five communities across Oyo, Lagos and Ogun states, namely Ogo-Oluwa, Eredo, and Iberekodo in Lagos State; Aremo and Oke-Ado in Oyo State; and Ibafo in Ogun State.

Long-lasting insecticide-treated nets (LLINs) were distributed to members of these communities. They were also provided information, communication and education materials. This initiative had over 200,000 IEC beneficiaries and 1,600 LLINS were distributed.

Community Program on Tuberculosis Awareness

Nigeria has a high burden of tuberculosis and is ranked seventh among the 30 high TB burden in the world and second in Africa. To reduce the prevalence of tuberculosis and eradicate the stigmatization and ignorance associated with tuberculosis, Access Bank in partnership with Nirvana Initiative implemented a TB program in Local Government Areas (LGAs) across Anambra State. In Muru Village, 200 people were sensitized to TB prevention and 100 sputum cups were distributed.

In Awada, Idemili North LGA, tuberculosis information and education sensitization which reached a population of 10,320 residents (860 children and covering 14 settlements/zones) was carried out. Thirty-three persons sensitized to TB, seven sputum cups shared, seven sputum sample collected and one person sent for a chest X-ray in a primary healthcare centre in Awada. Twenty-three women of childbearing age were educated on TB, 10 sputum cup shared, one person sent for chest X-ray at Basic PHC, Court Road.

TB education town announcement, sensitization and market outreach were conducted at Ogbemonicha, Onitsha North LGA (covering seven settlements, with a total population of 41,852). Media awareness on TB prevention, control and treatment was done at Anambra Broadcasting Service (ABS) Awka, and 52,728 people were reached.

World AIDS Day

Access Bank sits on the Board as co-Chair of the Nigerian Business Coalition Against AIDS (NiBUCAA). NiBUCAA is the voice of the private sector response to HIV/AIDS in Nigeria. The organization was set up to position the private sector in capitalizing on their unique strengths and proficiencies in HIV program areas and mitigate the impact of viral infection in the workplace and society in general. The Bank partnered with NiBUCAA to commemorate World AIDS Day across several communities in Nigeria.

Messages on HIV prevention, HIV counselling, testing and referrals were provided to communities in Lagos State (Badiya, Epe, Ijora, Ikorodu), Ondo State (Ondo town), and in the Federal Capital Territory (Mabushi community). 20,000 information, education and communication materials on HIV and 15,000 condoms were distributed across these communities. 3,164 people were tested for HIV and there were 44 HIV positive cases.



EDUCATION

Scholarship for Special Needs Students

Access Bank promotes inclusive, equitable, quality education and promotes lifelong learning opportunities for all. Access Bank partnered with the Centre for Youth Studies to award scholarships to special needs students of King's and Queen's College undergoing the CYS Life Skills training program. The Centre for Youth Studies (CYS) is a non-governmental organization that employs creative media to disseminate information. The organization primarily uses drama, in print, audio and audio-visual media to disseminate empirically verifiable information on the lifestyles and patterns of behaviour among young people in Nigeria. The Life Skills training program includes character development classes and re-orientation training, communication improvement classes and overcoming inferiority complex training for special needs students.

Soil Conservation Education for Sustainable Farming

The rising impact of climate change on food security makes farmers to struggle with new environmental challenges. This creates a need to promote awareness of sustainability in agriculture and farming practices to ensure food security. To achieve this, Access Bank partnered with Glow Initiative to implement the Soil Conservation Education Program for Sustainable Farming (SCEP-SF). Glow Initiative is a non-governmental organization focused on environmental and economic empowerment programs.

The program, which took place in Enugu State, featured an environmental sustainability awareness tour, a "Young Farmers Connect", which is an environmental sustainability in farming training program and a tree planting for sustainability exercise, to commemorate the World Day for Soil Conservation. Soil Conservation information, education and communication materials were distributed to

over 800 students, farmers and farmers' associations.

Digital Learning Content for Mass Literacy Programs

Access Bank partnered with CARE Initiative to birth the project tagged "Development of Digital Learning Contents for Mass Literacy Programs in Ogun State." CARE (Childhood Advancement Response and Empowerment) Initiative is a non-governmental organization working to promote and protect the rights and welfare of every child including street children. The project is in response to the need to introduce digital teaching and learning into mass literacy programs in Nigeria.

There was a train-the-trainer session on digital skills for literacy educators. Participants were drawn from literacy centres operated by government agencies, community associations, faith-based organizations and non-governmental organizations. There was also a stakeholder engagement with the Ogun State Agency for Mass Education on the adoption of digital learning tools into the school curriculum.

Education Without Abuse (EWA) Program

Access Bank, again, partnered with CARE Initiative to birth the Education Without Abuse (EWA) program. The program focused on putting in place a stronger structure for keeping children safe in schools. 600 participants had increased knowledge of child rights, personal responsibilities, and the role of teachers as duty bearers in upholding the rights of every child in schools. Thirty participating schools committed to instituting "Child Rights Protection."

ENTREPRENEURSHIP

Green Social Entrepreneurship Program

Access Bank continues to drive social change, especially through women and youth. The Bank partnered with SME Funds to develop the Green Social Entrepreneurship Program (GSEP), intending to empower women and youth to become 'Social Entrepreneurs' whilst driving the use of innovative green cooking technology in Lagos and Ogun states. Towards achieving this goal, a capacity building program on Digital Marketing, Lead Generation and Sales for social entrepreneurs was held. Green hubs were also created as well as tactics for making the delivery of the energy finance program better.

The program focused on empowering entrepreneurs with clean cooking stove technology aimed at replacing existing cooking technologies that are harmful to health and the environment. The Clean Stove technology makes it economically feasible to convert waste-based biomass to biofuel. The technology makes use of bio gels. The bio gels are made from water hyacinth, biocremol, custic soda, fragrance, and chlorophyll. The Green Social Entrepreneurship program aligns with the following Sustainable Development Goals: SDGs 1, 2, 5, 7 and 13.

Specifically, 238 social entrepreneurs were empowered with funds and have commenced their clean stove technology business. 2,100 people have been reached with the use of clean stove technology. 7,500 litres of bio-gel produced and distributed. 598 households now make use of the clean stove technologies across Nigeria. 287 metric tonnes of CO₂ emission was prevented as a result of the use of the clean stove technology.

Agribusiness Livelihood Improvement Program

Access Bank partnered with Xploit Consult to implement agribusiness livelihoods improvement programs. This program was to strengthen food security in benefiting communities and alleviate poverty. Xploits Consulting Limited (XCL) is an Environmental and Social management organization focused on sustainable projects that enhance the socio-economic state of individuals but also benefit the environment in the interim and long-term. Under the program, 56 people in communities in Kogi and Nassarawa states were trained on snail rearing and fish farming, while 224 community people were impacted with agribusiness skills.



EMPOWERMENT

World Wild Life Champions

Local communities have habitats that are home to important wildlife species. However, the people of the communities may not know this and proceed to kill wildlife once sighted. To build knowledge, positive attitude and practices towards wildlife conservation amongst local community dwellers, and also to institute conservation clubs in schools to sensitize youths and advocate actions for effective wildlife conservation, Access Bank partnered with Glow Initiative for Economic Empowerment to implement the Save Wild Life program in Enugu State.

The program was held across four communities in Enugu State, which include Orieani Amechi, Udeji Amechi, Enugu Ngwo and Garriki Awkunanaw. A Save Wild Life in Enugu policy brief was developed and presented to government stakeholders: Commissioner for Agriculture and National Resources, Enugu State. 250 hunters and farmers were educated on "Making Conservation a Habit" at Ngwo Community. 280 community secondary school students were educated on "Save Wild Life" in Enugu and Conservation clubs were instituted in schools across four communities. There was also a strategic discussion held with the Ministry of Environment to promote a wildlife protection law. Over 2,000 people were impacted by the Save Wildlife Program.

#FollowDisACT Campaign

The International Day of Persons Living with Disabilities (PLWDs) is observed to promote the full and equal participation of persons with disabilities to take action for the inclusion of PWDs in all aspect of development. Access Bank partnered with Project Enable to commemorate the 2020 PLWD Day, themed "Building Back Better: Towards a disability-inclusive, accessible and sustainable post-COVID-19 world."

The program was to showcase the ideas, businesses and productivity of the disability community in Nigeria towards amplifying their voices and strengthening the institutional capacity of the community. Part of the event was a business pitch competition for PLWDS to showcase and support the business ideas of young entrepreneurs; the launch of Business Support Program faculty chaired by Head Sustainability, Access Bank, Omobolanle Victor-Laniyan and the General Manager of the Lagos States Office for Disability Affairs, Mr. Dare Dairo; and the unveiling of most inspiring persons with disabilities list and documentary series as part of the #FollowDisACT Campaign.



Covid-19 Response

The COVID-19 pandemic affected the health, economic and social wellbeing of the world with communities in developing nations and vulnerable groups taking the worst hit. To show our commitment to society, especially in communities where we carry out our operations, we supported vulnerable and underserved groups to help alleviate the impacts of the pandemic.

In Nigeria and across the world, governments are implementing strategic measures to reduce and mitigate the risk and spread of COVID-19, one of which is the stay-at-home practice, which resulted in the closure of schools, offices and trading centres amongst others.

Succour For People Living With Sickle Cell

In partnership with Temitayo Help Foundation and Nirvana Initiative, both non-governmental organizations, Access Bank reached out to people living with Sickle Cell Anaemia and vulnerable families in the society amid the COVID-19 pandemic. Food items and relief materials were distributed to people living with sickle cell disease. There were also sensitization sessions on COVID-19 prevention, maintaining good

health, and physical and mental wellbeing, amidst the pandemic. In total, 2,000 people, inclusive of vulnerable families, were reached with COVID-19 food palliatives.

Community Health Providers Empowerment

The 2020 World Health Day (WHD) was focused on celebrating healthcare workers especially nurses and midwives across the globe for the precarious role they play in ensuring the safety of newborns and the world at large. Around the world, people spent the day thanking the nurses and healthcare workers on the frontlines battling the COVID-19 pandemic.

At Access Bank, in recognition of the contributions of community birth attendants and healthcare providers in semi-urban and rural communities towards managing the coronavirus pandemic, we partnered with HACEY Health Initiative, an NGO focused on maternal and child health as well as other health-related programs, to commemorate the 2020 WHD across four communities in Lagos and Ogun States. 5,000 information, education and communication (IEC) materials were distributed to community birth attendants, pregnant women, and women with under-5 children. The initiative had 500 beneficiaries of hygiene materials and 500 beneficiaries of food palliatives.

Persons Living with Disabilities (PLWDs)

Persons living with disabilities are a major vulnerable group adversely affected by the COVID-19 pandemic. These individuals generally require more health-care than other people and will be greatly affected by the socioeconomic impacts of the pandemic. Access Bank, to reduce the economic burden of the COVID-19 outbreak on PLWDs, partnered with Estrategico, an organization focused on creating means of livelihood for vulnerable groups, to deliver a COVID-19 Campaign program for PLWDs. Food palliatives, hygiene products and IEC materials were distributed among the PLWDs community.

Relief Program for Correctional Centers

Access Bank partnered with the Centre For Youth Studies (CYS) and Nigeria Association of Social Workers, Lagos Chapter to deliver a COVID-19 program geared towards the development and sustenance of young boys and girls in correctional centres in Lagos. The program was held at the Special Correctional Centre for Boys, Oregun, Lagos and Special Correctional Centre for Girls, Idi-Araba, Lagos. A life skills training program was designed to equip the young boys and girls with skills that build character and to help them maintain healthy mental wellbeing. Food palliatives, exercise books and CYS life skills

books were distributed to 196 beneficiaries in the Special Correctional Centre for Boys and 70 beneficiaries for the Special Correctional Centre for Girls. Boys and girls were sensitized on the subjects 'Love Your Self' and on the 'Role of a Social Worker' in the rehabilitation of students in the correctional facilities.

Street Children and Children In Orphanages

Access Bank partnered with Care Initiative to birth the "School in the Street" COVID-19 response program. The program was implemented across Lagos and Ogun states and was to provide additional support for street children and children in orphanages to keep them safe amidst the coronavirus pandemic. For two weeks, one meal a day and hygiene materials were provided for 700 street children. Raw food items and hygiene materials were also provided for 300 children in orphanages.

Relief Program For Elderly And Widows

Amidst the COVID-19 pandemic, Access Bank partnered with PDI to organize a relief drive for elderly people and vulnerable widows. Raw food items, hygiene products and IEC materials were distributed to 500 widows and elderlies to help improve their living and mental conditions.

Response For Rural Women

Access Bank partnered with Glow Initiative to organize the Rural Women Coronavirus Awareness Initiative. The initiative focused on raising awareness on coronavirus amongst rural women in Awkunanaw rural village, Enugu State. COVID-19 ICE materials in the Igbo language were distributed to 500 women. Relief food palliative and face masks were distributed to 100 women.

Succour For Community of Vulnerable People

Access Bank in collaboration with Xploit Consult implemented programs aimed at driving positive

change in the lives of vulnerable groups, which include widows, orphans, internally displaced persons (IDPs), elderlies and People Living With Disabilities, amidst COVID-19 lockdown restrictions in communities across Abuja.

The program was implemented across five communities which include Dawaki, Dutse Alhaji, Dutse Makaranta, Dutse Bakuma, and Byazhin. 500 packs of food palliatives were distributed across five communities in Abuja (100 food packs each for widows, orphans, IDPs, elderlies and the disabled in each of the five communities) and 1,000 face masks were also distributed in the communities.



Access-9ija Kids

The stay-at-home order by various governments across the world including Nigeria was a strategic measure to reduce the spread of the coronavirus. However, this meant the closure of schools, offices and other commercial centres. School closure left children at home with few educational activities to do. To keep children at home engaged and educated, Access Bank partnered with 9iJa Kids to deliver online financial literacy and educational gamification modules to children.

The program delivered six gamified educational learning modules which were hosted on the Access Bank website over a period of 12 weeks. The modules included "Kiddiepreneur 101", "Solve that Problem", "Who wants to be a Brainiac", "Nigerian Facts", "Timmy in Charge" and "9ija Citizenship Test". The top five players on the leaderboard stood a chance to win exciting prizes and the winners were announced three times a week on the Bank's social media platforms. Prizes were redeemed through the Access Bank Early Savers account, further encouraging an early savings culture among children.

The program engaged over 1,700 children, and more than 150 children won prizes via the Access Bank Early Savers account. These children were also recognized on the Access Bank social media platform.

The program impacted over 100,000 Nigerian children and parents with financial literacy education and had become a worthy example to emulate by other organizations in Nigeria.

Family Clean Cooking Program for Underprivileged Households

Access Bank partnered with SME Funds, a social enterprise focused on ending poverty through the promotion of sustainable enterprise development, to develop the Family Clean Cooking Support Program for underprivileged households across Nigeria amidst the COVID-19 pandemic. Over 2,000 families were reached across Nigeria with clean stoves and bio-gels. 225,000 minutes of productive time, 625 gallons of water and 30 days savings of N1,300/ \$3 was saved for families.



Act Foundation Grantee Program

Access Bank has been in partnership with the Aspire Coronation Trust (ACT) Foundation to accelerate impact in the focus areas of environment, health, entrepreneurship and leadership, since 2017. In the reporting period, projects were implemented across 27 states in Nigeria and three countries in Africa. 17 non-governmental organizations received grants in the areas of environment, health, entrepreneurship and leadership. The targeted number of beneficiaries impacted was about 304,760 lives.

Since the inception of this partnership with the Foundation, about 990,265 individuals have been impacted both directly and indirectly.

The ACT Foundation also supported the Private Sector Coalition Against COVID-19 (CACOVID) and made strategic plans for the grant received from Novartis Nigeria for the implementation of ACT Foundation's quota in fighting the coronavirus pandemic.

All4One Community Project

The EndSARS is a decentralised social movement against police brutality in Nigeria. The slogan calls for an end to the Special Anti-Robbery Squad (SARS), a notorious unit of the Nigeria Police Force

with a long record of abuses. In 2017, protests started as a campaign on Twitter – with hashtag #EndSARS – demanding that the Nigerian government disbands the police unit. The movement experienced a revitalization in October 2020, with mass demonstrations across major cities in Nigeria. Within a few days of renewed protests, the Nigeria Police Force announced it was dissolving SARS on Sunday, 11 October 2020, a move that was widely received as a triumph of the protests.

However, the hijacking of the protest led to the loss of lives, and destruction of properties and facilities. Access Bank, as a responsible corporate citizen, initiated the All4One Project. The focus of the All4One project is to help local communities to bounce back from the negative impact of the protest. In addition, the All4One project is aimed at impacting lives and businesses positively, rebuilding communities and reviving communal spirit amongst Nigerians.

The All4One project provided grants for individuals and microbusinesses that have been impacted negatively by the EndSARS protest. The grant program has a two-pronged focus: individuals (indigents individuals, students, unemployed individuals) and microbusinesses (market women, caterers,

photographers, barbers, hairdressers and artisans). In 2020, 51 businesses were impacted with grants under the All4One community grants.



Employee Volunteering Activities in Communities

Employee volunteering is an innovative way for organizations to get their employees to be actively involved in their contribution to the communities within which they operate. Over the years, Access Bank has encouraged its employees to carry out various activities under its Employee Volunteering Scheme, where employees are provided with guidance and advice on the best avenues through which communities can be impacted in various focus areas. Through this initiative, Access Bank's employees have contributed ideas, skills and resources to address social, environmental and economic issues, while being positive role models to the people they engage in the communities.

2020 was no different as all our employees across different units of the bank carried out 514 strategic community initiatives across all the six geo-political zones of Nigeria while volunteering a total of 2,781,443 hours since 2015. This further expressed their passion and commitment to community investment as reflected in their choice of projects carried out. Some of the notable initiatives from the 2020 Employee Volunteering Scheme are discussed below.



Conduct and Compliance

The Conduct & Compliance Group committed 2,500 hours and worked closely with Lagos State Government agencies, including the Lagos State Ministry of Education (Education Quality Assurance Department, and Lagos State Universal Basic Education Board (SUBEB)), and the Lagos State Materials Testing Laboratory, to carry out a holistic renovation of St. Peter Nursery/Primary School, Ebute-Metta, Lagos State.

The group renovated the school buildings and enhanced the infrastructure of the school, including the complete transformation of old chalkboards to marker boards. This project helped to support the provision of quality education to about 500 otherwise displaced pupils and a conducive working environment for their teachers and non-teaching staff.

Internal Audit

The Internal Audit Group committed 2,118 hours towards improving the learning environment for students in Akodu Primary School Mushin, Lagos. This was carried out by working closely with the Community Chief and Chairman of the Mushin Community Development Association and the State Universal Basic Education Board (SUBEB). The Group carried out a holistic renovation of classroom blocks in the school, including the roofing of

three classrooms. This project had a direct benefit for over 500 people by providing a conducive learning environment and enhancing the academic performance of the children.

Information & Cyber Security

The Information & Cyber Security Group committed 794 hours towards the 'Kit A Child Initiative', a project focused on providing teaching and learning materials, supporting quality education, and building literacy skills of pupils. The project also enables pupils to develop their cognitive, social and creative skills, while building the capacity of teachers and caregivers and ensuring that pupils have a fulfilling and enjoyable experience while getting educated.

This project was carried out at All Saints Primary School, Lagos and the Group partnered with Rhexyz Africa to distribute health and safety materials, learning materials and stationery, school bags and other supplies to over 150 pupils in the school.

Human Resources & Executive Office

The Human Resources Group and the Executive Office committed over 1,821 hours to cater to the education of underprivileged children. This project benefitted over 800 children across Nigeria and was carried out in partnership with Bethesda Child

Support Agency, and it focused on the mentoring of children, provision of educational materials and scholarships for underprivileged children, as well as the provision of feeding (1 meal per child, per day) and other essentials.

Global Transaction Banking

The Global Transaction Banking Group committed over 250 hours to the installation of renewable energy solutions – quality solar power systems – at the Orile-Agege Primary Health Centre. The project was aimed at easing the effect of disrupted power supply on public health centres, especially during the COVID-19 pandemic, and will benefit 20,000 people over time.



Women

Women in the Workplace

Access Women Network (AWN)

The Access Women Network was formed to support, develop, promote and retain female employees in the bank. Since the signing of the Female Network Charter in 2010, there has been a positive trend in female representation in the bank. In 2020, the bank's workforce was 53% women strong. This is a clear indication that Access Bank is performing above the industry average and as stipulated by the Nigerian Sustainable Banking Principles, 30% of the Bank's senior roles are also occupied by women.

The AWN encourages female representation/inclusion across all cadres of the bank. The Network provides a support network especially to all female employees, ensuring gender equality through policies such as the Human Rights Policy (against harassment), paternity leave, six months' maternity leave, as well as mentoring and leadership programmes.

In 2020, Access Women Network increased its efforts to ensure that women across the Group were positively impacted in one way or the other, especially with a focus on minimizing the challenges of the COVID-19 pandemic and its associated lockdown in



most areas of our operations. Some of the initiatives of AWN in 2020 include:

- o AWN Toastmasters, which continued at various times throughout the year.

- o Project "Make a Family Happy" raised funds to feed 500 families in June.

- o AWN webinar, titled, "The Future Is Female, Are You Ready?", held on July 29. The main speaker was Audrey Mothupi, the Chief Executive Officer of the Systemic Logic Group.

- o AWN Webinar, titled, "Making Your Money Work for You", held on September 11. The keynote speaker at this event was James Maduekeh, and the panellists were Ifueko Oduekun, Dharmit Cumar, Franklin Ayensu-Nyarko, and Oluseun Onasoga.

- o Free Breast Cancer Screening for AWN members held in October at selected locations.

- o Zaron Virtual Experience with AWN, a free online makeup training, held on November 21.

- o The annual Orange Lecture held on November 25, themed, "Orange the World: Fund, Respond, Prevent, Collect!". Speakers at this session included Justice Olubunmi Fadipe, Judge, Lagos State High Court Division; Ini Abasi-Leye, Mental Health Therapist and GBV Survivor; and the Bank's Njideka Esomeju, Head of Personal Banking Division.

Respond, Prevent, Collect!'. Speakers at this session include Justice Olubunmi Fadipe, Judge, Lagos State High Court Division, Ini Abasi-Leye, Mental Health Therapist and GBV Survivor and the Bank's Njideka Esomeju, Head of Personal Banking Division.

Women in the Marketplace

The W Initiative

The W Initiative is the bank's women's market program and has inspired, connected, and empowered women in Africa for over 14 years. The initiative has a strong presence in Nigeria, Ghana, Rwanda, and Zambia with an array of offerings tailored to meet the diverse career, business and lifestyle needs of over 16 million female customers of all life and economic stages.

Following the 2020 digital transformation strategy for the bank, the 'W' branded debit card was introduced to provide exclusive and convenient banking for female customers. This led to a 65% increase in debit card adoption by female customers and contributed to generating over N102 billion (\$255 million) in deposit mobilization.

In the wake of the COVID-19 pandemic, a virtual desk 'W Cares' was introduced to manage gender-focused complaints and inquiries. Through

our eco-system management unit, we also created a USSD option to automate collections for Faith-Based Organizations during the nationwide lockdown.

To help facilitate women's access to discounted finance, we stimulated economic expansion by partnering with Enterprise Sustainability Group (ESG) to simplify the loan application process and tracking for women in business. This resulted in over N8 billion (\$20 million) debt financing investment in over 1,700 women-owned enterprises and N18.8 billion (\$47 million) growth in lending to 750,000 female individuals.

To drive awareness and uptake of products, several product-based campaigns were organized within the year. These campaigns were conducted virtually, leveraging social media as a major communication tool. Some of these campaigns include the W Power Loan campaign, MHSS campaign, channels adoption campaign etc. Some of the flagship programs, activities, and initiatives under the W Initiative in 2020 include:

Womenpreneur Pitch-a-ton Africa

The Womenpreneur Pitch-a-ton recorded 39,982 applications from eight African countries, provided business capacity building for 50 female entrepreneurs through a Mini MBA from the International Finance Corporation (IFC) and produced five grant winners winning a total of N9.25 million (\$23,000.00).

W Webinar series

The W Webinar series is a capacity-building initiative under the W Academy introduced in response to the restriction of physical engagements due to the COVID-19 Pandemic. 17 webinars were organized by the W initiative with over 6,500 registered participants from across 32 countries and four continents.

W Health Month

To commemorate W Health Month, we provided free breast and cervical cancer screening as well as consultation for 300 women across Lagos, Port Harcourt, and Abuja.

Women-focused partnerships, alliances and subsidiary engagements

In 2020, we forged new strategic alliances with local and international organizations such as Nigerian Governors Wives Forum, Mastercard Foundation, FMO, She Trades Invest, etc. These partnerships facilitated a global recognition for Access Bank, as "Bank of the Year" under the Non-financial Services category by the Financial Alliance for Women.

The W initiative was also launched in new African markets in 2020: Sierra Leone, DR Congo, Mozambique, and The Gambia.

Looking to the next financial year, the W Initiative is committed to sustaining the provision of suitable

financial and non-financial services that will enhance the lives of women across all life stages and increase their participation in the global economy.



Women in the Community

End Female Genital Mutilation (FGM)

Female Genital Mutilation (FGM) is the ritual cutting or removal of some or all of the external female genital. FGM is a violation of human rights and poses a risk to the lives and health of women and girls. Nigeria accounts for 10% of global cases with Osun state having the highest prevalence of circumcised women in the country (77%), closely followed by Ebonyi (74%) and Ekiti (72%) states.

In a bid to eradicate this harmful practice, Access Bank partnered with HACEY Health Initiative to commemorate the International Day of Zero Tolerance for FGM. The program was held across Osun, Oyo, and Ekiti states on February 6th, 2020. Traditional leaders as well as government and community leaders were engaged in dialogue sessions to advocate for the abandonment of FGM practices in their communities.

Over 2,000 young girls, CBOs, traditional rulers and policymakers participated in the programs across the three states. About 500,000 Nigerians were reached with online information, education and communication materials.



International Women's Day

Gender bias in Nigeria is not only stifling the growth of women but also constraining the country's ability to reach its potential. It has been proven that the country's Gross Domestic Product (GDP) could grow by 23% or \$229 billion by 2025 if women are allowed to participate in the economy to the same extent as men.

In a bid to accelerate the participation of women and girls in economic development, Access Bank partnered with Xploit Consult, an organization that is focused on the furtherance of the SDGs, to commemorate the 2020 International Women's Day, themed, "Each for Equal". The program was themed 'Women and Girls in Nigeria: Increasing Participation in Mainstream Development.' It attracted key stakeholders in the gender and education spaces, including Mrs. Jokotola Akoni, Deputy Director, Department of Archives, Federal Capital Territory Administration (FCTA); Mrs. Rashida Apakhade, Deputy Director, Head Gender, Education Secretariat, FCTA; Mrs. Stella Uzochukwu Denis, Entrepreneur/Engineer/Robotics Specialist; and Hajia Abdulhameed, Auditor General, FCT Area Councils.

The program, also aimed at creating an action plan towards reducing the gender gap in Nigeria by 2030, featured a workshop and an interactive panel session, which was held in Abuja with female professionals and key stakeholders from all walks of life. There was also an essay competition for female secondary school students with the theme, 'An Equal World: Fostering Economic Growth Through Equitable Participation', in which three schools came out tops and were rewarded with cash prizes.

A mentor-mentee platform was also created to match young girls with appropriate female mentors who will guide their career paths. Over 83 participants benefited from the programme, which also provided information on gender equality and women's rights.



Code4Impact

Access Bank partnered with HACEY Health Initiative for the Code4Impact (C4i) Program, a learning program developed to equip young women with digital and analytical skills to enable them to pursue successful careers in Science, Technology, Engineering and Mathematics (STEM) fields. The programme is aimed at encouraging more women to confidently choose careers in STEM fields and build digital literacy in web development, game development, mobile app and microelectronics.

The program has been very successful such that it has produced over 10,000 STEM professionals who add and create value to the organizations that they go on to join. It has also inspired the Nigeria Women Techsters program, which has trained an additional 2,000 women and girls across Nigeria.

Back on Track Program

Access Bank Partnered with HACEY Health Initiative for the Back on Track Program, a program focused on empowering disadvantaged young girls and women by providing them with vocational and business skills, as well as information on sexual and reproductive health and rights. The program aimed to empower women and create opportunities for them to live a healthy and productive life, and it was held in Ebonyi State, Nigeria. 200 women were

trained in vocational, agriculture business, and life skills, as well as in networking and marketing, business management, and mentoring. These skills enabled the women to set up their businesses in the production of soap and disinfectants.

International Day of the Girl Child

The United Nations General Assembly declared October 11th as the International Day of the Girl Child on 19th December 2011, in recognition of girl's rights and the unique challenges girls face around the world. The International Day of the Girl Child focuses attention on the need to fulfil the human rights of girls, promote girl empowerment and address the challenges faced by girls around the world.

To commemorate this day in 2020, Access Bank partnered with HACEY Health Initiative, a development organization focused on improving the health and productivity of underserved populations in Africa. The Day was themed "My Voice, Our Equal Future", and it featured an essay competition for secondary school students, a safe space leadership and health workshop for girls, media awareness on promoting the health and productivity of women and girls in Nigeria, and the establishment of a media lab – the first studio in Nigeria dedicated to amplifying the voice of young girls, training young girls to leverage on digital media tools to amplify their voices.

The essay competition had over 1,000 entries and 10 best essay submissions were selected. Of the 10 shortlisted essays, three winners emerged: Miss Tennifer Olatunji from Holy Saviour's College as second runner up, Miss Shobanjo Adeola from Itolo Girls Junior Secondary School as first runner up, and Miss Chijindu Ndubisi from Nigeria Navy Secondary School as the winner. 3,815 young girls were also reached with safe space leadership, health & productivity messages – both online and offline – through workshops, and 30 secondary school visitations.

16 Days of Activism Against Gender-Based Violence

The 16 Days of Activism Against Gender-Based Violence is an annual international campaign that kicks off on November 25th, the International Day for the Elimination of Violence Against Women, and runs until December 10th, Human Rights Day. The campaign is aimed at raising awareness on the prevention and elimination of violence against women and girls.

Access Bank partnered with HACEY Health Initiative, a health-focused organization to accelerate programs aimed at ending gender-based violence in Nigeria. The programs for the 16 Days of Activism included:

The launch of the End Rape Culture website aimed at promoting messages and stories that encourage survivors to report and increase awareness,

A Kick-out Gender-Based Violence Campaign targeted at game lovers and using the launch of FIFA 21 as a springboard to generate discussions on ending gender-based violence,

Online summits & exhibitions, including a webinar held on challenges and opportunities to leverage innovation and technology to end gender-based violence,

Media rounds aimed at raising awareness on different forms of violence against women and girls' platforms.

The end rape culture exhibitions had 402 participants, while the end rape culture and gender-based violence webinar had 319 participants. The game competition designed to engage young men on ending rape culture directly reached 297 young men, and the whole campaign reached a total of 205,000 people via social media and a feature on Arise TV.



Environmental Stewardship

As an environment conscious bank, Access Bank has embedded environmental sustainability in its sustainability strategy, which is approved by the Board and integrated into its financing decisions. We have constantly demonstrated our commitment to environmental protection through our strong advocacy for environmental conservation and working in partnership with stakeholders to collectively tackle issues concerning our shared environment.

We continued to comply with environmental protection laws and standards in 2020. We are also making conscious efforts to curb our greenhouse gas emissions through initiatives that are directed at reducing our diesel consumption and supplementing power supply with solar power across our various business locations. We maintained and consolidated our efforts towards reducing our water consumption, paper use and waste-to-landfill. The Bank also included environmental impact assessments and audits of prospective projects in our carbon footprint reduction strategy.

Our 2020 environmental performance mirrored

the unexpected positive impact of the coronavirus pandemic on the environment as experienced globally. A lot of our consumption indices were drastically lower, compared to those of 2019. We heavily leveraged our travel emission reduction strategy by applying our use of video conferencing to all our work processes as necessitated by the global lockdown and subsequent 'work-from-home' mandate.

These and other initiatives detailed below ensured that every unit and process of the bank contribute to a low carbon economy.

Sustainable Waste Management

We initiated our sustainable waste management program in 2016 and since then, we have been championing sustainable waste management in our key locations, including our Head Office. The incorporation of recycling has been an integral component of our sustainable waste management program and enables us to significantly reduce the volume of waste that we send to the landfill. Recyclable waste materials such as paper, aluminium cans, plastic, glass, and cartons are sorted from over 80 branches and picked up by our recycle partners, RecyclePoints and ParallelPoint Consult.

To ensure the success of this program, the bank invests in regular training for all cadre of staff to fur-

ther ingrain the benefits of the program and give the staff a sense of shared responsibility and ownership of the program. We also upgraded the trucks of the recycling partners to maximize their capacity and improve their efficiency in carrying out their function.

We further demonstrated our commitment to sustainable waste management during the 2020 edition of the Access Bank Lagos City Marathon, as our recycle partners were present along the marathon route and at the finish line to ensure that polyethylene terephthalate (PET) bottles were picked up and not sent to the landfill. All of these, and more, enabled the bank to carry out its responsibility of protecting the environment through sustainable waste management.

Alternate Energy

The importance of energy cannot be overemphasized and that is why we have invested in alternative sources of energy over the years and as a result;

- 605 of our automated teller machines (ATMs) nationwide are solar powered
- 58 branches are powered by hybrid power sources
- All our bank facilities are lit by LED lights
- The Head Office is fitted with motion-sensitive lights and water-efficient taps

- We regularly report, monitor, and evaluate our electricity consumption across all our branches.

These efforts have contributed to reducing our carbon emissions, demonstrating our commitment as an organization to reducing our negative impact on the environment.

Resource Efficiency

We continued to implement processes that help us improve efficiency and limit our impact on the environment. One of such initiatives is our 'No Paper Initiative', which helps us to reduce our paper consumption. The following are activities under the initiative:

- Paper Saving Tips
- Automated Memo Approval System on ProcessMaker
- Automated Payment System on Dynamic 365
- Use of Diligent BoardBook – an automated and secured system that has helped to significantly reduce the number of documents printed for Board meetings.

Water Efficiency

As an advocate of water conservation, the Bank installed water-efficient flush systems and taps. We also conduct innovative campaigns and communications using videos and factsheets to keep staff members in constant awareness of the need for water management.

Supply Chain

Access Bank's suppliers are central to our business as they supply the tools, goods, and services we require to run our operations effectively and seamlessly, as well as meet the needs of other stakeholders. We require our suppliers to deliver high quality products and services, while making positive contributions to the environment and society at large. This is in conformance to the United Nations Global Compact Principles which the bank is subscribed to.

Vendor Selection Process

Our procurement policy is broad-based, covering the various areas the bank operates in and hinges on ensuring that our stakeholders' concerns are taken into consideration.

We require our vendors to observe high ethical standards, as well as ensuring that they take responsibility as corporate citizens. This is why we structured our procurement framework to ensure that we carry out extended due diligence in co-ordination with the end-users to ensure long term sustainability. Vendors are engaged according to their capacity and categorized to accommodate vendors of various economic strengths.

All our vendors are assessed based on the following

criteria:

- i. Quality of goods/services
- ii. Geographical coverage
- iii. Track record
- iv. Price competitiveness
- v. Problem resolution
- vi. Referrals from other institutions
- vii. Timeliness of service delivery
- viii. Risk assessment
- ix. Business sustainability

Local Sourcing

We recognize the complexities associated with sourcing, such as carbon emissions, violation of human rights, and potential biodiversity loss. This is why we encourage our suppliers to source goods from trustworthy sources closest to the bank as this not only helps us eliminate the aforementioned risks, but also ensures the growth of the local economy and provides an enabling environment for businesses to thrive.

In 2020, we spent about N197 billion engaging over 100 suppliers across all geopolitical zones in Nigeria.

Awards and Recognitions



On September 30, 2020, Access Bank was presented with the certificate for achieving the highest level of sustainability certification under the Sustainability Standards and Certification Initiative (SSCI) program of the European Organisation for Sustainable Development (EOSD) during the Sustainability Certification ceremony at the World Development Finance Forum (WDFF) in Karlsruhe, Germany. This makes Access Bank the first commercial bank in Africa to achieve this certification.

In recognition of our strategic collaborations and efforts in promoting sustainable development in Africa and the world, we have received numerous awards from prestigious awarding bodies, both local and international. Some of our most notable recognitions received during the year 2020 include:



AWARD	ORGANISATION	DESCRIPTION
Best CSR Bank	Global Brands Awards	In recognition of the Bank's unwavering commitment to embedding sustainability into its core business strategy and DNA that help address issues across its business operations and value chain.
Best Digital Bank in Africa	Asian Banker Awards	This award recognizes the bank as a leader in offering digital solutions through innovative and strategic products and services.
Best Brand in Sustainability	Brandcom Awards	In recognition of the Bank's unwavering commitment to embedding sustainability into its core business strategy and DNA that help address issues across its business operations and value chain.
SME Friendly Bank of the Year	Brandcom Awards	In recognition of the Bank's support to assisting SMEs growth and success in the economy
Outstanding Business Sustainability	Karlsruhe Sustainable Finance Awards	In recognition of Access Bank's success in incorporating economic, social and environmental aspects/metrics in the corporate strategy and business processes, this was due to the Bank's efforts and contributions towards impactful sustainability initiatives.
Best Bank, Nigeria	International Investors Awards	In recognition of the bank's excellence in incorporating economic, social and environmental aspects in the corporate strategy and business processes.
Sustainable Bank of the Year, Africa	International Investors Awards	This award was presented to the bank for its unwavering commitment to embedding sustainability into its core business strategy and DNA that help address issues across its business operations and value chain, thereby attracting ESG investors and improving its public image.
Outstanding Female Friendly Bank of The Year (WIMCA Awards)	Awesome Communications	This was presented to the Bank for driving the economic empowerment of women through its products, services, policies and practices.



Supplementary Information

GRI Index

S/NO	GRI Content	GRI IDENTITY
1	Organizational Profile	
	Name of the Organization	GRI 102-1
	Activities, brands, products, and services of Access Bank Plc.	GRI 102-2
	Location of headquarters	GRI 102-3
	Location of operations & market served	GRI 102-4 & 102-6
	Ownership and legal form	GRI 102-5
	Scale of the Organization	GRI 102-7
	Information on employees and other workers	GRI 102-8
	Supply chain	GRI 102-9
	Significant changes to the organization and its supply chain	GRI 102-10
	Precautionary principles or approach	GRI 102-11
	External initiatives	GRI 102-12
	Membership of associations	GRI 102-13
2	Strategy	
	Statement from the senior decision maker	GRI 102-14
	Key impacts, risks, and opportunities	GRI 102-15
3	Ethics & Integrity	
	Values, principles, standards and norms of behaviour	GRI 102-16
	Mechanisms for advice and concerns about ethics	GRI 102-17
4	Governance	
	Governance structure	GRI 102-18

S/NO	GRI Content	GRI IDENTITY
	Delegating authority	GRI 102-19
	Executive-level responsibility for economic, environmental, and social topics	GRI 102-20
	Consulting stakeholders on economic, environmental and social topics	GRI 102-21
	Composition of the highest governance body and its committees	GRI 102-22
	Chair of the highest governance body	GRI 102-23
	Nominating and selecting the highest governance body	GRI 102-24
	Identifying and managing economic, environmental and social impacts	GRI 102-29
	Effectiveness of risk management processes	GRI 102-30
	Communicating critical concerns	GRI 102-33
	Nature and total number of critical concerns	GRI 102-34
	Remuneration policies	GRI 102-35
5	Stakeholders Engagement	
	List of stakeholders group	GRI 102-40
	Collective bargaining agreements	GRI 102-41
	Identifying and selecting stakeholders	GRI 102-42
	Approach to stakeholder's engagement	GRI 102-43
	Key topics and concerns raised	GRI 102-44
	Defining report content and topic boundaries	GRI 102-46
	List of material topics	GRI 102-47

S/NO	GRI Content	GRI IDENTITY
	Reporting period	GRI 102-50
	Reporting cycle	GRI 102-52
	Contact point for questions regarding this report	GRI 102-53
	Claims of reporting according to the GRI standards	GRI 102-54
	GRI content index	GRI 102-55
	External assurance	GRI 102-56
6	Management Approach	
	Explanation of material topics and their boundaries	GRI 103-1
	Management approach and its components	GRI 103-2
	Evaluation of management approach	GRI 103-3
7	Economic Performance Indicators	
a	Economic Performance	
	Direct economic value generated and distributed	GRI 201-1
	Financial implications and other risks and opportunities due to climate change	GRI 201-2
	Defined benefit plan obligations and other retirement plans	GRI 201-3
b	Market Presence	
	Ratios of standard entry level wage by gender compared to local minimum wage	GRI 202-1
c	Indirect Economic Impacts	
	Infrastructure investments and service supported	GRI 203-1
	Significant indirect economic impacts	GRI 203-2
d	Procurement Practices	GRI 204-1
e	Anti-Corruption	
	Operations assessed for risks related to corruption	GRI 205-1
	Communication and training about anti-corruption policies and procedures	GRI 205-2

S/NO	GRI Content	GRI IDENTITY
	Tax	
	Approach to tax	GRI 207-1
	Tax governance, control, and risk management	GRI 207-2
	Stakeholder engagement and management of concerns related to tax	GRI 207-3
8	Environmental Performance Indicators	
a	Energy	
	Energy consumption within the organization	GRI 302-1
	Reduction of energy consumption	GRI 302-4
b	Water	
	Interactions with water as a shared resource	GRI 303-1
	Water consumption	GRI 303-5
c	Emissions	
	Direct GHG emissions	GRI 305-1
	Reduction of GHG emissions	GRI 305-5
d	Suppliers Environmental Assessment	GRI 308-1
9	Social Performance Indicators	
a	Employment	
	New employee hires and employee turnover	GRI 401-1
	Benefit provided to full-time employee that are not provided to temporary or part-time employees	GRI 401-2
	Parental leave	GRI 401-3
b	Occupational Health and Safety	
	Occupational health and safety management system/gation	GRI 403-1

S/NO	GRI Content	GRI IDENTITY
	Hazard identification, risk assessment and incident investigation	GRI 403-2
	Occupational health services	GRI 403-3
	Worker participation, consultation, and communication on occupational health and safety	GRI 403-4
	Worker training on occupational health and safety	GRI 403-5
	Promotion of worker health	GRI 403-6
c	Training and Education	
	Average hours of training per year per employee	GRI 404-1
	Programs for upgrading employee skills and transition assistance programs	GRI 404-2
	Percentage of employees receiving regular performance and career development reviews	GRI 404-3
d	Diversity and Equal Opportunity	
	Ratio of basic salary and remuneration of women to men	GRI 405-2
e	Human Rights Assessment	
	Employee training on human rights policies and procedures	GRI 412-2
f	Local Communities	
	Operation with local community engagement, impact assessments, and development programs	GRI 413-1
g	Customer Health and Safety	
	Assessment of the health and safety impacts of product and service categories	GRI 416-1
h	Customer Privacy	
	Management approach disclosure	GRI 418



Independent Limited Assurance Statement

to the Board and Management of Access Bank Plc

CSR-in-Action Consulting ("CSR-in-Action, we, our,") was engaged by Access Bank Plc ("Access Bank") to conduct limited assurance over its 2020 Sustainability Report, for the financial year ended 31 December 2020, in accordance with AA1000AS AccountAbility Principles (2008).

Scope of Work

We have provided independent limited assurance, in accordance with a **Type 2, Moderate Level Assurance** of the AA1000 AccountAbility Standards. The scope of the assurance is strictly limited to the contents of the 2020 Report. During our engagement, we assessed relevant data and activities, as well as assertions made in the Report in relation to actual performance within the reporting time frame: 1 January 2020 to 31 December 2020. The basis for this assurance engagement, as agreed with Access Bank Plc ('Access Bank'), was delimited to the following:

A. AA1000 AccountAbility Principles

The process used in arriving at this assurance statement is based on AA1000 AccountAbility's Principles of Inclusivity, Materiality, Responsiveness, and Impact

B. Global Reporting Initiative (GRI) Standards Application

This is based on Access Bank's assertion that the Report is scripted with reference to the GRI Standards Sustainability Reporting framework.

C. Organisational Content

The review of the contents of the Report in relation to Access Bank's organisational targets and ambitions and systems of quality control, including documented policy and procedures relating to compliance with ethical requirements, professional standards, and applicable legal and regulatory requirements.



CSR-in-Action planned and conducted the assurance engagement in a participatory manner to allow for the receipt of sufficient and appropriate assurance evidence for its conclusion. Subject to the limitations and exclusions of this Report, our review included:

- Statements, information and performance data contained within Access Bank's 2020 Sustainability Report;
- Access Bank's management approach to material issues; and
- Alignment of the reported data and information to the requirement of the GRI Standards.

Our work

For the independent assurance, the scope of our work necessitated the engagement of our multi-disciplinary team of sustainability and assurance consultants. We concentrated our verification efforts on the issues of high material relevance to Access Bank and its stakeholders. Furthermore, to arrive at our conclusions, we investigated the systems, structures and processes through information contained in the Report, interviews and a review of supporting documents. We, specifically:

- examined relevant activities undertaken at Access Bank over the reporting period of 1 January 2020 to 31 December 2020;
- examined Access Bank's stated approach to stakeholder engagement, although we had no direct engagement with stakeholders;
- examined information provided to us by Access Bank on its reporting and management processes relating to the Principles;
- interviewed key managerial staff, including the heads and/or representatives of the Sustainability, Health Safety Security and Environment, Environmental and Social Risk Management, Compliance and Internal Control, Internal Audit, Customer Experience,

Brand Management, Human Resources, Marketing Communications, and General Resource Management and Procurement departments;

- examined the following information in supporting documents: community initiatives sustainability strategy, stakeholder surveys, reports to management, HSSE policy, customer safety plan, governance framework, whistle blowing policy, environmental and social risk management policy, employee satisfaction survey procurement policy, HR policy, evidence of GHG emissions reduction, updated emergency procedures, evidence of staff training for fire marshals and health champions,
- examined the processes for gathering and consolidating the specified performance data; and,
- conducted an independent assessment of Access Bank's reporting against the GRI Standards.

During the assurance process, we did not come across limitations to the scope of the agreed assurance engagement. No external stakeholders were interviewed as part of this assurance engagement. Our work was planned to obtain all the information and explanations that were needed within the organisation to provide a basis for our assurance conclusions.

Inherent limitations

Inherent limitations exist in all assurance engagements, particularly in Type 2, Moderate Level Assurance, due to the selective enquiry of the information being examined. We conducted our work to express a limited assurance opinion and conclusion. Our assurance relies on the premise that the data and information provided to us by Access Bank have been provided in good faith and is dependent on the accuracy of



data collection and monitoring arrangements of the company.

Our assessment is restricted to reviewing only the plausibility of internal records, as well as interviews with management staff responsible for the provision of material data, such that the risk of our conclusion being in error is reduced, but not zero.

Respective responsibilities

The preparation and presentation of the selected information in the Sustainability Report is the sole responsibility of the management of Access Bank.

Our primary responsibility was to conduct an audit of the Report and independently express conclusions on the subject matter as defined within the scope of work above and in accordance with our terms of engagement.

CSR-in-Action's Independence and Competence

CSR-in-Action Consulting is a foremost sustainability consultancy in Africa, with the authority to assure sustainability processes using AccountAbility's AA1000AS certification. For the sixth year, we are providing assurance services to Access Bank, and have assured reports for other leading organisations.

CSR-in-Action is certified by the Global Reporting Initiative as the only training partner in Nigeria and is a Gold Community Member. The Company has a branch in Canada to entrench the principles of governance in businesses and to further African-Canadian transcontinental business. Our Chief Executive sits on the Board of the GRI, becoming the first from out of West Africa. The CSR-in-Action Group is widely recognised as having high levels of proficiency in sustainability consulting – environment, social (gen-

der and human rights) and economic-impact assessment, sustainability strategy, reporting and stakeholder engagement; skills resident within the members of the Assurance Team.

Our Observations

Our observations and recommendations are provided in a separate report to Access Bank's management team; only select observations are provided below. These observations do not affect our conclusions. Our key observations based on the AA1000 AccountAbility Principles are that:

Inclusivity

Access Bank's business operations and processes demonstrate active engagement with a wide range of stakeholders. Evidence from our engagement with Access Bank reveals that, the processes for engagement has been handled by a unit of the business and have identified and are responding to the significant sustainability concerns of its customers, employees, shareholders and investors, customers, host communities, regulatory bodies, media, and suppliers, which has afforded Access Bank valuable insights into the development of its strategies.

Materiality

Access Bank has developed its materiality process to reflect on topics that are relevant to the Bank and its stakeholders. Topics like economic presence, occupational safety and health, community investments, human rights and market presence ranked highest on its materiality matrix and the Report provides sufficient information on how these topics have been prioritised and addressed.



Responsiveness

Access Bank has included appropriate explanations on how it has responded to its stakeholder needs and concerns. Available evidence shows that the issues raised during stakeholder engagements are being addressed by the different functions assigned to manage the different stakeholder groups.

Impact

Access Bank has established processes that are annually reviewed to understand, measure, evaluate and manage its impacts, and has disclosed the impacts in its 2020 Sustainability Report. In our professional opinion, Access Bank adheres to the Principle of Impact

Our Recommendations

Financial institutions are complex and highly regulated entities. The intricacy of operations would mean that Access Bank must make concerted effort to ensure compliance at all levels. It is on this basis that we recommend that Access Bank carries out tailored engagement processes for each department to identify their unique challenges, while maintaining its unified approach for engaging internal and external stakeholders for identifying material issues.

Timeliness of information is also a key principle of the GRI and other leading standards, and the report is recommended to be concluded within the first quarter of the next year.

Our Conclusion

Based on our procedures, the work we have undertaken, and the evidence obtained, we can reasonably conclude that the Report has been written in the spirit of the AA1000 AccountAbility Principles of Inclusivity, Materiality, Responsiveness and Impact as set out in the AA1000 Accountability Principles Standard (APS) (2008).

August 2021

Bekeme Masade-Olowola FICRS, FASPN, MNIMN
Chief Executive
CSR-in-Action Consulting



PRB Reporting requirement	GRI	Disclosure	Report Section
1.1 Describe (high-level) your bank's business model, including the main customer segments served, types of products and services provided, the main sectors and types of activities, and where relevant the technologies financed across the main geographies in which your bank has operations or provides products and services.	102-1	Name of the organization	Cover Page
	102-2	Activities, brands, products, and services	The Access Brand
	102-3	Location of headquarters	Contact Us
	102-4	Location of operations	Our Geographical Presence
	102-6	Markets served	The Access Brand
	102-7	Scale of the organization	The Access Brand
	102-14	Statement from senior decision-maker	Chairman's Statement
1.2 Describe how your bank has aligned and/or is planning to align its strategy to be consistent with and contribute to society's goals, as expressed in the Sustainable Development Goals (SDGs), the Paris Climate Agreement, and relevant national and regional frameworks.	102-12	External initiatives	Our Memberships and Partnerships
2.1 Impact Analysis: Show that your bank has identified the areas in which it has its most significant (potential) positive and negative impact through an impact analysis that fulfills the following elements: a) Scope: The bank's core business areas, products/services across the main geographies that the bank operates in have been as described under 1.1, have been considered in the scope of the analysis. b) Scale of Exposure: In identifying its areas of most significant impact the bank has considered where its core business/its major activities lie in	102-15	Key impacts, risks and opportunities	The Issues That Matter; Business Model; PRB Report

PRB Reporting requirement	GRI	Disclosure	Report Section
terms of industries, technologies and geographies. c) Context & Relevance: Your bank has taken into account the most relevant challenges and priorities related to sustainable development in the countries/regions in which it operates. d) Scale and intensity/salience of impact: In identifying its areas of most significant impact, the bank has considered the scale and intensity/salience of the (potential) social, economic and environmental impacts resulting from the bank's activities and provision of products and services. (your bank should have engaged with relevant stakeholders to help inform your analysis under elements c) and d))			
Show that building on this analysis, the bank has identified and disclosed its areas of most significant (potential) positive and negative impact	102-15	Key impacts, risks and opportunities	The Issues That Matter; Business Model; PRB Report
Show that building on this analysis, the bank has identified strategic business opportunities in relation to the increase of positive impacts / reduction of negative impacts	102-15	Key impacts, risks and opportunities	The Issues That Matter; Business Model; PRB Report
2.2 Show that the bank has set and published a minimum of two Specific, Measurable (can be qualitative or quantitative), Achievable, Relevant and Time-bound (SMART) targets, which address at least two of the identified "areas of most significant impact", resulting from the bank's activities and provision of products and services. Show that these targets are linked to and drive alignment with and greater contribution to appropriate Sustainable Development Goals, the goals of the Paris Agreement, and other relevant international, national or regional frameworks. The bank should have identified a baseline (assessed against a particular year) and have set targets against this baseline.			The Issues That Matter; Business Model; PRB Report

PRB Reporting requirement	GRI	Disclosure	Report Section
<p>Show that the bank has analysed and acknowledged significant (potential) negative impacts of the set targets on other dimensions of the SDG/ climate change/society's goals and that it has set out relevant actions to mitigate those as far as feasible to maximize the net positive impact of the set targets.</p>			
<p>2.3 Plans for Target Implementation and Monitoring</p> <p>Show that your bank has defined actions and milestones to meet the set targets.</p> <p>Show that your bank has put in place the means to measure and monitor progress against the set targets. Definitions of key performance indicators, any changes in these definitions, and any rebasing of baselines should be transparent.</p>			PRB Report
<p>2.4 Progress on Implementing Targets</p> <p>For each target separately:</p> <p>Show that your bank has implemented the actions it had previously defined to meet the set target. Or explain why actions could not be implemented / needed to be changed and how your bank is adapting its plan to meet its set target.</p> <p>Report on your bank's progress over the last 12 months (up to 18 months in your first reporting after becoming a signatory) towards achieving each of the set targets and the impact your progress resulted in. (where feasible and appropriate, banks should include quantitative disclosures)</p>			PRB Report
<p>3.1 Provide an overview of the policies and practices your bank has in place and/or is planning to put in place to promote responsible relationships with its customers. This should include high-level information on any programmes and actions implemented (and/or planned), their scale and, where possible, the results thereof.</p>			PRB Report

PRB Reporting requirement	GRI	Disclosure	Report Section
<p>3.2 Describe how your bank has worked with and/or is planning to work with its clients and customers to encourage sustainable practices and enable sustainable economic activities. This should include information on actions planned/ implemented, products and services developed, and, where possible, the impacts achieved.</p>			PRB Report
<p>4.1 Describe which stakeholders (or groups/ types of stakeholders) your bank has consulted, engaged, collaborated or partnered with for the purpose of implementing these Principles and improving your bank's impacts. This should include a high-level overview of how your bank has identified relevant stakeholders and what issues were addressed/results achieved.</p>	102-40	List of stakeholder groups	Stakeholder Engagement
	102-42	Identifying and selecting stakeholders	Stakeholder Engagement
	102-43	Approach to stakeholder engagement	Stakeholder Engagement
	102-44	Key topics and concerns raised	Stakeholder Engagement
<p>5.1 Describe the relevant governance structures, policies and procedures your bank has in place/is planning to put in place to manage significant positive and negative (potential) impacts and support effective implementation of the Principles.</p>	102-18	Governance structure	Chairman, Board Committee on Sustainability Statement
	102-19	Delegating authority	
	102-20	Executive-level responsibility for economic, environmental, and social topics	
	102-22	Composition of the highest governance body and its committees	
	102-27	Collective knowledge of highest governance body	
<p>5.2 Describe the initiatives and measures your bank has implemented or is planning to implement to foster a culture of responsible banking among its employees. This should include a high-level overview of capacity building, inclusion in</p>	102-16	Values, principles, standards and norms of behaviour	Ethics, Integrity; Corporate Governance; Employees

PRB Reporting requirement	GRI	Disclosure	Report Section
remuneration structures and performance management and leadership communication, amongst others.	102-26	Role of highest governance body in setting purpose, values, and strategy	
	102-35	Remuneration policies	
<p>5.3 Governance Structure for Implementation of the Principles</p> <p>Show that your bank has a governance structure in place for the implementation of the PRB, including:</p> <ul style="list-style-type: none"> a) target-setting and actions to achieve targets set b) remedial action in the event of targets or milestones not being achieved or unexpected negative impacts being detected 			PRB Report
<p>6.1 Progress on Implementing the Principles for Responsible Banking</p> <p>Show that your bank has progressed on implementing the six Principles over the last 12 months (up to 18 months in your first reporting after becoming a signatory) in addition to the setting and implementation of targets in minimum two areas (see 2.1-2.4).</p> <p>Show that your bank has considered existing and emerging international/regional good practices relevant for the implementation of the six Principles for Responsible Banking. Based on this, it has defined priorities and ambitions to align with good practice.</p> <p>Show that your bank has implemented/is working on implementing changes in existing practices to reflect and be in line with existing and emerging international/regional good practices and has made progress on its implementation of these Principles.</p>			<p>PRB Report</p> <p>Our Memberships and Partnerships; PRB Report</p> <p>PRB Report</p>



Contact Us

As a way of adding value to our Sustainability Report and the reporting process, while disclosing and being accountable to our internal and external stakeholders on an on-going basis, Access Bank Plc welcomes feedback from all our stakeholders in respect of the content of this report and additional information of interest to the stakeholders assumed to be material. The information received would be functional in mapping out other areas for disclosure hence providing a balanced and reasonable representation of the sustainability performance of Access Bank Plc.

We are interested in hearing what our stakeholders think about our sustainability performance and reporting efforts – and how we can improve both. Please email your thoughts and suggestions to:

Omobolanle Victor-Laniyan

Head, Sustainability

Access Bank Plc

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