

access >>>

# 10 | YEARS OF LEADING SUSTAINABILITY

2017 SUSTAINABILITY REPORT

SPEED

SERVICE

SECURITY

# CONTENTS

Executive Summary	4	Progress on UNGC	62
About This Report	5	Progress on NSBP	65
Chairman’s Statement	6	Access Bank’s Employees	66
CEO’s Statement	8	Annual Appraisals	70
Our Sustainability Journey	10	Communication with Employees	72
Our Materiality Process	18	Occupational Health and Safety	77
Access Bank’s Blueprint for Success	20	Access Bank’s Customers	78
Our Business: Organizational Information	22	Financial Inclusion	81
Our Geographical Distribution	34	Rewarding Our Customers	86
Responsible Business, Profitable Business	36	Environmental Stewardship	87
Sustainability Statement	40	Our Supply Chain	90
Access Bank’s approach to Sustainability	42	Community	92
Access Bank’s 2017 Stakeholder Engagement	44	Supplementary Information	110
Access Bank’s Progress on Collaborative Partnership/Membership	49	Independent Limited Assurance Statement to Access Bank Plc	116
Progress on SDGs	54	Contact Us	119

# TABLES

<b>Table 1</b> Access Bank’s Financial Performance and Socio-Economic Benefits	34	<b>Table 9</b> Energy Consumption in 2017	87
<b>Table 2</b> Project Financed with consideration to the Equator Principles	39	<b>Table 10</b> Emissions in 2017	88
<b>Table 3</b> Updates on Partnerships and Coalitions	50	<b>Table 11</b> Business Travel in 2017 (Miles)	88
<b>Table 4</b> Access Bank’s Progress on SDG	54	<b>Table 12</b> Paper Usage in 2017	88
<b>Table 5</b> Access Bank’s Update on United Nations Global Compact	63	<b>Table 13</b> Water Consumption in 2017	88
<b>Table 6</b> Composition of Employees by Gender	66	<b>Table 14</b> Solid Waste Management	88
<b>Table 7</b> Gender distribution of Board of Directors since 2008	67	<b>Table 15</b> Breakdown of grants by Act Foundation in 2017	97
<b>Table 8</b> Women Empowerment Principles	68	<b>Table 16</b> Details of Employee Volunteering Activities for 2017	100
		GRI content Index/Data Table	110

# FIGURES

<b>Figure 1</b> Participation Rate of Employees	72	<b>Figure 8</b> Competencies with Satisfaction Indexes of 3.5	75
<b>Figure 2</b> Employee Satisfaction Index	73	<b>Figure 9</b> Competencies with Satisfaction Indexes of 3.0 and below	75
<b>Figure 3</b> Employees Satisfaction Level by Grade	73	<b>Figure 10</b> Branch Performance	79
<b>Figure 4</b> Satisfaction Index by Length of Service	74	<b>Figure 11</b> Staff Performance	80
<b>Figure 5</b> Satisfaction Index by Gender	74	<b>Figure 12</b> Satisfaction with Mobile Banking	80
<b>Figure 6</b> Satisfaction Index by Top Performer	74		
<b>Figure 7</b> Competencies with Satisfaction index of 4.0 and above	75		



This report is printed on paper obtained from sustainably managed plantations and is Forest Stewardship Council (FSC)™ certified.

Our FSC 100% label means that the wood used to produce paper for this report has not been manufactured at the expense of the forest, or the animals, plants, and people who rely on them. We all make choices every day – choose to live sustainably.

Access Bank Sustainability Report 2017.





## EXECUTIVE SUMMARY



At Access Bank, Our Sustainability focus reflects our values, presents tremendous business opportunity and allows us to create shared success with our customers and communities. We continuously find innovative ways to deploy capital and activate partnerships to fuel social and economic progress around the world. Investing in our employees has become part of DNA— ensuring they have the resources to reach their goals at work and at home. And it's focusing on customers — developing lasting relationships through responsible products, services and advice. All of this is underscored by disciplined risk management that ensures we're building a financial institution that will endure as a place that people want to work for, invest in and do business with.

Guided by our vision to be the most respected African Bank, we continue to deliver strong value to our many stakeholders in an ever-changing environment. Trust is critical to our business and we work hard to deliver value not just to our customers and shareholders but also to the communities that we are a part of.

At Access Bank, we measure our efforts by the success our customers enjoy. We stay attuned to their insights and candid feedback to ensure we are delivering innovative products and tools that meet their changing needs. In 2017, we continued reimagining our brand experience and finding new ways to support customers.

Our approach to community engagement encourages both positive change within the community and personal pride for our stakeholders. Our employees are unfailingly generous with their time, resources and talents outside of the office, volunteering to ensure that certain needs of our communities are met. In 2017, employees dedicated about 1,712,516 hours serving individuals and communities in need in 2017. Through Act foundation, we gave more

than N500 million in philanthropic grants to nonprofit organizations that help create economic opportunity in communities where our employees and customers live and work. We also provided more than N1 billion in loans and investments, creating more affordable places to live and providing job opportunities for people.

Recognizing the real threat of climate change and our ongoing responsibility as a good corporate citizen, we continuously seek out new and effective ways to reduce our environmental impact and improve our operations. We have made significant progress reducing the greenhouse gas (GHG) emissions of our facilities, sourcing more renewable energy, increasing the number of green buildings, using more environmentally preferred paper, and engaging employees in environmental sustainability efforts.

A good relationship with our vendors helps us to enhance our service delivery capacities. In line with our sustainability goals, in 2017, we were able to achieve cost reduction, improve cycle times for service delivery, improve service levels for our internal and external customers and improved productivity of our internal resources.

Following a decade of Sustainability, we have been recognized by local and international institutions for our performance in leading sustainability across Nigeria, Africa and beyond. As part of our unwavering commitment, we stay committed to the ten Principles of the United Nations Global Compact (UNGC), which promotes economic development in a manner that is beneficial to the community and to future generations. This is a milestone we are proud to achieve, and strive for continuous significant achievements in the coming years.



## ABOUT THIS REPORT



The first Sustainability Report of Access Bank Plc was published in 2009, and covered CSR activities undertaken in 2008. The report also adopted the Global Reporting Initiative G3:1 Guidelines. In 2014, Access Bank adopted the new reporting standards, and published its 2013 Sustainability Report based on the Global Reporting Initiative G4 Guidelines, which are the most widely recognized and used non-financial reporting standards. This year's edition of the Bank's Sustainability Report offers a new quality in reporting. The document shows various aspects of Access Bank's sustainability reporting as defined in the consolidated set of Global Reporting Initiative Standard of 2016, published in October 2016. The purpose of our Sustainability Report is to inform our key stakeholders about the environmental, social and governance (ESG) aspects of our business and our 2017 performance, which is relevant to Access Bank's Sustainability pillars enumerated as Education, Health, Environment, Arts, Sports and Social Welfare.

The concept of materiality is central to our sustainability reporting and it helps us determine the types of ESG issues to address and report on. Access Bank continues to align our Sustainability Report with the Global Reporting Initiative (GRI) Guidelines. Using these guidelines, the report also defines our material aspects as those that reflect our significant economic, environmental and social impacts; or those that substantively influence the assessments and decisions of our stakeholders. We include data related to our ESG performance, as well as information about how we are managing the impacts, risks and opportunities.

To deliver sustainable value, we consider that when customers and clients do well, so do we. When the communities we live and work in thrive, we do, too. And when society prospers, we all do – it's not one, or the other. These simple concepts help us focus on creating shared value to our stakeholders and they define our approach to sustainability and the business model we operate.

**...we consider that when customers and clients do well, so do we. When the communities we live and work in thrive, we do, too. And when society prospers, we all do – it's not one, or the other.**





## Chairman's Statement

Over the last year, we remained committed to driving sustainable development whilst responding to the material issues raised by our valuable stakeholders.

**MOSUN BELO-OLUSOGA, FCA  
CHAIRMAN**

A decade ago when we started our sustainability journey, we had a clear vision – to be the most sustainable and respected bank in Africa, financing and facilitating brighter futures for all of our stakeholders through innovative services and best-in-class operations. With a strong commitment to creating a sustainable future, we have in the last decade, worked with key stakeholders and partners across industries. And guided by the material issues of relevance to our stakeholders, we developed strategic interventions and initiatives that have facilitated our goal of financing a future that is socially developed, environmentally responsible and economically advanced.

Globally, the world has advanced further towards sustainable development over the last decade.

One very important feat in the advancement of sustainable development this past decade, was the launch of the 17 Sustainable Development Goals (SDGs) by the United Nations in 2015. Building on the footprints of the Millennium Development Goals, the 17 SDGs are aimed

at 'transforming our world' for Sustainable Development by 2030. The SDGs principles now guide the Bank's Sustainability strategy.

Furthermore, in 2010, the UN Women Empowerment Principles were launched to provide guidance on driving gender-balance in the workplace globally. Two years later, Access Bank was appointed Leadership Group Member, United Nations Women Empowerment Principles.

Another very significant milestone globally, was the signing of the Paris Climate Agreement, which focused on dealing with greenhouse-gas-emissions mitigation, adaptation, and finance, starting in the year 2020. Commendably, Nigeria signed on to the Paris Agreement on the side-lines of the UN General Assembly in New York in 2016.

Since 2008, we have continuously benchmarked our business practices and operations with local and international best practices. Understanding the key trends and challenges as a tool for shaping our strategy and informing our decision-making processes has helped us

lead the way in driving sustainable development in the local and global sphere. Having launched our Corporate Social Responsibility function in 2008, our Employee volunteering scheme was established and adopted Bank-wide. By 2009, we became the pioneering signatory to the Equator Principles, United Nations Principles for Responsible Investment, United Nations Environment Programme Finance Initiative, amongst other global sustainability initiatives. We were appointed to the board of the Global Business Coalition on Health in recognition of the Bank's HIV/AIDS, TB and Malaria eradication efforts. In 2011, we founded the Access Women Network (AWN), providing a platform for female employees to accelerate their professional and personal development.

Also in 2011, we initiated and led the process that culminated in the development of the Nigerian Sustainable Banking Principles (NSBP) in 2012. The NSBP are a set of principles that now guide the Nigerian Banking industry on sustainability. That year, we were also appointed as member of the Private Sector Delegation to the Global Fund Board. Access Bank was appointed Co-Chair United Nations Environment Programme Finance Initiative, Africa & Middle East Task Force, and member of the Global Steering Committee in 2014. We also launched the Maternal Health Support Scheme (MHSS), which offers discounted financing for medical procedures peculiar to women in that year. In 2016, we pioneered a comprehensive waste recycling initiative in the Nigerian financial sector and launched the Malaria-to-Zero initiative focused on galvanizing resources of the private sector to eliminate malaria. We also partnered with the Lagos State Government to successfully host the maiden edition of the Access Bank Lagos City Marathon in 2016.

Our "Save today, Take Tomorrow" campaign, which was launched in 2017 focused on driving financial inclusion locally. Most recently, in early 2018, Access Bank joined 27 other international banks and the United Nations Environment Programme Finance Initiative, as part of the Core Group for the development of the Responsible Banking Principles – a set of principles that are set to guide the global banking sector to embed sustainability in line with the SDGs and the Paris Climate Agreement.

All our strategic investments, efforts and collaborations over the last ten years have enabled us support vibrant and successful communities in every market we work in – including helping to drive out corruption, promote and protect human rights and ensure a healthy and rewarding working environment for our employees. Through these strategic investments, we have been able to lead the way on financial inclusion and education. We have also helped to develop enterprises and stayed at the forefront of sustainability regulation and thought leadership. Furthermore, we now have a competitively low environmental impact for a bank in our markets. We have achieved this feat by successfully improving the efficiency of our operations, minimising energy and resource consumption and mitigating any impacts on our

environment.

Over the last year, we remained committed to driving sustainable development whilst responding to the material issues raised by our valuable stakeholders. Our innovative interventions and initiatives effectively addressed key social, environmental and economic issues within our communities and beyond. Our Malaria-to-Zero initiative continued to address the funding gap in providing innovation solutions, reaching 4,537 pregnant women and sensitizing 1,032,000 people on malaria. Our Employee volunteers remained committed to building the communities we serve by implementing strategic community development initiatives that address key issues in Sports, Arts, Health, Education, Environment and Social Welfare.

Our investment in health also enabled us address key health issues, including: HIV/AIDS, Cancer, Sickle Cell, amongst other health related challenges. We were able to improve our environmental footprints through the implementation of more environmentally-focused initiatives, including: the expansion of our waste recycling initiative – achieving a 92.64% reduction in waste to landfill. The review of our Early shut-down policy and the use of alternative energy in more of our buildings enabled us achieve a 24.9% reduction in diesel consumption (year-to-date). We also took advantage of our local and international partnerships such as – the UNEP FI, CAMA, UNGC etc., to partake in thought leadership initiatives, joining global leaders and leading organizations in shaping the cause for achieving the global sustainable development goals.

These efforts in different permutations yielded immense global and local recognition for the Bank. In 2017 alone, we received over 14 awards on sustainability, becoming the first Nigerian bank to win the Karlsruhe Sustainable Finance Awards for 'Outstanding Business Sustainability' two times in a row. Access Bank also became a 7-time winner of the World Finance award; we arose as the pioneering first-place winner of the first-ever Sustainability awards of the Central Bank of Nigeria, winning all categories. These awards and recognitions reaffirm the effectiveness of the Bank's sustainability strategy in driving the sustainable development of the industry, nation and the world at large.

As we look towards the next ten years of financing and creating a sustainable future for Nigeria and indeed Africa, we remain committed to our goal of changing the world through finance. As a responsible financial institution, we would continue to utilize our resources and leverage our relationships with key stakeholders to form partnerships, develop strategies, and execute initiatives that will transform the world, ensuring social responsibility, creating economic value, and driving environmental impact.

**Mrs. Mosun Belo-Olusoga, FCA**  
Chairman, Board of Directors



## CEO's Statement

**We continued proactively to grow our national and international banking footprints by ensuring that the 'unbanked' in Nigeria and Africa gain access to the financial sector in due time.**

**Herbert Wigwe**  
Group Managing Director

We are proud to present to you, the 10th Year Anniversary Edition of our Independent Sustainability Report. This year is particularly exciting for us as we celebrate a decade of our Sustainability journey at Access Bank. Over the past decade Access Bank has evolved from a business simply operating based on high ethical standards, human rights and societal support, to a truly Sustainable Bank, locally and globally recognized for financing a future that is economically progressive, environmentally protected and socially developed. This, we have achieved by continuously interlocking our stakeholder concerns with our medium-term targets, as guided by our long-term sustainability vision, mission and core values, as well as local regulatory requirements and international best practices for sustainable development.

Our strategic investments and programmatic interventions aimed at driving sustainable development locally and globally over the past ten years, have led to significant progress and valuable impact for the sustainability journey.

In driving economic progress in the last decade, our Maternal Health Service Support Scheme has provided finance, helping individuals complete their families. The Betta Mama Betta Pikin initiative has provided an opportunity for mothers and their children to gain access to health insurance. Over 30 hospitals have benefitted from the Hospital Facility Upgrade Support Scheme (HFUSS) developed to address inadequate equipment/facilities that are barriers to quality healthcare. Our N1 billion Access NollyFund has been set aside for financing innovation for the sustainable economic development of the entertainment industry. In 2016, the Bank partnered with Aspire Coronation Trust Foundation, providing financing opportunities that reached 2,643 aspiring entrepreneurs in Lagos, Osun and Oyo states. Our partnership with the Africa Fintech Foundry, placed the Bank in the epicenter of the discussion for driving sustainable finance in the Nigerian and indeed African fintech industry.

To ensure social development over the last ten years, we

have invested over N3.48 billion in CSR, impacting over 853 communities, reaching over 20,071,453 beneficiaries, and over 358 Non-Governmental Organisations. Today, 100% of our employees have volunteered a total of 2,017,620 hours, in over 160 strategic community initiatives across the six geo-political zones under the employee volunteering scheme. Furthermore, the Bank has invested over N1.4 billion in capacity building programmes for female employees. The Access Bank Lagos City Marathon is encouraging healthy living in communities through sports. Through the UNICEF Fifth Chukker Polo Tournament, the Bank has supported over 10,000 orphans and vulnerable children in Northern Nigeria.

In terms of promoting the protection of the environment, over the last decade, we have utilized alternative energy as a tool for fighting climate change. Our Ogunlana Drive branch is fully powered by solar energy with no connection to the national grid. We have four branches powered by a hybrid of solar energy and power from the national grid, whilst all our other 311 branches are powered by a hybrid of alternative energy sources. Furthermore, the Bank has installed LED Lightings in all its facilities nationwide. This has greatly impacted our footprints over the past 10 years, reducing our CO2 emissions from electricity across Nigeria by 63.4%. CO2 emissions from diesel have been reduced by 28.8%, and our CO2 emissions from petrol has been reduced by 16.7%. Furthermore, the Bank's early shutdown policy was introduced in 2015 and was further reviewed in June 2017, resulting in an 11.37% reduction in diesel consumption bank-wide from 2016 to 2017.

In July 2016, Access Bank also commenced its waste recycling initiative, which enabled us to reduce our waste-to-landfill by 92.64%. The Bank also partnered with the Lagos State Government on e-waste policy for the state.

The year 2017 was a truly interesting year with local and global atmospheric conditions that challenged the status-quo for business and for sustainability. The global financial markets and the global economy enjoyed a year of progress. The year ended on favourable terms with global GDP growth rising and global stock markets strengthening, fuelled by strong underlying growth. There was also a recovery in investment from increased capital spending, which boosted international trade.

In the Sustainability space, 2017 saw several new trends. From threats to globalization, to cyber security challenges, these developments placed a number of businesses at risks. There were also pressures on climate change leadership, and uncertainties in the achievement of the SDGs. In 2017, investors also paid some attention to sustainability, and the rise of Artificial Intelligence. These developments marked a year of both progress and challenges for sustainable development in Nigeria and Africa.

In 2017, we continued to respond to the material issues raised by our valuable stakeholders. These responses guided our strategic goals and objectives for the

year, as we developed and implemented innovative interventions and initiatives that effectively addressed key social, environmental and economic issues within our communities and beyond. We continued proactively to grow our national and international banking footprints by ensuring that the 'unbanked' in Nigeria and Africa gain access to the financial sector in due time. We pursued this objective through the Family Banking Scheme, which is being driven by the 'Save Today, Take Tomorrow' campaign. The campaign aims to drive financial inclusion, by starting from the smallest unit of the society – the family.

We expanded the Bank's waste recycling initiative to 37 new locations, achieving a further 92.64% reduction in waste-to-landfill. This reduction amounted to a rise from the 50.3% recorded in 2016. The Bank also achieved a further 24.9% reduction in diesel consumption (year-to-date) with the review of its early shut-down policy in 2017 by an additional hour at the Head Office and annexes. The 'No-Paper' initiative of the Bank also facilitated a 39.79% reduction in paper usage. We developed a partnership with Aspire Coronation Trust Foundation, providing funding for the delivery of grants to non-profit organizations across Africa. Through this partnership, ACT foundation has supported multiple organizations through its 2017 grant cycle with 22 Grantee Organizations funded, 54,941 direct beneficiaries reached across 23 states in the six geopolitical zones in Nigeria.

In early 2018, Access Bank joined 27 other international banks as the only Nigerian bank on the Core Group of the United Nations Environment Programme Finance Initiative developing the Global Responsible Banking Principles that is set to guide the global banking sector to drive sustainable business practices.

Now, more than ever, stakeholders are seeking accountability from organizations on the impact of their affairs on the environment, economy and society. Leadership on sustainability is globally paralleled with leadership in business and diplomacy, as globally, thought leaders are expected to embed sustainability in their operations and activities.

As an innovative leader in business, we remain committed to identifying key risks and opportunities to develop sustainable solutions. We are also committed to working with key stakeholders to meet the needs of generations to come. Over the next decade and beyond, we will continue to set standards for sustainable business practices, leveraging innovative solutions and technology to create a truly sustainable future, as Africa's Gateway to the World.

**Herbert Wigwe**  
Group Managing Director



# OUR SUSTAINABILITY JOURNEY



- 2008**
- Access Bank's Sustainability Unit was created.
  - Access Bank's Sustainability governance structure was created.



Social



Environment

- We developed a framework, which adopted the London Benchmarking Group (LBG) for community investment to enhance our Monitoring and Evaluation of Employee Volunteering exercises. 90% of employee volunteering was achieved.
- We took steps in reducing our CO2 emissions – for instance, we partnered with several organizations involved in environmentally-friendly initiatives.
- We piloted initiatives aimed at recycling and reducing the usage of paper.

- 2009**
- We launched our first CSR report in accordance with GRI guidelines of 2006.
  - We became the Nigerian pioneer signatory of the LBG, UNEP FI, BITC, UNPRI.



Social



Economic



Environment

- We launched "Mirror the Master" initiative aimed at developing the arts.
- We created formidable relationships with international organizations, code, conventions, and principles such as the London Benchmarking group (LBG), Business in the community (BITC), United Nations Environmental Programme Finance Initiative (UNEP FI), United Nations Principle for Responsible investment (UNPRI) to drive impact through collaboration and partnerships.
- We integrated Environmental and Social Governance (ESG) considerations into our financial transactions.
- Access Bank initiated and Supported tree planting campaigns.
- We launched the "Going Green, beyond words" intervention programme aimed at battling climate change through tree planting while engendering environmental sustainability. 2800 trees were planted, and 16 secondary schools and over 500 students were taught on basic environmental issues.

## 2010



Social



Economic



Environment

- We launched "Gift from Africa" Campaign with a \$1 million donation to the global fund – A first by an African organization.
- Each employee benefited from 46.5 hours of training.
- Employee volunteering activities increased.
- Capacity building for indigent entrepreneurs was launched to reduce poverty among indigent entrepreneurs and build their capacity to lead growth and build sustainable businesses.
- We gave scholarships to orphans and vulnerable children whose lives were affected by HIV/AIDS.
- We launched the Cervical Cancer Health Campaign, a three-year infrastructural upgrade and career counselling programme at Herbert Macaulay Senior Girls' Grammar School.
- Our then-CEO, Aigbojie Aig-Imokhuede, was appointed as Co-chair of GBC health board.
- We provided exemplary leadership to others by being the first Nigerian bank to fully convert its accounting systems and policies to comply with International Financial Reporting Standards (IFRS).
- A cost-benefit analysis study was conducted on our sustainability programme.
- We signed the equator principle – a risk management framework for determining, assessing, and managing environmental and social risks in projects and is primarily intended to provide a minimum standard for due diligence and monitoring to support responsible risk decision-making.
- We also recruited a highly regarded Chief Risk Officer to oversee the extensive investments the Bank has made in Risk Management, particularly the functional implementation of our Basel II compliant risk framework.

## 2011



Social



Economic



Environment

- Our management approved the launch of a Female Network with the aim of providing women with the opportunities, tools, networks and support they require to assume future leadership roles within the organization.
- We partnered with Friends of Africa to support the fight against AIDS, TB and malaria through education, multi-sectoral advocacy and documentation.
- The bank trained staff on environmental and social governance with a focus on the dynamics of the Equator Principle as well as environmental and social risks (E&S), which show them how to use the bank's finance toolkit when screening lending projects.
- We convened the first-ever Nigeria Sustainable Finance Week under the theme, "Moving Frontiers – Sustainable Finance." This initiative was in collaboration with the United Nations Environment Programme Finance Initiative (UNEP FI) and The Netherlands Development Company (FMO), with the aim of educating stakeholders in the Nigerian financial sector about opportunities in sustainable finance. (This led to the development of the Nigerian Sustainable Banking Principles.)
- Access Bank became the first financial institution in Nigeria to deploy a customized Sustainable Finance toolkit that will assist in screening projects to identify potential environmental and social (E&S) risks.
- We partnered with Idea Builders Initiative on the "Going Green; Beyond Words" tree-planting project.

- We partnered with relevant stakeholders to develop Nigerian Sustainable Banking Principles in 2012.
- Access Bank was appointed Leadership Group Member, United Nations Women Empowerment Principles in 2012.
- Access Bank was appointed Member, Private Sector Delegation to the Global Fund Board in 2012.



**2013** • Access Bank was appointed Chair, Steering Committee on Nigerian Sustainable Banking Principles in 2013.



Social

- Access Bank became a pioneering member of the Private Sector Health Alliance of Nigeria (PHN), Nigeria's foremost private sector platform, to contribute to the Saving One Million Lives movement and advance progress in meeting the health target of the Millennium Development Goals by focusing on innovation, partnerships, advocacy and impact investments.
- We established Development Banking Group, which achieved a record high of 99% employee volunteers Bank-wide in 2013.
- Through our employee volunteering scheme, we were able to reach out to people living with disabilities in Atanda-Olu School for the Physically and Mentally Challenged in Surulere, Lagos through the project, entitled "Serving Our Community: Ordinary People, Extraordinary things."
- Through our employee volunteering scheme, we also organized a forum and an exhibition of arts and crafts by the children, titled "Ordinary People, Extraordinary Things." The forum was organized to recognize and commend the role of guardians, educators and professionals within the organizations in their endeavours to bring normalcy to those living with Down's syndrome and to further raise awareness among people and encourage support for the children through volunteering and donations. A total of N3.7 million was raised for this project which was used to touch the lives of 130 children living with Downs syndrome, Autism, cerebral palsy, and effects of polio.



Environment

- We introduced a Generator shutdown policy, which involves shutting down generators at the Head Office at 9pm and 6pm at the branches. This helped us to reduce our CO2 emission significantly.

**2014**



Social

- Access Bank Launched the Maternal Health Support Scheme (MHSS), which offers discounted financing for medical procedures peculiar to women.
- Access Bank unveiled the "W" initiative – a one-stop focal point for all Access Bank's women empowerment offerings. The initiative includes capacity building programmes exclusive to women, mentoring programmes, and maternal health services, all aimed at helping to build a bigger, stronger and more sustainable society. Under the "W" initiative, participating women and their families have access to an extensive variety of opportunities. Part of these privileges includes access to loans and credit facilities; access to the 'W' community in which they can get insights concerning family-related matters and finance-related matters.
- Our employees contributed over 280,000 volunteer hours investing in host communities.



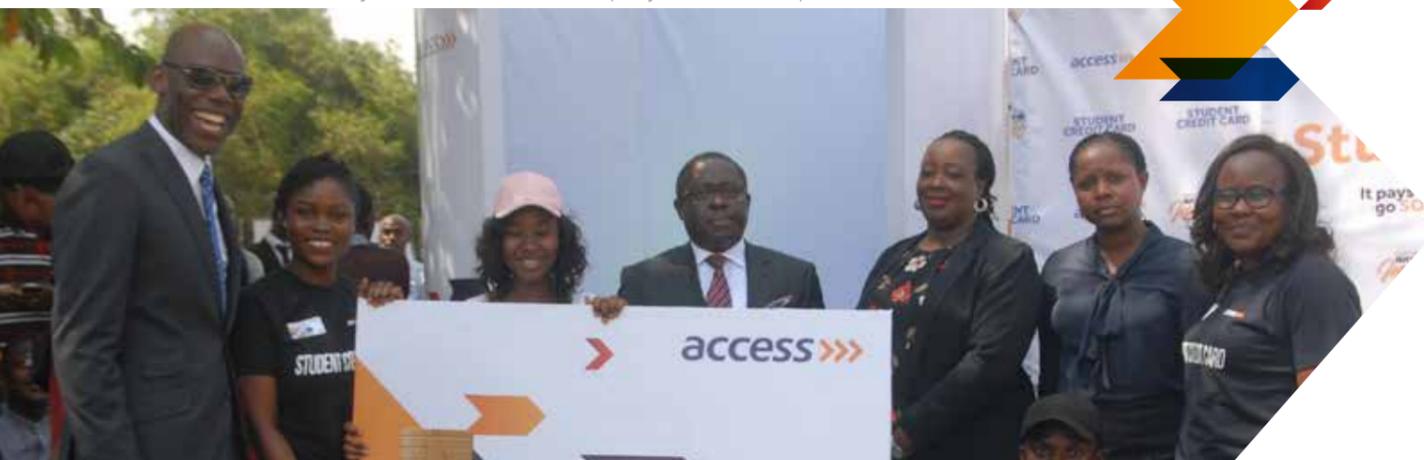
Economic

- Access Bank emerged first in independent CSR ranking on the 3C Index in 2014.
- We developed a robust Sustainability strategy, themed 'Financing the Future.'
- Access Bank was appointed Co-Chair, United Nations Environment Programme Finance Initiative (UNEP FI), Africa & Middle East Task Force, and Member, Global Steering Committee in 2014.
- Access Bank sponsored the 6th edition of the West Africa Trade and Export Finance Conference. The conference is one of the foremost trade finance conferences in West Africa, convening typically over 200 local, regional and international delegates annually to discuss new business opportunities within the well-established and emerging trade and commodity sectors.
- Access Bank also organised a variety of knowledge sharing events for SMEs in 2014, most notable of which was the "Power Breakfast" forum for customers. At the event, senior officials from the Bank spoke to attendees, exposing them to the relevance of SMEs, and the range of financing opportunities that the Bank avails to SMEs.



Environment

- Through our generator shutdown policy, Access Bank was able to save energy of up to 97706.91 Kilowatt-hour of diesel-generated energy in 2014 through our shut-down policy. At an emission factor of 0.893 kg CO2e/ kWh, this amounted to avoidance of an estimated 87252.27 kilogramme of CO2e greenhouse emissions by the Bank in that year.
- We leveraged resource-efficiency models internally to manage our consumption of water, energy and paper whilst also cushioning the environmental and social effects of our financial products and services.



## 2015

- Access Bank was appointed Member, WeConnect National Advisory Board, Nigeria in 2015.
- We were also appointed Co-Chair, United Nations Global Compact Local Network Steering Committee in 2015.
- Access Bank was appointed Board Member, Nigerian Business Coalition on Sustainable Development.



Social

- We reached out to over 50,000 Nigerians through our community programmes, which include education programmes, capacity building initiatives, mentoring of the girl child, infrastructural projects for communities in dire need of educational facilities, art exhibitions for children living with Autism, correctional heart surgeries for children living with congenital heart disease, among others.



Environment

- We introduced initiatives such as the paper-and-print saving scheme aimed at cutting-down printing and paper use by 50%; the water conservation campaign aimed at encouraging the reduction and reuse of water resources; the utilization of video conferencing as well as the continued implementation of the bank-wide shut-down policy to reduce the Bank's carbon footprints.

## 2016

- Access Bank was appointed as Co-Chair, Nigerian Business Coalition Against AIDS.



Social

- We launched the Malaria-to-Zero initiative on April 25, 2016 (World Malaria Day) at a CEO Roundtable led by Access Bank CEO, Herbert Wigwe, in partnership with the Private Sector Health Alliance of Nigeria (PHN) and HACEY Health Initiative (HACEY). The initiative seeks to reach over 20 million lives and save at least one million lives, particularly women and children, in Nigeria in four years.
- We partnered with the Lagos State Government to successfully host the maiden edition of the Access Bank Lagos City Marathon.
- We launched the Access Nollyfund, a new and innovative financial service aimed at improving and providing financial solutions for the Nigerian movie industry.
- Through our employee volunteering scheme, the Bank positively impacted over 20,000 students, 10,000 children, 4,000 patients and 3,800 persons in retirement homes.



Environment

- We pioneered waste recycling in the Nigerian financial sector.



## 2017



Social

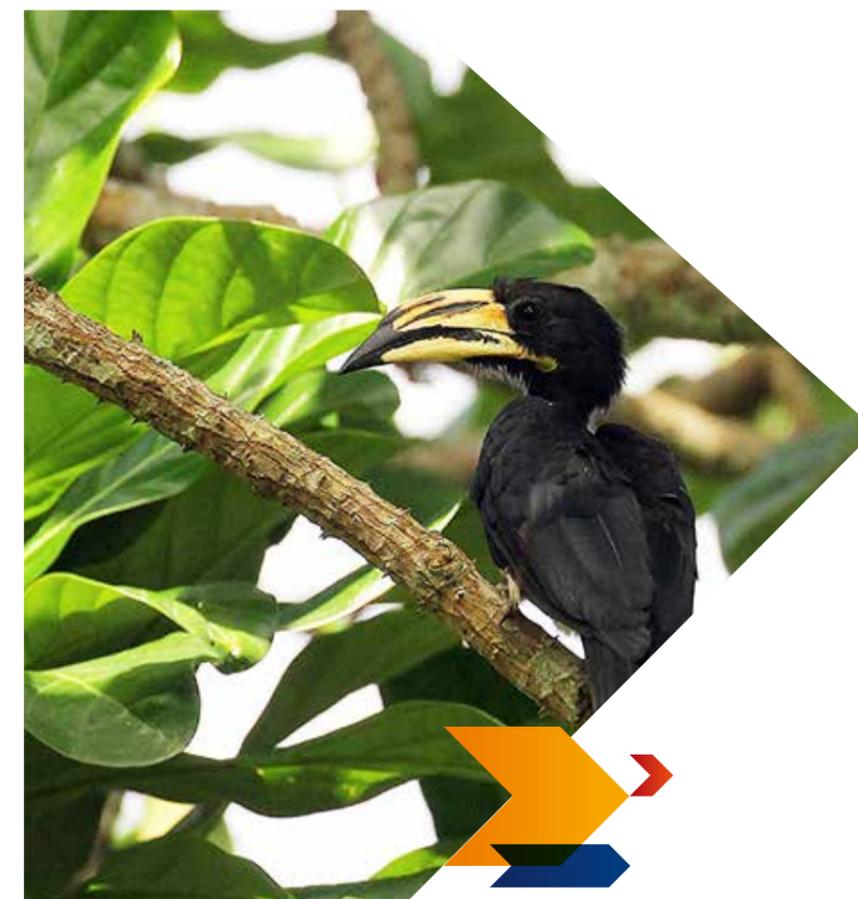


Economic



Environment

- We launched Employee Volunteering Awareness Day.
- We launched the Salvus project – A sexual violence response intervention platform aimed at increasing access to support for victims of sexual violence.
- Through our diabetes outreach programme, we were able to reach 1,256 people with information, education, and communication materials, medical counseling, blood pressure test, blood glucose test, and measurement of body mass Index.
- We reached out to people living with disability and supported the launch of the book, titled "Needle's Eye," written by Ngozi Ukpai-Okoro – a person living with disability.
- Access Bank held a symposium on depression in partnership with Hacey Health initiative with a focus on helping young people identify and get help on depression.
- Through ACT foundation, we supported 22 organizations on projects relating to health, entrepreneurship, environment, and leadership. The projects impacted 54,941 Nigerians in 23 states.
- We launched the "Save Today, Take Tomorrow" campaign, which is focused on driving financial inclusion and stimulating a savings culture among families. The Scheme also provided access to people who are currently excluded from financial services whilst promoting capital accumulation and investment boom. Currently, over 26,522 families are banked under the "Save Today, Take Tomorrow" initiative.
- Access Bank expanded its waste recycling initiative to other branches in Lagos, and donated two waste recycling trucks to waste off-takers (Recycle Points and Parallel Points). The Bank was able to achieve 92.64 reduction in waste-to-landfill in 37 locations.
- Our Energy consumption reduced significantly (24.9% reduction in diesel consumption) and improvement of employee work-life balance through the 7pm bank-wide shutdown policy.

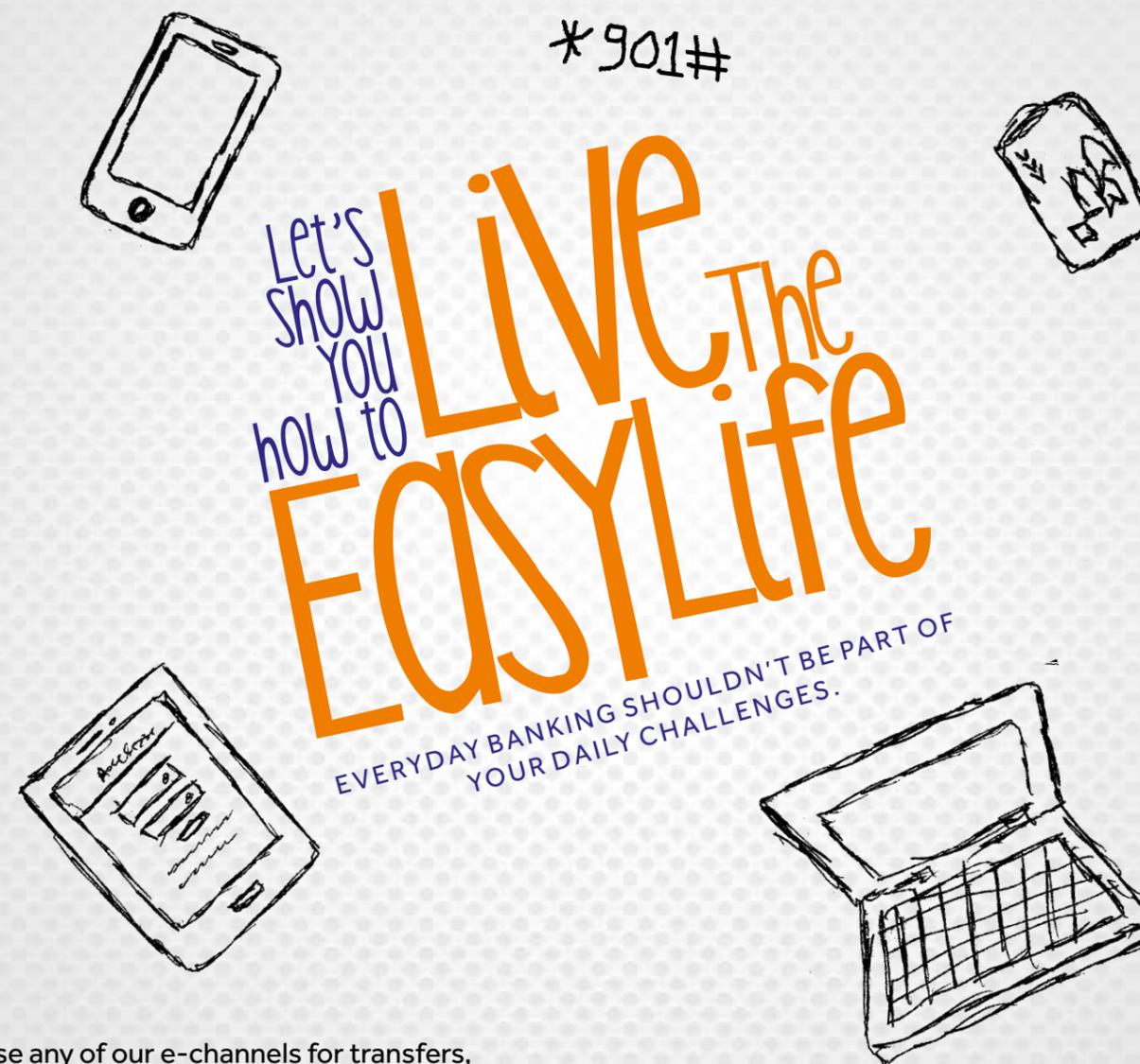
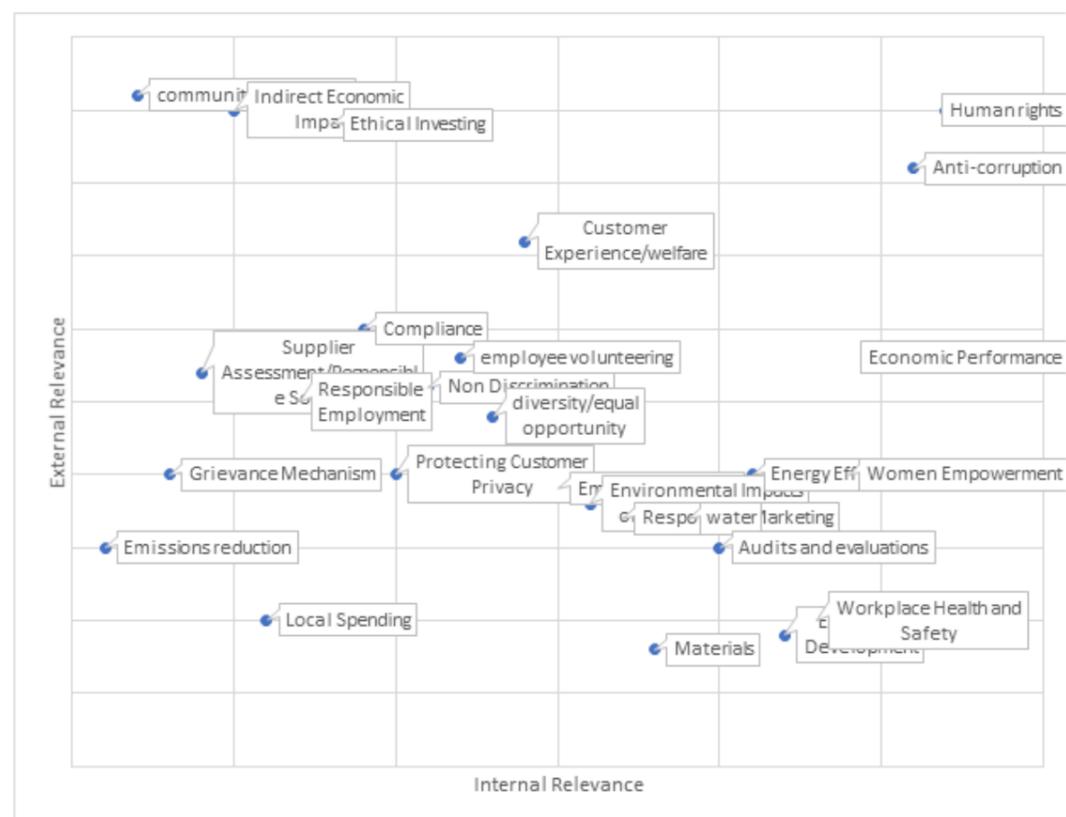




## OUR MATERIALITY PROCESS

Through a materiality process that we carry out annually, we focus our Sustainability approach and our reporting on the areas of greatest concern to our stakeholders. We assess the non-financial drivers that emerge from this process within a context of global change, which, in turn,

inform Access Bank's approach to risk and opportunity. The topics of greatest concern for internal and external stakeholders that we identified and prioritized in 2017 are plotted on the matrix below:



Use any of our e-channels for transfers, payments or balance enquiries.

**#AvoidTheQueues**

**\*901# . CARDS . MOBILE BANKING . ONLINE BANKING**

**FOR MORE INFORMATION**

☎ 01-2712005-7

✉ [contactcenter@accessbankplc.com](mailto:contactcenter@accessbankplc.com)

🌐 [www.accessbankplc.com](http://www.accessbankplc.com)



# ACCESS BANK'S BLUEPRINT FOR SUCCESS



## 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.
- Never losing sight of our commitment to excellence, even when the going gets tough.
- Remembering that excellence requires dedication

and commitment.

- 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.

#### Leadership

- Leading by example, leading with guts;
- Being the first, being the best, sometimes being the only bank;
- We must embody the change we want to see;
- Setting the standard;
- Challenging the status quo;
- Market making; and
- Self-awareness in being able to maintain a balanced assessment of externalities and costs incurred in the pursuit of leadership.

#### Passion for Customers

- We are in business to serve our customers.
- In addition to delivering excellent customer service.

#### We focus on

- Economic empowerment: This entails enabling people to achieve more through provision of finance,

lifting people up throughout the value chain;

- Financial education: We help people clearly understand how our products and services work;
- Financial inclusion: We provide finance to those individuals and communities that traditionally have limited or no access to finance; and
- Treating customers fairly: This entails building long-term relationships based on trust, fairness and transparency.

#### Empowered Employees

- Recruiting and retaining the right people and teams based on shared values and vision;
- Developing our people to become world-class professionals.
- Encouraging a sense of ownership at individual level, whilst fostering team spirit and loyalty to a shared vision;
- Promoting a sense of belonging and community.
- Facilitating continuous learning by providing the training, tools and coaching to help our people grow;
- Helping them take care of their health;
- Pursuing a positive work/life balance for increased productivity and improved employee satisfaction; and
- Encouraging a diverse workforce; respect for and appreciation of differences in ethnicity, gender, age, national origin, disability, and religion.

#### 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 and activities in the way we treat our customers and – just as importantly – each other;
- Putting our customers' needs ahead of our own;
- Maintaining composure and clear thinking at all times; and
- Ensuring continuous learning through continuous growth and career development.

#### Innovation

- Identifying new market needs and opportunities;
- Creativity, invention, inspiration, exploration;
- Pioneering new ways of doing things, new products and services, new approaches to clients/customers;
- Being first, testing the waters, pushing boundaries;
- Going from concept to market/reality; and
- Anticipating and responding quickly to market needs with the right technology, products and services to achieve customers' objectives.



## OUR BUSINESS: ORGANIZATIONAL INFORMATION



Access Bank is a leading financial institution with headquarters in Lagos, Nigeria. We are driven by strong core values through which we have continuously delivered solid and consistent performance. We are in business to help our growing customer base build a sustainable future by offering bespoke products and solutions through a skilled workforce across Sub-Saharan Africa, United Kingdom, the Middle East and Asia.

Access Bank is licenced 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 and Personal Banking. The key customer segments include: Telecommunications, Beverages, Manufacturing, Construction, Oil and Gas, Parastatals, High Net worth Individuals and Middle-Income Professionals.

At Access Bank, we take pride in our ability to add value to clients and to leverage our unique value proposition to provide innovative and proactive solutions across the entire economic value chains. In deploying products and services, the Bank adheres to responsible business practices and readily commits resources to social investments in fulfillment of its corporate social responsibility convictions. We are in all major commercial centers and cities across Nigeria. We operate seven

subsidiaries within West Africa, East Africa and the United Kingdom. The Bank also has business offices in the Republic of China, Lebanon, United Arab Emirates and India.

### Nature of Ownership and Legal Form

With our focal station in Nigeria, Access Bank serves more than 10 million customers. The Bank is approved to give all-inclusive financial services and is similarly known for a broad assortment of offerings.

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 into a public limited liability company, and its shares were listed on the Nigerian Stock Exchange (NSE) on November 18, 1998. As an endorsement of our continued growth, Access Bank was issued a universal banking licence by the Central Bank of Nigeria on February 5, 2001. 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.

# AccessAfrica



The fastest way to send and receive money across Africa

Available for Account holders and non Account holders.

-  **Fast:** Send money across Africa **instantly**.
-  **Affordable:** Low cost on transactions
-  **Convenient:** Cash to cash; cash to account

NIGERIA | GHANA | CONGO | ZAMBIA | SIERRA LEONE | RWANDA | GAMBIA.

#### FOR MORE INFORMATION

-  01-271 2005-7
-  [contactcenter@accessbankplc.com](mailto:contactcenter@accessbankplc.com)
-  [www.accessbankplc.com](http://www.accessbankplc.com)



SPEED SERVICE SECURITY

Download the MOBILE BANKING App or Visit any of our branches to get started!



## Access Bank's Business Model



Our business model is centered on value creation for our stakeholders. Our focus and vision remain clear – to ensure that our clients **WIN** regardless of economic trends. Consequently, we deploy bespoke financial solutions for our clients. These solutions include: Financial Advisory, Trade/Structured finance, Cash management, Tailored Lending/Intervention schemes and Value Chain management that enhanced their business operations while addressing the concerns around foreign exchange fluctuations.

Our business model is structured to serve institutions and corporates operating within the public and private sectors of the economy with annual gross turnovers between N1 billion and N10 billion. Our clientele is stratified as follows:

- Federal, State, and Local Governments
- Ministries, Departments and Agencies
- Asian / German Corporates
- General Commerce
- Lifestyle and Hospitality
- Contractors / Construction
- Manufacturing
- Agriculture.

The business segments are supported by sector champions in each geo-political zone in Nigeria. These champions have developed specialized skills to cater to the peculiar needs of both public and private sector entities, thereby guaranteeing our dominance as the preferred business partner to our clients.

In 2017 the **Commercial Banking** Division leveraged on its bespoke financial solutions and the Bank's latest digital offering– PayWithCapture – to enhance the business operations of our customers within the private sector. In working with the public sector, we partnered with State

Governments by creating specialized solutions with the aim to increase efficiency in tax revenue collections, support strategic state infrastructural plans, provide salary support programmes, etc. Consequently, we grew our state mandate by 23% in 2017.

With agriculture being a focal point of the Government, we saw the Division of the Bank participate significantly across the agricultural value chain. We also leveraged the Federal Government's specialized lending initiatives to accelerate the country's shift from an import-based economy to one that exports.

## Our Value Proposition

The **Business Banking Division** provides tailored financial products and services to Small and Medium Enterprises (SMEs) with annual financial turnovers of up to N1 billion. Over the years, the Division has displayed a strong commitment to the growth and expansion of small businesses in many ways, but particularly through the provision of loan capital and unique business support solutions. The Division is structured to add value to SME businesses across different sectors of the economy by providing products and services to suit each focus market segment, with a special interest for women-led businesses and Asian SMEs. We serve 14 key sectors, namely:

- Importers
- Educational Institutions
- Hospitals
- Travel Agencies
- Contractors
- Traders
- Religious Bodies
- Entertainment Industries
- Manufacturing Industries
- Oil and Gas (Marketing and services)
- Distributors and Dealers
- Healthcare Organizations
- Professional Associations and firms

## Our Products and Programmes

As partners to our SMEs, we understand that our success is tied to the individual successes of each of our customers. Therefore, our array of products and programmes is tailored to suit the specific needs of all fourteen (14) focus SME sectors. In addition to meeting the financial needs of our customers, we offer:

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

### China Trade Loan Scheme:

With growing volumes of trade between Nigeria and China, we anticipated a growing need for credit facilities to support these trade flows. The China Trade Loan Scheme was introduced to provide SMEs with convenient time/ term loans required to support the rising volume of their business operations.

### Power Breakfast Series:

The Power Breakfast Series is designed to provide capacity development solutions to SMEs in our various focus sectors. The breakfast meetings are held periodically and offer free training and workshops to business owners from the various SME sectors with a view to building their business and financial management skills.

### AccessNolly Scheme:

This is a N1 billion facility, which was setup to promote the growth of the Nollywood Film Industry. The loan funds are specially tailored towards Producers, Film Makers and Distributors wishing to boost the production and distribution of films of international quality and standard, but are constrained by the lack of funding.

### SME Toolkit:

In line with the Bank's objective to build the capacity of SMEs, the SME Toolkit was designed to offer a platform for small businesses to learn and implement sustainable business management practices to increase their productivity and efficiency. The toolkit portal offers information on business news, as well as industry trends and events. Our SME Toolkit also provides access to new partnerships and markets.

Our other products include the Platinum Credit Card, which provides traders with access to instant credit, and the MPower Biz Account series, which offers zero COT and competitive interest rates to our customers. We are set to continually respond to the dynamic needs of our SMEs even as we take the lead in becoming the preferred SME growth partner in the Nigerian banking space.

## Strategic Partnerships

Over the years, we have bolstered the offerings to our retail clients through a customer-centric approach to service. This approach has continued to set us apart in the industry. Our differentiation has been sustained through the wide range of innovative financial and lifestyle solutions designed and refreshed to suit the varying needs of our clients.

Our **Products and Segments Group** manages and fosters the Bank's relationships with customers through an array of integrated products and services that suit every unit in a family. This entails providing products and services for children, women, youth, seniors and the affluent customers. The **Private Banking Group** sustains the relationship with the Ultra High and High Net worth customers through personalized wealth management solutions and services. Our customers also enjoy financial advisory services provided by our dedicated relationship and segment managers who equip them with the rudiments of personal financial management and planning to help them navigate a recovering economy.

Providing innovative solutions for a sustainable future is our key driver in 2018 and we are committed to developing a revolutionary business that will accelerate our journey to becoming the World's Most Respected African Bank

## Franchise

The **Franchise Group** provides remittance services through International Money Transfer. The Group also fast-tracks seamless collections of utilities and Government revenue and provides financial services to development agencies such as embassies and Non-Governmental Organisations (NGO). In our journey towards becoming Africa's Payment Gateway to the World, we enabled over 1,000,000 customers to send and receive funds across the world through various platforms such as Western Union, MoneyGram, Ria Money Transfer, Earthport and Cross Border Transfers to and from Ghana.

The facilitation of collections for utilities and Government revenue increased significantly with the Bank winning additional mandates in different geopolitical zones across the country. Given our reputation for quality service delivery with key State Governments and Institutions, strong relationships were deepened, and we were appointed lead agents for collections in additional States.

We proactively deployed robust technology for the States to simplify revenue collections and help the States actualize their specific business objectives.

## Lending Solutions

Our commitment to supporting our customers with innovative products and lending solutions that meet their personal, financial and lifestyle needs remain very strong. The robust bouquet of offerings includes Personal Loans, Vehicle and Asset Finance, Mortgages, Credit Cards among others that are well adapted to the peculiarities of our various customer segments.

The Bank explored new capabilities by leveraging digital technology to bridge funding gaps for salary earners (both account holders and non-account holders) nationwide. This enabled instant disbursement of loans via our USSD platform \*901# with minimal documentation requirements.

The lending activity on our Personal Loans portfolio continued to grow steadily as employees in the private and public sectors rely on us to meet their financial and lifestyle needs. These activities fit well among other laudable value propositions to our customers, further positioning the Bank as a dominant player in the retail banking space in Nigeria and across Africa.

Our strong pedigree in Vehicle Financing and partnerships with leading automobile dealerships in the passenger and commercial vehicle segments enabled us support

individuals and businesses to acquire new vehicles in a cost-effective manner. The new partnership with GAC Motors in Nigeria, ensured that our clients had even more options to choose from in their vehicle purchase process.

In line with the aspiration of the Bank to be digitally-led, the frontiers of product development and innovation are being challenged, as we strive to evolve greater levels of capabilities and solutions on the back of technology to serve our customers with more convenient, flexible loan products that meet a broad spectrum of needs.

## Private Banking

The Bank's Private Banking clients enjoy exclusive product offerings through innovative and sustainable financial solutions. From basic banking products and services to elite financing structures and programmes, we are committed to understanding the evolving needs of our clients while providing unmatched personal services that exceed their expectations.

We once again demonstrated our commitment to providing best-in-class solutions to our premium clients by the launch of the 'Access Visa Infinite Metal Card,' which delivers unprecedented levels of service and outstanding benefits for a limited few. Against the backdrop of volatile economic realities, we consistently created opportunities for our clients to surpass their personal wealth management goals and objectives through the introduction of the Fixed Rate Deposit Advantage (FRD Advantage) -- a high-yield investment option that assures wealth preservation in a fragile economy.

Our dedicated Relationship Managers go the extra mile to build long-term relationships with our high net worth clients based on knowledge, trust and accountability, with the aim to help our clients establish a secure and predictable tomorrow.

## Products and Segments

Bringing the customer to the heart of what we do is what the **Products and Segments Group** seeks to achieve through a segment-focused approach. The segment-to-serve approach underpins our model for banking individuals and fostering financial inclusion.

The core of our differentiation lies in our deep industry knowledge, passion for customers and desire to see them achieve their goals and objectives unhindered, while delivering superior and sustainable business results.

We have a strong focus on women, children, youths as well as seniors, employees and affluent professionals. With the goal of financially including the everyday Nigerian, the Group brought to light a refined approach to banking for families in 2017. This was evident in the "Family Savings Scheme". The scheme was developed to encourage

families to save together and access exclusive privileges while they continue to enjoy the confidentiality of their banking relationship, manage their accounts as unique individuals and get rewarded together.

Participation in the Family Savings Scheme enabled families to adopt a healthy financial lifestyle. Tens of thousands of families participated in the scheme with 2,800 families winning gifts, ranging from a family home, a family car, family vacations, scholarships, generators and other exciting prizes in the first season of the scheme.

## Children Banking

A critical element of the Bank's overall strategy is to ensure that we actively participate in nurturing our future customers, shareholders, and staff members. Thus, the Children Banking business provides a bouquet of financial solutions that help children develop the capacity to make informed money decisions.

We agree with the Organization for Economic Co-operation and Development (OECD), that "people should be educated about financial matters as early as possible in their lives". Thus, our children banking strategy for raising a generation of financially savvy children is multi-faceted. Our Children Banking solutions include the following:

- **Early Savers Club:** Since its launch, the Club has grown its membership base in schools, faith-based organizations and children-focused clusters where we deploy our game-based financial literacy kit, at no cost.
- **Holiday Banking for Children:** This initiative was borne out of the need to promote financial inclusion and literacy for children between the ages of 5 to 16. Since its commencement in 2014, it has hosted over ten thousand children who were exposed to hands-on banking experience for the first time. The initiative equips children with financial capabilities that will

guide them throughout their lifetime.

- **Annual Celebrations:** By actively participating in annual celebrations such as the Global Money Week, Financial Literacy Day, World Savings Day, and Children's Day, we were able to empower thousands of children with financial literacy.
- **1-Child-1-Bank Account Initiative:** We reached out to vulnerable and out-of-school children through the 1-Child-1-Bank Account initiative. The initiative was designed to help orphans and vulnerable children as well as children of parents with limited financial resources gain access to formal financial services. This objective was realized by working with Government, NGOs and philanthropic individuals.
- **Periodic Newsletters and Magazines:** In addition to an active microsite [www.earlysavers.accessbankplc.com](http://www.earlysavers.accessbankplc.com), we educate, entertain and inform children on money management skills through quarterly edutainment newsletters. In recognition of parents as being integral parts of building life skills for children, parents are regularly kept abreast of product updates.
- **Early Savers Teens Card:** The latest in our value proposition to children is the Early Savers Teen Card -- a prepaid card designed to provide teenagers with a practical way of embracing money management. The card enables children between the ages of 13 to 19 to carry out basic independent transactions that help them imbibe a culture of financial accountability and financial planning at an early stage in life.
- **Youth Banking:** We repositioned our offerings to suit the youth segment by creating innovative value propositions and modifying existing products to create value for Nigerian youths.
- **Campus Hubs:** We revamped 22 campus branches nationwide with the objective of creating a vibrant youth appeal that aligns with the ever-evolving needs of the millennials. The energetic look, tone, style



and ambience of the campus branches, which have now been renamed 'Campus Hubs', align with the aspirations and passions of youths.

The upgrade translated to increased activities, positive word of mouth and the overall acceptance of the brand as the choice financial brand for Nigerian students.

## Business Restructuring

In recognition of the business viability of the youth and campus ecosystem, we realigned internally and implemented a more efficient business strategy to enable us to meet the dynamic needs of young people and deepen our relevance in campuses and the youth ecosystem. Our



objective is to create ambassadors in the youth segment through an endearing brand with the expectation that youth clients who will advocate for the brand will also remain loyal and bring their friends. This ensures we generate long-term value for them and their ecosystem.

## Innovative Value Propositions

The value propositions and features of the Bank's youth products were enhanced by:

- Increasing the digital channels for seamless banking transactions.
- Integrating rewards and consistent engagement as a core part of our engagement model
- Promoting co-creation platforms that enable us to create suitable offerings that are not transient. One of such offerings is the student lending scheme that ensures students focus on their education whilst their financial needs are being catered for.
- Partnering with youth-focused organisations across

the nation through capacity building programmes such as career fairs and entrepreneurial workshops.

## Women Banking

We have also stimulated economic expansion through a 58% growth in access to finance for women-owned enterprises. We provided up to N7.3 billion – or a 308% growth – in lending to female individuals. These loans helped to bridge financial needs of up to N5.1 billion. The initiatives we deployed across women clusters and women ecosystems contributed to a 46% growth in the Bank's women portfolio. Referred to by experts as the banking product that delivers babies, the our Maternal Health Service Support (MHSS) – first of its kind – has helped scores of women complete their families and

access quality healthcare by financing medical and fertility treatments for women, amongst other benefits. Driven by the passion for improved maternal health, we developed partnerships with Fertility Clinics and health institutions across the country.

In 2017, we participated in 60 women-focused events and hosted 11 capacity building sessions that reached 102,500 women. These were achieved through the W Academy capacity building sessions, networking programmes and IVF fora, amongst others.

Our certified programme, the 'Womenpreneur Business Workshop,' in conjunction with the Enterprise Development Centre of the Lagos Business School, has bridged business and managerial skills gap amongst thousands of female entrepreneurs. The activities of the W community were spread through Sub-Saharan Africa and across social media platforms. We have provided more than two million female customers and women around the world with access to educational and informative articles on capacity building and networking events. We also provide them with timely updates on developments

that affect their personal and family lives, careers and businesses. Several women have had reasons for repeat visits to the website and extended invitations to their friends. The year 2018 will see us sustain our relevance in the women's market with initiatives that will set us apart and deliver substantial business results for the Bank.

## Employees and Affluent Professionals

We offer bespoke financial and advisory services to employees and affluent professionals through our Everyday Banking Product. We are intent on helping affluent professionals and the employees of corporates and SMEs optimize their active and productive days. We have also streamlined our business model to better serve this class of customers. In 2017, we were able to provide employees and affluent professionals with swift and hassle-free financial solutions such as the Automated PayDay Loan.

In furtherance of our goal to serve employees, rigorous research and efforts were undertaken to ensure bottlenecks encountered in accessing finance were eliminated. Because of this effort, loans can now be accessed at the convenience of employees in a matter of minutes via the USSD (\*901\*11#) – or by visiting the PayDay Loan website ([www.mypayday.ng](http://www.mypayday.ng)). Employees are eligible for loans of up to N500,000 irrespective of the employee's salary band.

In its first 4 months of commencement, up to N2.5 billion in finance capital was provided to meet the personal needs of 190,000 employees. This game changer provided comfort and convenience to employees in a recovering economy.

Hundreds of thousands of employees were supported with information on financial and lifestyle products and services, as well as career enhancement information, via our monthly publication, "LOOP". We have achieved greater awareness in the employee's target market as well as an improved business performance by revamping our product offering. An additional 800 corporates and more than 150,000 employees in Nigeria have trusted us to provide a secure financial future for them by making the switch to the Everyday Banking Product.

## Business Development Group

The Business Development Group supported the attainment of the Bank's retail banking aspirations through collaborations with third party institutions and by leveraging digital technologies. In line with our commitment to innovate for a sustainable future, we provided three innovative solutions for the retail market and communities:

- Agency Banking

- Airtel Partnership for Financial Inclusion
- PayDay Loan Collaboration with ePayment providers

Our Agency Banking business enabled us to increase our service footprints and take banking services to the customers in their own communities. We also made significant progress in promoting financial inclusion by helping to reduce the challenges that have kept over 40 million Nigerians out of the formal banking space.

In the first eight months, individuals who were previously financially excluded were able to bank with us through 2,000 agents across Nigeria. These touch points are set to grow to more than 7,000 agent outlets by the end of 2018.

To further advance the financial inclusion agenda, we leveraged mobile technology to give unbanked individuals and under-banked customers access to financial services. This led to the creation of digital accounts for two million Nigerians who now have access to formal financial services.

The year 2017 provided us an opportunity to set up enabling processes and to test key concepts for the next growth phase of our retail business. In 2018, our focus will be to fully actualise and optimise the benefits of our digital initiatives to serve our customers.

## CORPORATE AND INVESTMENT BANKING

Our range of financial services cover project finance, corporate lending, cash management, capital markets and advisory services. These services are offered along distinct industry lines, and manned by financial specialists in Oil and Gas, Large Conglomerates, Infrastructure, Treasury and Financial Institutions Groups.

## Oil and Gas Group

The Oil and Gas Group operates an integrated one-stop Energy Desk that provides customized financial products and services to the oil and gas industry. Access Bank has carved a niche for itself in the industry and has become a market leader in the financing of energy projects through provision of innovative funding solutions to players in the upstream, midstream and downstream sectors. This is predicated on the Bank's resolve to lead sustainable development and support Nigeria's fast-growing energy sector, particularly the upstream sector because of its attendant impact on economic development.

As part of our commitment to lead development in – and support for – the energy sector in Nigeria, we partnered with the Nigerian National Petroleum Corporation (NNPC) on the Incorporated Joint Venture Financing Scheme

to finance ongoing field development optimization projects being carried out by the various International Oil Companies ('IOCs') that the NNPC has strategic partnership with in Nigeria. The focus of our Upstream arm is to foster a formidable partnership with the multinationals and their various local content contractors through innovative financing schemes. We leverage our stellar knowledge of the industry operating environment to partner with IOCs in the areas of renewable energy and investment in profitable energy solutions to produce safe and reliable energy.

Our Downstream arm is at the forefront of providing bespoke trade finance solutions and advisory services to clients involved in the Downstream Sector. Our products cover the entire value chain. Some of these solutions include creation of foreign exchange forwards to help our customers hedge their foreign exchange risk as it relates to the importation of petroleum products and establishing master letters of credit for large scale imports. We have also played a major role in the development of strategic industry infrastructure in the mid-stream sector, with our continued support for pipeline and gas infrastructure in line with the revised Gas Master Plan blueprint.

Overall, the Oil and Gas Group ensures that its operations are in line with international environmental sustainability principles, and global best practice. This has seen Access Bank emerge as a recipient of several accolades, one of which was the "Best Bank on Sustainability" for Oil and Gas-related Transactions in the Banking Industry for 2017, which was awarded by the Central Bank of Nigeria.

## Large Conglomerates Group

The Large Conglomerates Group focuses on top-tier manufacturing companies that are engaged in the food, beverages, personal care, cement and building materials segment of the economy. Our clients include multinationals and indigenous companies whose operations span across various segments of the Nigerian economy and also transcend international boundaries. We build enduring partnerships with our customers, by developing financial solutions that meet their long-term needs. This is achieved through the deployment of unique and innovative products and services that support sales growth while enhancing operational efficiencies.

Over the years, we have carved a niche in the industry as market leaders in the deployment of bespoke trade products to meet the requirements of our clients. During the 2017 financial year, we worked with several clients to develop unique digital banking platforms and alternative channels that eased collections and payment processes, and enhanced customer experience and profitability.

We also deployed multi-payment platforms that provided convenience and efficiency in port collections, thereby addressing the perennial challenges of port congestion. Our deep understanding of our clients' ecosystems

and deployment of sustainable products and services have led to a significant growth in their businesses and enhanced market visibility. We have, through our drive for sustainability, held several capacity building programmes for key distributors of our clients. This has also helped in de-risking their value chain.

## Infrastructure Group

The Infrastructure Group is charged with the task of implementing the Bank's vision to lead the drive for development of the country's infrastructure and bridging the significant gaps that exist in the three major sectors of power, transport and telecommunications.

In 2017, we offered a wide-range of financial advisory solutions to players in the power and infrastructure sectors. We continued to work with State Governments as well as players in the private sector to find sustainable solutions to the pervasive lack of adequate electricity across Nigeria. The Bank actively participated as the only bank on the Technical Committee of the Lagos State Embedded Power Programme, a three-year plan to achieve regular power supply for the State. This initiative will deliver additional 3,000 megawatts of power through accelerated deployment of various embedded power plants in strategic locations and is expected to boost economic activities of the State.

The findings of the committee were utilized in developing the Lagos State Electric Power Reform Bill, which will be signed into law in the first quarter of 2018. We intend to continue to play a lead role in the successful implementation of this project as it will bridge the huge gap between energy demand and supply in Lagos State.

Our experienced and dedicated Relationship Managers in the Transport Sector provide support to international and local airlines as well as marine and automobile companies. We designed a tailor-fit FX Solution that addressed the pertinent requirements of international airlines for FX remittance, cash management and trade services. The solution in itself helped to restore the confidence of international airlines, thereby leading to the re-opening of flight frequency that was previously cut back. This enabled us to sign on new international airlines in 2017. We will continue to consolidate and grow our market share in this sector in 2018.

We continued to leverage our strong understanding of the ecosystem in the telecommunications sector through sustainable innovations that saw us maintain our dominance of this sector. We have built strategic partnerships with key Mobile Network Operators, their trade partners and dealers, key vendors and original equipment manufacturers (OEMs), and their entire value chain over the years. With our bouquet of products and services tailor-made to suit the peculiar banking needs of players in the sector, and our robust value chain strategy, we ensured we consolidated on our reputation

as the bank of reference in this sector. Access Bank will continue to deploy resources to these sectors, as it is our firm belief that these will remain key drivers of economic transformation in Africa in the foreseeable future.

## Financial Institutions Group

The Financial Institutions Group is your "One-Stop Financial Services Shop." We manage business relationships with financial institutions, including leading development and investment banks as well as insurance companies, pension funds, stockbrokers, registrars and trustees, among others. Our team provides Global Relationship Management Service offerings, including Settlement and Correspondent Banking Services, Cash Management, Trade and Project Finance.

We also offer structured hedging solutions such as FX Futures, Forwards and Swaps. Some of the key strategies deployed by the Group in 2017 FY included:

- Hosting a first-of-its-kind Broker-Dealer Forum for prime brokerage customers. The forum was designed to create awareness for this market segment and ensure closer engagement with market regulators in a bid to standardize market practices and create room for new entrants, thus achieving further expansion of this segment.
- Launching Bank One Correspondent banking application software designed to replace the laborious manual process in our correspondent banking service. The software comes with an innovative automated end-to-end process.
- Offering cheque truncation services. This process enabled the reduction of paper usage. In addition to

this, we implemented a cheque truncation option embedded into our PrimusLite platform.

## Project and Structured Finance

Our Project and Structured Finance (PSF) Group is a leading and evolving financial advisory, debt arranging, and agency services provider. The Group supports the Bank's clients by providing a full range of tailored financial solutions by leveraging the expertise of its experienced staff and strong relationships with local and international financial institutions and professional services firms.

We have developed strategic partnerships with several Development Finance Institutions for providing medium- to long-term innovative and sustainable funding solutions at very competitive pricing to eligible clients. These include notable relationships such as the Netherlands Development Company (FMO), European Investment Bank (EIB), African Development Bank (AfDB), International Finance Corporation (IFC), Deutsche Investitions- und Entwicklungsgesellschaft (DEG), amongst others.

## Treasury Group

The Treasury team provides innovative solutions, which are not only necessary for the sustainability of our business, but those of our customers as well. This goal guided our transactions and interactions with customers during the year. We proactively offered hedging solutions to our teeming clients. Some of the solutions included Forwards, OTC Futures and Swaps, which provided the much-needed foreign currency (FX) liquidity for our clients, whilst mitigating risks in a volatile FX environment.



During the year, we organized an FX seminar to assist market participants – customers and regulators – and come up with ideas on how to move the FX market forward. Our Fixed Income team rolled out best-in-class services via prime brokerage, sale and repurchase agreements and other yield-enhancing products for both local and foreign currency assets. We were at the forefront of market development, offering possibilities that redefined the whole spectrum of transaction negotiation, initiation and execution. This ensured that Access Bank consistently topped the Financial Market Dealers Quotations league table.

We developed a web-enabled Treasury Bills Platform that allows retail customers invest in Treasury Bills from the comfort of their homes via their mobile device on the Bank's website. This innovation was engendered by the increased awareness and consequent demand for such Fixed Income securities over the past couple of years. We also leveraged social media to disseminate real time financial market updates to our customers. We believe the future will be shaped through innovation and we are poised towards achieving this.

## DIGITAL BANKING

Having firmly established innovation and digital transformation at the core of the Bank's strategic plan, we have continued to set the pace in three mission-critical areas. They are: digitising the key customer-facing processes of the Bank; identifying, surfacing and operationalizing game-changing ideas generated from within the Bank through the Basement and Digital Factory initiatives; and finally, sourcing, harnessing and commercialising externally located disruption from the larger technology ecosystem through partnerships and

collaborations by utilising our recently-launched Africa Fintech Foundry initiative as an onboarding vehicle.

## Digital Risk Management Framework

In the context of the Bank's digital ambitions, it's fitting that governance and control of all digital initiatives are strengthened to minimise the impact of risk on our digital product portfolio while supporting the rapid evaluation and mitigation of risk for newly-introduced digital products now and in the future.

A new comprehensive Digital Risk Management Policy provides us the framework to identify and mitigate the inherent and potential risks in our digital portfolio. It serves as a starting point for dealing with fraud-related issues on digital platforms.

## Digitising PayDay Loans and Account Opening

Over the last year, the Bank has optimised and digitised the loan process for salary-earning customers. The Bank's USSD (\*901#) channel now serves as a platform to enable salary earners to receive instant loans secured against their pay day. With the value of loans disbursed to customers on this platform standing at over N2.5 billion, the initiative has since been extended by way of strategic partnerships with SystemSpec's Remita product, to include non-Access Bank customers. This brings over two million salary earners into the scheme.

In the first half of the year, the account opening process was digitally enhanced with the implementation of a simplified instant account opening process using our USSD solution (on the \*901# code) to support our retail

market storms. The Bank's reach and value propositions were extended and impacted a wider range of customers, who opened 45,000 accounts in the first phase of the retail campaign. Consequently, a new e-mail account opening platform (the first of its kind) was delivered. This enabled the on-boarding of new customers via internally generated emails. Prospective customers were able to receive their new Access Bank account numbers within 30 seconds, once their details were sent to the specified e-mail address. In the month of October, the Personal Banking team used our various digital tools to sign on 2.8 million new customers.

## Digital Factory, Basement and Africa Fintech Foundry

In addition to the PayDay Loan and USSD/e-mail account opening solutions above, the Bank has expanded on the Finnotech concept, previously encapsulated in the Basement ideation platform. By transforming ideas into digital solutions, the Bank's digital factory now delivers trending innovation, building solutions in response to challenges and opportunities facing the Bank. One of such solutions identified by the Basement programme is "Tamara", an artificial intelligence-driven chat-bot designed to connect with and converse with millennial customers and prospects, giving them access to banking products and services using natural language processing and machine learning to mimic the tone and mannerisms of a human operator.

Tamara's ability to hold millions of simultaneous conversations, each one uniquely tuned to the requirements of the individual at the other end of the chat line, gives the Bank a unique combination of scale and customisation; an essential quality when moving from the intimate to the mass market in a push to recruit and retain millions of customers over the next five years. To date, over N100 million worth of transactions have been carried out by users chatting with Tamara.

An extension of the Basement concept, the Africa Fintech Foundry (AFF) initiative offers a way to capture and direct externally generated innovation to the Bank's bottom line. Through organised developer-community events, such as the March 2017 edition of the Recode Nigeria hackathon, broad-based industry conferences such as the AFF Disrupt conference in December 2017; and growth-focused collaborations such as the current cohort of the AFF Accelerator programme taking place in the new state-of-the-art "Foundry" building between February and June 2018, the AFF identifies and selectively focuses the efforts of emerging fintech disruptors who work collaboratively

with the Bank to increase customer value and reduce the Bank's cost-to-serve.

## Ondigo

Finally, the recent soft launch of the Bank's all-inclusive Mobile Banking application, Ondigo, allows users to create virtual cards. Adult users can gift these virtual cards to their children and dependents, increase their savings and perform a wide range of other banking transactions. The

product, developed using agile methodology, delivers incremental features such as account opening, inter-bank transfers and airtime purchase, etc., to an audience of millennials and digital citizens who prefer modern modes of interaction for their banking services. The ongoing digital transformation of the Bank touches on all facets of banking operations and is underpinned by the current development of a continent-wide payments platform to facilitate intra-Africa trade for customers and prospects on the continent and beyond.





## OUR GEOGRAPHICAL DISTRIBUTION

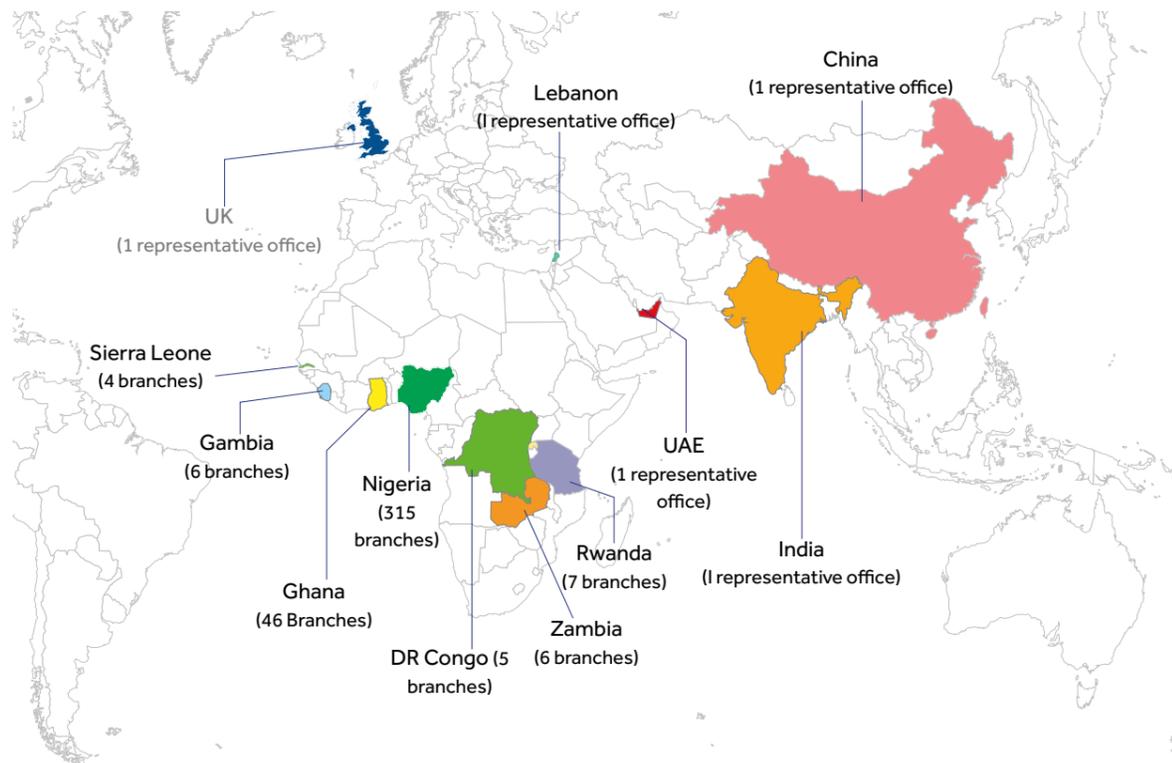


Table 1: Access Bank's Financial Performance and Socio-Economic Benefits

Categories of Economic Value		2012	2013	2014	2015	2016	2017
		('000) Naira					
Direct economic Values generated	Revenues	208,308,873	206,891,219	245,217,569	337,404,230	381,320,783	459,075,779
	Operating Cost	121,008,955	122,802,371	152,824,294	234,049,111	203,149,459	188,056,557
Economic value Distributed	Employees' wages and benefits	33,683,156	31,081,954	31,293,540	42,346,952	51,795,538	54,806,795
	Payments to providers of capital	16,683,567	28,270,022	22,483,662	29,109,307	39,427,422	18,803,180
	Payments to government	1,695,343	7,498,759	8,958,810	9,169,344	18,900,109	18,081,628
	Charitable Donations	173,229,020	391,000,000	388,832,257	346,628,505	285,339	567,027.158
Economic Value Retained		35,064,623	16,847,113	29,268,431	50,627,759	67,762,915	117,701,679

# LEADERSHIP, YOUR GATEWAY TO THE WORLD

As **Africa's gateway to the world**, we have presence in almost every continent, making it possible for us to open the door for today's local businesses to become tomorrow's global players.

**It's time to explore the world and take tomorrow.**



### FOR MORE INFORMATION

☎ 01-271 2005-7

✉ [contactcenter@accessbankplc.com](mailto:contactcenter@accessbankplc.com)

🌐 [www.accessbankplc.com](http://www.accessbankplc.com)



**SPEED SERVICE SECURITY**



# RESPONSIBLE BUSINESS, PROFITABLE BUSINESS



## Corporate Governance

We recognize that long-term competitiveness and performance are influenced not just by economic factors, but by social and environmental considerations, and that good corporate governance fosters adequate decision-making and risk management processes. Therefore, our corporate governance structure is designed to align with the interest of our stakeholders while ensuring long-term shared value is created. That is why Access Bank continues to have an outstanding track record of excellence when it comes to corporate governance.

The Board of Directors of Access Bank is the Group's highest decision-making body except for matters reserved for the general stakeholder's meeting. Within the framework of general supervisory function, the Board has the final word on decisions concerning the Group's strategy and policies, corporate culture, and the Group's organizational structure. The Board also approves and monitors the risk framework and appetite of the Group.

Accordingly, the Group's governance framework is designed to ensure on-going compliance with the Central Bank of Nigeria's Code of Corporate Governance for Banks and Discount Houses in Nigeria (the CBN Code); the Securities and Exchange Commission's Code of Corporate Governance for Public Companies (the SEC Code); and the Post Listing Rules of the Nigerian Stock Exchange. These, in addition to the Board charter and the Bank's Memorandum and Articles of Association, collectively provide the foundation for our sound corporate governance.

The Bank and its subsidiaries (the Group) are governed under a framework that enables the Board to discharge its oversight functions while providing strategic direction to the Bank in balance with its responsibility to ensure

regulatory compliance. The subsidiaries comply with the statutory and regulatory requirements of their host countries and align their governance frameworks to that of the Bank.

The Board is responsible for embedding high standards of corporate governance across the Group. The Board recognises that effective corporate governance is a key imperative to achieving the sustainable growth of the enterprise. Our core values of excellence, innovation, leadership, passion for customers, professionalism and empowered employees continue to define our corporate behaviour.

## Ethics, Integrity, and Whistleblowing

At Access Bank, we are committed to the principles of openness and integrity. Ethics also forms an integral part of Access Bank's corporate culture and values. Our Code of Conduct factors in the ethical principles and rules of conduct governing the actions of all the Bank's employees. These principles and rules include equal opportunities and non-discrimination, respect for people, work-life balance, occupational risk-prevention, environmental protection and compliance with sustainability policies.

In the drive to entrench the culture of whistleblowing among members of staff, quarterly trainings are held on the benefits of whistleblowing and the channels through which whistleblowers can report their concerns are also published on the Bank's website. Any person who reports any irregularity, provided it is done in good faith and in compliance with the provisions of the Policy, shall be protected against any act of retaliation or intimidation. An employee who has suffered any detriment by reason of disclosure made pursuant 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 had attained the maximum age of retirement or had completed the maximum period of service, in accordance

with his/her conditions of service. For other stakeholders, the whistleblower shall be adequately compensated.

### Channels and Procedures of Whistleblowing

The Bank had 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.accessbankplc.com/Pages/Customer-Support/Whistle-Blower.aspx>

The Internal Whistleblowing Hotline shall be available during working hours on work days only. However, the email channel will always be available, and the information provided by the whistleblower 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 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 whistleblower is particularly concerned about the situation.

Where there is no merit in a complaint by a whistleblower, 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 whistleblower. This is without prejudice to the fundamental right of the internal whistleblower 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 line 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 work days only. While the fax number and e-mail address are always available except during periods of maintenance.

Whether the whistleblower discloses his/her identity, KPMG will not provide any indication of the whistleblower's identity to Access Bank except KPMG has a written consent from the whistleblower to provide his/her identity to Access Bank. Telephone calls generally are recorded, and 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 confidentiality and anonymity of the whistleblowers. Access Bank will only have access to the call sheet memos:

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

### Anti-Corruption

This policy includes the rules of conduct that must be followed by employees. The Bank Engaged Ernst and Young to develop an Anti-corruption template for the Bank. Some buzzwords were also created that staff can use to communicate and report any form of bribery and corruption noticed internally. Training sessions on anticorruption and bribery were conducted for all the employees last year. Targeted trainings on anticorruption and bribery were also conducted for partners, including capital market operators, insurance companies and microfinance banks.

### Money Laundering and Terrorism Prevention

Access Bank constantly reviews its Anti-Money laundering process to ensure it is at par with international regulations and to counter the latest gimmick used by criminals. Because of this, our employees are constantly trained on the processes.

### 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 defined strategic objectives is a regular feature of the Board's agenda, thus providing 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 CBN Code and the SEC Code and render reports to the regulators. The Board has also established a system of 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 environmental and social risk management framework and performance, as conducted by the Bank's Environmental and Social Risk Management and Sustainability teams, is also periodically being assessed and audited. These audit functions are conducted quarterly and annually by the Bank's Internal Audit Unit, across all the Bank's strategic business units concerned with, and affected by, environmental and social risk policies.

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

### Risk Management

Assessing social and environmental risk in our lending practices is an important component of Access Bank's risk management process. It helps us to make a more informed decision and enables us to provide guidance and insight to our clients when they are seeking access to capital.

Our risk management approach is informed by industry best practices, which are:

- The Equator Principles (EPs)
- The International Finance Corporation (IFC) performance standard
- The United Nations Global Compact (UNGC)
- The United Nations Sustainable Development Goals (SDG's)

Access Bank has developed a risk management framework, which is approved by the governing body of the Bank. The framework is a comprehensive set of programmes, which outline the Bank's approach to

financial and reputational risk posed by environmental and social issues that could arise from our client's activities.

### Sustainable Banking

Access Bank has adopted an integrated and risk-based approach to managing environmental and social risk within its various products based on the Equator Principles (Eps), which is the leading global financial industry benchmark for assessing, determining and managing environmental and social risks in major bank-financed projects. Access Bank Plc became a signatory to the Equator Principles on 4th June, 2009.

Table 2: Project Financed with consideration to the Equator Principles

By Sector	Categories		
	A	B	C
Mining	-	-	-
Infrastructure	-	-	-
Oil & Gas	2	17	31
Power	-	1	-
Others	-	2	6
Agriculture	-	2	6
<b>Total</b>	<b>2</b>	<b>23</b>	<b>45</b>
By Region			
Americas	-	-	-
Europe, Middle East & Africa	2	23	45
Asia Pacific	-	-	-
Country Designation			
Designated Country	2	23	45
Non-Designated Country	-	-	-
Independent Review			
Yes	2	23	45
No	-	-	-

As of today, 92 financial institutions in 37 countries have adopted the EPs. As a responsible financial institution, Access Bank reviews potential project finance transactions for environmental and social compliance with the EPs., This helps to protect our credit position and prevent us from unwarranted risks. It also reinforces our commitment to the communities where we operate and the planet.

Designated countries are those countries deemed by the EPs framework to have robust environmental and social governance, legislation, and institutional

capacity designed to protect their people and the natural environment.

#### Category A

Projects with potential environmental and social risks and/or impacts that are diverse, irreversible, and unprecedented.

#### Category B

Projects with potentially limited adverse environmental and social risks and/or impacts that are few, generally site-specific, largely reversible and readily addressed through mitigation measures.

#### Category C

Projects with minimal or no adverse environmental and social risks and/or impacts.





# SUSTAINABILITY STATEMENT



This year marks the 10th anniversary of Access Bank's Sustainability Journey. Now is a good time to step back and look from a distance, not only at how our processes have changed for the better, but also at how much our economy has evolved and how much impact we have made on the society and the environment. Alongside building a strong presence of Access Bank in the global financial markets, one of the most important achievements over these last 10 years is that we are now more aware of the importance of corporate social responsibility and the principles behind sustainable development. Our Sustainability initiatives are best characterised as being diverse. We always look for unconventional approach in our choice of sustainability initiatives.

As a testament to Access Bank's consistent implementation of its Sustainability strategy, we have been part of the United Nations Global Compact (UNGC), the world's largest sustainability initiative and we are committed to the ten principles of the UNGC and the 17 Sustainable Development Goals (SDGs). We are also a signatory to the Equator Principles. Over the years, we have made conscious efforts to develop strong relationship with organizations and institutions with similar interests like the United Nations Environmental Programme Finance Initiative (UNEP FI), International Finance Corporation (IFC), among others, with the sole aim of strengthening our sustainability impact and delivering benefits to communities, people and the planet. In maintaining these multilateral partnerships, we continue to support the wider Nigerian financial sector to embed environmental and social risk management.

## Setting Standards

As a leader in the financial services industry in Africa, Access Bank has been setting the highest standards both through its market activities and its approach to sustainability. We believe that sustainability is more than just a cost item – it is, first and foremost, an investment that builds relationships with our environment and all our stakeholders. It also provides a solid foundation with which we can progressively improve our value.

## Our People

Having the highest possible quality of human resources management standards across the Group is a priority for Access Bank. Managing human resources in such a diverse environment is a major challenge. The foundation of corporate culture building at Access Bank is our values. It is from these values that we derive best practices and market solutions. As an international organisation, we also abide by local laws and respect local cultures.

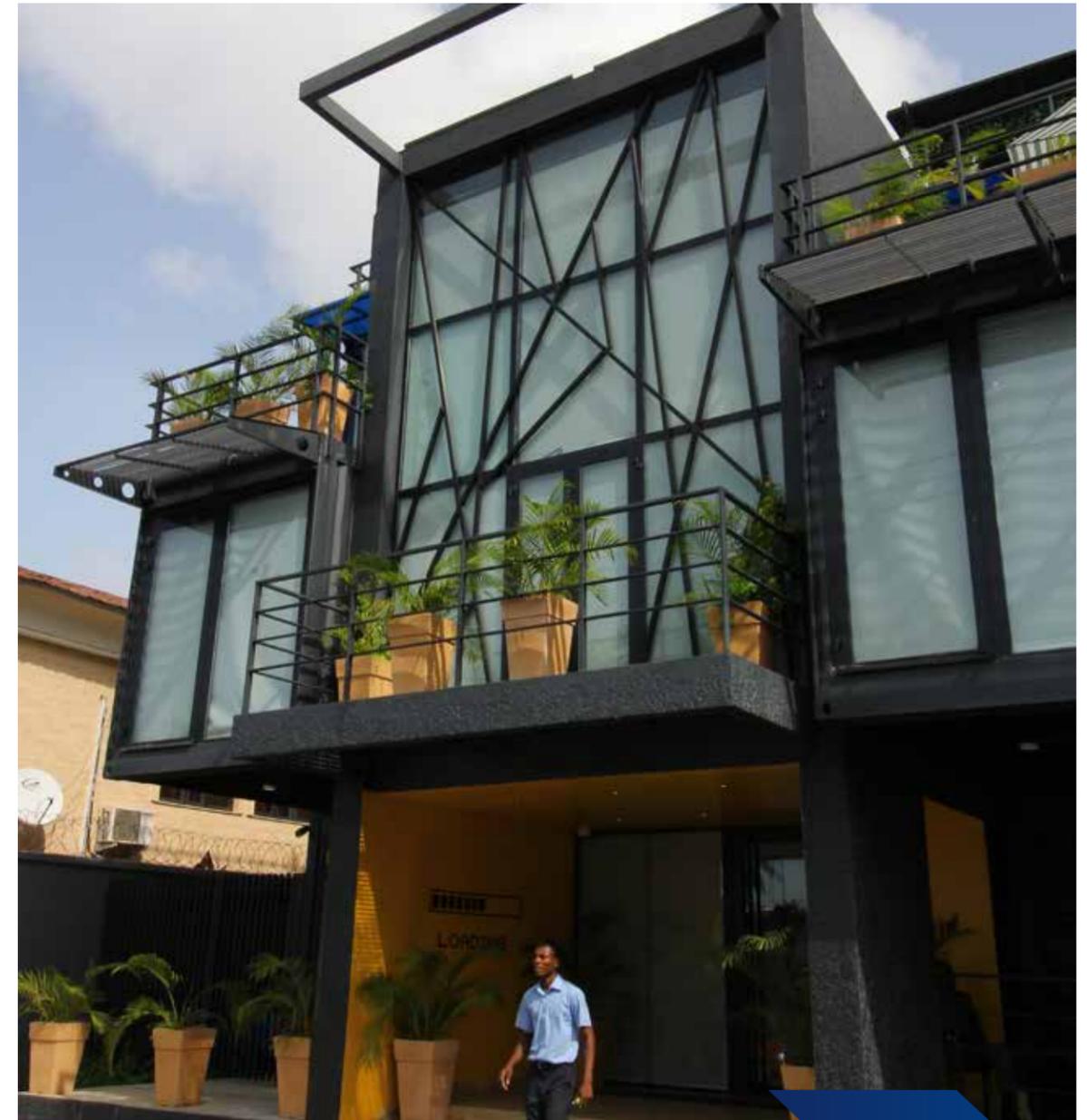
## Our Customers

Quality services at our locations are not taken for granted and we strive to offer our customers something more. – Tamara, an artificial intelligence-driven chatbot was launched in 2017 to connect and converse with customers, giving them access to our Bank's products and services using natural language processing and learning to mimic the tone and mannerism of human operators. Politeness and willingness to help in addition to professionalism are qualities that we consider when hiring staff for our different locations.

Our approach is customer-oriented. We respond to customers' wishes, comments and grievances appropriately. The wide range of amenities that we provide at our locations are designed to meet the needs of various customer groups. We have ATM with braille to help our visually impaired customers make withdrawals; most of our locations are also built on flat surfaces without ramps to enable easy movement of our physically challenged customers.

## Community

At Access Bank, we are committed to supporting the growth and prosperity of our communities because we see ourselves as integral to those communities. Hence we make conscious effort to support various projects, organizations, and events focused on making a positive difference in the communities in which we live and work. Our priority areas include: Health, Education, Environment, Sports, and Arts.



## Environment

We recognise that a better and prosperous future is linked to the well-being and health of our planet, thus the protection of the environment is germane to us. We strive to promote the efficient use of resources and address sustainability issues when managing risks. We also develop products and services that incorporate environmental aspects for our customers while investing in a wide range of projects. Our infrastructure investments (green buildings, solar panel ATMs) as well as our recycling initiative and shutdown policy are all designed in a bid to limit our environmental impact.

## Conclusion

I am convinced that our report will, as always, serve as a comprehensive source of information on all material topics, and inspire further efforts in the promotion of sustainable growth. We want to keep on inspiring and proving that sustainability is indispensable not only when things are going well. But, most importantly, it also gives us a significant advantage in a continuously evolving world.

**Herbert Wigwe**  
Group Managing Director



# ACCESS BANK'S APPROACH TO SUSTAINABILITY



At Access bank, doing our business sustainably is fundamental to realizing our vision to be the World's Most Respected African Bank. Therefore, our approach to sustainability is to integrate innovative economic, social, and environmental business practices to create shared value for our shareholders, customers, partners, communities, employees, and the environment, which undergirds our sustainability principles. These principles commit us to operating with transparency and integrity, thereby building a resilient business, operating responsibly and creating shared value through relationships with our stakeholders. And by constantly engaging our stakeholders, we actively seek to understand what is important to them and where best to direct our efforts.

We are committed to the ten principles of the United Nations Global Compact (UNGC). These principles align with our mission of setting and upholding a standard for business practices. We have also embedded the

relevant targets of the United Nations 17 Sustainability Development Goals (SDGs) into our operations as a major player in the financial services industry.

## Access Bank's 2017 Milestones

- We launched Employee Volunteering Awareness Day.
- We launched the "Save Today, Take Tomorrow" Campaign focused on driving financial inclusion.
- We expanded the waste recycling initiative to other branches in Lagos, and we donated two waste recycling trucks to waste off-takers (Recycle Points and Parallel Points).
- We achieved energy consumption reduction and improvement of employee work-life balance through the 7pm bank-wide shut down policy.

## 1 YEAR, MANY LIVES, 14 AWARDS

We are grateful for the many lives we were privileged to empower in the year 2017. Thanks for traveling with us on this journey to a sustainable future.



[www.accessbankplc.com](http://www.accessbankplc.com)



**SPEED SERVICE SECURITY**

**OTHER AWARDS**

- AFRICA CLEAN-UP AWARD 2017
- CORPORATE ACHIEVEMENT AWARD FOR PROMOTING FINANCIAL LITERACY - FINANCIAL LITERACY EXCELLENCE (FILEX) AWARDS 2017



# ACCESS BANK'S 2017 STAKEHOLDER ENGAGEMENT



We recognize the benefits of a strong long-term relationship with our stakeholders. Hence, dialogue, collaborations and meetings with our various stakeholders are essential to understand their interests and expectations of Access Bank. Stakeholders' expectations along with Access Bank's strategic management serve as a basis for the priorities chosen for Access Bank's work. The issues are evaluated from a stakeholder and business perspective and how they affect Access Bank's ability to create value.

We engage with our stakeholders through both formal and informal interactions as appropriate to the stakeholder. We make use of specific surveys and continuously monitor the opinions of our stakeholders at several levels, including through direct dialog, multi-stakeholder initiatives, and on dialog platforms on sustainability topics. Proactive, bilateral cooperation with NGOs and opinion leaders gives us insight into the precise goals with regard to optimising our engagements with them.

Our stakeholders are individuals or groups that have a material interest or are affected by our products and services. They include the following:

- Our Employees,
- Our Shareholders and Investors,
- Our Customers,
- Our Communities,
- Regulatory bodies,
- Media,
- Suppliers.

## Employees

### Why we engage our employees

- To drive continual improvement towards world-class performance;
- To enhance employees' capabilities;
- As a motivation tool to help them achieve their goals;
- To provide employees with strategic direction and keep them informed on the group's activities.

### Why our employees engage us

- To provide us with feedback and input that can help us improve their working environment and our business process.

### Frequency of engagement

- Ongoing;
- As required by employees;
- Shareholder's association meeting.

### Specific engagements in 2017

- Trainings and capacity building;
- Retreats;
- Town hall meetings;
- Employee volunteering;
- Employee satisfaction survey;
- Inside Access monthly newsletter;
- Awards and recognitions;
- Emails;
- Intranet;
- Happy hours;
- Executive director's face-to-face with employees;
- Human Resources face-to-face interaction with employees.

### Material issues raised

- More training opportunities;
- Review of the performance management process;
- Improved work-life balance.

### Our responses

- We provided diverse platforms to build the capacity of our employees, including trainings, talent mentoring conversations, ongoing performance reviews and an environment that is conducive for growth;
- We reviewed our early shutdown policy to ensure that employees leave the office early enough so that they can spend quality time with their friends and family.

## Customers

### Why we engage our customers

- For complaint resolution;
- To understand their experience with our products and services;
- To appreciate our customers;
- Customer data update;
- To provide appropriate advice, proactive financial solutions, and value-adding services;
- To ensure that we maintain a high service level as expected of us by our customers.

### Why our customers engage us

- To assess our world-class services;
- To provide us with input that can be used to enhance our services;
- To grow and protect their investment and wealth;
- To get value banking that is transparent and competitive in pricing;
- To assess the products and services they need;
- To receive sound financial advice and financial education.

### Frequency of engagement

- Ongoing;
- Dependent on the need of the customers and identifiable sales, service or guidance opportunities.

### Mode of engagements

- SMS;
- Email;
- Focus group session;
- Breakfast sessions/Business Forums;
- Guest frontline initiatives;
- Contact center/Phone calls;
- Social Media.



### Material issues raised

- Long wait time to speak to an agent;
- Lack of adequate follow up;
- Delayed resolution.

### Our response

- Set up of the Ombudsman process to increase first-time resolution (FTR) ;
- Recruitment of staff to reduce resolution waiting time;
- Engagement of customers to determine specific issues;
- Escalation to relevant units/persons for resolution;
- Investigation of complaints where required;
- Follow-up and resolution of identified issues;
- Communication with customers regarding resolution;
- Compensation (where required);
- Redesign of process to prevent future failures/development of sustainable resolution;
- The funds involved in transaction failure were reversed.

## Shareholders and Investors

### Why we engage our shareholders

- To provide our shareholders with timely and relevant information;
- To manage shareholder expectations and reputational risk;
- To maintain strong relationships, keep abreast of market developments and inform our shareholder targeting strategy;
- To ensure good governance and deepen the trust placed in us and our brand;
- To get feedback that informs our strategy, business operations and how we govern.

### Why our shareholders engage us

- To receive relevant and timely information on our financial and non-financial performance;
- To understand our financial performance;
- To gain insight into our strategy and management.

### Frequency of engagement

- Ongoing;
- As required by the shareholders;

### Mode of engagement

- Roadshows;
- Annual General Meetings;
- Stock exchange statements and quarterly reports;

- Press and analyst conferences, presentations on special subjects;
- Participation in indices and investor surveys;
- Annual Reports and Accounts ([www.accessbank.com/all-financial-report/annual-reports](http://www.accessbank.com/all-financial-report/annual-reports));
- Access Bank website ([www.accessbankplc.com](http://www.accessbankplc.com));
- Emails, conference calls with shareholders and annual results;
- Shareholder association meetings.

### Material issues raised

- Challenging Economic climate.

### Our response

- Access Bank became more aggressive in the market;
- We improved on our existing products and services and we created alternative products with zero risk but equivalent value;
- Access Bank balance sheet remains well captured with diversified funding profile and strong coverage ratios.

## Our Communities

### Why we engage our Communities

- To create partnerships that serve to facilitate our integrated sustainability activities;
- To obtain input from environmental experts, communities and nongovernmental organisations (NGOs) regarding key focus areas;
- To create awareness of our integrated sustainability commitment and initiatives.

### Why our communities engage us

- To get advice and guidance on how to achieve desired outcomes for themselves, their families, their businesses and their communities;
- To partner on common social and environmental issues.
- To collaborate in a way that furthers social, environmental and other common agendas for the greater good.

### Frequency of engagement

- Ongoing;
- As required by the stakeholder.

### Mode of engagement

- Charitable donations and sponsorship;
- Community outreaches through our employee volunteering activities;
- Partnerships with community facing non-

- governmental organisations;
- Community investments and development efforts.

### Material issues raised

- Increased rate of sexual violence;
- Increased rate of depression among young people;
- Trust in the financial sector.

### Our responses

- We launched the Salvus project – A sexual violence response intervention platform aimed at increasing access to support for survivors of sexual violence;
- We organized a symposium in partnership with Hacey Health initiative to address the issue of depression among young people;
- We continue to build a steady relationship with our communities, which is evident in the increase in the number of our customers and investors in 2017.

## Regulatory bodies

### Why we engage them

- To maintain open, honest and transparent relationships and to ensure compliance with all legal and regulatory requirements.
- To retain our various operating licences and minimise our operational risk.

### Why they engage us

- To ensure regulatory compliance;
- To promote the soundness and stability of the domestic banking and financial system, thereby contributing to its financial stability.

### Frequency of Engagement

- As required.

### Mode of engagement

- Regulatory consultations;
- Various industry and regulatory forums;
- Meetings between regulators and our Board members.
- Material issues raised
- Fraud, corruption, and money-Laundering
- Financial sustainability

### Our responses

- We invested in improving our digital infrastructure to ensure that our processes and administrative activities are properly monitored;
- We also invested in developing the skills of our employees and partner organizations through training on Anti-Corruption, bribery, and money-laundering;
- Access Bank ensures compliance with regulatory requirements of the Central Bank of Nigeria and the Security and Exchange Commission.



## Media

### Why we engage the media

- To leverage the reach and influence of media channels to share our business and citizenship stories with stakeholders;
- To communicate with relevant stakeholders and the public with a view to having a positive influence on behaviour that will lead to desired business results;
- To protect and manage our reputation.

### Why the media engages us

- To educate and inform their audiences on developments in the financial services sector and Access Bank Group specifically;
- To be informed about our contribution to the economy and our products and services;
- To empower their audiences with appropriate information to make informed financial decisions.

### Frequency of engagement

- Regular interactions in relation to business-related media enquiries;
- Premeditated engagements in relation to our business and sustainability initiatives.

### Mode of engagement

- Media parley events (through which Access Bank makes proactive efforts to specifically engage the media);
- Other public-focused channels organized by the Bank during the year at which media representatives were also present.

### Material issues raised

- Financial stability of the banking sector

### Our responses

- Our continuous engagement with various stakeholders through the media helps earn their confidence and confirm our stability.

## Suppliers

### Why we engage with our Suppliers

- To maintain an ideal and timely supply of goods and services for our operations;
- To obtain products or services required for conducting our business;
- To encourage responsible practices across our supply chain, bearing in mind, local procurement, supplier

conduct and environmental considerations;

- To include critical suppliers in cross-functional teams to contribute expertise and advice before specifications are developed for products or services.

### Why our suppliers engage us

- To provide products and services;
- To negotiate pricing and contracts;
- To promote new product and service offerings;
- To respond to tenders.

### Mode of engagement

- Ongoing interaction with suppliers and contractors for procurement purposes;
- Supplier education workshops, indabas, workshops, roadshows, etc;
- One-on-one negotiations and meetings;
- Changes to trading arrangements in terms of our procurement systems.

### Frequency of engagement

- Ongoing.

### Material issues raised

- Pricing, payment terms, and service delivery.

### Our response

- Due diligence was completed before customers are engaged.

## ACCESS BANK'S PROGRESS ON COLLABORATIVE PARTNERSHIP/MEMBERSHIP



At Access Bank, we do not just want to be members of coalitions, we want to be actual bearers of noble identities of our coalition. Hence, our continued commitment to global and local partnerships driving sustainable development across different indices. Our different partnerships for sustainable development, and additionally our leadership roles and contributions to these partnerships, are illustrated as follows:

Table 3: Updates on Partnerships and Coalitions

Partnership/coalition	Partnership's profile	Updates on Access Bank's involvement
<b>United Nations Global Compact (UNGC)</b>	The UNGC is a global platform and an initiative of the UN established to encourage businesses to adopt fundamental principles in the areas of human rights, labour practices, environment and anticorruption.	<p>In 2017, Access Bank continued as the Co-Chair of United Nations Global Compact Local Network. In line with this, Access Bank, as the Co-Chair of the UNGC Local Network, supported the process for the successful implementation of the UNGC Ethics and Compliance workshop. Through this workshop session on Ethics and Compliance, the Local Network convened executives and managers from the corporate, MSME, social business, investor, and NGO communities to equip them with skills to evaluate their compliance programmes as well as address general questions about the "right" and the "good" in their corporate operations.</p> <p>The Bank also supported the process for the successful implementation of the UNGC Collective Action Training and Workshop for SME's. The Collaboration Lab Workshop convened executives and managers from the corporate, SME, social business, investor, and NGO communities to catalyze Collective Action against corruption in Nigeria.</p> <p>Access Bank, as the Co-Chair of the UNGC Local Network, supported the process for the successful implementation of the UNGC Anti-Corruption Collective Action Training and Workshop for MSME's on July 4, 2017. The workshop convened executives and managers from multinationals, corporates entities, MSME's in manufacturing, agriculture, education, fashion and entertainment, social business, investors, and NGO communities to catalyze Collective Action against corruption in Nigeria.</p>
<b>Nigerian Business Council on Sustainable Development (NBCSD)</b>	The NBCSD is a council of CEOs of pioneering companies committed to making a difference in the sustainable development of Nigeria. NBCSD brings the collective force and voice of the private sector to promote sustainable development practices in Nigeria.	With our GMD/CEO on the Board, Access Bank continues to promote sustainable development alongside other member-organizations (local and multinational) committed to the sustainable development of Nigeria.
<b>Nigerian Sustainable Banking Principles (NSBP) Steering Committee</b>	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 toward the successful implementation of the NSBPs in Nigeria.	Our role as the Chair and Interim Secretariat of the Sustainability Champions Committee also continued throughout the year 2017. We continued to show our support for new and existing Sustainability champions across the banking industry, organizing educative seminars and trainings that addressed major challenges of the discipline, further driving Sustainability across financial institutions in Nigeria.



Partnership/coalition	Partnership's profile	Updates on Access Bank's involvement
<b>United Nations Environmental Programme Finance Initiative (UNEP FI)</b>	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.	<p>Access Bank was well represented on the regional representatives' platform of the UNEP FI in Africa. As an active member of the UNEP FI, we participate in AGM's and contribute to innovative ideas for accelerating Sustainable Finance in Emerging Markets.</p> <p>As member and Co-Chair of UNEP-FI, Access Bank participated in the launch of the first series of UNEP FI ARRT, which held from November 27-29, 2017 in Johannesburg, South Africa. At the ARRT, Omobolanle Victor-Laniyan, Head Sustainability Access Bank, presented and shared the Bank's Sustainability transformative stories on Sustainable Waste Management to an audience of over 500 leaders in Sustainable finance across the Africa region.</p> <p>The Bank also participated in the UNEP 25th Anniversary celebration. The Head of Sustainability at Access Bank, also presented and shared top-notch key developments in sustainable insurance, banking and investment in Africa &amp; Middle East over the past 25 years, and the inspiration to increase momentum, scale up action and potential development in the industry over the next 25 years. At this event, the Bank was given an award for her outstanding role and contribution to the UNEP FI Global Steering Committee.</p>
<b>United Nations Principles for Responsible Investment (UNPRI)</b>	In partnership with the 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 while making investment decisions.	<p>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 2017, we demonstrated this commitment through the ESG criteria included in our investment and financing activities.</p> <p>Although the overall responsibilities for making investment decisions rests with the Board of Directors, after obtaining executive management's approval, our equity investments are initiated by SBUs with input from the Risk Management Division, which screens and appraises the consistency of each one of our investments with our responsible investment framework and risk management policy. Critical to this screening and appraisal processes are environmental, social, governance, labour and human rights practices of the investee.</p>

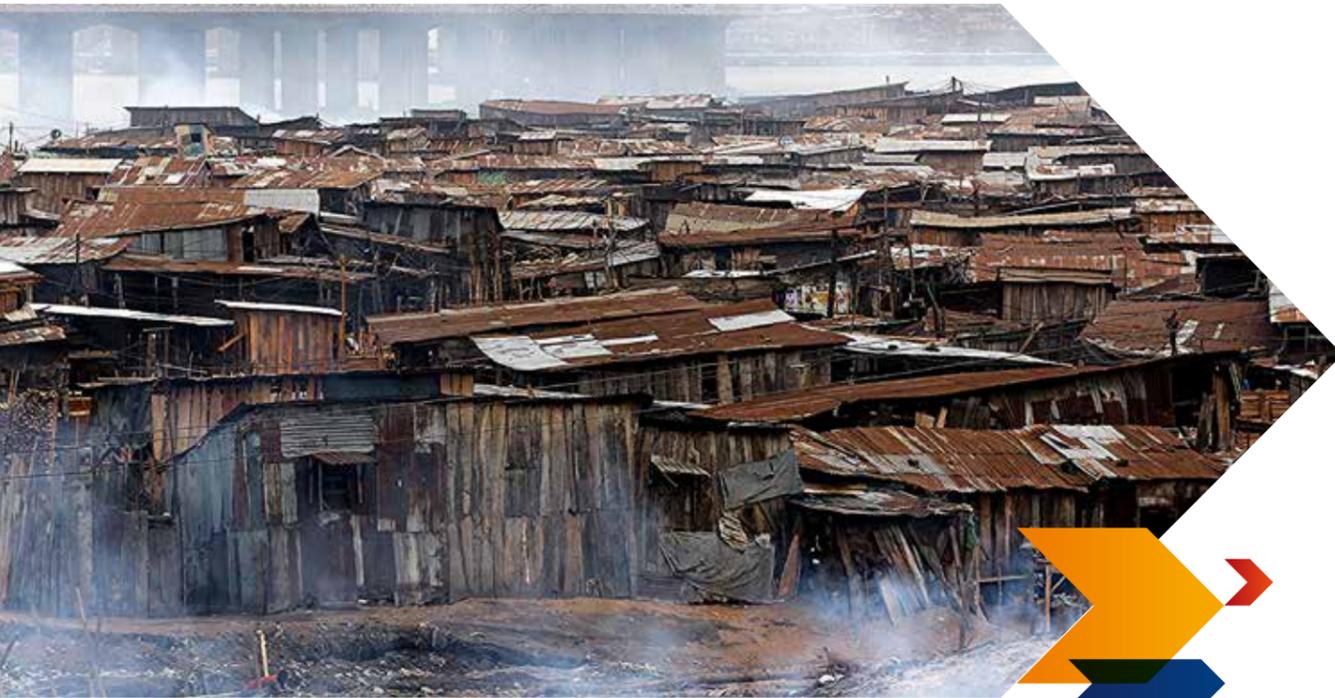


Partnership/coalition	Partnership's profile	Updates on Access Bank's involvement
<b>Nigerian Conservation Foundation (NCF)</b>	NCF is dedicated to nature conservation and sustainable development in Nigeria. NCF leads in promoting sustainable development through environmental conservation and natural resource management in Nigeria.	Access bank remained a member of the Nigerian Conservation Foundation in 2017. We continued to support biodiversity preservation through our contribution towards the foundation. We were also present at the Annual General Meeting 2016, providing valuable leadership advice and guidance.
<b>Nigeria Business Coalition Against AIDS (NiBUCAA)</b>	A network of companies working together to help member-companies and others to develop workplace programmes for preventing and combating HIV/AIDS.	<p>Because of our commitment towards preventing the occurrence of HIV/AIDS in the workplace, Dr. Herbert Wigwe, the GMD/CEO, Access Bank Plc, was appointed Co-Chair of the Nigerian Business Coalition Against AIDS alongside the MD/CEO Total E&amp;P Nigeria Plc, Nicolas Terraz, who took over from Dr. Pascal Dozie, who had been Co-Chair from 2003. This appointment was in recognition of the Bank's efforts towards ensuring a HIV and AIDS-free generation.</p> <p>Following the appointment of Herbert Wigwe to serve as the Co-Chair NiBUCAA alongside Mr Nicolas Terraz, there have been various strategic meetings organized by the new Co-Chairs of the Board, to drive the new agenda of the transformational journey of the administration. To this end, Access Bank, working with NiBUCAA, drove the process for the implementation of an Informal Board Dinner and the Inaugural Board of Trustees meeting with the new Board of the coalition to strategize towards the successful achievement of the new goals of the coalition.</p>
<b>Convention on Business Integrity (CBI)</b>	CBI works to empower individuals and institutions against corrupt practices. Its mission is to promote ethical business practices, transparency and healthy competition in the private and public sectors.	In our continuous partnership with CBI, we have been successful in keeping our commitment to zero-tolerance for corruption. In 2017, the actual execution of this commitment across our SBUs truly enabled the Bank to avoid corrupt business practices.
<b>Global Reporting Initiative (GRI)</b>	The GRI is a global non-profit organisation that promotes corporate Sustainability practices through Sustainability reporting. GRI does this by releasing standards and principles on Sustainability reporting.	<p>In 2017, 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 participated in the 2017 workshop on the new GRI reporting standards, which focused on introducing the new GRI standard for reporting launched in 2016.</p> <p>We continue 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 2017.</p>
<b>Equator Principles (EP)</b>	The Equator Principles are a framework for managing environmental and social risks in the financial sector. Over 80 financial institutions in over hundred countries have signed up to the Principles.	Access Bank reviews all potential project finance transactions for environmental and social risks in line with the equator principles as well as the IFC's performance standard and legislation. Our application of the equator principles has ensured greater consistency in our application of environmental and social risk management within our project finance. We also submitted a report to the Equator Principles in 2016 in furtherance of our commitment to sustainable project finance.

Partnership/coalition	Partnership's profile	Updates on Access Bank's involvement
<b>London Benchmarking Group (LBG)</b>	The LBG is a global network of organisations that are committed to community investment as a tool for sustainable development. These organisations use the LBG Model as a framework for measuring, managing and reporting the value, and the achievements, of the contributions they make to communities and the society.	Based on the LBG, in 2017, we continued to monitor all our CSR investments along the LBG model. This enabled us track progress on our investments in community development, providing insight on areas of improvement in our CSR activities for the coming years.
<b>GBCHealth</b>	A coalition of more than 230 companies working to improve the health of their workforces and communities around the world. Focus areas include reducing maternal, newborn and child mortality, and advancing efforts for combatting HIV, TB and malaria.	<p>In 2017, Access Bank supported the efforts of GBCHealth in addressing global health issues actively participating in providing platforms to build knowledge and multi-stakeholder collaboration and creating tools to support companies' ability to improve health and wellness in the workplace, in communities and collectively at a national, regional or global level.</p> <p>Access Bank also continued in its partnership with GBCHealth on the Malaria-To-Zero initiative, a project that is aimed at averting one million malaria cases in Nigeria by the year 2020</p>
<b>Corporate Alliance on Malaria in Africa (CAMA)</b>	CAMA is a group of private sector organisations with business interests in Africa. These organisations pool efforts to combat malaria in sub-Saharan Africa.	<p>In 2017, we remained consistent to our resolve in eradicating malaria within our sphere of influence and our communities of operations.</p> <p>Access Bank, as a leading member of the alliance, hosted the strategic End of Year (EOY) meeting of CAMA. It was organized to review the activities of the alliance in 2017 and strategize toward the plan for 2018. At this EOY meeting, the Bank contributed toward shaping the 2018 CAMA objectives.</p> <p>In recognition of the astute commitment made by the Bank towards addressing malaria in Nigeria and Africa as well as its continued support and dedication to the Corporate Alliance on Malaria in Africa, Omobolanle Victor-Laniyan, Head, Sustainability, Access Bank Plc, was announced as the new African Co-Chair of CAMA.</p>
<b>WeConnect International</b>	WeConnect is a global non-profit organisation committed to sustainable development through women economic empowerment. WeConnect is a coalition of corporate members from over seventy (70) countries. WeConnect makes impacts by encouraging, increasing and promoting opportunities for women-owned businesses.	Through our strategic partnership with WeConnect, Access Bank is set to continuously leverage its alliances, partnerships and collaborations with reputable international organizations to promote women entrepreneurship across Africa.
<b>World Economic Forum (WEF)</b>	The World Economic Forum (WEF) is the international organization for public-private cooperation. The forum engages the foremost political, business and other leaders of society to shape global, regional and industry agendas.	Access Bank, as a member of the World Economic Forum, contributed to the goals of the forum, thereby facilitating the provision of a platform for the world's leading companies to shape a better future. As a member of the forum, Access Bank contributed to the projects and initiatives – online and offline – to address industry, regional and systemic issues.



# PROGRESS ON SDGs



At Access Bank, we believe that the 17 goals are important to achieve sustainable development, and we understand that we have a crucial role to play in helping the governments of the countries where we operate to achieve these global goals. Because of continuous dialogue with our stakeholders, Access Bank, in 2017, took steps to ensure that it supported all the global goals.

We also realized that we cannot succeed in achieving these global goals on our own. Therefore, we partnered with various organizations both local and international as specified by SDG 17 to help us in achieving these global goals.

The table below shows the progress we made in 2017 towards the SDGs:

Table 4: Access Bank's Progress on SDG

Goals	Target	Examples - Access Bank's Corresponding Initiative
Goal 1: No Poverty	End poverty in all forms everywhere.	<p>International Day for Poverty Alleviation: To commemorate this important day in 2017, Access Bank partnered with CARE Trust to acknowledge the struggles of people living in poverty and help address their needs. To this end, we implemented strategic community engagement activities, which focused on:</p> <p>Business management education for parents living in underserved communities – This programme focused on empowering indigent families with business management knowledge and skills that will enable them run successful businesses -- which will provide them income and means of sustainable financial independence.</p> <p>Financial advisory services for families – This programme involved sensitizing families on the different financial products and services that exists and can be utilized to manage and grow income effectively and consistently – further driving economic development and financial security.</p> <p>Career counselling for children – This involved activating the potential of the children and youth, by helping them to identify their strengths, passions and the opportunities that exist around them – guiding them to make the right decisions that will build bright futures for all.</p>

Goals	Target	Examples - Access Bank's Corresponding Initiative
		<p>The commemoration also reflected the willingness of people living in poverty to use their expertise to contribute to the eradication of poverty.</p> <p>JAKIN-Fresh Foundation Project: Through our partnership with ACT Foundation, this highly subsidized training on basic business management principles, re-orientation, computer application, vocational skills and office automation machine programme was successful at reforming and empowering indigent and out-of-school youths in the lower class of Lagos State. Over 200 Aspiring Entrepreneurs were trained in: vocational skills such as liquid soap production, disinfectant production. Financial literacy, office management and computer skills were also taught.</p>
Goal 2	End hunger, achieve food security and improved nutrition, and promote sustainable agriculture.	<p>ANCHOR BORROWERS' PROGRAMME: In 2017, Access Bank continued to work with the CBN, to collaborate with anchor companies (Rice/Wheat millers) involved in rice production and processing to help poor local farmers increase local production, increase feedstock for processors as well as reduce importation in order to conserve Nigeria's external reserves. Access Bank also partnered with Lagos and Kebbi state governments to build a rice mill with a capacity to mill 20 tonnes of rice per hour.</p> <p>AFLASAFE INITIATIVE: In 2017, Access Bank partnered with Gracefm Seda Services for the successful implementation of the Aflasafe Project, aimed at training 3,000 smallholder farmers in the South-South region of the country on sustainable agricultural practices to improve productivity and reduce unsustainable production. The Aflasafe Project is an initiative of the International Institute of Tropical Agriculture (IITA) and World Bank. The overall aim of the project is to promote food security through the adoption of 'Aflasafe' farming practices, whilst improving the livelihood of smallholder farmers across Nigeria.</p>
Goal 3	Ensure healthy lives and promote well-being for all at all ages.	<p>Malaria-to-Zero: The Private Sector Health Alliance of Nigeria and Access Bank, under the leadership of the CEO of Access Bank – Dr. Herbert Wigwe – launched the Malaria-to-Zero initiative in 2016 as an innovative financing platform to galvanize private sector resources and capabilities for sustained support towards averting at least one million malaria deaths by 2020. Through this initiative, 273,000 new people were reached with malaria information in rural communities across six states in the South-West region of Nigeria; 30,000 nets were distributed, with 4,537 given to pregnant women. 357 community groups were engaged under the initiative.</p> <p>Commemoration of International Days on Health: Access Bank partners with several community-focused institutions on initiatives that improve the quality of life of the people in different communities across Nigeria and Africa. We commemorated the World Sickle Cell Day at Okokomaiko community in partnership with Nirvana Initiative, providing free genotype test, counselling people and sensitizing them on how to avoid sickle cell. Over 300 members of the community benefitted from the initiative.</p> <p>On World Diabetes Day, we partnered with Hacey Health Initiative to conduct free diabetes screening, awareness campaign, and counselling to over 1,000 beneficiaries. As the world commemorated the 2017 World AIDS Day, Access Bank partnered with HACEY Health Initiative and NiBUCAA to develop an initiative aimed at reinvigorating prevention efforts to stay on the fast-track to ending the AIDS epidemic by 2030.</p> <p>Partnership with ACT Foundation: Through our partnership with ACT Foundation, we have been able to address key health issues with initiatives such as:</p> <p>Cancer Aware Nigeria – The Breast Cancer Early Detection Program: The project aims to reduce the rising cancer incidence in Nigeria, especially among women, through education, advocacy and patient support</p> <p>Special Olympics Nigeria – No More Malaria: The project aims to prevent and reduce malaria morbidity and mortality incidence in Nigeria, especially among children living with disabilities, through health education, screening and provision of basic lifesaving tools. The programme impacted at least 600 children living with disabilities.</p> <p>Women at Risk International Foundation – Creating awareness about gender-based violence: This project seeks to reduce the rate of gender-based violence of expectant mothers in selected communities by provide training to traditional birth attendants on recognizing the signs of abuse and providing adequate management. The programme impacted at least 500 Traditional Birth Attendants.</p>

Goals	Target	Examples - Access Bank's Corresponding Initiative
		Sebecly Cancer Care and Support Centre - #Prevent Cancer Pay: This is an initiative focused on reducing the burden of cervical cancer in Nigeria through increasing the number of cervical cancer survivors and reducing the number of deaths by screening young women and providing support to affected individuals. Impact: 300 women.
Goal 4	Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.	<p>Take Tomorrow Initiative: Implemented by employees of the Bank, this initiative allowed employees of the Corporate Communications Unit to partner with the Junior Achievers of Nigeria to train students in selected schools on business education and entrepreneurship skills. Over 200 students were reached.</p> <p>Adopt a School Initiative: Our Conduct and Compliance Group, through our Employee Volunteering Scheme, renovated Obele Community High school in Surulere – A school where students used to hold classes under the trees, or in dilapidated classrooms. Lavatories, staff rooms and classrooms were upgraded into a fit-for-purpose facility for the school. About 856 students benefitted from the initiative.</p> <p>The Education Savings Plan: This product was recently launched to assist parents save towards the educational needs of their children in a convenient manner over a specified period as defined by them. This service is available in both foreign and local currencies. It provides access to free education advisory, allows discount with selected educational partners as well as preferential FX purchases for Personal Travel Allowance and overseas school fees payment.</p> <p>Advance for Schools Fees: Knowing how stressful it can be in terms of preparing the kids to go back to school, we help take the pressure off the shoulders of parents by providing short-term financial support to enable them pay school fees. It is also a seamless service for the remittance of school fees for their children/ward.</p>
Goal 5	Achieve gender equality and empower all women and girls.	<p>ACCESS WOMEN NETWORK: We established the Access Women Network, which provides a platform for female employees to accelerate their professional and personal development. Some of our key initiatives under this platform in 2017 included: The Love A Child Initiative, the International Women's Day programme, the EMAC Smearathon, amongst others.</p> <p>THE 'W' INITIATIVE: The award-winning W initiative has truly remained the home of everything Access Bank has to offer Women. It has also helped to solidify Access Bank's position as the Bank of choice for women in the markets and communities we serve. In 2017, we continued to implement our flagship programmes such as: Demystifying Bank Loans; Empowering Women with Technology; and the Enterprise Development Center (EDC)-certified programme, 'Womenpreneur Business Workshop,' which has bridged business and managerial skills gap amongst thousands of female entrepreneurs.</p> <p>Maternal Health Service Support (MHSS): Referred to by experts as the banking product that delivers babies, our first-of-its-kind Maternal Health Service Support (MHSS) continues to aid scores of women complete their families and access quality healthcare by financing medical and fertility treatments for women, amongst other benefits. Through successful IVF procedures and Natal Support, 40+ babies have been birthed to families nationwide. Women have been able to access bone surgeries for their infants and fibroid treatments.</p>
Goal 6	Ensure availability and sustainable management of water and sanitation for all.	<p>Community Safe Water Initiative: In partnership with HACEY Health initiative, Access Bank embarked on an initiative with the goal of increasing access to safe drinking water for women and children in 15 underserved local communities in South-West Nigeria. Through this initiative, at least 2,000 beneficiaries have gained access to potable water. Under the Project Safe Water Initiative, there were:</p> <ul style="list-style-type: none"> <li>• Community engagement involving relevant stakeholders within the communities;</li> <li>• Community education on water and hygiene, i.e. keeping water clean;</li> <li>• Drilling of boreholes.</li> </ul> <p>Water to Communities: Furthermore, through the Employee Volunteering Scheme, and in partnership with Hallfield School, Access Bank built boreholes for the Mende community in Lagos State. We also constructed public toilets for inhabitants of Dustbin Village in Ajegunle community in Lagos State.</p>

Goals	Target	Examples - Access Bank's Corresponding Initiative
Goal 7	Ensure access to affordable, reliable, sustainable and modern energy.	<p>INTERNAL INVESTMENTS: In alignment with the goal of ensuring access to sustainable and modern energy, Access Bank remains committed to efficient energy usage. The Bank has always invested in environmentally-friendly technologies. Currently, the Bank has:</p> <ul style="list-style-type: none"> <li>• 4 branches (2%) that are solar-powered</li> <li>• 311 branches (98%) that are hybrid (inverter + PHN + generator)</li> <li>• The Ogunlana Drive branch is fully powered by solar energy with no connection to the national grid.</li> <li>• 257 solar-powered ATMs accounting for 14% of total ATMs of the Bank</li> <li>• Motion-sensitive LED lightings at its Head Office</li> <li>• LED Lightings in all its facilities nation-wide</li> <li>• The Bank's early shutdown policy was introduced in 2015 and has since been reviewed, from shutdown at 8pm at the Head Office and 6pm at the branches to 7pm at the Head Office and 6pm at the branches.</li> <li>• This resulted in a 12.68% reduction in diesel consumption bank-wide from 2015 to 2016.</li> </ul> <p>EXTERNAL INVESTMENTS:</p> <p>Step-Up Green Initiative</p> <p>Access Bank supported the Green Impact International – a global eco-advocacy organization focused on creating a movement of environmentally-conscious individuals across nations. The support enabled Green Impact International to carry out a programme targeted at training 100 volunteers on eco-smart orientations and a subsequent follow-up project on the engagement of the trainees in reaching out to students in 50 secondary schools with the same objective. The training was in tandem with the establishment of Green Clubs and Green Spaces within 10 of the selected schools.</p>
Goal 8	Promote sustained, inclusive, and sustainable economic growth, full and productive employment and decent work for all.	<p>The Ready.Set.Work initiative: Access Bank partnered with the Lagos State government on the Ready.Set.Work initiative to train 500 undergraduates from tertiary institutions in Nigeria. This ongoing programme will adequately equip them with the right skillsets to excel in the corporate and entrepreneurial world, financially. Selected participants of the programme have also been placed on a 6-months internship programme in Access Bank to give them a hands-on work experience that will give them the competitive advantage in securing their future.</p> <p>Through our partnership with ACT Foundation, we have been able to promote sustained, inclusive, and sustainable economic growth through initiatives such as:</p> <p>FATE Foundation-Aspiring Entrepreneurs programme (AEP): The objective of the AEP is to create enterprises, businesses and eventually markets, which will inevitably grow economies. Over 60 Aspiring Entrepreneurs were trained to provide them with knowledge of the Nigerian business environment, and how to build and run successful businesses. They were provided with mentoring and other forms of business support.</p> <p>JAKIN-Fresh Foundation Project: This is a highly subsidized training on basic business management principles, re-orientation, computer application, vocational skills and office automation machine programme. The project is intended to reform and empower indigent and out-of-school youth in the lower class of Lagos State. Over 200 Aspiring Entrepreneurs were trained in the following areas: vocational skills such as liquid soap production and disinfectant production. They were also taught financial literacy, office management and computer skills.</p> <p>Junior Achievement Nigeria Tomorrow's Leaders. Today: The project consists of supplementary educational programmes in the areas of financial literacy and entrepreneurship for senior secondary school students. Over 2,070 secondary school students in two states were inspired and engage through entrepreneurship, financial literacy, mentoring and leadership programmes.</p> <p>FREEDOM Foundation – Empowerment zones: This project is for young women and men aged 15-35 who reside in Lagos and are committed to acquiring skills and vocational training. They are then provided with jobs. Over 100 aspiring entrepreneurs were trained in soap-making, computer skills, barbing, baking, make-up and hairdressing</p>

Goals	Target	Examples - Access Bank's Corresponding Initiative
		<p>WIMBIZ: The WIMBIZ capacity building programme aims to develop the capacity of female entrepreneurs to lead and build sustainable businesses that will attract investments and contribute to economic development. Over 60 entrepreneurs were supported to:</p> <ul style="list-style-type: none"> <li>Identify business gaps</li> <li>Enhance leadership skills</li> <li>Provide strategies</li> <li>Set up sustainable business structure</li> </ul> <p>OVIE BRUME Foundation – The Future Projects: The goal of the project is “to reduce the rate of unemployment among rural and urban youth in Nigeria through vocational skills development integrated with financial literacy focusing on global best practices.” Over 60 Entrepreneurs were engaged in different vocational skills such as fashion designing, baking, and hairdressing. They also learnt business and financial management skills.</p>
Goal 9:	Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation.	<p>African Fintech Foundry: Fintech plays a critical role as both a disruptor of the status quo and a potential solver of the traditional problems of African financial institutions. Such problems include low level financial inclusion, scarce credit history and cash-driven transaction culture. Through our African Fintech Foundry, Access Bank is in close collaboration with the fintech community. The AFF's mission is to build the most sought-after, most selective, and most successful technology business incubator/accelerator by valuation in Nigeria. As such, the initiative seeks to embrace external participants in a series of events such as coding contests, pitch days, and conferences as well as an application process designed to attract the most talented and ambitious technology entrepreneurs. Participants accepted into the accelerator programme are exposed to opportunities to receive funding, mentorship, networking opportunities, access to markets and work space, amongst others, to aid development of their solutions.</p> <p>SME Toolkit: In line with the Bank's objective to build the capacity of its SMEs, the SME Toolkit was designed to offer a platform for small businesses to learn and implement sustainable business management practices to increase their productivity and efficiency. The toolkit portal offers information on business news, as well as industry trends and events. Our SME Toolkit also provides access to new partnerships and markets.</p> <p>Women Banking: In promoting inclusive industrialization, our dedicated women banking team continues to provide customized services for women in our community. We constantly deploy initiatives that have helped us maintain our position as the bank of choice for women in the markets and communities we serve. By 2017, the bank provided women with banking solutions that achieved 58% growth in access to finance for women-owned enterprises and there was a 308% increase in personal loans to women.</p>

Goals	Target	Examples - Access Bank's Corresponding Initiative
Goal 10:	Reduce inequality within and among countries.	<p>Access Bank continues to provide new/innovative products or service offerings designed to reduce inequalities in society. Some of our innovative product and service offerings are:</p> <p>Skill Acquisition Project Focused on Women Empowerment: To end lasting problems like poverty partly requires realizing individual potentials of the people on earth. To achieve this, we must begin by empowering women and providing opportunities for everyone. Like many African women, Nigerian women have a subordinate role to their male counterparts. The United Nations has proposed women empowerment as a tool to eradicate gender inequality as depicted in the Sustainable Development Goals.</p> <p>Considering this, Access Bank's Retail Operations Group launched a capacity building programme with the aim to train and empower disadvantaged women across Nigeria, such as the rehabilitated street girls, Chibok women in IDP camps, widows and rape victims.</p> <p>The Group partnered with Field of Skills and Dreams (FSD) Academy whose aim is to train individuals in vocational, technical and entrepreneurial activities for self-employment. Participants were trained for a maximum period of three months to enable them to acquire vocational skills in catering, fashion designing or hairdressing. The women attended seminars and upon graduation, they were given equipment such as ovens/stoves, dryers, sewing machines, etc., to enable them start off a small-scale businesses. The graduates were thereafter monitored regularly via visits to their locations as well as follow-up seminars at the training center by Small and Medium Enterprises Development Agency of Nigeria (SMEDAN) and FSD.</p> <p>Training locations were Lagos, Abuja, Ibadan and Calabar, and the feedback received from FSD Academy showed that the training was impactful. Some of the 225 graduates have gone ahead to set up verifiable small-scale businesses or they have themselves become trainers and mentors to other entrepreneurs.</p> <p>Family Banking Scheme: In 2017, Access Bank Plc unveiled a new savings scheme, tagged the 'Family Savings Scheme.' The scheme was initiated to give customers a boost in their savings. This is in line with the Bank's commitment to promote a savings culture among the populace. The 'Family Savings Scheme' is a savings scheme designed to encourage families to save together and enjoy exclusive privileges, such as high interest rates and family rewards, while they continue to enjoy the confidentiality of their banking relation and manage their accounts as unique individuals.</p> <p>The scheme also provides access to people who are currently excluded from financial services, whilst promoting capital accumulation and investment boom. Currently, over 26,522 families are banked under the Save Today, Take Tomorrow initiative.</p> <p>Instant Savings Account: To address the challenges of providing bank accounts in Nigeria, Access Bank developed the 'Instant Savings Account' to provide a strategic financial product that will plug the gap in financial inclusion. Many of the unbanked and underbanked populations are excluded from financial services due to inadequate funds or lack of valid means of identification.</p> <p>The 'Instant Savings Account' is a hassle-free account opened with just a passport photograph. With this special product of Access Bank, every individual can now open an account without an initial deposit. The account also requires no minimum deposit, and no monthly maintenance fee. The account holders can also have access to their accounts on the go through mobile banking platforms, in addition to having access to verve debit cards and lots more.</p>
Goal 11:	Make cities and human settlements inclusive, safe, resilient, and sustainable.	<p>Financing Sustainable Cities: Access Bank makes efforts to make cities and human settlements inclusive, safe, resilient, and sustainable. In this regard, we are one of the lead financiers of the Eko Atlantic City project, a sustainable and smart city in Lagos State. The Lagos State Government struck a partnership with the Bank to be the lead financier for two major projects that have direct relevance to the socio-economic development of the people of the state. One of these projects is the Eko Atlantic City project, designed to be Nigeria's version of Manhattan, New York. There is also the Fourth Mainland Bridge, the N844 billion, N38 kilometer road/bridge project that will link Ikorodu with Eti-Osa Local Government Area.</p>

Goals	Target	Examples - Access Bank's Corresponding Initiative
Goal 12	Ensure sustainable consumption and production patterns.	<p><b>Energy Consumption in Our Facilities:</b> Efficiency improvements are being made in Access Bank's facilities to reduce total energy consumption. In 2017, through the review of the Bank's early shutdown policy in June 2017 from 8pm to 7pm, the Bank achieved a further 24.9% reduction in diesel consumption. Furthermore, the Bank has also constructed four new solar-powered branches to improve reduce our carbon footprints. These branches are separate from the pilot branch at the Ogunlana Drive, our fully solar-powered branch, which is not connected to the national grid.</p> <p>Currently, a total of 257 of the Bank's ATMs are fully powered by solar energy. This has facilitated the Bank in achieving a 63.4% reduction in CO2 emissions from electricity, a 28.8% reduction in CO2 emissions from diesel and a 16.7% reduction in CO2 emissions from petrol.</p> <p><b>Paper Consumption:</b> Across the Bank, we have automated almost all our processes, thereby, reducing the need to print. In 2017, the Bank continued to adopt eco-printing practices. These entail the use of recycled paper, printing on both sides of paper, re-use of scrap paper and the automation of processes. The Bank is also making significant reduction in the volume of printing by adopting the Diligent BoardBook, an automated and secured system for Board meetings, and paperless meetings.</p> <p>In 2017 also, the Bank introduced the 'No Paper Initiative,' which aims to help reduce our paper usage by getting us to think more about the implications of our actions on our environment. Through innovative paper saving tips, the automation of the Memo Approval System and Paper Saving Team Challenges, "Paper Champions" are being selected and rewarded with mouth-watering prizes, monthly/quarterly benefit updates, and more. This has enabled us to achieve a 39.79% reduction in our paper usage.</p>
Goal 13	Take urgent action to combat climate change and its impacts.	<p><b>Sustainable Environmental Management</b> forms part of Access Bank's strategy and business model. Hence, we are committed to a clean environment and the fight against climate change. This commitment is reflected in certain aspects of our business process, such as in the analysis of the social and environmental risks of our financing activities and measurement of our environmental footprint.</p> <p><b>E&amp;S in Project Finance:</b> The Bank ensures that all transactions are screened for the possible environmental and social risks inherent in projects to ensure that they are addressed effectively. Access Bank has an established Environment and Social Risk Management (ESRM) Unit reporting to the ED, Risk Management and to relevant committees (e.g. ERM, MCC) for further review/implementation of ESRM policy. We purchased a customized sustainable finance toolkit for transaction screening/assessment/reporting, in line with the Bank's policies, Equator Principles, and IFC Performance Standards. This has helped us to ensure that all projects financed are responsible, thereby reducing the environmental impacts and fighting climate change.</p> <p><b>Alternative Energy:</b> Access Bank understands the negative environmental impacts of inefficient energy consumption. Therefore, we have embraced the utilization of new environmentally-friendly technologies to power our business for sustainable productivity.</p> <p>This has greatly impacted our carbon emission reduction and in turn minimized our impact on the environment. In doing so, we are contributing to on-going global efforts on environmentally-friendly practices.</p> <p><b>Energy Consumption – Improving the Shutdown Policy –</b> Efficiency improvement policies and practices are adopted in Access Bank to facilitate reduction in our total energy consumption. In 2017, this was achieved through further expansion of the Bank's early closure policy.</p>
Goal 14	Conserve and sustainably use the oceans, seas and marine resources for sustainable development.	<p><b>Water Efficiency at Access Bank:</b> We take very seriously our responsibility to carefully manage our water resources. Over the course of the year, we installed water-efficient cisterns in our new rest rooms; thus, conserving water consumption and reducing waste waters. Throughout the Bank, we aim to halve our water usage in the coming years; as such, we are looking to install more of these water-efficient cisterns in more of our branch offices nationwide.</p>

Goals	Target	Examples - Access Bank's Corresponding Initiative
Goal 15	Protect, restore, and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, halt and reverse land degradation and biodiversity loss.	<p><b>World Environment Day Participation:</b> Access Bank, in partnership with Global Initiative for Economic Empowerment (GIEE), arranged a high-level session, awareness programme and training that engaged young influencers on the theme of the 2016 World Environment Day: "Fight Against the Illegal Trade in Wildlife." Over 20,000 people were reached with wildlife protection information on social media; and over 100 participants signed a joint declaration pledge to show zero-tolerance for the illegal trade of wildlife products. The declaration aims to take appropriate actions to protect endangered species. Also, in partnership with the Human and Environmental Development Agenda (HEDA), the Bank executed the Project Safe Water Initiative, a project aimed at drilling boreholes for the provision of potable water in 15 communities in the south-west region of Nigeria where they had little or no access to clean water.</p> <p><b>Sustainable Waste Management:</b> In 2017, Access Bank expanded its waste recycling initiative beyond its Head Office/Annexes to facilitate improved disposal and management of paper, plastic, glass and aluminum can waste across its locations in the country. The Bank now recycles waste from 37 locations. In line with strategic plans to improve the capacity of waste recycling businesses locally, the Bank also donated recycle waste pick-up trucks to Parallel Points and Recycle Points – empowering them to ensure sustainable waste management is embedded locally. Furthermore, a comprehensive training on sustainable waste management practices was organized to educate Access Bank employees on environmentally responsible waste management practices. This led to a paradigm shift in the employee's perspective of waste as a resource. Today, the Bank has achieved a 92.64% reduction in waste-to-landfill at 37 locations where the bank is located. With plans to expand this innovative initiative bank-wide, the positive impact will be both significant and ground-breaking.</p>
Goal 16	Promote peaceful and inclusive societies for sustainable development; provide access to justice for all and build effective, accountable, and inclusive institutions at all levels.	<p><b>Partnership on SALVUS Project:</b> Sexual violence is a common phenomenon that occurs worldwide. In Nigeria, sexual violence largely goes unreported because of the burden of proof necessary for conviction as well as the social stigma it attracts. To address this societal challenge, Access Bank partnered with HACEY Health initiative, Empower, the United States of America mission to Nigeria, the Kessington Adebute Foundation and the Stars Foundation Girl Award to launch the SALVUS project.</p> <p>The SALVUS project is a web-based platform developed to facilitate safe and confidential reporting of sexual violence incidents whilst providing access to available comprehensive support service and relevant information. The SALVUS Platform hosts a database of sexual violence support service providers that victims can connect to and receive the support they need.</p> <p><b>Project Enable – International Day of Persons Living with Disabilities 2017:</b> In commemoration of the International Day of Persons with Disabilities, the Project Enable launched and officially opened her Disability-friendly Digital Hub for the use of the community of persons with disabilities in Lagos State. The hub was set up with the support of Access Bank Plc and the United States Consulate, in partnership with the Joint National Association of Persons with Disabilities (JONAPWD) to improve the access of persons with disabilities in Lagos to Information and Communicative Technology (ICT) skills and opportunities.</p>
Goal 17	Strengthen the means of implementation and revitalize the global partnership for sustainable development.	<p>We have forged partnerships with the public and private sectors, 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"> <li>• United Nations Environment Programme Finance Initiative – Co-Chair Africa and Middle East; member, Global Steering Committee</li> <li>• Co-Chair, United Nations Global Compact Nigerian Local Network</li> <li>• Leadership Group Member, United Nations Women Empowerment Principles</li> <li>• Chair, Steering Committee, Nigerian Sustainable Banking Principles</li> <li>• Board Advisory Committee, Private Sector Health Alliance of Nigeria</li> <li>• Board Member, Nigerian Business Council on Sustainable Development</li> <li>• Co-Chair, Nigeria Business Coalition Against AIDS</li> <li>• Member, Private Sector Delegation to the Global Fund Board</li> <li>• Member, WeConnect National Advisory Board, Nigeria.</li> </ul>

# PROGRESS ON UNGC



The United Nations Global Compact (UNGC) was developed by the United Nations to encourage businesses to align their strategies and operations with the ten universal principles that build on UN conventions in the fields of human rights, labour standards, environment and anticorruption. Access Bank became a signatory to the UNGC in 2012 and we have conducted our business in accordance with the UNGC. Since we made our commitment to the principles, our sustainability team has been working tirelessly with various representatives from other SBU's to monitor our performance.

Not only are these principles integrated into our business, our vendor-facing SBUs are also conscious of the value of the UNGC's 10 principles. By implication, our commitment to the sustainability principles inevitably permeates through our supply chain. This has ultimately spawned a system by which our continued relationships with our supply chain entities depend largely on their adherence to the tenets of these principles.

Furthermore, in line with the principles of the UNGC and as part of the global efforts to combat climate change,

several initiatives of the Bank curtail our greenhouse gas emissions. One of such is our reduction of diesel consumption at our business locations. We strongly uphold the precautionary principle, which motivates us to want to get involved in mitigating climate change, even as the scientific evidence gathers momentum.

Access Bank has made efforts to reduce consumption of water and material resources such as paper. Where possible, the Bank has also reduced business travels. Several other initiatives are also ongoing in the Bank to ensure that the businesses we lend to and finance do not have adverse environmental impacts, or at least impacts that can be mitigated.

Amongst other key instruments we use to reduce our carbon footprint, we have included environmental impact assessments and due diligence audits of prospective projects, clients and suppliers. In furtherance of our continued commitment to environmental stewardship and responsibility, we continued to be pioneer members of the environment work stream of the UNGC local network in Nigeria in early 2017.

Table 5: Access Bank's Update on United Nations Global Compact

UNGC Principles	Access Bank's Corresponding Initiatives in 2017
<p><b>Human Rights</b></p> <p><b>Principle 1:</b> Businesses should support and respect the protection of internationally proclaimed human rights.</p> <p><b>Principle 2:</b> Make sure that they are not complicit in human rights abuses.</p>	<p>Access Bank is cognisant of our stance on human right protection. Through improved awareness to our stakeholders, we ensure that our lending activities do not go into projects with a potentially adverse human rights impact. Access Bank's human rights policy also upholds the protection of the rights of our employees against discrimination, segregation, and oppression.</p> <p>We uphold fairness in our dealings with our staff, striving in all ways possible to provide and maintain a safe and healthy work environment, which provides access to ancillary amenities and recreational facilities to improve the quality of life of our workforce. (An example of such amenities is our Access Recreation center).</p> <p>Through our Human Resources Group, the Bank continues to monitor and raise internal human rights awareness through formal and informal training amongst employees and management.</p> <p>We also maintain a Bank-wide grievance process through which staff and even outsiders can report, amongst other issues, human rights abuses. During the reporting year, our Bank received no internal or external grievance relating to human rights abuse.</p>
<p><b>Labour</b></p> <p><b>Principle 3:</b> Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.</p> <p><b>Principle 4:</b> The elimination of all forms of forced and compulsory labour.</p> <p><b>Principle 5:</b> The effective abolition of child labour.</p> <p><b>Principle 6:</b> The elimination of discrimination in respect of employment and occupation.</p>	<p>Access Bank is a responsible employer of labour. Our clearly documented human resources policies have been built upon the foundations of the Nigerian Labour Laws and, where applicable, international best practices such as the International Labour Organization (ILO) conventions. The Bank communicates and makes these policies available to all staff.</p> <p>Thus, we keep our people aware of their rights, privileges and responsibilities within the provisions of these local and international labour best practices. In addition, our whistle-blower lines provide our employees with confidence to report all cases of labour and employee relations abuses experienced. Access Bank did not receive any such complaints during the year.</p> <p>Our human resources policies are well furnished with conditions of service that truly recognize and allow for, continuous dialogue between the management and employees whenever key decisions, which concern employees are to be made. These commitments are indeed acknowledged by line managers, team-leads and supervisors Bank-wide. This enables a system of mutual respect thrive amongst employees.</p> <p>Access Bank strongly upholds a positive corporate culture, which respects all employees and as such forced and compulsory labour is eliminated. In addition, Access Bank frowns strongly on child labour, neither does the Bank approve business with vendors or borrowers who engage in the use of underage workers or any form of coerced labour.</p> <p>The Bank is also making significant progress in its diversity agenda. We have continued to demonstrate our superior commitment to policies and practices related to supporting the empowerment of women and advancing gender equality in our workplaces. The Bank subscribes to the Women's Empowerment Principles and has gradually begun to eliminate traditional banking stereotypes in which women for example, were excluded from certain roles and opportunities. This progress can be seen, for example, in the status of female employment, whereby there is an uptrend for women in senior management, as well as women on the Bank's Board.</p> <p>In addition, the Bank makes equal remuneration to both men and women who work at the same level, and promotes continued support, employment and non-discrimination of women during cases of pregnancy and after childbirth.</p>

UNGC Principles

Access Bank's Corresponding Initiatives in 2017

For example, the Bank makes provision for maternity leaves, and more flexible work options during periods after child birth, such that retention rates after such parental leaves stand at about 100%. Through the Access Women's Network and the "W" initiative, the Bank continues to create and maintain workplace awareness of, and respect for, gender equality, gender-based non-discrimination for all workers.

Environment

**Principle 7:** Businesses should support a precautionary approach to environmental challenges.

The rapidly-increasing urgency and need for action to alleviate global environmental challenges continue to increase the Bank's climate change awareness.

**Principle 8:** Undertake initiatives to promote greater environmental responsibility.

As Co-Chair of the UNGC Local Network, Access Bank serves as the lead of the UNGC Environment workstream and the Finance Committee. As a testament to the Bank's efforts, the Bank has led and facilitated workshops and seminars as it relates to environmental sustainability.

**Principle 9:** Encourage the development and diffusion of environmentally-friendly technologies.

Several other initiatives are also ongoing in the Bank to ensure that the businesses we lend to and finance do not have adverse environmental impacts, or at least have impacts that can be mitigated. Amongst others, key instruments we use to do this, have primarily included environmental impact assessments and due diligence audits of prospective projects, clients and suppliers.

Anti-corruption

**Principle 10:** Businesses should work against corruption in all its forms, including extortion and bribery.

Access Bank has a corporate framework in place for this purpose, establishing the basic guiding principles and policies concerning this matter and the minimum standards that must be adhered to by all units responsible for managing and coordinating the systems and procedures for the prevention of all forms of extortion, bribery, and money laundering. Our framework also entails investigating and dealing with any reports of suspicious activities and any requests for information from our antibribery compliance officers.

These officers help to instill the highest ethical and legal standards amongst the Banks employees, and track compliance by screening our operations practices against relevant and applicable local and international laws relating to corruption, bribery and anti-competitive behaviour.

Over 97% of our staff have been trained in Anti-Money Laundering and Combating the Financing of Terrorism. In addition, the Bank has imbued a strict culture towards corruption and bribery defaulters in which the Bank adopts disciplinary/punitive approaches which may, for instance, lead to dismissal of staff and perhaps blacklisting, in case of non-complying suppliers.

No legal action was taken against Access Bank in 2017 with respect to corruption, bribery, anti-competitive behaviour or violations of any related local and/or international laws.



PROGRESS ON NSBP



As Co-Chair to the Steering Committee, Access Bank provided leadership, guidance and assistance to other Nigerian banks in the implementation of the NSBP. In addition, the Bank doubled as the Interim Secretariat for the Committee, thus coordinating successful meetings, executing Committee's activities, and promoting the adoption of the NSBP in the Nigerian Banking industry.

We continued to show our support for new and existing Sustainability champions across the Banking industry, organizing educative seminars and trainings that addressed major challenges of the discipline, further driving Sustainability across financial institutions in Nigeria.

**b) NSBP Steering Committee Meeting**

The Nigerian Sustainable Banking Principles (NSBP) Steering Committee held monthly meetings at different members' offices with different issues raised and solutions proffered to drive Sustainability across the industry and strategize for the future. Access Bank served as the secretariat driving the process of these meetings throughout 2017.

**c) Sustainability Champions Meeting**

Whilst the Sustainability champions meetings/workshops are not new initiatives, the impact of the Bank's efforts towards the success and value-added from these meetings/workshops in 2017 are far-reaching. In 2016, Access Bank played host to all the

Sustainability officers across the Nigerian banking industry for all the champions' meetings/workshops organized. Understanding the importance of continuous learning, re-learning, knowledge-sharing and trainings, Access Bank, for the first time, successfully mobilized Sustainability consultants from highly reputable local and international firms, including Ernst and Young, KPMG, PriceWaterhouseCoopers, amongst others at zero-cost to the beneficiaries, and all-costs to Access Bank.

These highly engaging, analytical and informative workshops covered diverse topics, ranging from the measurement and management of the environmental impacts of banking practices; to protecting, conserving and utilizing natural capital for financing the Nigerian economy; strategic approaches to building a sustainable supply chain, amongst others. These systemic and programmatic trainings on Sustainability provided deeper insight on industry gaps and challenges, whilst exposing champions to international best practices and proffering innovative solutions to address the constraints in embedding Sustainability and improve Sustainability operations across the Nigerian Banking industry.

The value of these knowledge-sharing workshops championed and implemented by Access Bank in 2017 is far-reaching and the impact is sure to continue far beyond 2017. The feedback from participants at these workshops show high levels of satisfaction and knowledge gained. This assures us of the value of these workshops and we are encouraged to drive the initiative in the coming years.



# ACCESS BANK'S EMPLOYEES



## Our Empowered Employees

At Access Bank, our objective is to be one of the best banks to work for, and that is capable of attracting and retaining the best talents globally. Our objective is to be a bank that is committed to enhancing the sustainability of our business with a winning culture that emphasizes collaboration, integrity, and innovation, while treating customers and stakeholders with dignity and respect. To achieve this, we offer our employees attractive jobs with sound work-life balance, comprehensive development and training opportunities and a good long-term career prospect. We strategically manage and motivate our employees because we believe that the more satisfied, motivated, and engaged they are, the more passionate and productive they would be in delivering unique, high quality services to our customers and stakeholders.

Table 6: Composition of Employees by Gender

	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
% of Female Employees					39	40	42	43	45	46
% of Male Employees					61	60	58	57	55	54
Total no of Employees					2977	2463	2797	2843	2965	3189

## Diversity and Equal Opportunities

At Access Bank, we believe in the art of thinking independently together; hence, there is strength in our diversity. Our business practices and commitment to diversity of all kinds – including gender, age, race, religion, country of origin, sexual orientation – is a strategic action area for us and it is reflected in every aspect of our business. Our diversity drives innovation and it is integral to the success of our business. Therefore, it is vital that all employees understand the importance of diversity in the workplace and appreciate each other's contribution to the bank.

Access Bank considers enhancement of intercultural understanding as a strategic issue for success. We know that our ability to build an inclusive environment with diverse skills and expertise is critical to meeting our customers' needs, and attracting, developing and retaining talent. We strive to create a workplace in which our employees are empowered and engaged, providing them with opportunities and platforms to grow. Compensation level is also based on merit and is determined by

qualification, experience level, special skills, if available, and performance.

## Non-discrimination and Disability

Access Bank prohibits discrimination and harassment of employees, or applicants based on disability. We ensure that our Human Resources Group supports this effort and responds appropriately to any concerns that come to our attention with regards to discrimination.

Access Bank operates a policy to ensure fair working conditions for employees with disabilities. The policy defines the standards of practice about this group. We work hard to remove workplace barriers so people with disabilities can be fully active in both professional and social life. We believe that people with disability can be catalysts for innovation.

Therefore, we provide a level playing field for all employees in all aspects of our personnel management, including recruitment, placement, evaluation, and compensation. Even when an employee becomes disabled, we continue to support such employee. Special consideration is also given to disable applicants in our recruitment process. As at December 31st, 2017, Access Bank has nine disabled employees in its workforce who have not been discriminated against. In the same vein, no complaint or lawsuit has been filed against the bank in the reporting year.

## Women Empowerment

Empowering women and having more women in leadership positions is an area that Access Bank has paid attention to over the years. Access Bank believes that the role of

a woman in leadership places her in a unique position to influence an organization, and provide stability for the community. Also, when they are equipped with knowledge and information, they possess the capacity to come up with innovative ideas.

- 2017 Orange Lecture:** The Bank's Access Women Network, in partnership with Genesis House, a Freedom Foundation initiative, organized a public event on November 24, 2017, titled: Orange Lecture: 'Violence Against Women: Why It Matters and Why You Should Care'. The event provided a robust platform for vigorous public discourse on the issue of violence against women and possible solutions.
- Smearathon:** The event was held on Saturday, September 16, 2017 at the Muri Okunola Park in Victoria Island, Lagos in conjunction with Exquisite Magazine. It started with a work-out session led by a leading Nigerian actress, Kate Henshaw, and included a walkathon. It also provided an avenue for public enlightenment on cervical cancer and screening and counselling of the event participants. A total of 91 women from Lagos and environs were screened during the Smearathon.
- Love a Child Initiative:** On February 12, 2017, the Access Women Network across the Group reached out to orphanages as part of its 'Love a Child' Initiative during the valentine season. Employees were engaged to donate cash and gifts to orphans within their community. Several branches of the Bank also visited orphanages within their vicinity to felicitate with residents and provide them with gift items. A total of 158 orphanages were visited across Nigeria.

Table 7: Gender distribution of Board of Directors since 2008

	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
% of women on Board					13	33	31	33.3	35.7	36
% of men on Board					87	67	69	66.7	64.3	64
Total no on the Board					15	15	16	15	15	14





### Women Empowerment Principles

Access Bank views women empowerment as a vital aspect of global sustainability and we do not underestimate its power to build an inclusive economy. With a significant investment in empowering women over the years, we have been able to help create a prosperous economy, attract and retain top female talents while enhancing our competitiveness and our ability to serve our mission over time.

### Access Bank as a Family-Friendly Employer

Access Bank follows a pro-employee policy, reflecting its core values and standards of conduct. The Company operates several programmes to help ensure a proper work-life balance for its employees. The benefits offered include a daycare center, located at the Group's Head Office of the Bank. Our daycare center provides care for the children of employees while they are at work. The Bank also grants male employees paternity leave to help them support their wives after childbirth. This initiative has helped employees in maintaining work-life balance and in improving employee productivity.

Table 8: Women Empowerment Principles

S/No	Principles	Initiatives by Access Bank
1	Establish high-level corporate leadership for gender equality.	Access Bank maintains a high-level corporate leadership on gender equality matters. Leading by example, our Group Managing Director/Chief Executive Officer (GMD/CEO), Herbert Wigwe, still serves as the Bank's lead champion on women empowerment initiatives. Meanwhile, Bolaji Agbaje, Head, Group Human Resources, and Omobolanle Victor-Laniyan, Head, 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 Bankers' Committee's Sub-committee on Women Economic Empowerment in Nigeria.
2	Treat all women and men fairly at work – respect and support human rights and foster non-discrimination.	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 nondiscrimination of women during cases of pregnancy and after childbirth. This includes, amongst others, the provisions we make for maternity leaves, and more flexible post-child birth work options, thus putting our Bank's post-parental leave retention rates at about 100%.  At Access Bank, we do not discriminate against either men or women; and as a bank, we are totally opposed to gender-based harassment of any kind. Our whistle-blowing lines remain open to complaints and grievances around gender-based discriminations (whether against men or women). This whistleblowing mechanism also significantly helps to deter gender-based abuses in our workplaces.

3	Ensure the health, safety, and well-being of all women and men workers.	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. Since 2013, and throughout 2017, the Access Recreation Centre (ARC), unrivalled in the industry, 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.
4	Promote education, training, and professional development for women.	Access Bank has an undying commitment to the development, training and capacity building of our workers. Indeed, all these professional development packages are at the disposal of our male and female workers without discrimination.  In addition, having recognized the potential role of women in the future of financing a stronger and bigger Africa, Access Bank launched several initiatives to further catalyze the professional development, mentoring and grooming of our women employees. These initiatives include the Access Women Network, which was launched in 2013 and the 'W' initiative introduced in 2014.
5	Implement enterprise development, supply chain, and marketing practices that empower women.	Owing to our zero-tolerance for discrimination in terms of professional development, the proportion of the Bank's female workers, of women in top management and on the Bank's Board have been on the rise in past years. About 36% of our Board members are females, having risen from 12% in 2012; and about 46% of our employees are females, having risen from 39% in 2012.  Besides this, Access Bank also promotes initiatives to empower women through our supply chain activities and marketing practices. For example, in 2014, and as part of the "W" initiative, we began a deliberate support of the growth of Small and Medium Enterprises (SMEs) owned by women. We will continue to remain committed to encouraging the financial inclusion of female entrepreneurs, through the provision of value-adding and empowering benefits as well as financial products targeted at women in business.
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 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. Read more about our community initiatives.
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. Ongoing launch of new initiatives are also usually reported through other channels such as our Bank's quarterly Customer Digests.





# ANNUAL APPRAISALS



The periodic employee evaluation process (Annual Appraisals) is an important element of our HR policy. 99% of the workforce is involved in the appraisal process, with women representing 46% and men 54% of those evaluated.

Every employee's work is subject to regular assessment based on a set of criteria, which are defined separately for each employee category. The assessments, constructed from a mix of quantitative and qualitative criteria, are tailored to an employee's responsibilities and the extent

of their autonomy. Various bonus schemes have been put in place that use assessment results to motivate employees, with bonuses provided to staff of all ranks from unskilled workers to managers at all levels.

### Leadership

As our complex business environment is ever-changing. We equip our workforce to meet this challenge through professional development opportunities at every level of the organization. Recognizing the important role that leaders play in engaging talent, we place a strong emphasis on leadership development, from junior managers to senior executives.

### Talent Management and Capacity Building

At Access Bank, we offer continuous education and training to develop our employee's skills and talents. Access Bank provides a wide variety of training opportunities in the form of e-learning, classical training courses, general trainings and job-specific trainings. We also offer special career development programmes for our senior management and key talents to prepare them for future challenges.

In 2017, we implemented several employee engagement and capacity building initiatives that were geared towards preparing our employees for the anticipated challenges in the global and competitive market. We believe that investing in our employees will equip them for success in the future.

### Training for Sustainable Start

Access Bank trains all entry level employees on principles and practices of Sustainable Banking, this training helps them understand the Sustainability vision of the bank and prepares them for the challenges ahead. Training for a Sustainable Start, therefore, helps the Bank to further integrate sustainable practices into its entire business units. Through this programme, we have also been able to substantially alleviate the traditional behavioural problems that inhibit sustainable change in many business environments. By channeling resources into these training programmes, we are confident that we will continue to lead in financing for a sustainable future.

### Middle Management Programme

The Bank, in 2017, continued its partnership with Wharton Business School of the University of Pennsylvania, leading to the training of 85 more employees under the Bank's Middle Management Programme. Over time, the programme participants have successfully championed various innovations across the Bank, leading to significant process improvement and customer satisfaction.

### Senior Management Programme

One of the Bank's strategies is to provide employees with opportunities to develop themselves and ensure compliance with the competence requirement as prescribed by the Central Bank of Nigeria under its Competence Framework for the Banking Industry in Nigeria. Accordingly, we

have adopted a top down approach and enrolled 40 management staff in the Chartered Banker MBA Programme with the prestigious Bangor University, UK. Upon successful completion of the programme, our employees will gain the triple award of an MBA in Banking and Finance and dual Chartered Banker status from Chartered Institute of Bankers of Nigeria and Chartered Institute of Bankers of Ireland. The Chartered Banker MBA programme emphasizes professional and vocational development and provides the participants with the understanding and skills required in 21st century banking.



# COMMUNICATION WITH EMPLOYEES



We encourage open, two-way dialogue with our employees and seek their input through various channels. We also work with a third-party professional consulting firm every year to conduct our Employee Satisfaction Survey, which measures the degree to which employees are invested in Access Bank and motivated to contribute their best.

the same for too long a time in today's fast-paced world of work. To keep employees engaged and on the right track, we ask for regular feedback from our employees.

## Employee Satisfaction Survey 2017

One of Access Bank's employee engagement practices is to conduct an annual employee satisfaction survey across the Group. In 2017, the survey was administered by Engaged Metrics Inc., USA. The company has over ten years' experience in collecting employee engagement data.

The objectives of the 2017 employee satisfaction survey were as follows:

- To measure the level of employee satisfaction and engagement in 2017 and review the trend in the last 4 years;
- To obtain insight on how well the Group is doing on its people management practices from employees' perspective;
- To obtain insight into factors affecting employee motivation and attrition level across the Group.

The significant reduction in participation rate of only 58% of employees was attributable to:

## Access Bank Basement Portal

The basement portal was created to encourage innovation throughout Access Bank and prevent us from re-inventing the wheel. The platform encourages employees to interact, to develop new ideas and convert the ideas into innovative plans, product or services that can be incorporated into our business. One of such innovative ideas is 'Tamara' – an artificially-intelligent chatbot designed to connect and converse with millennial customers and prospects. The chatbot gives millennials access to banking products and services using natural language processing and machine learning to mimic the tone and mannerism of a human operator.

## Employee Engagement

Engaged employees are not only happier, they are more productive and likely to remain in an organization for a long time. Access Bank understands that nothing stays



Figure 1: Participation Rate of Employees

- Employees confusing the Employee Satisfaction Survey with the Organizational Health Index (OHI) survey, which was concurrently administered to the Bank's employees by McKinsey as part of the Bank's 2018-2012 strategic planning exercise.
- Line Supervisors and Group Heads could not fully support the process due to other competing commitments such as the One Bank 250 campaign even though the survey was extended by an additional two weeks.

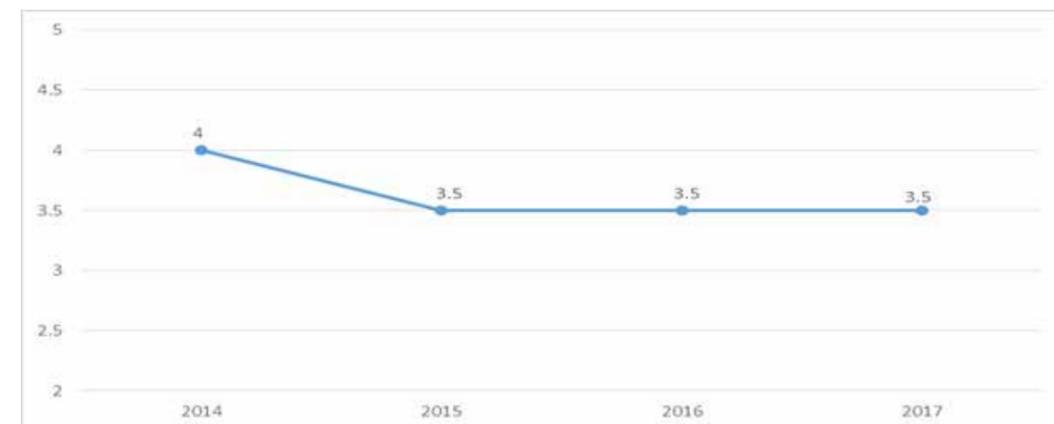


Figure 2: Employee Satisfaction Index

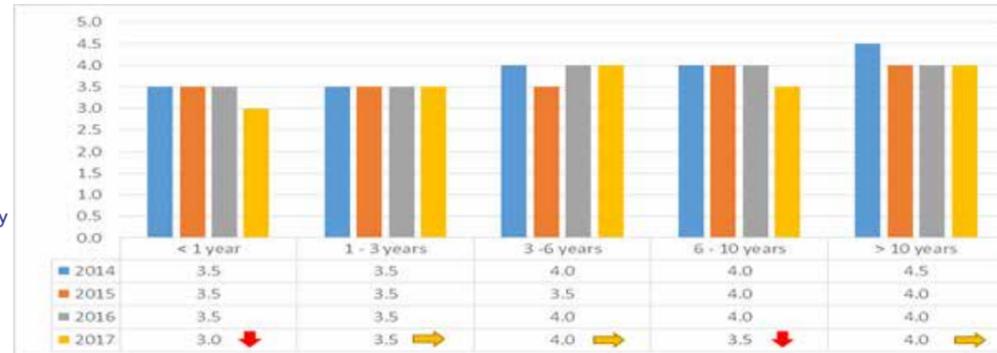
The Employee Satisfaction Index for 2017 remained constant at 3.5 as against a plan of 4.0. The key reasons for the shortfall, despite the very successful Access Games, was the revision of the promotion criteria to include having a professional certificate. This was introduced to enhance employees' capabilities and comply with CBN's competency framework. Another reason for not achieving the plan was the introduction of the One Bank 250 initiative – employees were opposed to the idea but found regular market storming strenuous.



Figure 3: Employees Satisfaction level by grade

The employee satisfaction level for top management increased due to the initiatives introduced during the year and a deep understanding of the promotion criteria.

Figure 4: Satisfaction Index by Level by Service



The newly recruited employees were unhappy with the promotion criteria that requires them to have a professional certification as well as a poor understanding of the Access Way.

Figure 5: Satisfaction Index by Gender

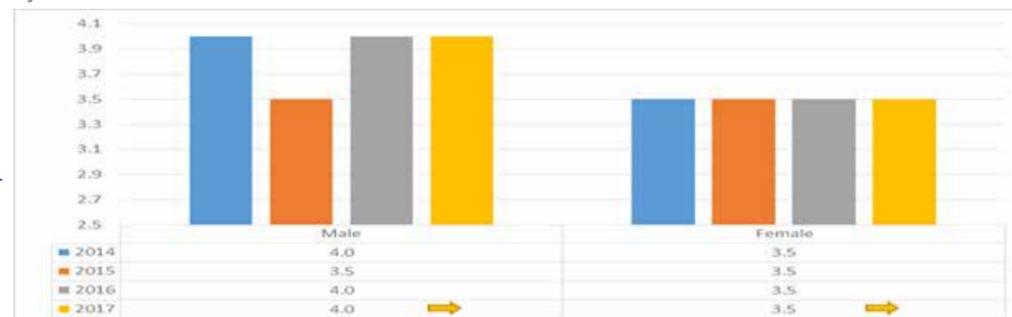
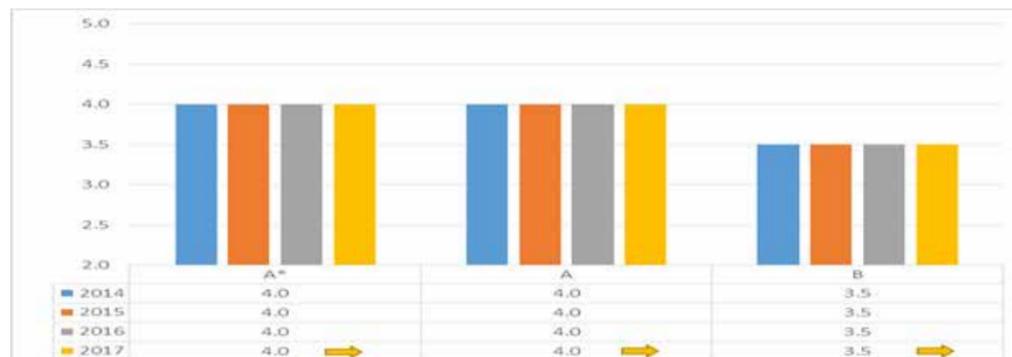


Figure 6: Satisfaction Index by Top Performer



### Core Competencies

Most of the competencies remain constant in 2017



Figure 7: Competencies with Satisfaction index of 4.0 and above

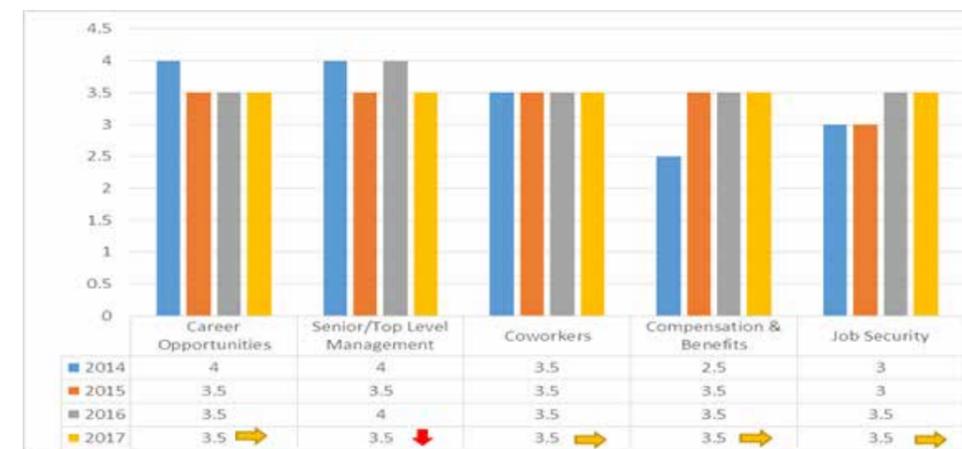


Figure 8: Competencies with Satisfaction Indexes of 3.5

The drop in Senior / Top Management competencies was due to employees who felt the change in promotion criteria was a top management decision and they were not adequately engaged in the decision.



Figure 9: Competencies with Satisfaction Indexes of 3.0 and below



The drop in work-life competency was largely attributable to the weekend storming activities of the One Bank 250 initiative.

### Celebrating Our Employees

The 7th Annual CEO Awards was held on June 2, 2018. The event themed "AFRIGLAM" had in attendance over 700 employees of the bank and over 500 customers. The event was held to appreciate our employees for their dedication, hard work and to celebrate employees for their valuable contributions to the overall success of the bank in 2017. The awards ceremony was also held to motivate employees for better performance in 2018.

Award categories and Awardees are listed in the table below:



## OCCUPATIONAL HEALTH AND SAFETY



At Access Bank, we understand that the safety of our working environment enhances employee productivity, overall performance and wellbeing. In order to ensure a safe working environment for our employees and stakeholders, our compliance with the Employees compensation Act of 2010 is absolute. Our Health, Safety, Security and Environment Unit guides the Group on all matters relating to health, safety, security, environment, compliance, legislation, and regulatory updates. The unit also works with relevant government agencies and private sector organizations like the Safety Commission, Department of State Security, LASEPA, Ministry of Health, Road Safety, among others to ensure the wellbeing of our stakeholders.

### HSSE Policy

Our HSSE policy, which is endorsed by our Chief Executive Officer, is reviewed and updated annually. Same applies to all health and safety procedural documentation and emergency procedures.

### Emergency Preparedness

In 2017, Access Bank was actively committed to protecting employees and customers by taking actions to protect its stakeholders in case of emergency situations. This was achieved through detailed action plans, working procedures, periodic drills, enhancement of safety technologies, and consolidation of its security services. The bank continues to improve its emergency preparedness system to address deficiencies.

### Training and Awareness

Access Bank undergoes three phases of training for its employees. They are: Face on training, Train the trainer, and e-training, which is compulsory for all employees. Our HSSE awareness include posters, leaflets, awareness events, presentations by the HSSE team at the School of Banking excellence for new employees.

### Emergency Medical Facilities

Our site clinic is equipped with state-of-the-art emergency equipment. Our sustainability champions are fully trained on first aid procedures, administering CPR when required to assist during medical emergencies. Our Head Office building is also equipped with a stretcher, wheel chair, and emergency vehicle. A total of 70 sustainability champions were trained in 2017 by St. John's Ambulance services on first aid procedures and CPR.

### Incident Management

All work-related incidents – from minor injuries to severe medical conditions – are to be handled by our trained first aiders and properly recorded.

### Hygiene

Continuous training and awareness are done for our employees on health and hygiene-related issues by our health and wellness expert. Quality check, and advanced due diligence are also done for our food vendors to ensure that the cooking environment, sources of food items and food processing are hygienic.



# ACCESS BANK'S CUSTOMERS



Our customers matter to us because they are at the center of everything we do. Our business model is designed in a way to create value for our customers. We do this with excellence, diligence and enthusiasm. This defines how we relate with our customers responsibly. We are also committed to strengthening our efforts in addressing potential risks such as financial crime, financial exclusion, and provision of services that are not in the best interest of our customers.

## Measuring our customers experience

At Access Bank, we have a global understanding of what customer satisfaction is across the Bank's hierarchy; from the Board to the shop floor. This understanding is being reinforced through trainings, practices and collaboration with international reputable consulting firms on customer satisfaction programmes.

Access Bank aims to be the best financial institution in Nigeria in delivering exceptional customer experience. Hence, we measure our progress in delivering great customer experience by engaging our customers through different platforms and a combination of metrics.

We have adopted a Service Mantra and Pledge, which consists of our commitment to delivering exceptional services to our customers. Some of the practices Access Bank engages in to drive customer satisfaction include;

### 1. Customer Engagement

- SMS/E-mail Alerts: These range from alerts for daily transactions, celebration days (birthdays, festive seasons) to information of new products/services, etc.
- Telemarketing: Selling products and services to customers/prospects via the telephone. This is carried out daily as part of the Contact Center's activities.

## Our Approach

- Development of products and services focused on economic and environmental sustainability for our customers and the economy.
- Being more proactive with our customers by maintaining a multichannel communication network with easy accessibility.
- Responsive to all customers' needs by providing optimal resolution to issues and learning from customers' communication to ensure customer satisfaction always.
- Improving on and simplifying our processes.
- Providing tailor-made solutions to our unique customer groups.

- Business Forums/Meetings: Meetings organized for certain categories of clients for relationship building purposes whenever it is required.
- Publications/Customer digest: Providing information on happenings about Access Bank or other relevant information. The customer digest is produced monthly.
- Social Media: Contacting customers/prospects daily via Twitter, Facebook and the Bank's website to resolve issues or provide information on enquiries made by customers.
- Focus Group: Qualitative research groups are formed whenever required by the Bank to obtain perceptions, expressions and opinions on products/services.
- Written communication: Letters written for information, resolutions, appreciation, marketing purposes or when required.
- Circulars: Notices to inform customers about policies, regulations or process changes when required.
- Marketing calls: These are daily visits or calls to follow up on prospects and customers.
- Business events: They are occasional dinners or award nights, etc., celebrated by the Bank with customers invited.
- Yearly events and celebration:
  - Customer Service Week, New Year
  - Valentine's Day, Children's day, Workers Day,
  - Easter, Christmas, Salah, etc.
- Advertising: Enlightening customers/prospects on new products/services via Print media (Bill boards, newspapers, magazines, flyers) or Electronic (Radio, TV etc.)
- Other customer engagement initiatives employed by the Bank are:
  - Guest Frontline Exercise.
  - Complaint resolution by the Contact Center.
  - Issue resolution by the Customer Experience Unit.

### 2. Visitation

- Branch Visitation.
- Customer Site Visitation.

### 3. Business Process Re-engineering

- Creation of new processes.
- Correction of defective processes.

### 4. Innovations

- Process innovations.
- Technology innovations.

### 5. Trainings

- Customer Service Training (Leading Empowered Teams, Speed, Service Excellence, etc.)

- Skills Training
- Middle and Senior Management Training (Foreign & Local)

## 6. Surveys: Collecting quantitative/ qualitative feedback from our customers

- Customer Satisfaction Surveys
  - External – Satisfaction survey across all customer segments (CBD, BBD, CIBD & PBD)
  - Internal - Service quality assessments of branches and Head Office support units.
- ISO 9001: 2008 QMS Audits.
- Product Satisfaction Surveys
- User Experience Surveys (Electronic Channels, IT Platforms, Processes)

## 2017 Customers Satisfaction Survey

Getting a handle on how our customers view our products, support, and organization is invaluable to us. At Access Bank, feedback from our customers is important to us because it guides and informs our decision-making process and influences our product roadmap. In 2017, we carried out an extensive customers satisfaction survey and the results shows an increasing level of satisfaction across all our service areas.

The feedback from the Voice of Customer (VOC) Platform was used to gather information on:

- Customer in-branch service satisfaction
- Customer satisfaction with mobile banking

### In-Branch Service Satisfaction

The surveys were administered through online and paper-based channels. The summary of the results is presented below:



Figure 10: Branch Performance

Customer loyalty was 61.5% which is below our 2017 target of 65% but it marks a significant improvement over 2016. Overall satisfaction was 85.90%.

We are conscientiously working on ensuring that customers get more value for their money in 2018 and beyond.

### Staff Performance

Customer satisfaction with staff was 90.28%, which is slightly above our 2017 target of 90%.

We would increase on our training of customer-facing staff to improve on their ability to be able to offer personalized service to customers.



Figure 11: Staff Performance

### Customer Satisfaction with Mobile Banking

The result shows that customers were most satisfied with the ease of use of the mobile banking platform but still believed that they were not getting enough value for their money.

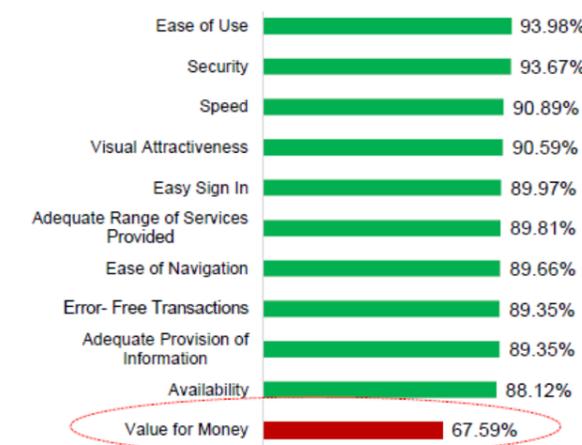


Figure 12: Satisfaction with Mobile Banking

### Customers' Grievance Redressal Mechanism

Resolving customer complaint effectively and quickly is fundamental to our excellent customer service delivery and a key aspect of our growth. We take ownership of every complaint and approach it in the following way:

- All customers must be treated fairly.
- Complaints raised by our customers are to be addressed with courtesy and on time.
- Our Customers must be fully informed of avenues to escalate their complaints/grievances within the organization and their rights to alternative remedy, if they are not fully satisfied with the response of the bank to their complaints.
- Access Bank will treat all complaints efficiently and fairly because we see it as an opportunity to review our processes for improvement.

Our timely response to customers' needs earned us commendation from some of our customers. Below is a few of them:

*"I really appreciate how access bank tries to meet their customers' demands. Access Bank has some of the best staff in the banking industry in Nigeria. Just keep it up."*

*"Access Bank is one of the best banks I have opened an account with and they have an extremely satisfactory service to customers."*

*"The services provided are swift and accurate! Good staff-customer relationship!"*

## FINANCIAL INCLUSION



Access Bank continues to grow its footprint across Africa through the introduction of innovative banking products and services to the 'Unbanked' in Nigeria while also opening traditional branches and ATM points in underserved communities across Africa. We believe that when individuals and small businesses in underserved communities have the opportunity to use financial products and services, the quality of their lives will improve and they will be able to save for the future.

In 2017, Our Inclusive Banking Group worked tirelessly to come up with innovative banking opportunities targeted at the historically underserved communities in line with the CBN's goal to reduce the number of Nigerian citizens that have no access to financial services from 46.3% to 20% by the year 2020.

### Access Bank Early Savers Account

Targeted at children under the age of 18, this banking solution encourages and enables young people to save and grow their financial fitness from an early age. To encourage children to build stronger and better financial management

skills, we refined our "Early Savers" product in 2014. Now, "Early Savers" offers kids fun and interactive approaches to gaining and boosting their financial aptitude via the Early Savers microsite. We also pioneered a virtual banking app for children on the Early Savers microsite.

The first-of-its-kind in Nigeria, this app helps to familiarize children with simulated banking transactions. In addition, Access Bank has been promoting several initiatives to promote greater financial inclusion amongst children. These includes:

- The Early Savers Club: This is a financial literacy club designed to help children become better money managers by teaching them the values of saving, spending, and giving;
- Early Savers radio show: This is a fun-filled edutainment programme for children aged 8-15. The programme has reached over 1.6 million children;
- Children Holiday Banking: This provides for a financial inclusion tour that gives children practical hands on banking experience;
- Brand Affinity: This facility is a strategic collaboration with children-focused organizations to help children build their financial capabilities.

## Access Bank Solo Account for Youth

We have taken a strategic focus on the youth segment with the aim of impacting financial literacy through various product offerings and business collaborations that will enable the youth make sound financial decisions. In 2017, we continued to deploy various activities and initiatives to ensure the youth are secured financially.

### Strategic Partnerships to promote Financial Literacy

**NYSC:** We continued our partnership with the National Youth Service Corps Scheme on an initiative that will not just drive financial inclusion for over 500,000 youths but will also empower thousands of Nigerian youth with vocational skills, help alleviate poverty and drive sustainable economic growth.

**Bloom Initiative:** In collaboration with the Bloom initiative, 40 highly intellectual teenagers were placed in a one-week leadership and financial workshop that has empowered

them to take up leadership roles in their educational systems and the community at large.

who are 60 years or older and is designed to help these older individuals continue their journey to create and preserve their wealth for a better future. The solution offers several compelling features and benefits aimed at giving senior citizens peace-of-mind banking through a solution that truly understands their unique needs. The solution is cost effective and free.

## Women Banking – W community

In 2006, Access Bank began a journey into the world of women and Banking on Women. After working through the Gender Empowerment Movement to invest in women for eight years, the programme evolved into a robust plan to provide women with banking solutions that meet their diverse career and lifestyle requirements. It was named the 'W' Initiative.

The "W" is not a product; rather it is a blend of existing banking products and services bundled to effectively meet the present-day financial and lifestyle needs of women

### Young Professional

The W Young Professional is in her 20s and 30s. She works in a corporate environment and has a strong sense of purpose. She is concerned about her personal development and becoming a force to be reckoned with in her company and industry. We understand her need for balance, growth, and personal fulfilment and have tailored products and services to suit the WYP's life as a growing professional in the fast-lane. From helping with her everyday money matters to providing loans that help her meet her pressing financial needs; by educating her on how to manage her finance, the W Initiative is designed to ensure the total wellbeing of the young female professional. The 'W' Young Professional is also provided with access to:

- Discounts and offers on a range of exclusive shopping;
- Career development and financial education workshops and seminars;
- Networking opportunities;
- Mentor-Mentee programmes;

facilities;

- Access to seminars on finance management, family building and parenting;
- Access to MHSS;
- Early savers club for her children;
- Access to the W Community with helpful advice on family finance matters, home and family articles and details of special offers.

### W in Business

The 'W' in Business is driven by a desire to build an empire while providing value for her community and the general economy. She has taken up the title and immense responsibilities of an entrepreneur. Her determination keeps her through the hassles of running a business. The 'W' initiative provides her with products and services to strengthen her resolve, skills, and network as she grows her business. The 'W' in Business has access to products for her everyday business needs, from managing inflows and outflows to handling staff salary accounts. Our networking events, online community, and seminars give her access to key industry news, knowledge and an



them to take up leadership roles in their educational systems and the community at large.

**Digital and Financial Skills:** In conjunction with Intel, Airtel, Yudala and Livity Africa, we were able to drive digital and financial literacy for about 1,500 youths, consisting of students, young entrepreneurs and graduates, by helping them to leverage technology for education and business growth.

## Elderly and Senior citizens – Evergreen Account

We are committed to making good financial outcomes happen for our customers at all stages of their lives. The Access Bank evergreen account is targeted at customers

in identified sub-segments, as well as provide them with complete and rewarding knowledge of banking, finance, and economic growth. The W, based on peculiarities and lifestyle classification, is segmented into the following;

- Young Professional
- W and Family
- W in business

We believe that women are a powerful and key catalyst for change. We know and embrace the truth about empowering women. The W initiative does not only benefit women. It also benefits the men in their lives.

The "W" is the home for everything Access Bank offers women and is open to all women, irrespective of who they bank with.

- An online community for sharing stories, expanding professional networks and becoming a thought leader.

### W & Family

The W & Family explores the needs of a modern-day family woman, and attempts to adopt products and services to meet those needs. She holds her family as a primary concern and actively desires the comfort of her family. The 'W' provides her and her family with exclusive access to a wide range of lifestyle-oriented value-added benefits and privileges. Some of the benefits the W and Family provides for women include:

- Great discounts, exclusive offers and freebies on health, beauty, and more;
- Access to a comprehensive loan products and credit

opportunity to reach new customers. She also has access to business facilities, including:

- Overdrafts;
- Trade credit to help her buy needed products or services, whilst paying the bank later;
- Commercial mortgage to acquire, refinance, or redevelop commercial property.

The 'W' Initiative is not only equipped with the strategy and tools to empower women in business and finance; we also have a team of gender trained business banking officers to attend to the specific financial education of these women.

Furthermore, over the years, Access Bank has been an active participant in the celebration of the Global Money Week (an annual international money awareness

celebration, which holds on the second week of March every year, to engage children worldwide in learning how money works, including through savings, creating livelihoods, gaining employment, and entrepreneurship).

By organizing a series of events during this period in 2017, the Bank successfully commemorated the Global Money Week and created awareness through several programmes. At Access Bank, we understand that financial education is not just for investors; it is just as important, if not more so, for the average family trying to balance its budget and save for their children's education and the parents' retirement. This is why we take issues on financial literacy with utmost importance.,

We will continue to fight to increase consumer awareness as a necessity. With the diffusion of financial literacy and increased financial education, the society will be better for it.

### Family Banking Scheme

The scheme was designed to encourage families to save together. The product comes with exclusive privileges such as high interest rates and family rewards. It affords individual members of the family the confidentiality of their

banking relations as they can manage their accounts as unique individuals. The scheme provides access to people who are presently excluded from financial services whilst promoting capital accumulation and investment boom.

Under the scheme, a minimum of four family members are encouraged to bank with Access Bank and enjoy our exclusive value proposition. Eligible family members include partners, parents, children, aunts, uncles, cousins and grandparents.

### Agent Banking

Agent Banking is a cost effective and user-friendly way of providing banking services such as cash deposits, withdrawal, cash transfer, airtime recharge, etc., to a group of people in underserved communities through trusted retail agents within the communities. In 2017, Access Bank introduced 1,000 agents in different communities across Nigeria. The aim of this financial inclusion strategy is to reduce the number of Nigerians without access to financial services to less than 20% by the year 2020.



The nearest bank is a  
**\*901#**  
*step away.*



Dial **\*901#** now for  
**easy banking.**

#### FOR MORE INFORMATION

☎ 01-2712005-7

✉ [contactcenter@accessbankplc.com](mailto:contactcenter@accessbankplc.com)

🌐 [www.accessbankplc.com](http://www.accessbankplc.com)



**SPEED SERVICE SECURITY**

## REWARDING OUR CUSTOMERS



### R.E.A.L

In a bid to create a rewarding experience for our customers, Access Bank introduced a loyalty solution, tagged R.E.A.L (Rewarding Every Act of Loyalty). This innovative solution was introduced to reward existing Bank customers for their unwavering support over the years. R.E.A.L is a pan-banking programme offering multiple ways to earn points through the usage of the Bank's transactional platforms such as ATMs; POS terminals; credit/debit cards; mobile and online platforms. The redemption suite of R.E.A.L incorporates many categories within its scope, including travel, gift vouchers, shopping

and more. Each category has a bundle of multiple options to be redeemed via 900 airlines, 450,000 hotel stays, 150,000 car rentals and numerous leading partner brands to shop from.

### Family Fortune Promo

The Bank introduced the family fortune promo, tagged "Save Today, Take Tomorrow," to stimulate a savings culture amongst families without leaving out the children. The promo was designed to reward the collective savings habit of families with grand prizes and competitive interest rates while they enjoy the confidentiality of their banking transactions as individuals.

### Access Bank Genie

This product is for customers in Lagos, Oyo, Abuja, Minna, Ilorin, Port-Harcourt, Benin, Kano, Kaduna, Adamawa, Imo and Enugu. Representatives of the Bank, referred to as 'ATM Genies,' give customers at different ATM points in these locations a cash prize of #5,000 provided they are Access Bank customers with an Access Bank ATM card as proof and are able to answer a question correctly.



## ENVIRONMENTAL STEWARDSHIP



At Access Bank, we are consciously working towards mitigating our environmental impacts because we understand that a healthy environment is fundamental to a strong and sustainable economy on which our business thrives. We focus on investing responsibly while managing environmental risks. We have built environmental sustainability into our operations and have been relentlessly driving efficiency through resource optimization in the form of waste reduction, energy and water conservation, reducing paper use, and curtailing our overall greenhouse gas emissions, thereby reducing our environmental footprint.

branch runs on 100% renewable energy. 43.6% reduction in Energy Consumption (total electricity consumption is 16.8 million KWH)

41.6% reduction in non-renewable fuel consumption (total fuel consumption is 89.3 million liters of diesel)

Table 9: Energy Consumption in 2017

	FY 2017	FY 2016	FY 2017 VS 2016
Energy Consumption (KWH)	16.9MKWH	29.9MKWH	
Energy from Non-Renewable Sources (Generator)			
Energy from Renewable Sources			

### Energy Consumption

In 2017, we achieved a 43.6% reduction in energy consumption and 41.6% reduction in non-renewable fuel consumption across our combined investment and corporate portfolio. We were able to achieve continued energy saving across our global operations through various initiatives such as:

- Installation of new energy management system, which includes the use of LED lighting to reduce energy use;
- Early power shutdown policy; 7pm at the Head Office and 6pm at our branches nationwide.
- We introduced the use of renewable energy in four of our branches in Lagos, Nigeria making them run on 70% renewable energy while our Ogunlana Drive

### Emissions (Tonnes)

At Access Bank, we recognize the effect of a changing climate on the ecosystem and the burden placed by air pollution on life forms; as a result, we were able to achieve a significant reduction in GHG emissions from our operations through policies like early power shutdown (7pm at the Head Office and 6pm at the branches).

Table 10: Emissions in 2017

GHG Emissions	Emission source	FY 2017	FY 2016	FY 16 vs 17
Scope 1	Diesel	28,459.95	45,159.90	22.7%
Scope 2	Electricity	6,470.66	11,480.86	36.1%
Scope 3	Business Travel	714.05	470.49	-39.7%

## Business travel (Miles)

In 2017, mileage and emissions from corporate travels increased marginally because of the Middle Management programme of the bank at Wharton Business School, University of Pennsylvania, USA for employees in the middle management cadre. At Access Bank, our investment in technologies such as video conferencing continues to increase. This is to ensure a reduction in our short, medium and long-haul travels.

Table 11: Business Travel in 2017 (Miles)

	FY 2017	FY 2016	FY17 vs FY16
Air Travel	3,716,622	2,314,901	-38.4%

## Resource Efficiency

### Paper

Paper consumption still plays a key role in how we get our work done, serve our customers, and promote our products and services. As a bank that is committed to responsible forestry, we reduced our paper consumption by 12.4% by maximizing the potential for automation of some of our paper-consuming processes and increasing recycling of our shredded papers. This important feat was achieved by reducing the size of our bank deposit slip, delivering most of our internal and external communications electronically, and increasing the awareness among employees on the need to print less except it is needful. We also advanced the environmental sustainability of our paper procurement by insisting that our suppliers provide us with paper that was recycled.

Table 12: Paper Usage in 2017

	FY 2017	FY 2016	FY 16 vs 17
Paper use (KG)	28,300.00	32,308.50	12.4%

### Water

Access Bank has implemented several measures to conserve water within our facilities. Key investment was made on water management in the renovation of our corporate head office and installation of water

efficient WC's at the head office and our new generation branches. The benefit of this is that the quantity of water used at each flush reduced from 0.0048 cubic meters to a minimum of 0.006 cubic meters. This amounts to a 20% reduction per flush compared to the traditional WC system. A total of 3.9% reduction in water usage was achieved compared to 2016 despite several new branches that were opened in 2017. We will continue to identify water saving measures within our facilities and undergo retrofits where possible.

Table 13: Water Consumption in 2017

	FY 2017	FY 2016	FY 17 vs FY 16
Consumption (Gallons)	104,883,162.55	113,136,053.04	3.9%

## Solid Waste Management

One of the most meaningful ways to protect the environment and the communities from where we operate is by reducing the amount of waste we send to the landfills. Therefore, increasing our recycling rate has become a priority for us as a Bank. We want to increase the rate of recycling not only our solid waste but also our electronic waste. In 2017, we improved our recycling initiative by supporting our recycling partners – Recycle Point and Parallel Point – each with a truck. We also extended our recycling initiative to our branches across Lagos. Increase in staff awareness and education campaigns continue to drive our achievement of the recycling initiative through which we were able to reduce the waste that goes to the landfill by 61.3%.

Our target is to send zero waste to the landfills. Therefore, we are working on extending the recycling initiative to all our branch offices nationwide. We are also working on recycling our organic waste.

Table 14: Solid Waste Management

	FY 2017	FY 2016	FY 17 vs 16
Solid Waste Generated (KG)	999,000.62	2,580,920.91	
Amount of waste generated per employee (Kg/Capita/Day)	0.35	0.96	
Recycled			
Waste to Landfill			
Diversion Rate			



**LET US FINANCE YOUR CHILD'S DELIVERY**

Birthing your baby is a lifetime experience and financing should not be a barrier. Let us make the experience beautiful with our **NATAL SUPPORT (Local and International)**.

TALK TO US TODAY ABOUT  
FINANCING YOUR MEDICAL NEEDS

☎ 01-2364875, 2712005-7

✉ womenbanking@accessbankplc.com



SPEED SERVICE SECURITY



#CaringForTomorrow

Join the W community:  
www.thewcommunity.com

INSPIRING. CONNECTING. EMPOWERING.



## OUR SUPPLY CHAIN



Sustainable procurement is paramount to Access Bank, the priority being timely delivery of the required materials and appropriate service quality. This goes together with our consistent efforts to optimise costs. Our relationships with suppliers are governed by our procurement policy, which requires them to adhere to the principles of UNGC. The principles span human rights protection, labour standards, environment, and anti-corruption.

- We strive to ensure that our relationships with our suppliers are founded on integrity, transparency, mutual respect and professionalism;
- We deliver on our promises and commitments;
- We make payments and discharge other obligations in a timely manner and in accordance with contractual terms;
- Where a difficult situation or conflict arises, we attempt to solve the issue through dialogue with the parties involved;
- When selecting suppliers and other partners

to cooperate with, we make sure they comply with applicable laws and regulations, and with the principles of the free market (attractive pricing terms, quality of goods and services, degree to which they meet our needs and expectations, reliability and professionalism of the company), while ensuring full transparency in the process;

- We evaluate our suppliers solely on the basis of their actual merits and business considerations;
- We make sure that our suppliers are familiar with our standards and code of conduct.

### Vendor Selection Process

We maintain inclusive and robust procurement policies, which enhance our corporate responsibility, while also helping our suppliers to improve their Sustainability and corporate responsibility performance. Our investors, shareholders and employees are ethics-minded. The surrounding communities, non-profit organizations, the

media and our regulators also do not expect to see us associate ourselves with vendors that trample on human rights or whose businesses promote environmental harm and/or social injustice. Access Bank appreciates the concern of these stakeholders. And to live up to their expectations, we maintain a standard procurement framework, which helps us to conduct thorough due diligence and assessment of our vendors in line with the Bank's policy. This is our management approach to sustaining strong, positive relationship with our supply chain.

Depending on whether they are new/prospective or old/ approved suppliers, Access Bank's vendor assessment process consists of the following criteria:

- Track record
- Geographical coverage
- Quality of goods/service
- Status of dealership/distributorship
- Price competitiveness

- Referrals from other institutions
- Problem resolution
- Timeliness of service delivery
- Service/product quality
- Character and composure of company representative.

### Local Sourcing

Sourcing of materials is a complex issue; one that is intricately linked to biodiversity, water resources, human rights, local community involvement and engagement, to name a few. Access Bank uses the services of local suppliers (based in the locations where we operate), thus supporting the local market and businesses. Local suppliers are very important to Access Bank due to good knowledge of the local market, proximity, and flexibility. Crucial to our procurement operation are the Core Values, Standards, and Code of Conduct of Access Bank, amongst other good practices.



# COMMUNITY



For us to achieve our vision of being the World's Most Respected African Bank, we believe that we must actively support the communities where we live and work. We embrace opportunities to use our resources to build a thriving community and equip families, individuals and small businesses through our Sustainability pillars – Health, Sports, Arts, Social Welfare, Education and Environment. In this regard, we have been able to build a strong and healthier society for our customers, employees, and stakeholders. This implies that in 2017, we:

- Supported our employees in their volunteer works,
- Invested in a range of community-based dialogues, and collaboration with organizations in different sectors of the economy in line with our Sustainability pillars,
- Donated and sponsored causes that promote a sustainable and healthy society,

- Invested in a range of infrastructure that support projects and initiatives that foster a healthy community.

Through all these projects, we have been able to improve the lives of people in our communities by creating jobs, investing in projects that directly benefit them, train and equip them with skills that will position them for economic advantage and promote enterprise development.

In 2017, the total value of Access Bank's investment in community development was N1.68 billion. The support was deployed in the following areas:

Figure 13: Chart showing the value of Access Bank's investment in community development

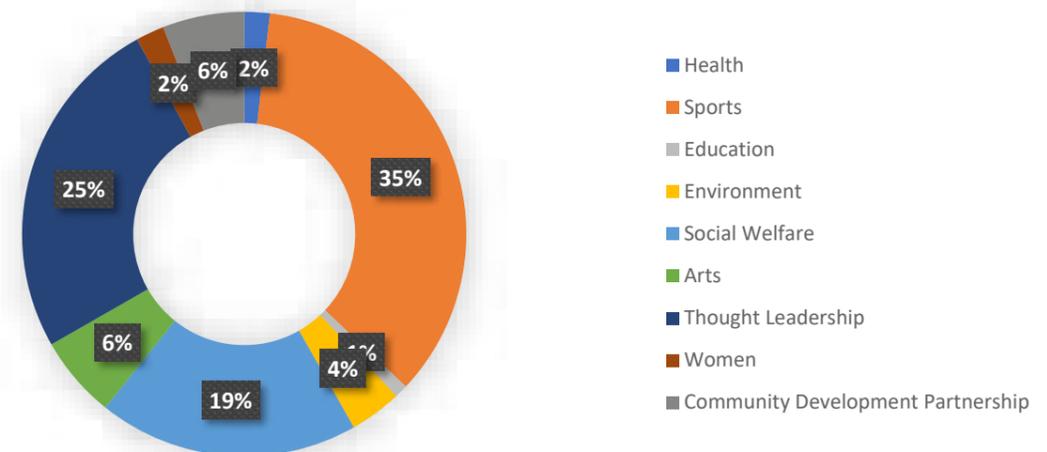


Figure 13: Chart showing the value of Access Bank's investment in community development

## Access Bank's Community investment initiatives

- Malaria-to-Zero Initiative
- Access Bank Lagos City Marathon
- UNICEF Fifth Chukker Polo Tournament
- Partnership for Impactful Community Development

### Malaria-to-Zero Initiative

Malaria is a major public health problem in Nigeria, where it accounts for more cases and deaths than any other country in the world. The statistics around malaria are not only shocking, but they are also disheartening. According to WHO (2016), malaria is a health risk for 76% of the Nigerian population. There are an estimated 100 million malaria cases with over 300,000 deaths per year in Nigeria.



The Malaria-to-Zero Initiative is an innovative financing platform established to galvanize private sector resources and capabilities for sustained support towards averting at

least one million malaria cases and deaths by 2020. This is a first step towards complementing government's effort in achieving its malaria pre-elimination goals by 2020. The five focus areas of this intervention include increasing the coverage of:

- Indoor Residual Spraying (IRS);
- Seasonal Malaria Chemoprophylaxis (SMC) – which is a preventive medication taken during the season when malaria is predominant;
- Management of severe malaria;
- Demand creation; and
- In-country research and capacity building.

Today, through this initiative, about 273,000 people have been reached in rural communities with malaria information. 357 community groups have been engaged; about 4,537 number of pregnant women have received Long Lasting Insecticide Nets (LLIN); and 15,000 people have been reached through seminars on Malaria-to-Zero. A total of 1,032,000 people have been reached across Nigeria with information, education and communication materials on malaria. That number include 15 hard-to-reach and underserved communities, which received malaria information and commodities. Also, as a result of the Malaria-to-Zero campaign, there have been a 40% increase in demand for malaria commodities. So far, the net usage (90%) of people that received the net used it appropriately, thanks to the 106 number of focus group discussions on malaria that have been held.

### Access Bank Lagos City Marathon

In 2017, the Bank strengthened its partnership with the Lagos State Government to successfully host the 2nd edition of the Access Bank Lagos City Marathon. This partnership promotes healthy and active living through

fitness and exercise. The event, which was approved by the Athletics Federation of Nigeria (AFN) and endorsed by the International Association of Athletics (IAAF), drew athletes from across the globe. The 2017 Access Bank Lagos City Marathon was ranked 2nd in Africa behind the Cape Town Marathon by the All-Athletics.com. The marathon also emerged 71st amongst the ranking of over 1000 international marathons globally.

## UNICEF Fifth Chukker Polo Tournament

The UNICEF Charity Shield Polo Tournament is one of the prominent initiatives, sponsored by Access Bank to drive development in the communities it serves. The 2017 edition of the Access Bank-UNICEF Charity Shield Polo tournament was organized to raise more awareness on the plight of vulnerable children and orphans, especially the Internally Displaced Persons (IDPs) scattered across northern Nigeria. The tournament, which was held in two phases, started in Kaduna State and climaxed in Europe with the Access Bank Charity Shield Polo Day at the prestigious Guards Polo Club in London. The range of events featured celebrities from different parts of the globe, proving to be yet another platform to galvanize funds from different individuals to support less privileged children in northern Nigeria. Access Bank, in line with this year's goal, donated N10,000,000 to UNICEF for the cause.



## Women Empowerment and Gender Inclusiveness

The Bank mainstreams the essential characteristics of a women-friendly institution in line with global best practices. This requires, among other things, provision of a vision and strong leadership to galvanize women's economic empowerment. It also requires a thorough and comprehensive approach to gender equality and inclusion. At Access Bank, we do not only believe in the extension

of financial services to women, we preeminently see it as our responsibility to truly empower women and promote gender equality.

Furthermore, it is our belief that investing in women



can yield great gender dividends. We continue to drive strategic initiatives to showcase our commitment to the social and economic empowerment of women in Nigeria, Africa and the world at large.

Access Bank has continued to play a role as one of the leading sponsors of the internationally-proclaimed Women's Empowerment Principles promoted by the United Nations Women and the United Nations Global Compact (UNGC). We continue to subscribe to the Women's Empowerment Principles, and have gradually begun to eliminate traditional banking, finance and societal stereotypes by which women were excluded from certain roles, opportunities and privileges. In recognition of our commitment to women's economic empowerment, our Chairperson, Mrs. Mosun Belo-Olusoga, was appointed as the first African on the Board of the Global Banking Alliance for Women (GBA).

## The "W" initiative

The award-winning W initiative has truly remained the home of everything Access Bank has to offer Women. It has helped to strengthen Access Bank's enviable position as the bank of choice for women in the markets and communities we serve. Over the last three years, the initiative has enabled us to acquire 870,000 new female customers with 70% of them using our debit cards and contributing to the Bank's profitability. We achieved a 58% growth in access to finance by stimulating the growth of women-owned enterprises. We provided up to N7.3 billion in loans – or the equivalent of 308% growth in our loan portfolio for female individuals. Consequently, we helped to bridge their financial needs of up to N5.1 billion.

Over the years, we have participated in 276 women-focused events and hosted 31 capacity building and networking sessions that reached 70,222+ women. More than 55,000 women have benefited from programmes deployed through the W Academy capacity building sessions, networking programmes, IVF fora, etc. The flagship programmes, 'Demystifying Bank Loans' and 'Empowering Women with Technology,' have, respectively, addressed gaps in gender financing and technological skills amongst women. The Enterprise Development Center (EDC) -certified programme, 'Womenpreneur Business Workshop,' has bridged business and managerial skills gap amongst thousands of female entrepreneurs. More than 700+ families benefited from the educational advisory sessions/fairs, facilitated by world renowned Peggy Hanefors of Ascent Education. These opportunities have helped them make the right choices and prepare their wards for admissions into Ivy League and top schools across the world.

To encourage women's savings habit, we implemented the first-of-its-kind gender-focused savings promotion, 'Women! Let's Save' Season 1 and 2 in 2015 and 2016, respectively. More than 216,000 women, including 21,000 new female customers, participated in the promo with an accumulated net inflow, totaling N5.8 billion. The primary objective of the promotion was to reward a culture of saving, by recognizing women who demonstrated the discipline to save over a defined period consistently.

Referred to by experts as the banking product that delivers babies, our first-of-its-kind Maternal Health Service Support (MHSS) has helped scores of women complete their families and access quality healthcare by financing medical and fertility treatments. The MHSS has delivered many other benefits for women and their families. Through successful IVF procedures and natal support, 40+ babies have been birthed to families nationwide. Women have been able to access bone surgeries for their infant and receive fibroid treatments.

## Access Women Network

The Access Women Network supports gender diversity/inclusion in the bank. It is the support network for female staff. Its aim is to ensure gender equality policies are entrenched within the bank. This helps to continually attract/retain female employees across all cadres. The network champions its causes through gender policies, mentoring, capacity building and networking programmes. All female employees are eligible. Some of the key initiatives of AWN in the past year include:

### Love A Child Initiative

On the 12th of February, 2017, the Access Women Network (AWN) carried out the second edition of Love a Child Initiative. The objective of the initiative is to reach

out to orphans across the country during the Valentine season.

The initiative was set up by AWN to impact the lives of orphans in communities where the Bank operates on Valentine's Day. All employees donated gifts/cash for the orphans within their communities. Branches selected orphanage homes within their communities to visit and donate gifts/cash. Female employees were nominated in all the branches to champion the initiative in the branch.

### International Women's Day

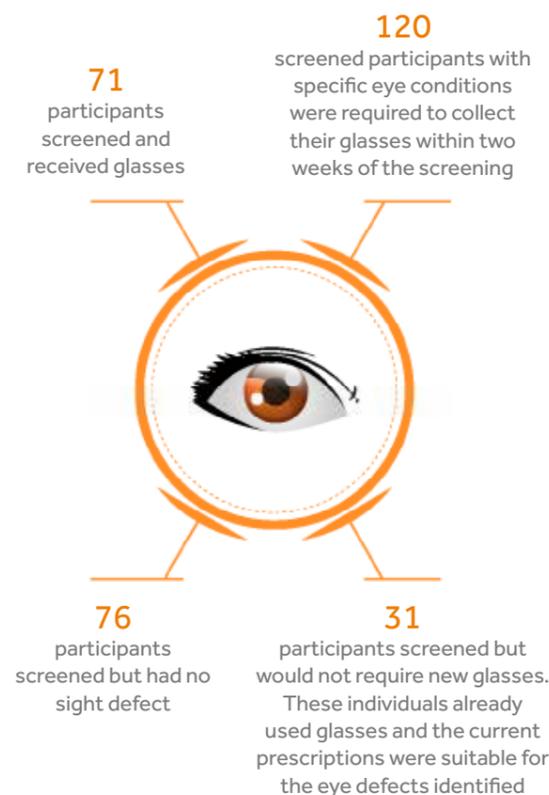
Access Women Network celebrated the International Women's Day on March 8th, 2017. To mark the day in a special way, a number of events were put in place to "empower a woman" and "appreciate a woman." The activities for the day were centered on pairing up all members of staff to send out appreciation notes to each other.

### EMAC Smearathon

The event, tagged "Smearathon," held on Saturday, 16th September, 2017 at the Muri Okunola Park in Victoria Island, Lagos. The event provided an avenue for the underprivileged women to get screened and partake in cervical cancer enlightenment sessions. Ninety-one women from Ajah and Obalende were screened. We had in attendance, both male and female staff of Access Bank Plc, the Bank's partners and sponsors, celebrities, families and friends, and our very own Access Bank Plc Chairman, Aunty Mo, who turned 60 on the same day.

### World Sight Day

In commemoration of the World Sight Day on the 12th of October, 2017, ACT Foundation, in partnership with the Access Women Network, provided free eye screening and recommended corrective lenses (free eye glasses). This exercise helped to bridge the gap in eye health, thus improving the quality of life for Access Bank staff. The screening process identified individuals with eye defects, while treatment was provided for those with primary refractive errors such as near-sightedness, farsightedness, hyperopia and astigmatism. Those who required eye surgeries were referred to a nearby eye specialist hospital or St. Mary's Catholic Eye Hospital for further investigation and treatment. At least 396 participants registered for screening at the event. However, 298 participants were screened as 98 individuals were not available for screening due to work schedule. The breakdown of the screened participants is as follows:



Participants feedback showed that over 65% of participants were very excited to have the opportunity for an eye check; 15% requested that screening be conducted monthly while 20% commended the initiative and the organization of the screening initiative.

### Orange Lecture

Access Women Network, in collaboration with Genesis House, engaged in a campaign, which focused on Activism Against Gender-based Violence. The campaign started on the 24th of November with an annual lecture, themed Orange Lecture 2017: "Violence against Women; Why It Matters, Why Should You Care," to mark the International Day for the Elimination of Violence Against Women.

The lecture was held at the Access Bank Head Office. The keynote speaker was Dr Joe Okei Odumakin, a Women's Rights Activist. She educated the audience on the importance of speaking up against domestic violence and raising continuous awareness on issues relating to domestic violence. Other Women Rights Activists were in attendance, including Joke Silva and Onyeka Onwenu.

## Access Bank Subsidiaries

### Rwanda

#### Breast Cancer Awareness

Access Bank Rwanda, in Partnership with Society for Family Health (SFH), organized a one-day event that was initiated by Rwanda Biometric Centre. Several activities, including a press conference, sport, and general awareness about breast cancer, were held on that day. Informative materials on breast cancer were printed and distributed during the event. The event had in attendance more than 500 women.

#### Support for Women Survivors of the 1994 Genocide

In commemoration of the 1994 genocide, an event was organised with the theme "Remember the genocide against the Tutsi – Fight Genocide Ideology, build on our progress", 11 of the women survivors of the genocidal mass slaughter of the Tutsi clan who were resident in Kinyinya district were empowered. Sewing machines and tailoring materials were given to them to work with and support their dependents.

## Partnership for Impactful Community Development

At Access Bank, we are not afraid to get our hands dirty in community engagements and social partnerships to support the needs of the communities we serve. Our goal is to strengthen and equip them with skills to position them for economic advantage. Our partnerships in 2017 were as follows:

### a. Act Foundation

In our drive for sustainable development, Access Bank strongly believes that health and productivity are interlinked themes that strongly determine our ability to achieve a sustainable society. For over 10 years, we have invested in community development programmes and partnered with government, private sector and nonprofits to accelerate the impact of development initiatives across all geo-political zones in Nigeria.

As a leading financial institution that is championing high impact initiatives aimed at achieving the Sustainable Development Goals, Access Bank Plc., in 2017, partnered with ACT Foundation – A non-profit, grant-making organization working to address challenges and associated vulnerabilities across the African continent. The fund has facilitated the activities of non-profits to help them achieve their goals to improve health outcomes, build leadership capacity and support income generating activities. This partnership with ACT Foundation was established to facilitate the implementation of initiatives in focus areas of Health, Entrepreneurship, Environment, and Leadership.

Through this partnership, ACT Foundation has supported multiple organizations through its 2017 grant cycle, which involved a rigorous application process for organizations seeking grants. Over 290 applicants applied for the grants from across the country. It is worthy of note that the 22 organizations selected showcased project ideas with high potentials to impact communities.

#### Summary of 2017 Grants:

- 22 grantee organizations funded
- 54,941 direct beneficiaries
- 23 states in six geo-political zones in Nigeria

### b. World Health Day 2017

Table 15: Breakdown of grants by Act Foundation in 2017

AREAS OF SOCIAL INVESTMENT	DESCRIPTION
Health Investment Initiatives	
Entrepreneurship	
Environment	
Leadership	

Access Bank, in collaboration with Hacey Health initiative, organized a seminar, tagged: "Depression – Let's Talk." The aim of the seminar was to create awareness on depression to the public and provide information on the causes, possible consequences – including suicide -- and what help is could be available for prevention and treatment. The seminar also taught the participants where and how to seek help and provide support to friends and family members who are living with depression.

The event was attended by 253 young persons between the ages of 18-25 and who were mostly from higher institutions within Nigeria. A video on depression was produced to sensitize individuals on depression, its symptoms, how to prevent it as well as ways of getting help to overcome depression. This video was shared on social media. The video currently has over 60,000 views on social media.

### c. World Tuberculosis Day

In commemoration of the World Tuberculosis Day, Access Bank partnered with Nirvana initiative to organize an awareness campaign for students in targeted communities to educate them on the prevention and management of tuberculosis.

### d. World Heart Day

Access Bank partnered with Nirvana initiative on the day to provide life-saving information to people living with heart conditions and sickle cell anemia. The initiative also aimed to improve the health condition of people by encouraging

participants to make lifestyle changes. It also promoted knowledge on how to be good to one's heart. There was free tests and counseling sessions, through which over 25,000 people were reached across 10 communities.

### e. World AIDS Day

Access Bank, in partnership with the Nigeria Business Coalition Against Aids (NiBUCCA) and Hacey Health Initiative, commemorated the World Aids Day with an HIV/ Aids education, counseling and testing programme, which was targeted at young people in urban and peri-urban communities in Surulere, and Ajegunle in Lagos State. The programme was also organised at the University of Ilorin in Kwara State. The aim of the programme was to scale up



HIV/Aids awareness and strengthen the capacity of health workers to accelerate the impact of their interventions.

A total of 3,773 people were reached with life-saving HIV prevention and management messages. They were also tested for HIV/AIDS; nine of the people tested positive for HIV (three male and six female) and they were referred to the health centers nearest to them for counseling.

**f. Launch of the Project Enable**

In commemoration of the International Day of Persons with Disability, Access Bank partnered with Hacey Health Initiative to launch the Project Enable initiative – a disability-friendly digital hub for the use of the community of persons with disabilities. The hub, which is in Oko-Oba Lagos State, was set up with the support of Access Bank Plc and the United States Consulate in partnership with the Joint National Association of Persons with Disabilities (JONAPWD) to improve access of persons with disability in Lagos to information and communication technology skills and opportunities.

The initiative was aimed at empowerment and social inclusion of persons with disability, promoting their rights and sensitizing their communities on the need to reduce discrimination and stigmatization. The initiative helped to create a disability-friendly entrepreneurship hub, equipped with accessible technology to directly empower young persons with disabilities with technology-based skills.

**g. Launch of The Salvus Project**

The SALVUS project is an 18-months sexual violence response intervention aimed at increasing access to support for survivors of sexual violence. As part of the project, the SALVUS platform is designed to connect organizations, agents and advocates that provide support services to victims of sexual violence. It incorporates web technology in the recording and reporting of incidents of sexual violence and connects service providers with each other to provide the most effective and needed support to the survivor. The platform has two Sexual Assault Referral centers (SARCs), three legal counsel providers, three independent sexual violence advocates, five counseling and psychological support providers, and six survivor assistance providers. The platform also has response agents from the Lagos State Ministry of Youth and Sports, Ministry of Women Affairs and Poverty Alleviation, Lagos State Office of the Public Defender, Lagos State Domestic and Sexual Violence Response Team, and the Nigerian Police Force Family Support Unit and Gender Desk.

**h. In-Short film festival**

Access Bank partnered with the international films and broadcast academy and the Goethe institution to organize a 3-day in-short film festival in 2017. The festival was organized as a platform where emerging talents/filmmakers share knowledge and proffer innovative solutions to the key challenges in the industry. A free 3D training session was held during the festival, leaving the audience with a great impression of 3D animation.

**Employee Volunteering Activities**

Employee volunteering is an innovative way for businesses to invest in their people and local communities. Employees are guided and advised on how to impact communities in selected focus areas, donating their time, skills and resources during work hours to tackle social issues. 2017 showed the passion and commitment of our employees to community investment. This was reflected in the caliber of projects various groups embarked on. Employees have volunteered a total of 1,761,156 hours, in 142 strategic community initiatives across 6 geo-political zones. We have achieved a 100% employee participation in the Access Bank's Employee Volunteering initiative, empowering employees to contribute to the sustainable development of communities. The 11,000-strong employees, through this Employee Volunteering Scheme, contribute ideas, skills and resources to address social issues whilst gaining hands-on experience and fulfillment as positive role models in the society. Through this scheme, over 15,000 students in schools; 1,000 vulnerable children; 4,000 patients in hospitals; and 3,500 persons in retirement homes, prisons and orphanages have been positively impacted. One of the most notable initiatives from the Employee Volunteering Scheme is discussed below:

**a. Kick-Back Diabetes**

Diabetes mellitus (DM) is a chronic disorder that is not only assuming pandemic proportions worldwide but it

is also poised to affect developing countries much more than their developed counterparts. While Nigeria has the highest burden of diabetes in sub-Saharan Africa with over five million cases diagnosed, it is believed that its incidence can be reduced if Nigerians adopt healthy lifestyles. The Internal Audit group embarked on a health screening and health prevention exercise in the Aro Community in Eti Osa Local Government in Lagos State.

The activities of the initiative included: screening individuals for elevated blood sugar level and diabetes, biometric measurements and interpretations (Body Mass Index-BMI), and educating them on environmental and lifestyle modifications. The initiative successfully reached 238 individuals from health screening and prevention exercise, 199 adults and 39 children (<18). A total of 45 individuals had elevated blood pressure, which could have resulted to hypertension if it was not promptly discovered during the screening exercise. These individuals were promptly counselled and referred to hospitals to prevent further complications. A total of 21 individuals had deranged sugar and were promptly counselled and referred other medical professionals for proper management.

The screenings helped to reduce the risks of the individuals diagnosed with elevated blood pressure and blood sugar levels of being incapacitated because of these diseases if it was not discovered on time.

**b. Adopt-A-School**

In 2017, the Service and Innovation Group embarked on an initiative at the Olomu Primary School, Ajah, Lagos. The initiative involved the renovation of 10 toilets for the primary school block and overhauling the plumbing system. It also provided clean water by installing a new borehole and repairing the water system.

The initiative also involved literacy development through the Read A Book A Day campaign. Engagement and teaching sessions were also conducted to teach the pupils healthy living. During this initiative, topics covered during the sessions included: Menstrual Hygiene, Personal Hygiene, Dental hygiene and Good Manners (courtesy and respect). Toiletries (sanitary towels, soaps, tooth brushes, tooth pastes) were shared to the students to encourage

the practice of hygiene. There were also interactive/bonding session between Access Bank staff and the pupils.

As a result, over 1000 primary school pupils benefited from the newly-renovated sanitary facilities.

**c. Let's Talk Depression**

The Let's talk depression initiative was implemented by the General Resource Management in partnership with the School of Art Lagos, the World Health Organization and Healthy Minds Foundation. Through this initiative, the secondary school students in 25 local governments in Lagos and over 2000 youth corps members at the Lagos camp were impacted. The activities of the initiative include:

- An online platform/community where students with symptoms of depression can engage with mental health professionals was created by the General Resource Mgt Group <http://letstalkdepression.ng/>
- A short film was created, starring star actors, Wale Ojo and Sola Kosoko. The film highlighted the causes and effects of depression with reference to the case of a school student.
- Free mental health evaluation and report were carried out for over 100 participants.
- Personal counselling for identified students with depression tendencies
- Support in the provision of WHO approved short skits on depression.

This initiative provided over 300 students and 1500 youth corps members a better understanding of how mental illness can affect a person's life. It also helped reduce the stigma, thereby enabling the students with depression to speak up. It empowered the students to recognize early signs of depression in themselves and other students.

The social footprints of our employee volunteers over the year can be appreciated in table 15.



Table 16: Details of Employee Volunteering Activities for 2017

S/No	Initiative	Focus Area	Description	Impact	Volunteering Group
1.	Renovation of Keke Primary School	Education	<p><b>Infrastructural Contribution:</b></p> <ul style="list-style-type: none"> <li>The renovation of 2nd Block of 4 classrooms each, administrative building and toilets to replace the dilapidated building and create a better conducive learning environment for the pupils.</li> <li>Provision of modern furniture for the classrooms inclusive of neatly designed chairs, tables for both pupils and teachers.</li> <li>Provision of fans and light fittings for all the classrooms to ensure proper ventilation and brightening of the classrooms.</li> <li>Provision of white board for all classrooms to replace the dusty and unhealthy black chalkboard formerly in use</li> </ul> <p><b>Attitudinal Contribution:</b></p> <ul style="list-style-type: none"> <li>Mentoring sessions with the pupils to mentor them on financial inclusion amongst other things.</li> </ul>	<ul style="list-style-type: none"> <li>With the provision of fans and light fittings for all the classrooms to ensure proper ventilation and brightening of the classrooms, this has made reading more stress-free for the pupils</li> <li>Keke Primary School took part in the Quiz Competition conducted by Lagos State and the School came 1st position among the primary Schools in Lagos State. The name of the winner is Aaron Ndubuisi</li> </ul>	Corporate Operations
2	Adoption of Gbara Community High School	Education	<p><b>Recipient:</b> Gbara Community High School</p> <p><b>Infrastructural Contribution:</b></p> <ul style="list-style-type: none"> <li>The group remodeled the Computer Laboratory                             <ul style="list-style-type: none"> <li>Installed brand new furniture. in the laboratory, did a complete overhaul and painted the laboratory.</li> </ul> </li> <li>Over 35 high-end full desktop computers, 27 UPS machines and a central printer were bought and installed by the group.</li> <li>The group proceeded by installing a fresh prepaid meter requested and paid for on behalf of the school from the electricity distribution company.</li> <li>The Bank, in addition, laid full network of the computer laboratory and installed a network switch to aid the central connection and sharing of documents with and within the laboratory</li> </ul> <p><b>Attitudinal Contribution:</b></p> <ul style="list-style-type: none"> <li>The group, using its staff, delivered weekly lectures to the students using the robust syllabus currently employed at the Access School of Banking Excellence</li> </ul>	<p>-Access to the use of a computer will help influence the student's learning capabilities.</p> <p>- The use of computers during classes have motivated some of the students to use computers outside of school hours.</p>	Information Technology Group

S/No	Initiative	Focus Area	Description	Impact	Volunteering Group
3	The L.E.A.D (Leadership, Enterprise, Academic Development) projects	Education	<p><b>Attitudinal Contribution:</b></p> <ul style="list-style-type: none"> <li>Academic and moral excellence</li> <li>Financial literacy</li> <li>Reading culture and</li> <li>Personal leadership</li> <li>Time management &amp; personal organizational skills</li> </ul>	<p>-Although the project is set to run over three years, the first phase is expected to impact at least 10,000 students in different states that would cover the 6 geo-political zones of Nigeria.</p> <p>Also, the project targets to raise 3, 000 leaders (1, 000 leaders per phase), who would become young leaders and contribute their quota to impact their peers and contribute to nation-building.</p>	Personal Banking Division



S/No	Initiative	Focus Area	Description	Impact	Volunteering Group
4	Skills Acquisition Training	Social Welfare	<p><b>Recipient:</b> Disadvantaged Women</p> <p><b>Infrastructural Contribution:</b> Providing support and set up training centers across Nigeria (Ibadan, Abuja, Calabar, Enugu, Kaduna) to train women in catering, hairdressing and fashion. A total of 327 women were trained across Nigeria, notably was the vocational training held for 60 Chibok women in the IDP camp at Kuje in Abuja.</p> <p>Attitudinal Contribution:</p> <ul style="list-style-type: none"> <li>• Business mentoring workshops by SMEDAN,</li> <li>• Customer service mentorship trainings,</li> <li>• Personal etiquette training session</li> <li>• Family planning sessions.</li> <li>• Interactive/bonding session at the Head Office where some of the women were present (60 women were transported along with the male camp leaders from IDP, Kuje, Abuja to Lagos for 3 days)</li> </ul>	<p>327 Women were trained on different skills and subsequently given equipment (Industrial ovens, standing dryers, complete baking set, sewing machines and tools, hair-making tools) to enable them start off their business immediately after graduation. The interactive session showcased women who had set up small business and already making money with their children back in school.</p> <ul style="list-style-type: none"> <li>- A few former sex workers were rehabilitated and went back to re-unite with their families after the skills acquisition.</li> <li>- The family planning sessions were introduced and they were highly impactful.</li> <li>- Various Communities around Nigeria have been impacted as evidenced by the attendance of community heads to the graduation ceremonies held at the training centers outside Lagos in appreciation.</li> <li>- Staff also benefited by also acquiring skills in fashion and catering.</li> </ul>	Retail Operations Group

S/No	Initiative	Focus Area	Description	Impact	Volunteering Group
5	The School's Invention Platform	Education	<p>The Schools Invention Platform - Engaging youths (secondary school students) in productive activities through creative expressions (drama, poetry, dance, scientific inventions and essays)</p> <p><b>Recipients:</b> Children across Lagos State</p> <p><b>Attitudinal Contribution:</b></p> <ul style="list-style-type: none"> <li>- Change in the mindset of the secondary school students on building their skills and broadening their knowledge base to activate a mindset that education is not restricted to the class room</li> <li>- Helped build the entrepreneurial and social skills of the children. The students built a platform to express themselves and also compete with students across the state</li> <li>- Held two informative events across the six districts drawing resource persons from the Lagos State Ministry of Education and Access Bank</li> <li>- Awarded prizes (funded Early Savers Accounts) to the the best prize winners who had outstanding innovative ideas.</li> </ul>	The event involved all public secondary schools in Lagos state, as well as a few private secondary schools. This led to a total of 1,500 students participating on the invention platform, including other stakeholders like parents, teachers, Lagos State officials and strong supporters of innovation.	Financial Control and Strategy Group



S/No	Initiative	Focus Area	Description	Impact	Volunteering Group
6	Health Screening and Health Prevention Exercise	Health	<p><b>Recipient:</b> Aro Community, Eti Osa Local Government, Lagos State.</p> <ul style="list-style-type: none"> <li>• Screening for elevated blood sugar level and diabetes.</li> <li>• Biometric measurements and interpretations (Body Mass Index-BMI).</li> <li>• Provision of mosquito nets</li> </ul> <p><b>Attitudinal Contribution:</b></p> <ul style="list-style-type: none"> <li>• Educated the target audience on how to conduct breast screening.</li> <li>• Educated the target audience on common illnesses.</li> <li>• Educated them on environmental and lifestyle modifications.</li> <li>• Educated them on symptoms and signs of childhood diseases and how to administer first aid care at home.</li> </ul>	<p>-238 individuals benefitted from health screening and prevention exercise at Aro Community in Eti Osa Local Government Area.</p> <ul style="list-style-type: none"> <li>-199 adults and 39 children (&lt;18).</li> <li>- 45 individuals had elevated blood pressure, which could have resulted to hypertension if it was not promptly discovered during the screening exercise. These were promptly counseled and referred to prevent further complications.</li> <li>-21 individuals had deranged sugar and were promptly counseled and referred to enhance proper management.</li> </ul> <p>The screenings reduced the risk of the individuals diagnosed with elevated blood pressure and blood sugar levels of being incapacitated because of these diseases.</p> <ul style="list-style-type: none"> <li>- 17 women were pregnant and not receiving antenatal care. They were referred and introduced to the medical team that came from the local government. Majority of the women were elivering at home or with traditional birth attendants</li> <li>- 90 attendees had medical complaints; they were seen, and treatments were recommended and, in some cases, referred for higher care.</li> </ul>	Internal Audit Group



S/No	Initiative	Focus Area	Description	Impact	Volunteering Group
7	Partnership for Vulnerable Persons	Social Welfare	<p>Recipient: SO-SAID Charity Homes for the Vulnerable Persons</p> <p>Infrastructural Contribution:</p> <ul style="list-style-type: none"> <li>-Construction of a borehole and the provision of a generator to support the powering and pumping of the Borehole to SO-SAID Charity Homes for the Vulnerable Persons and the Hosanna Estate Community. The purpose of the project is to provide the SO-SAID Charity Homes for the Vulnerable Persons and Hosanna Estate residents with accessibility to clean and portable water.</li> </ul> <p>By this project we intended to provide solution to a dire need in the homes and the community around it.</p> <p>So-Said Charity Organization is a community-based public Healthcare (NGO) caring for the vulnerable persons on the streets, with the aims of rescue, reformation/rehabilitation and reconciliation of the vulnerable ones, whilst, making them relevant to the society again and the nation at large.</p> <ul style="list-style-type: none"> <li>• Attitudinal Contribution: Interactive/Bonding session between Access Bank staff and members of the Charity Home and community</li> </ul>	The Charity Home caters to over 150 people mostly women and children while the community around it can be estimated to have over a 1500 people.	Centralized Operations Group
8	Adopt-A-School	Education	<p>Recipient: Olomu Primary School, Ajah, Lagos</p> <p>Infrastructural Contribution:</p> <ul style="list-style-type: none"> <li>• Renovation of 10 toilets for the primary school block and overhauling the plumbing system.</li> <li>• Provision of clean water by the installation of a new borehole and repairing the water system.</li> </ul> <p>Attitudinal Contribution:</p> <ul style="list-style-type: none"> <li>• Literacy Development through the Read A Book A Day campaign</li> <li>• Engagement and teaching sessions conducted to teach the pupils healthy living. Topics covered during the sessions include Menstrual Hygiene, Personal Hygiene, Dental hygiene and Good Manners (courtesy and respect).</li> <li>• Toiletries (sanitary towels, soaps, tooth brushes, tooth pastes) were shared to the students to encourage the practice of hygiene.</li> <li>• Interactive/Bonding session between Access Bank staff and the pupils.</li> </ul>	<ul style="list-style-type: none"> <li>- Over 1000 primary school pupils are benefiting from renovated sanitary facilities - 10 toilets</li> <li>-The newly provided borehole will adequately serve the pupils in the primary school, the attached junior secondary school and indirectly the immediate Ajah community bordering the school, which was without portable water.</li> <li>- The teaching and learning from the various engagement sessions will empower the pupils to make better decisions relating to hygiene, human interaction and improve their knowledge.</li> </ul>	Service and Innovation Group.



S/No	Initiative	Focus Area	Description	Impact	Volunteering Group
9	Provision of Social Amenities	Social Welfare	<p>Recipient: Inhabitants of Dustbin Village, Apapa</p> <p>Infrastructural Contribution:</p> <ul style="list-style-type: none"> <li>Free Eye and General Health screening,</li> <li>Water projects (construct 2 boreholes within the community.</li> <li>Provision of 2 generators to power the installed bore-holes,</li> <li>Provision of food items.</li> <li>Provision of other basic needs (clothes, toiletries and household equipment).</li> </ul> <p>Attitudinal Contribution:</p> <ul style="list-style-type: none"> <li>Serving of snacks and drinks.</li> </ul>	<ul style="list-style-type: none"> <li>Provision of quality water, which is one of the basic human needs.</li> <li>The initiative will improve quality of life and change some habits of the dwellers.</li> <li>The health screening is expected to increase awareness within the community and educate the people on the importance of medical examinations.</li> <li>The Provision of free eye glasses to the inhabitants will help improve their sight</li> <li>Contribution to the general wellbeing of inhabitants.</li> <li>Will create pride and values for the families and the dwellers within the community.</li> </ul>	Global Financial Market
10	Let's Talk Depression	Social welfare	<p>Let's Talk Depression (In partnership with the School Of Art Lagos, the World Health Organization and healthy minds foundation)</p> <p>Recipient: Secondary school students in 25 local government areas in Lagos and over 2000 youth corps members at the Lagos camp.</p> <p>Infrastructural Contribution:</p> <ul style="list-style-type: none"> <li>An online platform/community where students with symptoms of depression can engage with mental health professionals was created by the General Resource Mgt Group <a href="http://letstalkdepression.ng/">http://letstalkdepression.ng/</a></li> <li>A short film was created, starring Wale Ojo and Sola Kosoko, and highlighting the causes and effects of depression with particular reference to the case of a school student.</li> </ul> <p>Attitudinal Contribution:</p> <ul style="list-style-type: none"> <li>Free mental health evaluation and report carried out for over 100 participants.</li> <li>Personal counselling for identified students with depression tendencies.</li> <li>Support in the provision of WHO-approved short skits on depression.</li> </ul>	<ul style="list-style-type: none"> <li>This has provided over 300 students and 1500 youth corps members a better understanding of how mental illness can affect a person's life. It also helped reduce the stigma thereby enabling the students with depression to speak up. It empowered the students to recognize early signs of depression in themselves and other students. In all, over 500 school students and 1500 youth corps members were reached in every local government in Lagos.</li> </ul>	General Resource Management

S/No	Initiative	Focus Area	Description	Impact	Volunteering Group
11	HealthPal	Health	<p>Recipient: Access Bank, Nigerian Populace, Ministry of Health</p> <p>Infrastructural Contribution:</p> <p>The development of a mobile phone application (accessed on Google play store or Apple store) that will help Nigerians access better health facilities.</p>	<p>The application will achieve the following:</p> <ul style="list-style-type: none"> <li>Improved access to accredited health care facilities in Nigeria.</li> <li>Reduced prevalence of deaths as a result of taking expired medication.</li> <li>Provide adequate health information for all Nigerians.</li> </ul>	Digital Banking Unit
12	Prevention, Treatment and Management of Malaria and High Blood Sugar levels in Women and Children.	Health	<p>Recipient: Women and Children across Nigeria</p> <p>Attitudinal Contribution:</p> <ul style="list-style-type: none"> <li>Held informative fora on the causes, harmful effects and management of malaria in women and children. They were also made to understand the harmful effects of high blood sugar levels in the body.</li> <li>Provided Malaria self-test kits and blood sugar test kits for tests conducted on the patients</li> <li>Provided Branded Mosquito treated nets for about 200 patients.</li> </ul>	<p>The sensitization program reached out to over 300 patients, spanning pregnant women, men, children and teenagers.</p> <ul style="list-style-type: none"> <li>Blood sugar tests were conducted alongside malaria tests with the use of the self-test kits and the patients were given immediate results.</li> </ul> <p>Free consultation services were also given to patients with Negative results.</p> <ul style="list-style-type: none"> <li>Branded Mosquito nets were given to each patient as a preventive measure for Malaria.</li> </ul>	Commercial Banking Division



S/No	Initiative	Focus Area	Description	Impact	Volunteering Group
13	Children of the Boys Special Center	Social welfare	Providing academic, legal, material and vocational assistance to children of the Boy's Special Centre, Oregun for a period of five years. Recipient: Special Centre for Boys in Oregun, Ikeja, Lagos Infrastructural Contribution: • Providing academic, legal, material and vocational assistance Attitudinal Contribution: • Academic assistance – free lectures on various subjects taught.	-Legal assistance – free legal services for children with pending cases in juvenile courts; and vocational assistance – delivery of IT, shoe-making, cane weaving, photography equipment; material support – food stuffs and beverages.	Corporate Counsel Group
14	Girls Empowered Initiative	Education	Girls Empowered Initiative Recipient: Ajigbode Girls' Junior School, Surulere, Lagos. Infrastructural Contribution:  - Presentation of two gas cookers to the Home Economics Laboratory - Awarded prizes (N10000 worth of shopping vouchers) to the best students in the Junior school (JSS1, 2 and 3) Attitudinal Contribution: - Party and bonding sessions with the students on their graduation day -Sponsoring of the graduation ceremony.	-About 100 students benefitted from the graduation ceremony sponsoring  -Equipping the Home Economics Laboratory with the gas cookers will be of great benefit to all the students in practical class sessions and aid their education.	Channels Group
15	Equipping the Burns Center and the Anesthesia Department	Social welfare	Recipient: National Orthopedic Hospital, Igbobi, Lagos • Donation of medical equipment items to strengthen the health care services in the Burns Centre and the Anesthesia Department of the National Orthopedic Hospital, Igbobi, Lagos. Attitudinal Contribution: •Not applicable	-The Burns Centre and the Anesthesia Department have been fully equipped; thus, health care services in the hospital have been enhanced. -National Orthopedic Hospital is a Federal Government health institution and it can accommodate up to 450 patients. It is also a WHO Collaborating Center for Research and Training. Therefore, more than 450 patients, students and medical researchers would benefit from the facility daily.	Conduct and Compliance Unit



**LET'S FINANCE YOUR FERTILITY PROCEDURES**

Someday, you too can know the joys of motherhood through effective and affordable **Fertility Treatments**. Let's help you with the finances you need so that day can come sooner than you imagine.

TALK TO US TODAY ABOUT FINANCING YOUR MEDICAL NEEDS

☎ 01-2364875, 2712005-7  
✉ womenbanking@accessbankplc.com



**SPEED SERVICE SECURITY**



#CaringForTomorrow

Join the W community:  
[www.thewcommunity.com](http://www.thewcommunity.com)

INSPIRING. CONNECTING. EMPOWERING.



# SUPPLEMENTARY INFORMATION



GRI content Index/Data Table

GRI Indicators	Description of Disclosure	Report Reference	Page Number
<b>Organizational Profile</b>			
GRI 102-1	Name of Organization	Access Bank	Cover Page
GRI 102-2	Activities, Brands, Products and Services of Access Bank Plc.	Products and Programmes	
GRI 102-3	Location of headquarters	Our Geographical Location	
GRI 102-4 & 102-6	Location of Operations & Markets served	Our Geographical Location	
GRI 102-5	Ownership and legal form	Nature of Ownership and Legal form	
GRI 102-7	Scale of Organization	Nature of Ownership and Legal form	
GRI 102-8	Information on employees and other workers		
GRI 102-9	A brief description of the nature and relationship maintained by Access Bank Plc with suppliers		
GRI 102-11	Access Bank's approach to risk management in operational planning or when developing and introducing new products		
GRI 102-12	A list of externally-developed economic, environmental and social charters, principles or other initiatives to which Access Bank Plc subscribes or endorses.		
GRI 102-13	A list of membership of associations that Access Bank Plc. belongs to.		

GRI Indicators	Description of Disclosure	Report Reference	Page Number
<b>Strategy</b>			
GRI 102-14	Sustainability statement from a senior decision maker (CEO or Head of Sustainability at Access Bank) about the relevance of sustainability to Access Bank Plc and its strategy for addressing sustainability	Chairman's Statement Group Managing director/ CEO's Statement	
GRI 102-15	A description of key impacts, risks & opportunities of Access Bank Plc		
<b>Ethics and Integrity</b>			
GRI 102-16	A description of the values, principles & norms of behavior of Access Bank Plc		
GRI 102-17	A description of internal and external mechanisms for: seeking advice about ethical and lawful behaviour, and organizational integrity; reporting concerns about ethical or unlawful behaviour in Access Bank		
<b>Governance</b>			
GRI 102-18	Governance structure of Access Bank, including committees of the highest governance body. Committees responsible for decision-making on economic, environmental, and social topics.		
GRI 102-19	Process for delegating authority for economic, environmental, and social topics from the highest governance body to senior executives and other employees.		
GRI 102-20	Positions with responsibility for economic, environmental and social topics in Access Bank Plc. Whether post holders report directly to the highest governance body.		
GRI 102-21	Process for consultation between stakeholders and the highest governance body on economic, environmental and social topics.		
GRI 102-22	Details of the composition of the highest governance body of Access Bank and its committees.		
GRI 102-23	Chair of the highest governance body.		
GRI 102-24	Nomination and selection process for the highest governance and the committee of Access Bank Plc.		
GRI 102-25	Process taken by Access Bank Plc highest governance body to avoid and manage conflict of interest. Disclosure of conflict of interest to stakeholders		
GRI 102-29	Identifying and managing Economic, Environmental & Social impacts.		
GRI 102-30	The role of the highest governance body of Access Bank Plc in reviewing the risk management processes for economic, environmental & Social topics.		
GRI 102-33	Process of communicating critical concerns to the highest governance body.		

GRI Indicators	Description of Disclosure	Report Reference	Page Number
GRI 102-34	Mechanisms used to address the total number of critical concerns that was communicated in the reporting year.		
GRI 102-35	Remuneration policies and how performance criteria relate to the highest governance body and senior executives of Access Bank Plc.		
<b>Stakeholder's Engagement</b>			
GRI 102-40	List of stakeholder group	Stakeholder's engagement	
GRI 102-41	Percentage of total employees covered by the collective bargaining agreement.		
GRI 102-42	Access Bank's basis for selecting and identifying stakeholders for whom to engage.		
GRI 102-43	Access Bank's approach to stakeholder's engagement, including frequency of engagement by type and by stakeholder group.		
GRI 102-44	The stakeholder group that raised each key topics and concerns and how Access Bank Plc has responded to each key topics and concerns.		
GRI 102-46	Defining the report content and topic boundaries; How Access Bank Plc has implemented the reporting principle for defining report content		
GRI 102-47	Material topics identified in the process of defining report content		
GRI 102-50	Reporting period for the information provided		
GRI 102-52	Information of Access Bank's Sustainability reporting cycle		
GRI 102-53	Contact point for questions regarding the sustainability report and its content		
GRI 102-54	Claims of reporting according to the GRI standards		
GRI 102-55	GRI Content index		
GRI 102-56	External Assurance		
<b>Management Approach</b>			
GRI 103-1	Explanation of why the materiality issues are material to Access Bank Plc and the boundaries of each material issues.		
GRI 103-2	Explanation of how Access Bank Plc manages the material issues and management approach to the issues		
GRI 103-3	Mechanisms for evaluating the effectiveness of the management approach, the result of the evaluation.		

GRI Indicators	Description of Disclosure	Report Reference	Page Number
<b>Economic Performance Indicator</b>			
GRI 201-1	Direct Economic Value Generated and distributed		
GRI 201-2	Financial implications and other risks and opportunities due to climate change.		
GRI 201-3	Levels of participation in retirement plans, such as participation in mandatory or voluntary schemes		
GRI 201-4	Total monetary value of financial assistance received by Access Bank Plc. from any government in 2017		
<b>Market Presence</b>			
GRI 202-1	Ratios of standard entry level wage by gender compared to local minimum wage		
GRI 202-2	Procedures for local hiring and proportion of senior management hired from the local community at locations of significant operation.		
<b>Indirect Economic Impact</b>			
GRI 203-1	Infrastructure investments and services supported		
GRI 203-2	Significant indirect economic impacts		
<b>Procurement Practices</b>			
GRI 204-1	Percentage of procurement budget spent on local suppliers		
<b>Anti-Corruption</b>			
GRI 205-1	Operations assessed for risks related to corruption		
GRI 205-2	Communication and training about anti-corruption policies for the governance body and employees of Access Bank Plc in 2017		
GRI 205-3	Incidences of corruption and action taken		
<b>Environmental Performance Indicators</b>			
<b>Energy</b>			
GRI 302-1	Energy consumption within Access Bank Plc		
GRI 302-4	Energy saved due to conservation and efficiency improvements, and the various initiatives to reduce energy. The baseline for concluding reduction and calculation methods		
<b>Water</b>			
GRI 303-1	The total volume of water abstracted or withdrawn from various sources		
GRI 303-3	Percentage and total volume of water recycled and reused. Percentage should be a function of the total volume of water abstracted and withdrawn by the Bank.		
GRI 305-1,2,3,4,5,7	Emissions		
<b>Effluents and waste</b>			
GRI 306-1	Water discharge by quality and destination		
GRI 306-2	Waste by type and disposal method		

GRI Indicators	Description of Disclosure	Report Reference	Page Number
GRI 307-1	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.		
<b>Supplier Environmental Assessment</b>			
GRI 308-1	Percentage of New Suppliers that were screened using environmental criteria		
GRI 308-2	Negative environmental impacts in the supply chain and actions taken		
<b>Social Performance Indicator</b>			
<b>Employment</b>			
GRI 401-1	New Employees hire and turnover		
GRI 401-2	Benefits provided to full-time employees of Access Bank Plc that are not provided to temporary or part-time employees		
GRI 401-3	Parental leave		
GRI 402-1	Minimum notice periods regarding operational changes		
<b>Occupational Health and Safety</b>			
GRI 403-1	Workers Representation in formal joint management-worker health and safety committee		
GRI 403-2	Types of injury and rates of injury, occupational diseases, lost days, absenteeism, and number of work-related fatalities		
GRI 403-3	Health and safety topics covered informal agreements with trade unions		
<b>Training and Education</b>			
GRI 404-1	Average hours of training per year per employee		
GRI 404-2	Program for upgrading employee skills and transition assistance program		
GRI 404-3	Percentage of employees receiving regular performance and career development reviews		
<b>Diversity and Equal Opportunities</b>			
GRI 405-1	Diversity of governance body and employees of Access Bank Plc according to gender, age group and other diversity indicators		
GRI 405-2	Ratio of basic salary and remuneration of women to men		
GRI 406-1	Incidents of discrimination and corrective actions taken.		
GRI 407-1	Operations and Suppliers in which the right to freedom of association and collective bargaining may be at risk		

GRI Indicators	Description of Disclosure	Report Reference	Page Number
GRI 409-1	Operations and Suppliers at significant risk for incidents of forced or compulsory labor		
GRI 410-1	Security Personnel trained in human rights policies or procedures		
<b>Human Rights Assessment</b>			
GRI 412-1	Operations that have been subjected to human rights reviews or impact assessments		
GRI 412-2	Employees training on human rights policies or procedures		
GRI 412-3	Significant investment agreements and contracts that includes human rights clauses or that underwent human rights screening		
GRI 413-1, 2	Nature, scope, and effectiveness of any programs and practices that support Access Bank's operations in communities. Highlights of local community engagement and development programs		
<b>Customer's health and Safety</b>			
GRI 416-1	Assessment of the health and safety impacts of product and service categories		
GRI 416-2	Incidents of non-compliance concerning the health and safety impacts of products and services		
<b>Marketing Communication</b>			
GRI 417-1	Requirements for product and service information		
GRI 417-2	Incidents of Non-compliance concerning product and service information		
GRI 418-1	Customer Privacy		
GRI 419-1	Socioeconomic Compliance		
	Information of Access Bank's Primary contact person for feedback and additional information on the report		





# INDEPENDENT LIMITED ASSURANCE STATEMENT TO ACCESS BANK PLC

## Introduction

CSR-in-Action Consulting was commissioned by Access Bank Plc to undertake an independent assurance of its 2017 Sustainability Report, its 10th Year Anniversary Edition, in accordance with the AA1000AS (2008). The outcome of the assurance is for the management of Access Bank. Access Bank has prepared the sustainability disclosures in the Report based on the Global Reporting Initiative ('GRI') Sustainability Reporting Standards 2016 ('GRI Standards'), covering economic, environmental and social performance for the activities undertaken by the Bank over the reporting period of 31 July, 2017 to 30 June, 2018.

## Scope and Level of Assurance

Our scope of work entails conducting independent assurance for Access Bank's 2017 Sustainability Report restricted to a Type 1, moderate level assurance of the AA 1000 Assurance Standards. 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: 31 July, 2017 to 30 June, 2018. And as agreed between Access Bank and CSR-in-Action, the basis for the engagement was delimited to the following:

### a. AA1000 Accountability Principles Adherence

The extent of Access Bank Plc's adherence to the AA1000 AccountAbility Principles of Inclusivity, Materiality and Responsiveness.

### b. Global Reporting Initiative (GRI) Standards Application

This is based on Access Bank's assertion, in page 5 of the report, that the report content is scripted in alignment with the GRI Standards reporting framework.

## Summary of Work Done

### Standards and criteria used

CSR-in-Action Consulting planned and conducted the assurance engagement in a participatory manner in order to allow for receipt of sufficient and appropriate assurance evidence for its conclusion. Furthermore, we utilised the following assessment criteria while undertaking the work:

- AA1000 AccountAbility Principles Standard (APS) 2008
- GRI Standards Sustainability Reporting Guidelines
- Nigerian Sustainable Banking Principles (NSBP)
- Organisational Content: Review of the content of the Report in relation to Access Bank's organisational targets and ambitions, systems of quality control, including documented policies and procedures with regard to compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

### Engagement limitations

Our assurance of Access Bank's 2017 Sustainability Report is limited to reviewing the claims contained in the report using evidence made available by the Bank as required by the moderate level of assurance adopted for the assurance process. Thus, our assessment is delimited to reviewing only plausibility of the internal records, as well as interviews with relevant referenced management, such that the risk of our conclusion being in error is reduced, but not zero.

Also, because of the selective nature (sampling) and other inherent limitations of procedures, an unavoidable risk, including errors or irregularities, possibly insignificant, may not be detected.

### Our work

In conducting the assurance engagement, a multi-disciplinary team of sustainability and assurance specialists performed work at the corporate level. We concentrated our verification efforts on the issues of

high material relevance to the Bank and its stakeholders. Furthermore, we investigated the systems, structures and processes through information contained in the Report, interviews and a review of supporting documents, to arrive at our conclusions. Our engagement included:

- Review of Access Bank's stated approach to stakeholder engagement and recent outputs, although we had no direct engagement with stakeholders;
- Review of information provided to us by Access Bank on its reporting and management processes relating to the Principles;
- Interviews with key managerial staff, including heads of Sustainability and Health Safety and Security and representatives of heads of Environmental and Risk Management and Compliance and Internal Audits. Other departments like Customer Experience, Corporate Communications, Human Resources, Marketing Communications, General Resource Management and Procurement were also interviewed albeit by representatives who stood in for them.
- Review of the following supporting documents: Impact assessment reports from community initiatives, sustainability strategy, stakeholder surveys, quarterly report to management, monitoring portal, health and safety training material, analytics of digital media engagement, stakeholder publications, and minutes of stakeholder meetings;
- Review of the processes for gathering and consolidating the specified performance data and, for a sample, verification of data consolidation;
- 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 to provide a basis for our assurance conclusions.

## Responsibilities of Parties and CSR-in-Action Consulting's Independence

The preparation, collection and presentation of the information in this Report is the responsibility of Access Bank Plc. CSR-in-Action Consulting's responsibility is to provide Type 1, moderate level assurance over the accuracy, reliability and objectivity of the information contained in Access Bank's 2017 Sustainability Report, form an independent conclusion based on the assurance procedures and evidence obtained, and report our detailed conclusion and recommendations to Access Bank's

management. CSR-in-Action Consulting was not in any way involved in preparing any portion of the Report and we confirm our impartiality to Access Bank Plc in delivering our assurance.

CSR-in-Action Consulting is a foremost sustainability consultancy in West Africa, with the authority to assure sustainability processes using AccountAbility's AA1000AS certification. For the third year, we have provided assurance services to Access Bank, and have assured reports for other leading organizations across diverse industries including fast moving consumer goods and the extractives.

CSR-in-Action is certified by the Global Reporting Initiative as a training partner, in addition to being a Gold Community Member. The CSR-in-Action Group is independently recognised as having high levels of proficiency in sustainability consulting, reporting and stakeholder engagement; skills resident amongst the members of the assurance team.

## CSR-in-Action Consulting's Assurance Conclusion

Findings from our assessments based on the moderate level of assurance adopted are outlined below:

- There is no indication, to our knowledge, that the materiality analysis, management approaches and qualitative and quantitative information presented in Access Bank's 2017 Sustainability Report is in anyway materially misstated or not presented fairly in accordance with the reporting criteria. Access Bank's process for managing and reporting sustainability is robust.
- Access Bank Plc has adhered to the AA1000 principles of inclusivity, materiality and responsiveness as set out in the AA1000 AccountAbility Principles Standard (APS) (2008)
- Access Bank's Report has been prepared in accordance with GRI Standards comprehensive level reporting requirements. Based on verification undertaken, nothing came to our attention to suggest that the Report does not meet the requirements of the GRI Standards.

## Our Key Observations

Based on our work set out above, and without affecting our assurance conclusions above, our key observations based on the AA1000 AccountAbility Principles are:

### Inclusivity

Access Bank has continued to actively engage its stakeholders in developing and achieving an accountable

and strategic response to sustainability. For the reporting year, the Bank through engagement processes that aligns to each stakeholder group, has identified and responded to significant sustainability concerns of its employees, shareholders and investors, customers and host communities, regulatory bodies, media and suppliers. The various engagements with stakeholders have afforded the bank valuable stakeholder insight on the development of its strategy and on the implementation of its activities. Stakeholders' expectations along with Access Bank's strategic management has continued to serve as a basis for the priorities chosen for the bank's work.

**Materiality**

Through a materiality process that Access Bank conducts annually, the bank focuses their sustainability approach and their reporting on areas of greatest concern to their stakeholders. In the 2017 report, the bank assessed the non-financial drivers that emerge from the materiality management process within a context of global change, which, in turn, informed its approach to risk and opportunity. The topics of greatest concern for internal and external stakeholders that were identified and prioritized in 2017 are represented in a matrix indicated in the report. The material issues are also determined within the framework of local and global charters which the bank subscribes to such as the SDGs, UNGC etc.

**Responsiveness**

In the Report, Access Bank has demonstrated that it is responsive to stakeholder needs and concerns by factoring in the outcome of their engagement with the various stakeholders in their sustainability strategies and management approach while considering the overall sustainability context of the banking sector. The report indicates existing modalities and approved communication processes with each stakeholder group. Issues raised during these interactions are addressed by the different functions assigned to managing the different stakeholder

groups.

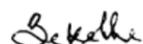
The Bank has aligned its reporting framework to the GRI standards as earlier recommended. Besides, the Bank's commitment to annually publish its corporate responsibility and sustainability report is a demonstration of its commitment to accountability and transparency to stakeholders of its social, economic and environmental footprints.

**Our Recommendation**

We recommend that the suggestion below be implemented to improve the sustainability drive of Access Bank:

In future reports, the Bank should elaborate on the magnitude of its impact, especially with regard to specific phenomenon that would improve the readers' understanding of the Bank's performance in the broader context of sustainability. This is because, due to the robustness of the report, Access Bank Plc has modestly toned down the extent and impact of some of its sustainability activities and initiatives.

Whilst the Bank has made immense efforts regarding environmental sustainability, in relations to waste-to-land fills, the number of locations where this was experimented and yielded results should be stated as well as other locations where the initiative would be replicated in.



**Bekeme Masade**  
Chief Executive  
CSR-in-Action Consulting



**CONTACT US**

As a way of adding value to our CSR 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**  
Plot 999c, Danmole Street,  
Off Adeola Odeku/Idejo Street,  
Victoria Island,  
Lagos, Nigeria.

E: [Omobolanle.Victor-Laniyan@accessbankplc.com](mailto:Omobolanle.Victor-Laniyan@accessbankplc.com)

E: [Sustainability@accessbankplc.com](mailto:Sustainability@accessbankplc.com)

W: [www.accessbankPlc.com](http://www.accessbankPlc.com)



# OUR SUSTAINABILITY JOURNEY

Today, 10 years after leading the drive for sustainable development in Nigeria, we are proud to have impacted many lives while keeping the environment safer for future generations.

## PEOPLE

**690**  
impacted communities

**19,982,425**  
lives touched

**100%**

employees have volunteered a total of **1,761,156** hours in **142** strategic community initiatives across **6** geo political zones

**N1.4BN**

invested in capacity building for female employees of the Bank

## PROFIT

**N1BILLION**  
ACCESS NOLLY FUND

aimed at financing innovations for sustainable economic development of the Entertainment industry.

**OVER 30**

hospital beneficiaries of the Hospital Facility Upgrade Support Scheme (HFUSS)

**BETA MAMA BETA PIKIN**

initiative gives mothers and children access to health insurance with over **11,000** having benefitted so far.

## PLANET

**63.7%**

reduction in CO<sub>2</sub> emissions from electricity in Nigeria

**39.79%**

reduction in paper consumption 2016-2017

**53.89%**

increase in solar powered ATMs (2015-2017)

**92.64%**

reduction in waste-to-landfill at 37 locations

[www.accessbankplc.com/pages/sustainable-banking.aspx](http://www.accessbankplc.com/pages/sustainable-banking.aspx)

