



Stanbic IBTC Holdings PLC  
**Sustainability Report 2019**



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## Organisational profile

Stanbic IBTC Holdings PLC (“Stanbic IBTC”) was incorporated as a Public Limited Liability Company on 14 March 2012. Stanbic IBTC is the holding company for the entire Stanbic IBTC Group and its subsidiaries. The Company was listed on the Floor of The Nigerian Stock Exchange on 23 November 2012, following the delisting of the Group’s erstwhile holding company, Stanbic IBTC Bank PLC (“the bank”), pursuant to its compliance with the CBN Regulation on Banking and Ancillary Matters No. 3 of 2010.

The bank on the other hand, was incorporated as Investment Banking and Trust Company Limited (“IBTC”), a private limited liability company, on 2 February 1989. IBTC was granted a merchant banking licence in February 1989 and commenced operations on 1 March 1989. IBTC’s merchant banking licence was converted to a universal banking licence in January 2002, pursuant to the universal banking guidelines of the Central Bank of Nigeria (“CBN”). In 2005, IBTC became a public company and its shares were listed on The Nigerian Stock Exchange (“The NSE” or “The Exchange”).

In December 2005, IBTC merged with Chartered Bank PLC and Regent Bank PLC and changed its name to IBTC Chartered Bank PLC (“IBTC Chartered”) on 25 January 2006. On 24 September 2007, IBTC Chartered merged with Stanbic Bank Nigeria Limited (“Stanbic Bank”), a wholly owned subsidiary of Stanbic Africa Holdings Limited (“SAHL”), which in turn is a wholly owned subsidiary of Standard Bank Group Limited of South Africa. As part of the transaction that resulted in the combination of IBTC Chartered and Stanbic Bank, SAHL acquired a majority equity stake (50.1%) in the enlarged bank, which was named Stanbic IBTC Bank PLC.



On 1 November 2012, the Stanbic IBTC Group officially adopted a Holding Company (“Holdco”) structure in compliance with CBN Regulation 3 of 2010, which requires banks to divest from non-core banking businesses or adopt a HoldCo structure.

Under the new structure, the subsidiaries of Stanbic IBTC Holdings Plc are: Stanbic IBTC Bank Plc (Stanbic IBTC Bank/“the bank”), Stanbic IBTC Pension Managers Limited (SIPML), Stanbic IBTC Asset Management Limited (SIAML), Stanbic IBTC Trustees Limited (SITL), Stanbic IBTC Capital Limited (SICL), Stanbic IBTC Stockbrokers Limited (SISL), Stanbic IBTC Insurance Brokers Limited (SIIBL), Stanbic IBTC Ventures Limited (SIVL), and Stanbic IBTC Investments Limited (SIIL). It should be noted that Stanbic IBTC Nominees Limited (SINL) and Stanbic IBTC Bureau de Change Limited (SIBDC) are wholly owned direct subsidiaries of Stanbic IBTC Bank.

### Description of business lines

Stanbic IBTC operates through three major business lines. The business lines are the Personal and Business Banking (PBB), Corporate and Investment Banking (CIB) and the Wealth business.

### Personal and Business Banking (PBB)

PBB is the retail banking arm of the bank. PBB provides services to individual customers, high net worth individuals (HNIs) and the commercial and small and medium scale enterprises (SME) business segments. PBB supports everyday banking needs of individuals and businesses - saving money, withdrawing money and making payments through the network of branches and self-service digital channels. Overlaying these activities is a strong relationship management focus to ensure differentiated customer experience for the customer segments.

**Corporate and Investment Banking (CIB)** comprises of four business units: Investment Banking (IB), Global Markets (GM), Transactional Products and Services (TPS) and Client Coverage (CC).

The Investment Banking team provides, through Stanbic IBTC Capital Limited, corporate finance, project finance, structured finance, debt advisory, primary markets, acquisition finance and property finance services to corporate and government entities.

The Global Markets team comprises traders, sales managers and analysts of varying specialisation in equities, fixed income, foreign exchange, and money markets. Within GM, Stanbic IBTC Stockbrokers Limited provides stockbroking services to local as well as foreign investors in the Nigerian capital markets and is the largest stockbroking house in Nigeria. Also, within GM, is a team of macroeconomic and equity research analysts who provide insights on the domestic and international markets to portfolio investment clients.

Transactional Product and Services offers standardised and tailored transactional products and services including trade finance solutions, working capital and cash management solutions.

The Client Coverage team manages corporate relationships and is the main point of contact with clients. The team members are skilled at identifying client needs and requirements, and at aligning these with the appropriate product houses for execution.

**Wealth Group** focuses primarily on pension administration, private non-pension asset management, trusteeship and estate planning as well as insurance brokerage business.

The pension administration is managed through Stanbic IBTC Pension Managers Limited, while the non-pension asset management is managed by Stanbic IBTC Asset Management Limited. The trusteeship and estate management is managed by Stanbic IBTC Trustees Limited, while Stanbic IBTC Insurance Brokers Limited manages the insurance brokerage services. The wealth business model is primarily focused on assisting clients in investing in a variety of asset classes, including fixed income and equities markets to accumulate and preserve wealth.



# Our Mission, Vision & Values



**Mission:**  
Committed to solutions that drive your progress.

**Vision:**  
To be the leading end-to-end financial solutions provider in Nigeria through innovative and customer-focused people.



**Key focus areas:**  
In executing our Group strategy, we identified three key focus areas

- Client centricity: we aim to do valuable things for our customers;
- Digitisation: we aim to deliver the services and products to our customers through digital platforms, both front office, back office and middle office and
- Integration: collaborate to deliver the Stanbic IBTC group



**Ethics and integrity**  
Stanbic IBTC commits to doing the right business the right way. Our Code of Conduct and Ethics commits the management and employees of Stanbic IBTC to the highest standards of professional business as well as behavioural conduct. Our Code of Conduct and Ethics defines the Stanbic IBTC values and provides structure and guidance for value-based decision making.

**Values**  
Stanbic IBTC has eight (8) core values. Our values serve as beacons to guide our actions and decisions which we strive to achieve our vision. They include:

- Serving our Customers: We do everything in our power to ensure that we provide our clients with the products, services and solutions to suit their needs, provided that everything we do for them is based on sound business principles.
- Delivering to our shareholders: We understand that we earn the right to exist by providing appropriate long-term returns to our shareholders. We try extremely hard to meet our various targets and deliver on our commitments.
- Growing our people: We encourage and help our people to develop to their full potential and measure our leaders on how well they grow and challenge the people they lead.

- Respecting each other: We have the highest regard for the dignity of all people. We respect each other and what Stanbic IBTC stands for. We recognise that there are corresponding obligations associated with our individual rights.
- Working in teams: We, and all aspects of our work, are interdependent. We appreciate that as teams we can achieve much greater things than as individuals. We value teams within and across business units, divisions and countries.
- Being proactive: We strive to stay ahead by anticipating rather than reacting, but our actions are always carefully considered.
- Constantly raising the bar: We have confidence in our ability to achieve ambitious goals and we celebrate success, but we are careful never to allow ourselves to become complacent or arrogant.
- Upholding the highest levels of integrity: Our entire business model is based on trust and integrity as perceived by our stakeholders, especially our clients.

## Message from the Chief Executive



The year 2019 marked a milestone in the annals of the Stanbic IBTC Group. We celebrated our 30th year anniversary. The story of how, in 1989, a then 33-year old Atedo Peterside, started a bank which has since morphed into Nigeria's leading full service, end-to-end financial institution has oft been told. What makes the story even more remarkable is the fact that many of our subsidiaries continue to remain market leaders, contributing positively to the Nigerian economy. More importantly, we aspire to be a beacon of integrity, exemplifying that fact that businesses can be run transparently despite the underlying profit motives.

While we rolled out the drums to celebrate our 30 years of existence, our anniversary also afforded us the opportunity of making meaningful impacts in the society. Cognisant of the importance of environmental conservation, we planted 30 trees in each of the six geopolitical zones of Nigeria. We embarked on the tree planting exercise for two main reasons – to boost reforestation efforts and also reduce the effect of carbon

emission. Dr. Demola Sogunle, the Chief Executive of Stanbic IBTC Bank Plc, our banking subsidiary was involved in the tree planting exercise, alongside some of our other executives. This reflects the high premium we place on environmental protection activities.

We also decided to increase the number of beneficiaries of our signature CSI initiative – Together4aLimb. In 2019, ten children were fitted with prosthetic limbs, bringing the total number of beneficiaries, since the CSI took off in 2015, to 30. Year on year, the applauses for our staff-driven CSI initiatives keep getting louder. As Stanbic IBTC employees continue to make sacrifices through various interventions especially in the areas of health, education and economic empowerment, it gladdens my heart to state that these efforts are not going unnoticed. Many of the projects are life-saving and life-changing and continue to generate goodwill for the Stanbic IBTC brand. These acts truly reflect one of our cardinal values which is to make a positive impact in the society.

The year 2019 was also momentous as it was the year for Nigeria's general elections. Economic indices reflected slow growth, especially in the first quarter. The slow growth was attributed to factors such as uncertainty of the elections outcome and the fact that Nigeria had just emerged from a recession. However economic activities have since picked up and there is still room for growth and productivity.

One of our identified areas of increased revenue was the driving of credit growth in the retail space. To satisfy this need, we launched the EZ Cash loan advance, an instant credit solution which gives access to loans to selected customers. The success of this product has led to a modification wherein customers can now access longer term loans. This is also in line with the regulator's direction on the loans to deposit ratio.

Stanbic IBTC Pension Managers Limited, our subsidiary, remains the biggest pensions manager in the country, going by asset under management. The company

introduced the RetireWell Individual Retirement Savings against the backdrop of the launch of the Micro Pension initiative by the Federal Government. With this initiative, individuals who are not formally employed can contribute to their retirement. Stanbic IBTC Pensions Managers Limited is also preparing for the 'Open Window' which will allow individuals with retirement savings accounts to switch their existing pensions managers if they so desire.

A major growth area for the Stanbic IBTC Group was digital banking. A lot of our customers transacted on our digital platforms which culminated in an increase in our electronic banking fees. The volume of transactions grew by 38% while the average adoption for our channels grew by 30% between January and December last year. The decision to establish a digital academy has paid off as our staff are getting equipped with digital skills. As financial solutions continue to be driven more by technology necessitated by evolving customer demands, it becomes expedient that our staff become equipped to provide innovative solutions to complex challenges.

We finally launched our \*909# code on 9 September 2019 and the level of acceptance was overwhelming. Even though the USSD was widely used by Stanbic IBTC customers, we continue to work on it to ensure an unparalleled consumer experience. The formal unveiling also presented the opportunity to reward our customers for their patronage.

Also as part of our drive to deepen financial inclusion and drive our digitisation agenda, we launched our @ease wallet, which, by all standards, is a revolutionary product. @ease is the true definition of banking with one's phone number. With @ease wallet, our customers can access banking services such as interbank transfers and debit card issuance. @ease wallet has now been upgraded with a Paycode feature. The Paycode feature gives customers the opportunity to withdraw cash from their wallet on an ATM or from an Agent at any location nationwide without using a debit or credit card. Another unique feature of

Paycode is that it can be used for transaction on the ATM of 11 other banks.

Last year, the Group, Stanbic IBTC Holdings PLC and our banking subsidiary, Stanbic IBTC Bank Plc, retained our National Long-Term Ratings of AAA(nga) according to globally renowned credit rating agency, Fitch Ratings. We also maintained our National Short-Term Ratings of F1+(nga). The 'AAA (nga)' rating represents the highest score assigned by Fitch Ratings in its National Rating Scale for Nigeria; and it means that we have the lowest expectation of default risk. The National Short-Term Rating of F1+(nga) signifies that we have the strongest capacity for timely payment of financial commitments. We were rated as F1+(nga) due to our very strong liquidity profiles. A key rating driver for this is our affiliation to the Standard Bank Group.

Another milestone achievement was the facilitation of the biggest merger and acquisition transaction, valued at ₦460 billion, in Nigeria's Capital Market towards the end of 2019. Two of our subsidiaries were directly involved. While Stanbic IBTC Capital Limited coordinated the entire transaction, Stanbic IBTC Stockbrokers facilitated the listing of the shares on the Nigerian Stock Exchange.

In February 2019, Stanbic IBTC Capital Limited served as one of the joint issuing houses to the North South Power Company Limited which issued an ₦8.5 billion, 15-year Series 1 Guaranteed Fixed Rate Senior Green Infrastructure Bonds. The Series 1 Green Bonds is the first certified green corporate bond as well as the longest tenured corporate bond issued in the Nigeria debt capital markets. The Series 1 Green Bonds was oversubscribed by 60% and is due in 2034 under a ₦50 billion Debt Issuance Programme. The bond was issued in conformity to the Federal Ministry of Environment's Nigerian Green Bond Guidelines as well as the Green Bonds Issuance Rules of the Securities and Exchange Commission.

Stanbic IBTC Capital Limited was also engaged by the Federal Government of

Nigeria as one of the financial advisers and issuing houses for its ₦15 billion Series II offering of Green Bonds. The Series II Green Bonds came on the heels of the government's December 2017 issuance when Nigeria became the first African country to issue a Green Bond. The Series II Green Bond underscores the government's commitment to the Paris Agreement which demonstrates Nigeria's commitment to reduce greenhouse gas emissions by 20 per cent by 2030. Despite a favourable performance, we however will not rest on our oars but continue to reposition the organisation for the opportunities and challenges of the future.

A core strength of the Group is our diversified business model. We possess the financial expertise to consummate large scale financial transactions across the finance value chain. We also have a track record of satisfied clientele who continually engage us based on our track record of performance. We are also committed to business growth, with the full understanding that thriving industries ultimately culminate in buoyant economies. We consider places where our operations are domiciled as 'home' and we strive to drive the growth of the environment, leveraging our Standard Bank Group heritage. Hence, Nigeria is home to Stanbic IBTC and we drive her growth.



## Our approach to sustainability

### Social, Environmental and Economic outcomes

Stanbic IBTC's sustainability and success are inextricably linked to the prosperity and wellbeing of the societies in which we operate. We therefore ensure that our core business activities and operations support and contribute to this prosperity and wellbeing, this forms the basis of our approach to Sustainability.

Stanbic IBTC's strategic intent is to be within the top five in market share, Return on Equity and service across our lines of business by 2023. The strategy is built around three focal areas namely - market share, return on equity and quality service. The Group relies on five critical measures of success to assess its performance. The five value drivers encourage not only financial performance but also, performance with respect to our clients and our employees,

how we conduct business, and ultimately, the Social, Environmental and Economic (SEE) outcomes for the communities and environments in which we operate.

The SEE framework serves as the core of Sustainability in Stanbic IBTC. SEE is a shared value business strategy, creating economic value for Stanbic IBTC whilst producing value for society by addressing societal challenges.

#### Our sustainability practices

At Stanbic IBTC, we ensure that our sustainability practices are both holistic and inclusive across every part of the Group - Business Operations and Business Activities. Underpinning these, is a strong focus on Environmental and Social Risk Management. We have incorporated sustainability practices in Human Capital, thereby positioning us

as an employer of choice. Within Corporate Social Investment (CSI), we perform our responsibilities towards the community within which we do business. We are focused on mainstreaming sustainable business practices into various parts of our operations. We monitor our ecological footprints with respect to the impact of our business operations, in terms of power maximization, waste management, carbon emissions, energy and water efficiency and building designs and architecture that are green. In addition to this, we assess, develop and screen suppliers with a view to ensuring the sustainability of our vendors' activities and their ability to meet our procurement needs and also assist them in mitigating social and environmental costs.



#### SEE: Social, Environmental & Economic

It raises awareness across the organisation of the **social, economic and environmental impacts** - positive and negative - that arise from our business activities, and most importantly, through what we finance

It helps us **find business opportunities** arising from societal, economic and environmental challenges in the markets in which we operate

#### SEE: Social, Environmental & Economic

It enables us to provide a **balanced and objective** account of our impacts to our diverse stakeholder

It enables us to weigh-up **commercial versus societal** impacts and make appropriate decisions on this basis delivering what matters to our clients whilst enhancing the trust, reputation and sustainability of Stanbic IBTC

# Sustainable business operations

- Energy efficiency in operations
- Paper reduction initiatives
- Paper waste recycling
- Go Green Branch Initiative
- Branch remodelling for ease of access to the physically challenged



## Sustainability practices

### Sustainable business operations

#### Energy efficiency in operations, including branches and ATMs with alternative power sources

Energy efficiency remains an important aspect for the sustainable growth and development of our economy. We have introduced and continued to enforce energy efficiency initiatives across Stanbic IBTC Group. These include:

- **Operation Switch Off and Unplug ("SOUP") initiative:** This encourages staff members to switch off and unplug electronic devices at close of business. The initiative gained wider traction among staff in 2018 and was continued in 2019 with additional control measures introduced to further entrench the culture.
- **Switch-off initiative:** This aims to save energy consumed by elevators and central air conditioners in our head office campuses, and it continues to be implemented. 6pm is now established across our branch locations as the time to turn off power for the day. This initiative also encourages work-life balance among our employees, who remain the drivers of our business.
- **Installation of energy saving LED bulbs:** this is implemented across our bank branches and head office campuses to reduce energy consumption.
- **Installation of motion sensors:** this was installed in buildings for the management of power usage.
- **Use of alternative sources of power for ATMs and branches:** As of December 2019, 82 ATMs and 17 branch locations had been on-boarded on alternative power sources (solar hybrid).

#### Go Green branch initiative

Our Go-Green Branches initiative, designed to run operations in these branches that ensure minimal paper use, increased energy and water efficiency, has taken firm roots. The Green Branches initiative is our way to drive sustainability initiatives and processes across the branch network. At the end of 2019, there were 14 Go-Green branches in our network.

#### Paper reduction initiatives

In 2019, we reduced paper usage from photocopy and printing by about 6% year-on-year. This was largely driven through our Minimise Unnecessary Printing ("MUP") campaigns and digitisation initiatives. Other paper reduction initiatives implemented include:

- Installation of Follow Me Printing on Printers
- Setting printers to Double Sided printing by default
- Recycling of paper for printing
- The use of shared folders to document storage as against printing
- Eliminated the use of paper in 12 branch processes
- "Speak Your Transaction" initiative which was extended to all branch locations.

#### Paper waste recycling

We are supportive of paper recycling and we have instituted a program for the recycling of waste papers generated from our operations, in exchange for tissue papers used in our offices. In 2019, we recycled 4.26 tons of waste papers. This initiative serves as one of the ways we contribute to the reduction in tree-felling for paper production. A more balanced ecosystem is achievable if such practice is encouraged by organisations.



#### Branch remodelling for ease of access to the physically challenged

In 2019, we undertook a re-assessment of the accessibility of our office locations to the physically challenged. This warranted the commencement of a modification project across our office locations to ensure they meet basic accessibility requirements for the physically challenged. As at December 2019, we had modified 27 office locations (inclusive of three head office locations).

As part of the modification project, we are reviewing and modifying our ATM locations for accessibility to the physically challenged. About 31 locations (with 62 active ATMs) have been modified.

# Sustainable business activities

- Financial inclusion
- Sustainable financing and impact investment
- Capacity building and empowerment
- Tax advocacy
- Human rights



## Sustainability practices

### Sustainable business activities

Stanbic IBTC aims to drive progress in the communities where we operate. We intend to achieve this with minimal negative reputational, social, environmental and economic impacts; while promoting positive SEE impacts. The greatest impacts we have as a financial institution is through our financial activities. We support responsible financing and investments through assessing and managing our environmental, social and governance (ESG) risks and opportunities.

#### Financial inclusion

Ensuring more people have access to financial products and services plays a crucial role in development and reducing inequality. In the course of the year, Stanbic IBTC provided access to a broad range of financial services via some of the products below:

#### Stanbic IBTC @ease

In line with Stanbic IBTC's commitment to deepen financial inclusion and drive our digitisation agenda, we launched Stanbic IBTC @ease wallet on 31 October 2019.

@ease is an electronic wallet designed to meet the lifestyle needs of the unbanked, underbanked and multi-banked using a unique combination of technology and Agent network. With this segment in mind, the wallet was designed to provide; financial inclusion, ease of onboarding, ease of use, Online Realtime transactions, accessibility and security. Accessible through USSD, Mobile App and a widespread Agent network, @ease allows users to perform the following functions without visiting any bank branch:

- i. Open a wallet for yourself through any of the channels
- ii. Open wallet for others
- iii. Buy airtime
- iv. Pay bills
- v. Transfer to any bank
- vi. Cash-in & Cash-out
- vii. Instant issuance of debit card linked to the wallet

@ease wallet has been rapidly adopted, recording over 60,000 subscribers and transactions valued over ₦104 million in the first two months of launch. Featuring as our flagship financial inclusion product during the Account Opening Week organised by the Central Bank of Nigeria (CBN) in six states (Kano, Gombe, Nasarawa, Bayelsa, Ebonyi, Ondo), customers were intrigued especially by the ease of onboarding and instant issuance of debit cards.

With the completion of our partnerships and systems integration with six licensed Super Agents, @ease wallet service points have become available in over 50,000 agent locations nationwide giving subscribers more access than any bank branch network in Nigeria.



@Ease Wallet Functions

The infographic features a smartphone displaying the Stanbic IBTC @Ease Wallet app logo. To the right, a vertical list of ten steps is presented in colorful, rounded rectangular boxes:

- Download Stanbic IBTC @ease app from your App/ Google Playstore
- Enter your Phone Number
- Enter your First Name, Surname, Date of Birth and Gender
- Enter Secret word
- Enter referral code (optional)
- An OTP is sent to your phone number to validate the number
- Enter the OTP
- Success! You will receive a welcome SMS
- Your @ease wallet number is displayed (eg: 8012345678). On the same page, you will be prompted to set up a PIN and confirm
- Fund your account and start enjoying banking @ease

At the bottom right, the Stanbic IBTC logo is displayed with the tagline "A Member of Stanbic Bank Group".

## Sustainability practices

### Sustainable business activities



**EVEN LOVE NEEDS  
A GAME PLAN**

**#HappenToLife**

Protect your future with a Pension Plan today.  
Call 01-2716000 or visit [stanbicibtc.com/pension](http://stanbicibtc.com/pension).

**Stanbic IBTC Pension Managers**  
A member of  
Standard Bank Group

#### Micro Pension Scheme

The Micro Pension Scheme was launched in March 2019 by President Muhammadu Buhari (GCON). It is a retirement savings product aimed at providing the informal sector with a veritable means of saving and securing income at old age. Stanbic IBTC Pension Managers Limited led in the industry by launching the Retire Well Plan ("RWP") - our Micro Pension ("MP") product on 09 May 2019. We continued to engage in public enlightenment campaign on this product in major national dailies, TV & Radio adverts, Out-of-Home ("OOH") - Billboards, Bus Rapid Transport ("BRT") Vehicles. This awareness is aimed towards financial inclusion. As at 31 December 2019, about 2,652 Nigerians in the informal economy have saved a total sum of ₦3.6 million and we are optimistic that more Nigerians in the informal sector will sign on to this product which should help to provide income at old age. We employed and trained about 312 individuals across the geo-political zones in the country to drive this product across the country hence deepening financial inclusion.

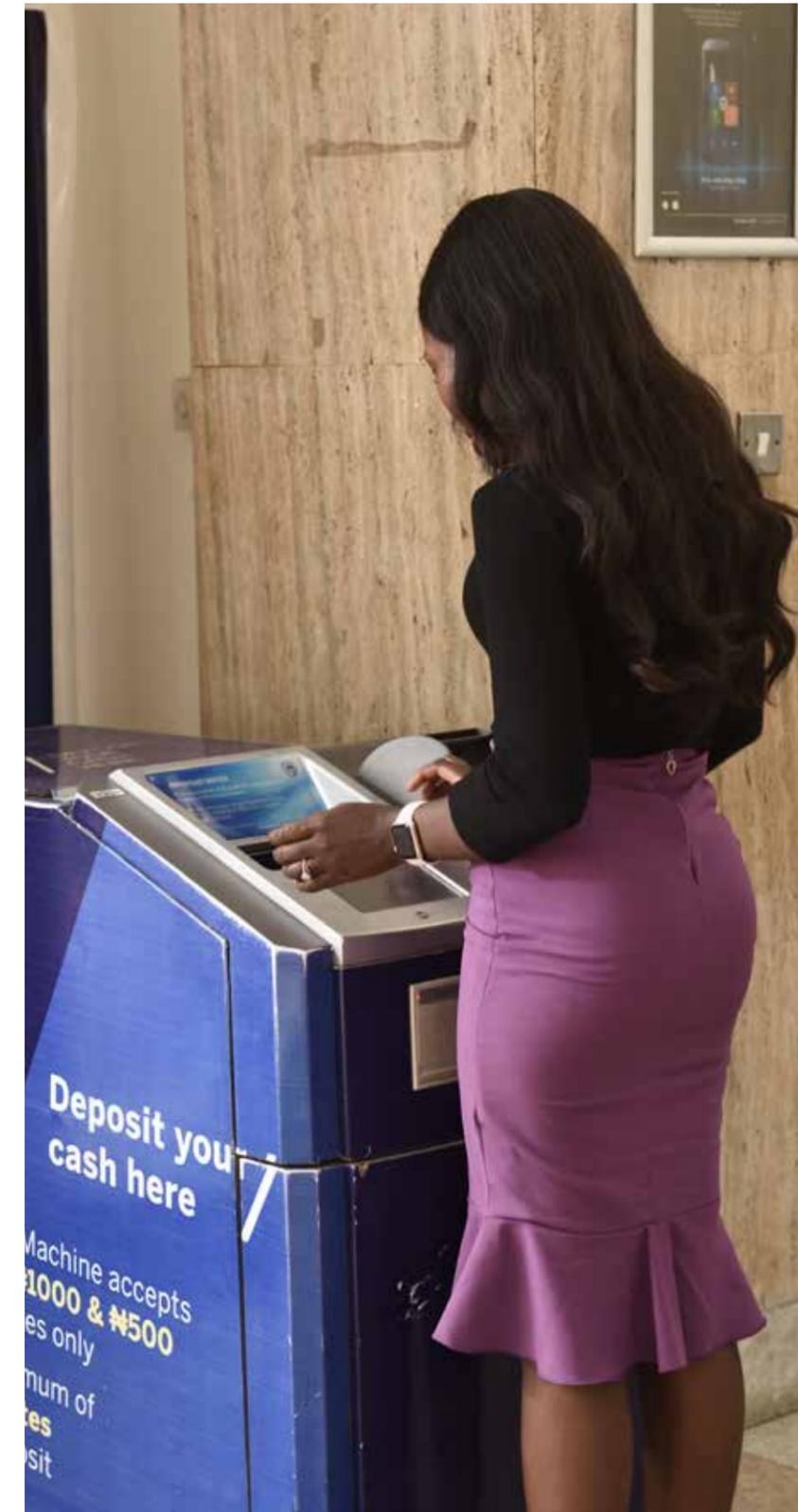
#### Stanbic Shariah Fixed Income Fund

Stanbic IBTC Asset Management Limited launched an ethically compliant fixed income fund, (the Stanbic Shariah Fixed Income Fund) to support social inclusion. The balance of this fund as at 31 December 2019 was ₦1.75 billion.

#### NIBSS instant payment service for microfinance institutions

In 2019, Stanbic IBTC Bank Plc provided an innovative approach to instant payment for microfinance banks and other financial institutions. Microfinance institutions remain the key vehicle for achieving the objectives of the national financial inclusion strategy.

The solution eliminates the risk of inter-institutional settlement which existed in the industry and thus paves the way for all microfinance institutions to offer instant transfer services to their customers. As at December 2019, the solution had aided over 33,000 transfer transactions valued at ₦3.4 billion.



## Sustainability practices

### Sustainable business activities

#### Sustainable financing and impact investment

Stanbic IBTC remains committed to sustainable finance across all our entities. In 2019, Stanbic IBTC Capital Limited played a number of key roles leading up to the eventual success of two green bond issuances in Nigeria and was instrumental in positioning the credit narrative and driving the investor engagement processes. In addition to this, Stanbic IBTC Asset Management Limited and Stanbic IBTC Pension Managers Limited provided capital to address social and environmental issues.

#### First green bond issuance by a corporate in Nigeria

A ₦8.50 billion 15-year debut bond issue was sponsored by the North South Power Company Limited (“NSP” or the “Company”), via its affiliated funding vehicle, NSP-SPV PowerCorp PLC, which through a concession agreement with the Bureau of Public Enterprises, owns and operates the Shiroro Hydro-electric power station (“Shiroro Hydro”) in Nigeria. Shiroro Hydro is one of only three hydro-electric power stations currently operating in Nigeria, and has an installed generation capacity of 600MW, out of the combined circa 2,000MW installed capacity of the three stations. The Hydro-electric stations play a crucial role in Nigeria’s power generation due to fact that all other power stations in the country currently rely on gas for power generation.

The Green Bond was certified by an external reviewer, TUV NORD CERT, to be in compliance with the Federal Government of Nigeria Green Bond Framework, and the Green Bond Principles (“GBP”) issued by the International Capital Markets Association (“ICMA”) in June 2018. The GBP promote integrity in the Green Bond market through guidelines that recommend transparency, disclosure and reporting.

Stanbic IBTC played a number of key roles leading up to the eventual success of this transaction, and was instrumental in positioning the credit narrative and driving the investor engagement process. The institutional investor community typically

refrain from investing in Nigeria’s power sector due to an inadequate understanding of the industry dynamics, and the challenges currently associated with the industry. Identifying this skepticism and investor bias as a potential threat to the transaction, the deal team led by Stanbic IBTC, arranged and facilitated an investor excursion to the power station of the company located in the northern part of Nigeria (Niger state). The deal team also facilitated a meeting for the executives of the Company with the National Pension Commission (“PenCom”), where a case was made to position the transaction as one in support of critical infrastructure development in the country. Both initiatives ultimately proved instrumental as the visit to the power station helped to demystify the business operations of the Company and give investors the opportunity to witness first hand, the level of commitment and investment of NSP to power generation in Nigeria. The visit to the apex pension regulator also helped to garner much needed pension fund investor community support for the deal. Stanbic IBTC Bank Plc also played the role of receiving bank on the transaction.

#### Series II sovereign green bond issuance

Nigeria became the first African nation to issue a sovereign green bond and the fourth nation in the world to do so in December 2017 when the government issued a ₦10.69 billion sovereign green bond. Further to the success of the first issuance, the government in 2019 embarked on a ₦15 billion Series II Issuance representing a 50% increase in the issuance amount when compared to Series I. Proceeds of the bond are to be utilised to fund Green projects within the country.

Stanbic IBTC Capital Limited acted as Joint Issuing House and Bookrunner on the issuance by the Federal Government of Nigeria playing the following roles amongst others:

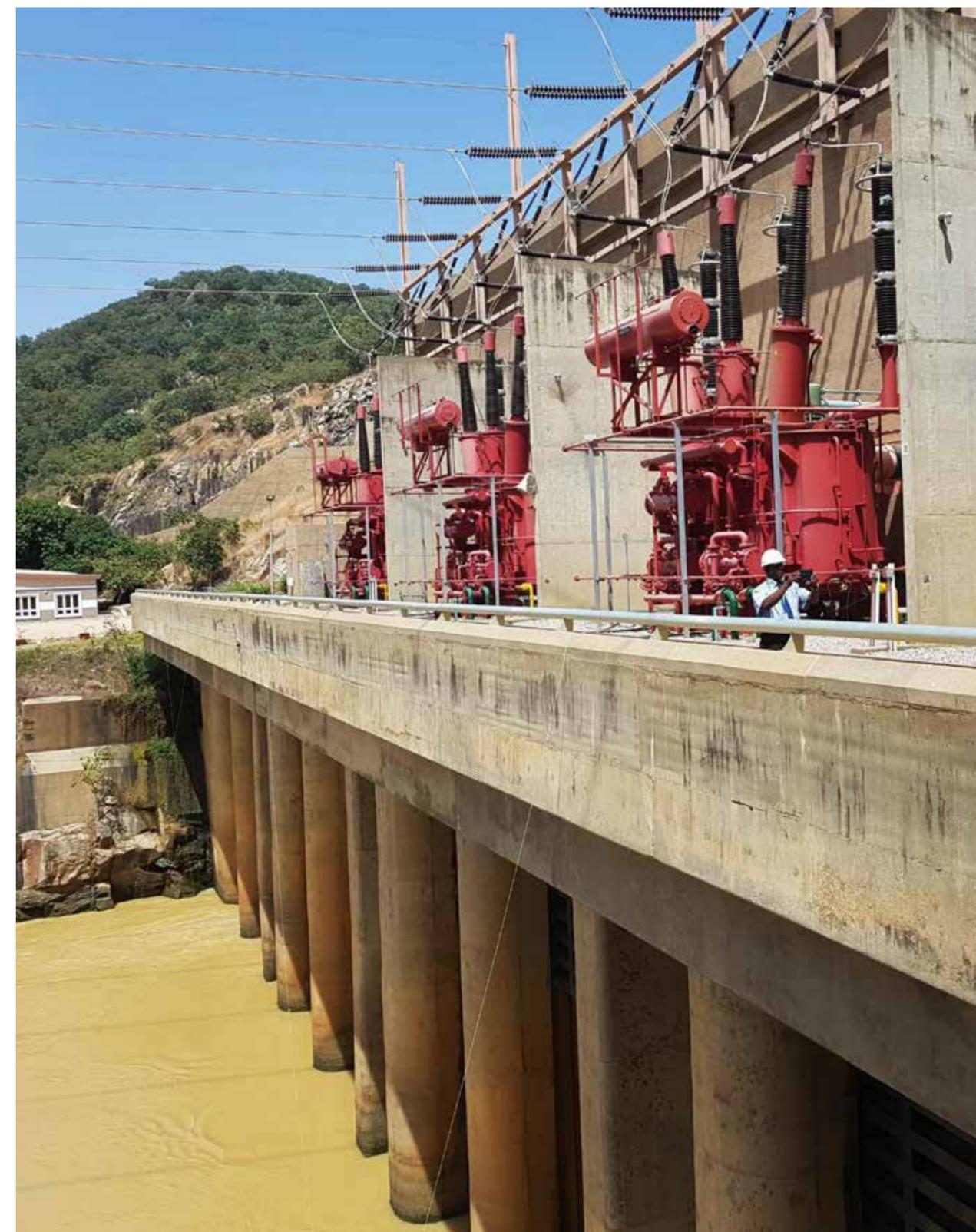
- Assisting with preparation and review of all documentation (legal agreements, disclosure documents and marketing materials) relating to the transaction in conjunction with legal and other advisors;

- Structuring and determining the appropriate terms of the issue including timing, organisation, size of issue, pricing and maturity for the transaction;
- Assisting with the coordination of marketing and road show process for the Offering including preparing the marketing and distribution strategies to target investors across various investor Groups;
- The transaction was over 200% subscribed with an order book size in excess of ₦32.9 billion by the end of the book-build period. Stanbic IBTC placed 26%, a significant proportion of the orderbook.

#### Impact investment

Stanbic IBTC Pension Managers Limited (SIPML) and Stanbic IBTC Asset Management Limited (SIAML) pursued initiatives focused on making positive social impacts as institutional investors. These entities made impact investments worth ₦14.4 billion in the following areas:

- ₦4.3 billion in green bonds and ₦3 billion in energy efficient projects, highlighting our support towards the reduction of greenhouse gas emission and the preservation of the environment.
- ₦7.1 billion in infrastructure funds/bonds to help increase the productive capacity of the Nigerian economy and therefore support economic development.



Shiroro Hydroelectric power station.

## Sustainability practices

### Sustainable business activities

#### Capacity building and empowerment

Stanbic IBTC continues to build capacity and empower Nigerians across a wide spectrum.

#### Stanbic IBTC Bank Plc partnered with Guinness Nigeria PLC to empower small holder farmers

In 2019, Guinness Nigeria PLC commenced the "Guinness Grow with Nigeria Initiative", a local raw material sourcing initiative of the company. It is a project within the upstream agricultural value chain for the primary production of sorghum. Small holder farmers totalling 5,000 were involved in the cultivation of the crop across 8 different states; namely Adamawa, Kaduna, Kano, Katsina, Kebbi, Kogi, Nassarawa and the FCT.

Stanbic IBTC was the channel partner bank for the project, preferred by Guinness for its leadership in Agribusiness Finance generally and specifically in supporting major suppliers of agricultural produce to the food and beverage industry. Funds were provided for 2,070 of the farmers at a single digit interest rate of 9%, the most preferred rate for agricultural lending. The sum of ₦246,427,053 was accessed from CBN through the Prime Anchor Window of the Anchor Borrowers' Programme, a funding intervention specifically designed for small holder farmers to boost their production. The loan was disbursed according to CBN's modalities for agricultural production finance through the bank's client, Lory B and DP Ventures Limited, one of Guinness' largest tender millers of many years that cleans and processes raw sorghum to specifications for direct brewing operations.

Key players within the agricultural sector also collaborated on the project, with each bringing the strengths, experience and expertise gathered over the years. These are notable companies that are active within each aspect of the value chain from input supplies, mechanisation services, aggregation/storage/warehousing, packaging, haulage and insurance services. The more renowned ones included Afex Commodities Limited, Premier Seed Limited, Da-Allgreen Seeds Limited, Syngenta, OCP Fertilizer, Traxi Continental Limited, Nigerian Bag Manufacturing Company Plc and Nigerian Agricultural Insurance Company.

The loan was fully repaid in August 2019 with the resultant impact being felt thus:

- Financial inclusion and improved formal financial awareness/education of farmers; who were made to open accounts and receive payments for produce through it;
- Access to quality financial services for farmers, inclusive of digital financial solutions;
- Improved economic empowerment/well-being for farmers, who had a guaranteed market for their produce at a premium;
- Improved agricultural practices/farming methods and access to quality inputs/technology for farmers;
- Improved job/wealth creation for all players within the value chain, directly and indirectly for families, dependents and various communities at large;
- Import substitution via improvement in the progressive use of local raw material content for manufacturing purposes;
- Reduction in carbon footprint because of locally sourced raw materials that have traceability;
- Improved conservation of the Nation's foreign exchange as a fallout of import substitution;
- Improved produce quality because of quality inputs used and improved agronomic practices;
- Improved stabilisation of sorghum market prices across various communities;
- Commencement of the building of a functional ecosystem in produce cultivation within the sorghum value chain that will ensure adequate monitoring/control from end to end;
- Improved visibility of the Stanbic IBTC brand as an agricultural-oriented Bank that readily supports farmers.

With all sense of humility, it's my utmost pleasure to express my gratitude to Stanbic IBTC for the opportunity given me to be part of the 3000 participants that were selected for the intensive three weeks Stanbic IBTC Enterprise Online Training, facilitated by Enterprise Development Centre, (Pan Atlantic University).

Words alone cannot express the extent to which I have been impacted by your teaching style in the various courses:

- Achieving excellence in customer service
- Human resource management
- Operations management
- Marketing management
- Financial management
- Business Plan

Thank you to Stanbic IBTC and Enterprise Development Centre. Congratulations to me, greater heights in Jesus Christ precious name. Hallelujah Amen

- Mentorship Feedback



#### Capacity building for small and medium enterprises

##### Online training and mentorship sessions

In 2019, Stanbic IBTC Bank Plc partnered with Lagos Business School-Enterprise Development Centre (EDC) to educate and train a total of 3,000 customers via online courses. They were exposed to the following courses online:

- Financial Management
- Business Plan Operation
- Customer Service
- Human Resources
- Operations Management
- Marketing Management

In addition, some customers were selected across the different zones for one on one mentorship programmes in six locations (Lagos, Ibadan, Kaduna, Kano, Port Harcourt and Abuja).

The mentorship/classroom sessions have been concluded in two locations - Lagos and Abuja, while the others would be concluded in 2020. We have gotten success stories from customers who have concluded the programmes and feedbacks received via phone calls and social media posts have been quite encouraging.

#### Agri-Business Small and Medium Enterprises Investment Scheme (AGSMEIS) enterprise capacity training

Stanbic IBTC Bank Plc in partnership with the Enterprise Development Center (EDC), Lagos Business school, sponsored 25 Enterprise banking customers to attend the Agri-Business Small and Medium Enterprises Investment Scheme (AGSMEIS) Enterprise Capacity training. The five - day training held between 26 February 2019 and 06 March 2019.

The Agri-Business Small and Medium Enterprises Investment Scheme (AGSMEIS) is an initiative of the Bankers' Committee in a bid to support and complement the Federal Government's efforts at promoting Agri-businesses/Small and Medium Enterprises as a vehicle for sustainable economic development and employment generation.

## Sustainability practices

### Sustainable business activities

#### Stanbic IBTC Bank Plc partners Founder Institute of Silicon Valley

The Founder Institute (FI) is the world's largest pre-seed start-up accelerator which has trained over 4,000 start-ups and helped them raise over \$850million in funding. Based in Silicon Valley and with chapters in 65 countries, the Founder Institute's mission is to empower communities of talented people to build impactful technology companies. Stanbic IBTC Bank Plc is the exclusive banking partner for the Lagos chapter of FI, having sponsored the institute for four cohorts in two years. This is a core part of the business banking strategy to embed the bank in the consciousness of the tech community and to lay a solid foundation for the aggregation of tech and fintech businesses. This program is one of the many ways through which the bank demonstrates its commitment to the growth and development of entrepreneurship and the start-up culture. In 2019, the programme was renamed "Stanbic IBTC-Founder Institute Lagos" to reflect the role of the Bank.

#### Financial planning sessions

Stanbic IBTC Asset Management Limited (SIAML) conducted 86 financial planning sessions to improve the knowledge of participants on how to grow their wealth sustainably. Overall, about 5,545 participants from different sectors of the economy attended these sessions.

#### Youth Leadership Series

The Youth Leadership Series is an annual event which is fashioned after the Business Leadership Series, also organised annually by Stanbic IBTC. It is a platform designed to engage young Nigerians, thus empowering them to become the future business leaders. The Youth Leadership Series commenced at the beginning of the year with a conference that showcased speakers like Kemi Adetiba, Onyeka Akumah and Abisoye Ajayi- Akinfolarin who told their stories to impact the over 1000 young people present at the event. The conference subsequently extended into a country wide market/mall/ campus storm in 12 locations across the nation.



#### Employer Forums

Stanbic IBTC Pension Managers Limited (SIPML) organised Employer Forums in three cities; Lagos, Port Harcourt and Abuja. Over 3,000 employer contacts (representing Human Resources, Administration, Finance, Pay Roll etc.) were in attendance at all three locations and feedback from participants have been impressive as participants found the event useful and educative.

#### Social Media Week

Stanbic IBTC sponsored and exhibited at the Social Media Week which held from 04 February to 08 February 2019 at the Landmark Event Centre, Lagos. The event, a global exhibition of social media, technology and entrepreneurship provides an avenue for direct engagement with the millennial audience as well as presenting opportunities for thought leadership as well as lead generation for participating brands. As an organisation, we had master classes where some of our leaders were in the room with young minds simplifying the myth on Financial Literacy.

#### Financial Literacy Day

In 2019, Stanbic IBTC impacted 6,057 students in different schools in Adamawa, Anambra, Abuja, Lagos, Edo, Sokoto and Kebbi states.



L-R: Demola Sogunle, Abisoye Ajayi-Akinfolarin, Yinka Sanni, Kemi Adetiba, Onyeka Akumah

#### Tax advocacy

Stanbic IBTC championed the advocacy for the introduction of new tax regulations for Real Estate Investment Scheme (REIS) and Securities Lending Arrangement. Stanbic IBTC has been championing the introduction of Securities Lending Arrangement in Nigeria partnering with the Nigeria Stock Exchange and Securities and Exchange Commission. The Stanbic IBTC team had engagements with various regulators including the Ministry of Finance and the Federal Inland Revenue Service (FIRS) and assisted in the drafting of the new tax regulations for SEC lending and REIS which was incorporated into the 2019 Finance Act.

The new regulations on REIS provide the required tax regulatory backing for treatment of manufactured dividend and interest and it also mandate that the transfer of assets between lender and borrower or agent will not be regarded as disposal or a taxable transaction.

#### Human rights

As a member of Standard Bank Group (SBG), Stanbic IBTC subscribes to the SBG statement on Human rights. In keeping with our obligations as a responsible financial services organization, Stanbic IBTC is committed to respecting the human rights of people involved in and impacted by our business. Our commitment to respecting human rights is embedded in our values – Respecting Each Other – and is fundamental to ensuring our legitimacy and reputation as a corporate citizen. We take any adverse human rights impacts seriously. We seek to avoid human rights infringements and being complicit in the human rights infringements of other parties.

Human rights are the basic and universal rights that underpin each person's inherent freedom, dignity and equality as outlined in the United Nations Universal Declaration of Human Rights and the International Labour Organisation Declaration on Fundamental

#### Principles and Rights at Work.

Human rights issues, including discrimination, child labour, forced or compulsory labour and the rights of indigenous people, are assessed as part of the screening and due diligence processes associated with our lending transactions.

Stanbic IBTC respects the privacy of clients and we comply with regulations and standards in respect of anti-money laundering and anti-bribery and corruption.

Our employees have the right to enjoy fair and just working conditions. Our commitment to this right is reflected in our Human Capital policies some of which include Diversity and Inclusion Policy, Anti-harassment Policy, Remuneration Policy and Whistle-blowing Policy. Stanbic IBTC also has an employee grievance mechanism in place, which was utilised by about 56 staff members in the year 2019.

## Case study 01

### Tree planting

As an organisation that understands the importance of environmental conservation, Stanbic IBTC embarked on tree planting exercise where 30 trees were planted in each of the six geopolitical zones of Nigeria. This exercise was one of the activities carried out to commemorate the 30th anniversary of Stanbic IBTC in Nigeria.

The location selected for this exercise in the South-West zone was the Lekki Conservation Centre, an urban jungle in Lagos state which also serves as the headquarters of Nigerian Conservation Foundation (NCF), a non-governmental organisation dedicated to sustainable development and nature conservation. The Lekki Conservation Centre is located in a coastal environment and it covers an approximate land area of 78 hectares. It extends from kilometer 19 along the Lagos-Epe Expressway and ends up a little distance to the Atlantic Ocean near Okun Ibeju Village, Eti-Osa Local Government of Lagos State.

The Tree planting exercise was led by the Chief Executive of Stanbic IBTC Bank, Dr Demola Sogunle, alongside some other executives. According to the CE, one of the best ways to celebrate the milestone is to contribute to the environment by the planting of trees to prevent deforestation in the country. In contributing to the environmental wellbeing of the communities we serve, the species planted were carefully selected to ensure that they were of good quality, medicinal and evergreen. Hence, two hard wood species of the same family, the African Mahogany and Ijebu Mahogany were planted in the Conservation Centre.

The tree planting exercise across the six geopolitical zones of the country was completed by the end of 2019, therefore, Stanbic IBTC was able to plant 180 trees in strategic locations across the country. This, in turn will boost reforestation efforts and reduce the effect of carbon emission in our environment.



One of the trees planted by Stanbic IBTC at Lekki Conservation Centre



# Lekki Conservation Centre tree planting



View of nature at Lekki Conservation Centre

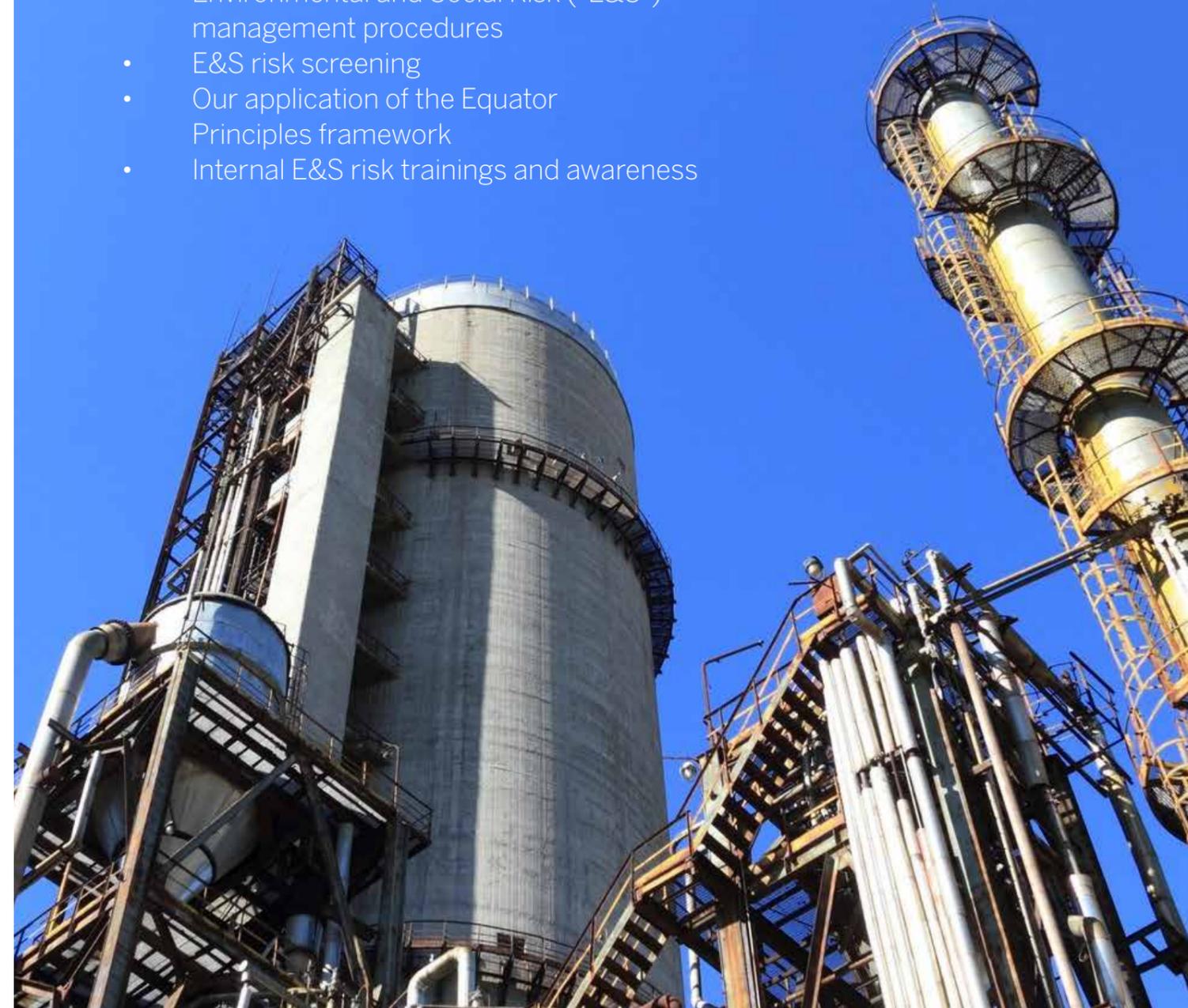
**Case study 01**

Lekki Conservation Centre tree planting

*View of nature at Lekki Conservation Centre**View of nature at Lekki Conservation Centre*

# Environmental and social risk management

- Environmental and Social Risk ("E&S") management procedures
- E&S risk screening
- Our application of the Equator Principles framework
- Internal E&S risk trainings and awareness



# Sustainability practices

## Environmental and social risk management

As a financial institution, our lending activities account for a significant portion of our impacts on the environment and communities where we operate. We have therefore developed an Environmental and Social Management System (ESMS) to proactively identify, manage, monitor and embed environmental and social risk management into our lending processes.

Our ESMS is comprised of the Environmental and Social Risk Governance Standard, the Environmental and Social Risk Policy, other supporting statements (such as the Exceptions List), Environmental and Social Risk Tools and Templates, as well as Staff trainings. The Environmental & Social Risk team is responsible for ensuring that all environmental, social and related risks are identified, evaluated and managed.

We define environmental and social (E&S) risk as potential adverse effects on the natural environment and social fabric arising from emissions, waste and resource depletion, and potential adverse effects on the health, human rights, livelihoods and cultural heritage of communities that may arise from our business activities. We also define E&S risks as threats to assets, arising from environmental and social impacts such as extreme weather events and industrial unrests.

### Environmental and social risk management procedures

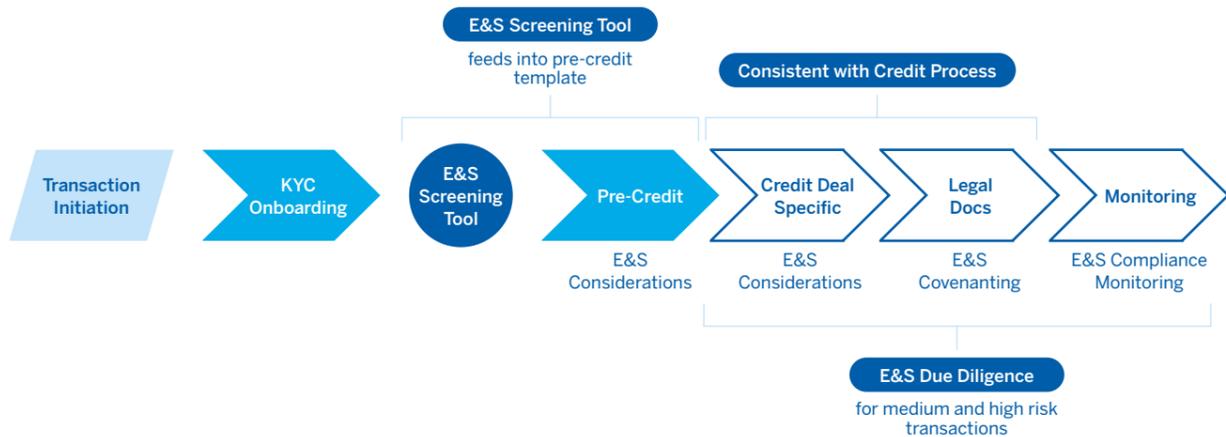
Our E&S risk management procedures are based on international best practice (IFC Performance Standards and Equator Principles) and are aligned with the Nigeria Sustainable Banking Principles (NSBPs). The E&S risk management procedures are consistent with the credit process and have been proactively embedded into the credit process at an early stage.

E&S risk management is undertaken throughout the transaction life cycle from pre-credit to post financial close. This enhances E&S consideration and accountability in the lending decision-making and monitoring process. It also assists clients in managing their material E and S impacts and risks.

The ESMS integrates E&S screening, management and monitoring into business and credit functions, enabling us to assess, mitigate, document and monitor impacts and risks associated with our lending transactions.

### E&S risk screening

Our E&S risk assessment procedures have been embedded in the Corporate and Investment Banking ("CIB") credit portfolio and are being systematically expanded to the Business Banking credit portfolio. E&S risk screening is applied to all commercial lending transactions at the pre-credit application stage.



### Environmental & Social Management System (ESMS)

### Stanbic IBTC Bank Environmental and Social Risk Governance Standard

### Stanbic IBTC Bank Environmental and Social Risk Policy

### Supporting Position Statements: Human Rights; Exceptions Lists

#### Direct Impacts

##### Identification of Key Impacts

- Carbon footprint
- Waste
- Water efficiency
- Energy usage
- Responsible procurement
- Emergency preparedness

#### Indirect Impacts

##### Identification of Impacts associated with Lending

- Identification of High Risk Sectors
- International Best Practices:
  - Equator Principles
  - IFC Performance Standards
  - Nigeria Sustainable Banking Principles

#### Implementation

- Screening Process
- Escalation Process
- Integration into Pre-Credit/ Credit processes

#### Tools

- Universal Bank E&S Process Document
- E&S Screening Tool
- Process Guidance Notes
- Templates
- External Tools

#### Staff Training

- Online Training
- Classroom Training

#### Green Finance

- Line of Credit
- Bonds
- Rehab Guarantees
- Debt Products

## Sustainability practices

### Environmental and social risk management

We apply our E&S screening tool to assess E&S risk for different risk categories of applicable lending transactions in the Bank. The E&S risk screening provides an indication of whether to proceed with a transaction, and whether further E&S assessment is required. We assess the E&S risk involved in the activities related to:

- The transaction: consideration of the nature of the transaction or project's E&S impacts, and the sector; and
- The client: consideration of the client's ability to manage E&S risk and their historical track record.

Post screening of transactions, risks are rated low, medium or high. All project-related transactions, as well as medium and high-risk outcomes are escalated to the Environmental and Social risk team. The team then works with the business and credit teams to further assess and mitigate such risks. Where appropriate, we undertake an enhanced due diligence and ongoing monitoring to ensure risks are properly managed.

We apply national laws and standards and our exceptions list when assessing all transactions. In addition, and where applicable, we apply the International Finance Corporation (IFC) Performance Standards and the Equator Principles. In 2019, we screened about 328 credit applications for E&S risks.

#### Our application of the Equator Principles framework

The Equator Principles ("EP") is a global risk management framework for determining, assessing and managing environmental and social risk in project-related transactions. As a member of Standard Bank Group (SBG), we are signatories to the EPs and apply the EP framework to project-related transactions which fall within the EP scope. EP financing institutions categorise projects proposed for financing based on the magnitude of potential environmental and social risks and impacts (Category A, B or C). The Environmental and Social risk team works with the SBG Environmental and Social Risk

and Finance (GESRF) team to provide the categorisation for EP transactions and is involved in the ongoing due diligence to be conducted for all category A and B projects. The teams apply the EP and associated IFC Performance Standards on Environmental and Social Sustainability (Performance Standards) and the World Bank Group Environmental, Health and Safety Guidelines (EHS Guidelines) to all relevant project-related financing.

In 2019, two project-related transactions screened against the EPs reached financial close.

#### Internal E&S risk trainings and awareness

Internal E&S trainings are conducted for staff members, focusing on general environmental and social risk awareness, Stanbic IBTC's environmental and social risk management process, and relevant environmental guidelines, standards and requirements. In 2019, selected teams were required to undertake online E&S courses on our internal e-learning portal. The courses were completed by 623 staff members.

We provided bespoke classroom or one-one-one trainings on the E&S procedures for Corporate Banking, Investment Banking, Commercial Banking, Business Banking and the CIB and Business Banking Credit Managers. 220 staff members participated in the bespoke classroom trainings.



## Our people

- Staff survey
- Health and wellness
- Grievance mechanism
- Training and development programmes
- Staff innovation challenge
- Women empowerment
- Diversity and inclusion
- Awards
- Human Capital accolades
- Blue intern programme



## Sustainability practices

### Our people



The employees of Stanbic IBTC are fundamental to the delivery of its strategic intent and they provide the main competitive advantage for driving profit, revenue and growth. Below are some of the ways in which we have used employee engagement and productivity as drivers of business sustainability.

#### Staff survey

Stanbic IBTC conducts an annual staff survey tagged 'Are You a Fan' as a way of engaging with and getting feedback from staff. In 2019, 2,614 employees across the Group took the survey, with a 93% participation rate up from 83% in 2018. Employee engagement in the Group remains healthy with a positive overall Employee Net Promoter (eNPS) of +39 and an overall Emotional Promoter Score (EPS) of +74. The eNPS and EPS metrics are constructs which measure engagement levels across the organisation. The eNPS demonstrates that employees are willing to recommend Stanbic IBTC as a great place to work while the EPS measures how employees feel about working for the Group.

#### Engagement drivers

Engagement drivers are the factors that cause employee engagement if organisations want to influence the effect of engagement. By understanding these drivers and leveraging them, it is possible to manage engagement levels of employees.

The engagement drivers based on the 2019 survey are articulated below:

- I am proud to be associated with the Group. (97%)
- I understand my contribution to the broader Group's purpose (97%)
- I have opportunities to grow and advance my career (86%)
- I feel heard when I voice my views (82%)

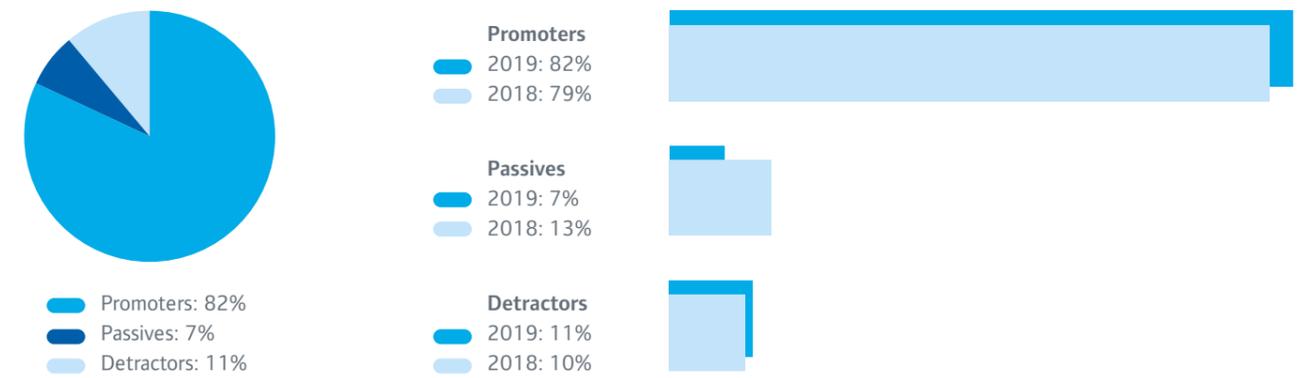
Note – Percentage indicates percentage of participants that gave a favourable response to the question.

#### Emotional Promoter Score (EPS)

The Emotional Promoter Score is a score calculated on a scale of -100 to +100 based on responses to the following question:

"How do you FEEL about working in Stanbic IBTC? Love it? Like it? Hate it? Tell us why".

The charts below provide the EPS categorization based on the responses to the survey.



Top Themes for our promoters



## Sustainability practices

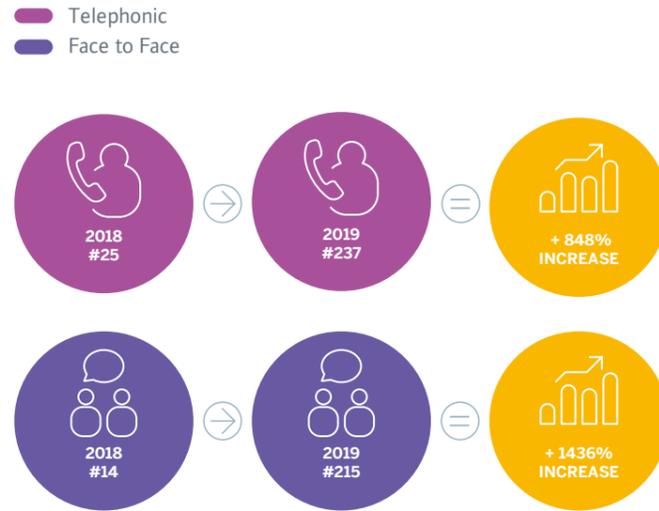
### Our people

#### Health and wellness

Stanbic IBTC is an organisation that invests heavily in the health and wellness of its workforce. The Group's annual Health Week themed "Healthy Mind, Healthy Body - Reloaded" was implemented successfully in the month of August to further press on our employees, the need for balanced health and wellness. Medical screenings and a family fun day took place across four states to further drive the need for balanced work life and healthy living. Feedback elicited from the post event survey ran was a positive Net Promoter Score of +64.

Other initiatives put in place by the Group are weekly aerobics sessions, "exercise at your desk", routine health talks and visits by the in-house medical consultant.

We also have in place, The Stanbic IBTC Employee Assistance Programme (EAP) aimed at assisting employees in resolving personal problems (for example marital, financial/emotional problems, abuse and so on) which may be inadvertently affecting their performance. This has been well received by employees with feedback on this initiative being a laudable and germane programme of the Group. Participation levels have continuously been on the increase with employees embracing the service offering.



Employee Assistance Programme utilisation

#### Grievance mechanism

We strive to ensure that all employees, customers and other stakeholders have a dignified experience in their interactions with Stanbic IBTC. We are therefore committed to creating a work environment that is free of harassment and intimidation in line with our Code of Conduct and ethics. In line with this principle, Stanbic IBTC has a grievance mechanism in place providing employees with a platform for reporting grievances and ensuring that grievances are resolved in the best possible way. In 2019, the grievance mechanism was utilised by about 56 staff members (2018:22).



Staff members at the 2019 health week.



## Sustainability practices

### Our people

#### Training and development programmes

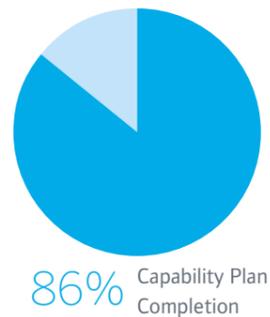
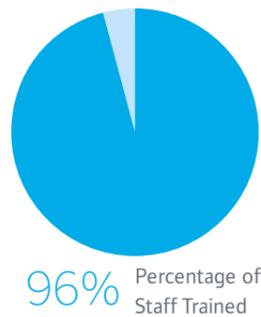
Our learning philosophy is about creating a learning organisation where learning is ubiquitous with a productive learning culture. A huge investment of circa 1% of profit after tax is made annually to design a learning strategy that provides a blended learning approach which involves both classroom and digital learning, coaching, mentoring, job shadowing, job rotation and international assignment.

#### Categories of learning interventions

In line with the objective to build capability across the organisation, learning interventions fall into either functional competencies or capability build training programmes.

- Functional competencies – These are training programmes that focus on core job related competencies. They could also include conferences and seminars that focus on specific job function.
- Capability build training programmes – Capability programmes cut across job functions and focuses on building organizational skills that deliver on business goals. These programmes will include both classrooms and digital content. The capability programmes have been defined in the Stanbic IBTC Capability Map below which defines the specific capability for each grade level across the organisation.

#### Staff Training Statistics 2019:



#### Personal Development Plan:



#### Women development programme

In line with the objective to promote diversity in the different forms, Stanbic IBTC has instituted two major women development programmes (IGNITE Women’s Development Programme and Spring Board Women’s Development Programme) focused at both women in the junior cadre as well as senior management. The women’s development programme helps equip our women to deal with challenges at the work place and position them to take up key senior leadership roles in the organisation.

#### IGNITE women development programme

The programme seeks to address the issue of under-representation and the untapped value and opportunity of women in the workplace. It is targeted at women in senior management who are ready to despite the challenges take their career to the highest level. A total of 19 senior management female staff members attended the programme which ran in three blocks over a period of 6 days.

#### Spring Board women development programme

The Springboard programme helps the participants identify the clear, practical and realistic steps needed to develop their skills and build their self-confidence. The programme tackles issues like; career development, identifying priorities, improving communication skills and building better networks. A total of 39 junior female staff members attended the programme in 2019. The programme ran in two blocks of two days each.



A staff member of Stanbic IBTC

## Sustainability practices

### Our people



Grand opening of Stanbic IBTC Blue Academy.

#### Blue Academy

To ensure a smooth and effective implementation of our learning initiatives, Stanbic IBTC has a dedicated team of Learning and Development professionals who work closely with the business to deliver on the learning plan through our state of the art and Chartered Institute of Bankers of Nigeria ("CIBN") accredited learning academy – The Stanbic IBTC Blue Academy. The Stanbic IBTC Blue Academy is a 150 capacity 5 classroom training centre which includes a computer room as well as a meeting room for digital learning. The Academy was revamped in 2019 to provide an improved learning ambience, catering and enhanced digital features.

#### Bursary

Stanbic IBTC is committed to providing and supporting its employees with varied learning opportunities that would ensure improved productivity on the job and enhance their personal development. This is achieved by granting financial assistance to employees who wish to acquire the necessary qualifications to perform specific job and other related tasks in order to improve job delivery. The bursary award scheme is one of the numerous ways Stanbic IBTC seeks to promote the educational and professional development of its employees. In 2019, 46 staff members benefitted from the bursary programme with a total sum of ₦58million disbursed.



A staff member of Stanbic IBTC



## Sustainability practices

### Our people

#### Staff innovation challenge

In 2019 the Stanbic IBTC Innovation Lab hosted the maiden edition of the Stanbic IBTC Staff Hackathon which served the dual purpose of driving a culture of innovation across the organisation and leveraging the experience of members of staff across the network in the identification of potential opportunity areas. It provided an avenue to curate ideas from members of staff, some of whom are frontliners in dealing with customers and therefore have first-hand knowledge of problem and opportunity areas within the bank, and as such are well positioned to proffer solutions to these problems and opportunities. This initiative which goes in line with the Group's core value - "Growing our People" has brought employees closer by being open minded and sharing their ideas for the growth of the organisation.

15 employees across the Group divided into four teams participated in the challenge which ran for two days. During this period, the hackathon participants were taken through a design thinking sprint to help refine and develop their ideas into workable solutions. The team with the winning solution from the hackathon (Team AI) were sent to the EFMA World Retail Banking Summit 2020 in Dubai and their solution is currently being developed.

*"It was a wonderful experience, I got to see how it is building a product from scratch - generating ideas, working on these ideas as a team and coming up with an end result"*

- Folarin Badejo, Team AI  
(Graduate Trainee, Idejo Branch)

*"The experience has been awesome, having an opportunity to submit an idea is great. It feels great to know that Management is willing to listen to your contributions on how the business can go forward"*

- Gbemisola Adelana, Team Flourish  
(Asset Custodian, Lekki Branch)

*"This has provided me with the ability to think outside the box, creating solutions out of nothing which is workable and acceptable to all"*

- Adewusi Victor Adetunji, Team Flourish  
(Team lead Customer Service, Sango-Ota Branch)

*"It's an eye opener as it has exposed me to the other side of the business as I am learning new things and it's been a whole lot of new experience"*

- Motunrola Afolabi, Team North Star  
(Client Service Officer, Kao Mando Branch Kaduna)



Team AI



Team Rida



Team Northstar



Team Flourish



Some participants at the Stanbic IBTC staff hackathon.



Winners of the staff hackathon at the EFMA World Retail Banking Summit 2020 in Dubai.

## Sustainability practices

### Our people



Presentation of award to the guest speaker, Yewande Sadiku at the BWN annual conference.

#### Women empowerment

##### Blue Women Network

The Stanbic IBTC Blue Women Network is a platform specifically created for female employees in Stanbic IBTC to connect, inform and develop the Stanbic IBTC Woman. Several initiatives were deployed over the year as follows:

##### BWN giving back initiative

This was conducted in partnership with the Junior Achievement Nigeria, the nation's largest and fastest growing non-profit economic education organisation, dedicated to empowering and preparing young people for a successful future. A "Career Success" programme was deployed in 2019 to Senior Secondary 1 students. Governing Council, Executive Committee and volunteers from the Blue Women Network were trained and equipped to deliver the programme. Female employees of the Group taught on various related content. This was a variant in comparison to last year's theme titled 'Be Entrepreneurial'. The represented zones include the Lagos, South-South, South West, and North (Central & West) Zones.

The locations which were covered within these zones are Lagos, Ibadan, Port-Harcourt, Abuja & Kano with a total number of 750 students in attendance.

##### BWN annual conference

This is a yearly conference for all female employees in the Stanbic IBTC Group, seeking to motivate, challenge, empower and network across the Group. An impactful session took place in the month of March; 2019 to coincide with International Women's day, addressing notable topics females in the workforce would be able to relate to. The theme of the day was "Balance for Better" with over 800 people in attendance.

Highlights of the day included two keynote speakers, a panel discussion and a theatre production "Hear Word", highlighting the societal issues the female gender face in - country.

##### Delegate representation

Delegate representation in key women's developmental conferences such as Women in Business (WimBiz), Inspired Women of Worth (IWOW) and Women in Successful Career (WISCAR) which helps empower and advocate for greater representation of women in leadership positions in the public and private sector also took place.

##### Diversity focus group workshop session

To ensure the effective awareness and implementation of diversity and inclusion initiatives within the organisation, it was critical to ensure inclusivity at all levels and through key employees within the organisation.

A focus group session was held in 2019 where key representation across the female workforce in Stanbic IBTC took part in a forum discussing female workplace engagement, challenges female employees face in the workplace and other related issues. It was also an opportunity to receive feedback from female employees on what has worked well and suggested areas of improvement.

Definitive action points which emanated as a result of this workshop are tracked to conclusion with some of them already being finalised. As an example, work has been completed for the provision of Nursing Room facilities for working mothers across two campuses. The second phase of the project in 4 other campuses will be completed by the end of 2020.

#### Diversity and Inclusion

##### HeforShe

Stanbic IBTC is committed to reaching parity and achieving a gender equal environment for all employees to thrive. The Group is a thematic champion for the United Nation's HeforShe agenda which is a solidarity campaign for the advancement of gender equality.

The Human Capital team has commenced and is scheduling various initiatives to further promote the bank's HeForShe agenda through various means, one of which is its annual People Tour across the Group where the subject matter is discussed and remains top of mind of employees. Another initiative entails male employees lending their support for gender equality through various means such as internal communications, memes and related activities.

An official in - country launch also took place in December 2019 where leaders officially launched the initiative. The launch coincided with the Human Capital's Annual People Debate titled - "The organisation is responsible for improving female representation at the top and promoting gender parity".



## Sustainability practices

### Our people

Gender Analysis	31 December 2019		31 December 2018	
	Number	% Composition	Number	% Composition
<b>Total Workforce:</b>				
Women	1252	43%	1250	43%
Men	1684	57%	1683	57%
	<b>2936</b>	<b>100%</b>	<b>2933</b>	<b>100%</b>
<b>Senior Management Team:</b>				
Women	23	29%	25	31%
Men	57	71%	55	69%
	<b>80</b>	<b>100%</b>	<b>80</b>	<b>100%</b>
<b>Executive Directors to Chief Executive:</b>				
Women	0	0%	0	0%
Men	2	100%	1	100%
	<b>2</b>	<b>100%</b>	<b>1</b>	<b>100%</b>
<b>Recruitments made during the year</b>				
Women	121	43%	74	41%
Men	163	57%	105	59%
	<b>284</b>	<b>100%</b>	<b>179</b>	<b>100%</b>

**WE MUST NOT RELENT.**

We must not relent in our quest to create an environment that promotes gender equality and participation within our company.

Join us and set gender equity in motion, by signing up through this link:  
<https://www.heforshe.org/en/standardbank>  
**#HeForShe #MorethanaBank**

Yinka Sanni  
 CE, Stanbic IBTC Holdings

**HeForShe**  
 Gender Equality Movement  
 by Standard Bank

Moving Forward™



## Sustainability practices

### Our people



Mark of Excellence awardees with the leadership of Stanbic IBTC Holdings.



Long Service awardees at the award presentation ceremony.

#### Awards

Stanbic IBTC encourages the recognition of employees for their noteworthy contributions through a quarterly Beyond Excellence Recognition Award and an annual Mark of Excellence Award. In addition to this, we have in place a Long Service Award Scheme designed to recognise, acknowledge and express gratitude to staff members who have contributed a significant number of years of dedicated service to Stanbic IBTC.

#### Beyond Excellence Recognition Award

The Beyond Excellence Recognition Awards is in keeping with the Group's tradition to celebrate employees who have gone the extra-mile in contributing to the success of Stanbic IBTC. The scheme promotes the recognition of exceptional performance displayed by individuals and teams at various levels within the organisation and is organised quarterly (Q1 – Q3). Individuals and teams are recognised along five categories which are sales excellence, service excellence, leadership, teamwork, innovation and managing risk. In 2019, a total of 376 employees were celebrated as Beyond Excellence awardees for their exceptional performance and contributions to the success of the Group. The awardees were celebrated at the quarterly award presentation ceremony and they were presented with certificates. In addition, each awardee received a cash prize which was credited to their accounts via payroll.

#### Annual Mark of Excellence Award

As part of building a culture of recognition in Stanbic IBTC, the Mark of Excellence award is an annual award given to individuals or teams recognized for incomparable performance in the organisation in a given year. One individual or a team from each business unit (that is PBB, CIB, Wealth, Operations and Other Corporate Functions) is selected as the Mark of Excellence awardee. A grand reception and award presentation ceremony is organized to celebrate the awardees. For 2019, a total of twenty-four employees were celebrated at a grand event on 24 January 2020 in the presence of the leaders across the organisation, family members, friends and colleagues. The awardees were presented with an award plaque by the CE, Stanbic IBTC and received a cash reward which was credited to their accounts via payroll.

#### Annual Long Service Award

In line with the Group's Recognition Programme, the Long Service Award Scheme is designed to recognize, acknowledge and express gratitude to staff members who have contributed a significant number of years of dedicated service to Stanbic IBTC. The Long Service Awards are presented to staff members at the 10-

year, 15-year, 20-year, 25-year and 30-year milestone. This year, a total of One Hundred and seventy (170) employees were recognized for the Long Service Award at a grand event which took place on Friday, 27 September 2019. The awardees were appreciated in the presence of their spouses, family members, friends and colleagues. Award plaques were also presented to the award recipients and cash rewards in line with their years of service were credited into their respective salary accounts.

#### Award statistics

The number of staff who received each award:



#### Our Human Capital accolades

1. HR People Magazine Awards - Best Training, Learning & Development Strategy
2. HR People Magazine Awards - Outstanding Employee Engagement Strategy
3. All Africa EE Africa Awards - Customer and Employee Experience Award
4. All Africa EE Africa Awards - Major Corporate - Engagement Company of the Year
5. Dale Carnegie - Leadership Award
6. CIPM Best Strategic HR Initiative Award
7. CIPM Best Diversity and Inclusion Initiative Award



## Sustainability practices

### Our people

#### Blue intern programme

The Blue Intern programme provides young undergraduates paid professional work experience in a structured international organisation, thereby helping them build professional networks and make well-informed decisions in their chosen fields. 14 Blue Interns were onboarded in 2019 (seven males and seven females) for a period of three months.

As an employability tool, the Blue intern programme is designed to achieve the following objectives:

- Building the employability levels of the Nigerian Graduate;
- Creating an avenue for deliberate national building and community development aligned to our sustainability agenda;
- Providing interns paid professional work experience in a structured international organization, thus helping them build professional network and make well-informed decision in their chosen fields;
- Providing a long-term pipeline for the Stanbic IBTC Graduate Trainee Programme and entry level roles.

With this initiative, we have been able to build a positive share of mind of the Stanbic IBTC employer brand in the Nigerian youth.

*"My work experience at Stanbic IBTC Holdings Plc was positive because I was exposed to some qualities and skills and also I saw the importance of quality relationship and proper communication skills as the bed rock of any successful individual or firm and most importantly, my greatest achievement which was learning how to work as team and as I'm leaving this place, I know I now have the trait to be successful wherever I choose to start a career".*

*"I was able to achieve my goal of acquiring (and improving on) certain professional skills some of which include; self-confidence, dedication, prioritizing, meeting deadlines, observation and time management. As a young custodian of business and finance documents, I have also learnt to pay attention to details. All these served to enable me to bridge the gap between the world of theory (which is the major in the university) and the practical world. And with such achievement, I believe I will do well transitioning from the lecture room to the workplace".*



**TAKE A STEP /  
TOWARDS ACHIEVING  
YOUR DREAM /**

**Become a Blue Intern**



Call for applications for blue intern programme.



## Corporate Social Investment ("CSI")

- Together4ALimb
- Ending Malaria for Good
- Higher Institutions Football League Sponsorship
- Tree Planting
- Scholarship
- Staff Volunteerism

## Case study 02

### Our contribution

The Itire-Ijesha Primary Health Centre situated along Ijesha road, Mushin, Lagos state, serves the over one million residents of Itire and neighboring communities. The building which houses the health centre had been in a deplorable state for a good number of years. It was dilapidated with torn and leaking roofs, broken doors, old windows with rotten frames, dusty window nets, bad toilets, dirty gutters with no slabs, bad benches in the waiting area, rooms that are not habitable, cracked walls, and bad electrification to mention a few. The health centre also had inadequate staff to attend to the over 100 patients who visit daily.

As one of the three pillars in the CSI initiatives of Stanbic IBTC is Health, the Operation Shared Services Team took on the project of the complete renovation of the health centre and the provision of necessary equipment to run the facility. The team contributed ₦5,600,000 and Stanbic IBTC, as is the custom, made a matching contribution of the same amount to make a total of ₦11,200,000 to be utilised for the project. Some of the renovations carried out include;

- Replacing the roof and ceiling, and reinforcing the walls of the building
- Creating a pharmacy, laboratory, consulting room, kitchenette, ward and delivery room from the numerous vacant rooms
- Renovating ten toilets and bathrooms, including all plumbing work
- Carving out a nursery and fully equipping it with toys and baby beds
- Purchasing enough chairs to seat 45 people in the waiting area, a 3.5KVA generator, a fridge to preserve vaccines, and a water dispenser for the waiting lounge
- Overhauling the entire electrical system

The state of Itire-Ijesha primary health centre has been improved to meet up with the minimum standards for primary health centres in Nigeria as prescribed by the National Primary Health Care Development Agency ("NPHCDA"). As promised by the Chairman of Mushin local government area, the centre now seats a permanent Doctor and drugs have been made available. The project has already begun to yield positive results as the Matron confirmed that after the commissioning, the centre delivered its first baby.



One of the donated equipment at Itire Ijesha Primary Health Centre



# Refurbishment of Itire-Ijesha Primary Health Centre



Aerial view of Itire Ijesha Primary Health Centre, post refurbishment by Stanbic IBTC

### Case study 02

#### Refurbishment of Itire-Ijesha Primary Health Centre



Renovated ward showing some donated equipment



A patient being attended to in February 2020



Handing over ceremony of the refurbished health centre in October 2019



## Sustainability practices

### Corporate Social Investment ("CSI")

#### Tree planting

Stanbic IBTC planted 30 trees in each of Nigeria's six geo-political zones in commemoration of its 30th year anniversary. The objective of the reforestation exercise was to increase environmental sustainability.

#### Scholarship

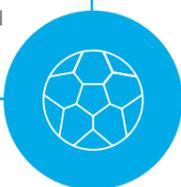
In 2019, Stanbic IBTC rewarded the top 30 candidates with the highest scores in the 2019 Unified Tertiary Matriculation Examinations with ₦15 million. Each of the top performers got ₦500,000 to pursue their ambition for a higher education in any tertiary institution in the country. The scholarship for the top 30 formed part of activities to commemorate the Group's 30th anniversary.

#### Staff volunteerism

Through this initiative, staff members are encouraged to come together in Groups to voluntarily raise funds to address a cause. In 2019, the following social initiatives were embarked upon.

#### Higher Institutions Football League ("HiFL") sponsorship

In 2019, Stanbic IBTC continued its sponsorship of the Higher Institutions Football League (HiFL), in partnership with PACE Sports and Entertainment Marketing. This is in line with its objectives of providing genuine platforms of engagement for Nigerian youths through which they can showcase their talents; foster unity among them and contribute to youth development. The sponsorship is in tandem with the company's determination to help grow and develop a vibrant and productive youth population.



Higher Institutions Football League sponsorship.

SN	Department	Project Done	Pillar	Contribution ₦
1	Corporate and Investment Banking	Renovation of Massey Children's Hospital and provision of records management systems comprising computer units, internet connection, software for patient registration, filing and office furniture	Health	29,000,000
2	CIB Operations Team	Provision of a conducive and permanent location for individuals living with neuro developmental disorder at Pison Therapy Centre	Health/ Economic Empowerment	14,000,000
3	Operations Shared Service Team	Entire renovation of Itire-Ijesha Primary Health Care Centre and provision of equipment to run the facility	Health	11,200,000
4	Global Markets Team	Purchase of medical equipment and supplies to Mushin General Hospital	Health	11,200,000
5	Business Development Team	Refurbishment of Ladipo Primary School, Mushin	Education	11,068,367
6	Procurement and Group Real Estate Teams	Construction of 3 classrooms, 1 office and 3 toilets at Community Primary School Ijoko-titun, Sango Otta, Ogun State.	Education	6,200,000
7	PBB Credit Team	Renovation of Library, Provision of Learning resource and furniture to Central Primary School, Orile Iganmu, Lagos	Education	4,111,711
8	Benefits Administration	Provision of health care materials and items such as blood pressure monitors, mosquito nets, bed stands, mattresses, disposable clinical items to Itaoluwo Clinic and Maternity home, Sagamu	Health	4,000,016
9	Business Support and Resolution Team	Installation of a six- unit modern toilet facility and drilling of a borehole at the Methodist Primary School, Elepe, Ikorodu	Education	3,000,000
10	Internal Control Team	Renovation of school building, provision of a library and furniture at Community Secondary School Olanbe, Akute	Education	2,743,494
11	Group Internal Audit Team	Provision of school kits and learning resources at Bright Achievers School in Bariga.	Education	2,194,530
12	Compliance Team	Purchase of vocational equipment, basic learning materials and food items for Special Correctional Centre for Boys	Economic Empowerment	2,040,000
13	Risk Management Team	General renovation and donation of medical equipment/supplies at Ajeabo Primary Healthcare Centre, Mushin	Health	2,000,000
14	Contributions/ Collections Team	Donation of relief items to Bethesda Home for the Blind	Economic Empowerment	1,726,800
15	Corporate and Investment Banking Team	Anchored mentoring session with students on Career Planning, Life Skills and Financial Awareness at Girls Senior Academy	Education	1,520,000
16	Transaction and Product Services Team	Provision of a One-year Teacher salary support with Street to School NGO	Education	1,400,000
17	Compliance Team	Renovation of roof and ceilings and setting up library and sickbay at Ago-Ijaiye Methodist Primary School, Ebute Meta Lagos.	Education	1,016,000
18	Wealth/Investment and Trustees Team	Sinking of boreholes for Otubu and Idiagbon communities	Economic Empowerment	1,000,000
19	Stanbic IBTC Stockbroking Limited	Donation of health and welfare items such as wheel chairs, mattresses, 7.0 KVA Generator set, food supplies etc. to the Centre for Destitute Empowerment, Idimu Lagos	Economic Empowerment	932,000
20	Marketing and Communications	Provision of skill acquisition equipment and relief supplies to people with disabilities at Oluyole Cheshire Home, Ibadan	Economic Empowerment	610,000
21	Stanbic IBTC Insurance Brokerage Limited	Renovation of delivery room and maternity ward at Ayantuga Primary Health care Centre	Health	554,000
22	Business Transformation Team	Donation of food stuffs, relief items and medication to Heritage Homes Orphanage	Economic Empowerment	400,000
23	Reconciliation Team	Anchored mentorship session and furnished two staff rooms at Ilupeju Senior Secondary School, Lagos.	Education	370,000



## Sustainability practices

### Corporate Social Investment ("CSI")

SN	Department	Project Done	Pillar	Contribution ₦
24	Processing Centre	Donation of gift items to Treasure of Love Orphanage	Economic Empowerment	310,000
25	Card Operations Team	Donation of foodstuffs and other supplies to Love Home Orphanage	Economic Empowerment	280,000
26	Investment Management Team	Donations of provisions, toiletries and food stuffs to patients at Cerebral Palsy Centre in Surulere, Lagos	Economic Empowerment	200,000
27	Trans Amadi Branch	Donation of relief items to physically handicapped children at Compassionate Centre	Economic Empowerment	188,000
			<b>Total</b>	<b>113,264,918</b>



A renovated classroom at Ladipo Primary School.

# Occupational Health & Safety





## Sustainability practices

### Occupational Health and Safety

Stanbic IBTC is committed to a zero-incident work environment with a safety culture based on teamwork and dedicated safety leadership. It reflects Stanbic IBTC's safety vision, which is "Every person going home safe and healthy every day". All injuries and occupational illnesses are considered preventable.

The Group is committed to providing service to our customers in a safe and healthy manner. Work related injury or illness is unacceptable, and we are committed to identifying and eliminating or controlling workplace hazards to protect ourselves and others. Stanbic IBTC seeks to promote a safe work place, earn the public's trust as a safety conscious organisation and meet regulatory requirements.

Stanbic IBTC through a number of policies, guide the activities of staff and the affairs of the organisation to eliminate or minimise the frequency of workplace accidents, and optimise the response to these incidences. In addition to this, the Group manages the frequency of occurrence and severity of workplace accidents, fatalities and occupational and safety incidents through its Health, Safety and Environment (HSE) management system.

Stanbic IBTC's strategies to achieve its health, safety and environment objectives are as follows:

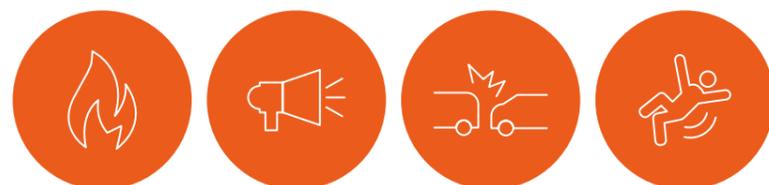
- Ensuring staff HSE awareness at all levels.
- Training all Stanbic IBTC staff to the level of competence required by the job. In 2019, 491 staff members received HSE training.
- Appointment and training of Safety/Fire Champions in all Branches and all floors of the Head Office Campuses
- Incorporating HSE practices into work procedure.
- Safeguarding the integrity of our facilities, analyse major equipment failures and develop manuals for a proactive response.
- Encourage involvement of contractors and third parties in our HSE programmes.
- Reviewing operational procedure and improve personnel adherence to them.
- Ensuring security of lives and asset.
- Sustaining the strategy for environmental protection and waste management.

Workplace accidents, fatalities and occupational and safety incidents are managed and tracked using indicators. In addition to this, contingency plan for any unwanted event is in place. The plan highlights what should be done and the persons to be contacted in the event of an emergency.

#### 2019 Report

In 2019, Stanbic IBTC experienced fifteen workplace incidents, ten of these were fire incidents, three were as a result of protests by National Association of Nigerian Students (NANS) against South African businesses which impacted on our branches, one incident related to a fall within the premises, while the final incident was related to a fire accident which was as a result of a third-party vehicle running into a part of a branch.

There were no fatalities in all the incidents in 2019, and the total value of damages as a result of work place incidents amounted to ₦21.03 million (2018: ₦33.83 million).



Date	Incident Time	Incident Type	Incident Place	Damage ₦
12-May-19	1600 hours	Fire incident	SIBTC Bank, Benin Main branch	150,000
19-Jun-19	1515 hours	Fire incident	SIBTC Bank, Kaduna branch	1,300,000
8-Aug-19	1000 hours	Protest	SIBTC Bank, Abeokuta branch	0
14-Aug-19	1100 hours	Protest	SIBTC Bank, Sagamu Branch	0
16-Aug-19	1300 hours	Protest	SIBTC Bank, Ijebu ode branch	0
22-Oct-19	1300 hours	Fire incident	SIBTC Bank, Aba Market branch	2,000,263
25-Oct-2019	0907 hours	Fire incident	SIBTC Bank, PH Service Center	100,000
8-Nov-2019	1717 hours	Fire incident	SIBTC Bank, Uyo branch	200,000
8-Nov-2019	0430 hours	Fire incident	SIBTC Bank, Akure branch	15,000,000
28-Dec-2019	0700 hours	Vehicle Accident	SIBTC Bank, Umuahia branch	1,500,000
17-Apr-2019	1500 hours	Accident (Fall)	SIPML, Abuja	0
26-Apr-2019	0815 hours	Fire incident (Third party vehicle)	SIPML, The Wealth House	0
9-Nov-2019	1810 hours	Fire incident (Faulty Oven)	SIPML, The Wealth House	0
10-Feb-2019	2345 hours	Fire incident	SIPML, Minna	775,000
24-Aug-2019	2000 hours	Fire incident	SIPML, Umuahia	0
			<b>Total</b>	<b>21,025,263</b>



## Case study 03

### Our contributions

For the pupils of Ladipo primary school, Mushin, Lagos, coming to meet their school in a new and beautiful state must have been a dream come through. The condition of the school had been an eyesore over the years. The state of the school truly left a lot to be desired. Many parts of the school were neither habitable nor conducive for learning. It was discovered that many of the pupils either sat on the floor or the window to learn due to lack of furniture. The classroom buildings were old with the roofs, old, torn and leaking. The school could almost be mistaken for an abandoned building.

Among the three pillars in the CSI initiatives of Stanbic IBTC is Education. At Stanbic IBTC, we believe that for a country to progress, the workforce needs to be well-educated. Therefore, the Business Development Team of Stanbic IBTC Pension Managers Limited undertook the refurbishment of the school as their CSI project. The team made a contribution of Five Million, Five Hundred And Thirty-Four Thousand, One Hundred And Eighty-Three Naira, Seventy Kobo (₦5,534,183.70) while Stanbic IBTC also made a matching contribution of the same amount making a total of Eleven Million And Sixty-Eight Thousand, Three Hundred And Sixty-Seven Naira, Forty Kobo (₦11,068,367.40).

With the funds provided, the following renovations were carried out in the school:

- Raising the building walls and roofing of the classrooms;
- Installation of the windows, doors, lighting and twelve electric fans in the classrooms
- Provision of six whiteboards and accessories (that is dusters and markers) for each classroom;
- Donation of seventy-two pairs of chairs and tables for pupils, six chairs and tables with lockers for teachers as well as notebooks and writing aids for pupils

Stanbic IBTC has been able to make the learning environment more conducive for the over 1,000 pupils of Ladipo Primary Schools and this gesture would not be forgotten in a hurry.



Some students of Ladipo Primary School in front of a refurbished classroom



# Ladipo Primary School refurbishment



Refurbished block of classroom at Ladipo Primary School

### Case study 03

#### Ladipo Primary School refurbishment



A section of the block of classroom before refurbishment by Stanbic IBTC

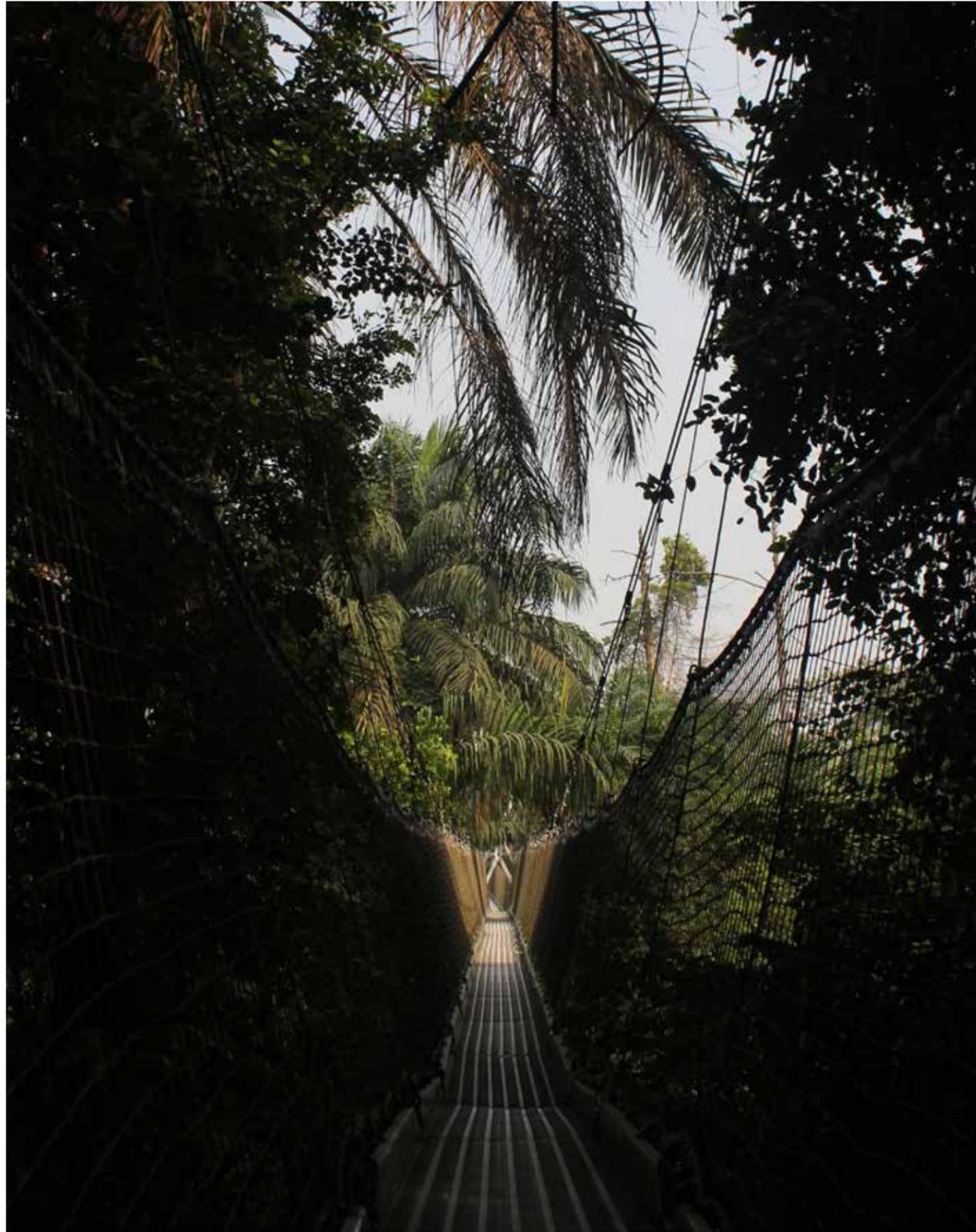


Some students in a refurbished classroom



Refurbished classroom

## Sustainability practices



Canopy walkway at Lekki Conservation Centre.

# Mapping our impact to Sustainable Development Goals



## Sustainability practices

### United Nations Sustainable Development Goals

SN	Project	Sector	Alignment to SDG
1	Energy Efficiency in Operations	Climate Change And Environmental Sustainability	<b>Goal 11:</b> Sustainable Cities and Communities
2	Paper Reduction Initiative		<b>Goal 12:</b> Responsible Consumption and Production
3	Paper Waste Recycling		<b>Goal 13:</b> Climate Action
4	Go Green Branches		<b>Goal 15:</b> Life on Land
5	Branch remodelling for ease of access to the Physically Challenged	Access To Public Spaces	<b>Goal 10:</b> Reduced Inequality <b>Goal 11:</b> Sustainable Cities and Communities
6	@ Ease Wallet	Financial Inclusion	<b>Goal 8:</b> Decent Work and Economic Growth
7	Micro Pension Scheme		<b>Goal 10:</b> Reduced Inequality
8	Stanbic Shariah Fixed Income Fund		
9	NIBSS Instant Payment Service For Microfinance Institutions		
10	Impact Investment	Infrastructure	<b>Goal 7:</b> Affordable and Clean Energy
11	Sustainable Finance		<b>Goal 9:</b> Industry, Innovation and Infrastructure <b>Goal 11:</b> Sustainable Cities and Communities
12	Capacity Building	Job Creation and Capacity Building	<b>Goal 1:</b> No Poverty
13	Women Development Programme		<b>Goal 2:</b> Zero Hunger <b>Goal 5:</b> Gender Equality <b>Goal 8:</b> Decent Work and Economic Growth <b>Goal 10:</b> Reduced Inequality
14	Employee Engagement	Secure Working Environment	<b>Goal 3:</b> Good Health and Well-being <b>Goal 4:</b> Quality Education <b>Goal 5:</b> Gender Equality <b>Goal 8:</b> Decent Work and Economic Growth <b>Goal 10:</b> Reduced Inequality <b>Goal 11:</b> Sustainable Cities and Communities
15	Ending Malaria for Good	Good Health and Well-Being	<b>Goal 3:</b> Good Health and Well-being
16	Sports Sponsorship	Education	<b>Goal 3:</b> Good Health and Well-being <b>Goal 4:</b> Quality Education <b>Goal 8:</b> Decent Work and Economic Growth
17	Corporate Social Investments	Health Education Economic Empowerment	<b>Goal 3:</b> Good Health and Well-being <b>Goal 4:</b> Quality Education <b>Goal 8:</b> Decent Work and Economic Growth



## Contact information



**Registered Address:**

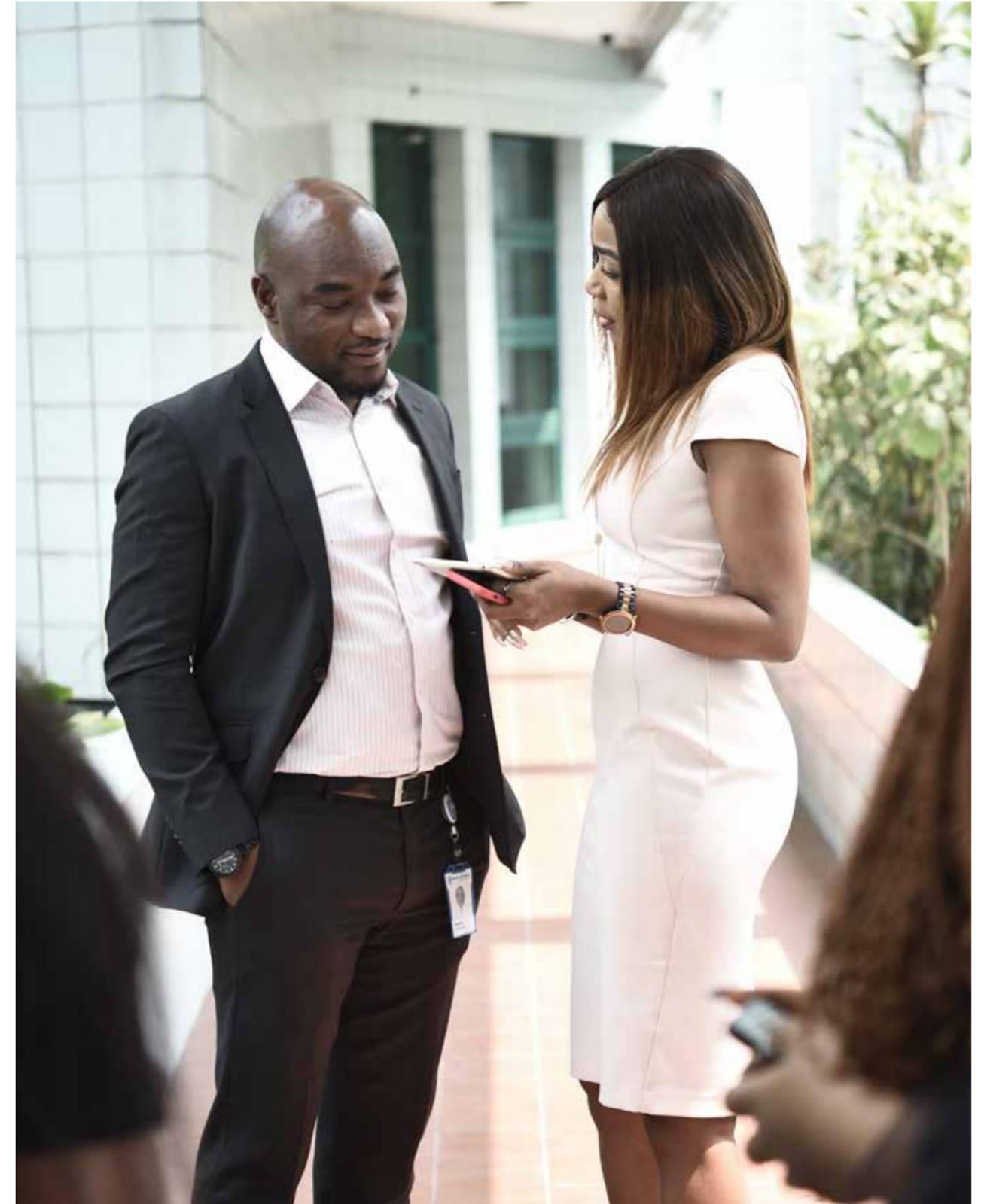
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