



Our Approach to Sustainability

1. Our Approach

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. In executing this strategy, the Group has identified the following 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
- Universal Financial Services Organisation: we deliver a seamless, universal financial services offering to our customers.

The group relies on five critical measures of success to assess its performance against these focus areas. 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 links directly to our three key focus areas, client centricity, the universal financial services organisation, and digitisation. SEE is about identifying and exploiting opportunities to grow our business by providing financial products and services that help our customers and clients to overcome social, economic and environmental challenges. Given the nature of our business, our biggest impacts are made through who and what we finance. SEE allows us to work with our clients and customers about the impact they want to have and the problems they want to overcome. It requires an ecosystems approach that harnesses the capabilities of different parts of the Group. It also requires us to leverage the power of digitisation to innovate our offerings in ways that tackle the continent's challenges.



2. 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.

2.1 Sustainable Business Operations

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.

- 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. Some of these include:
 - Operation Switch Off and Unplug (SOUP) initiative
 - Switch-off initiative
 - Installation of energy saving LED bulbs
 - Installation of motion sensors
 - Use of alternative sources of power for some ATMs and branches
- Paper Reduction Initiatives
- Paper waste recycling
- Go Green Branch Initiative
- Branch remodelling for ease of access to the Physically Challenged

2.2 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. Some of our sustainable business activities include

- Financial Inclusion through some of our products such as @ease wallet, micro-pension scheme and Stanbic Shariah Fixed Income Fund
- Sustainable financing and impact investment
- Capacity building and empowerment of customers

2.3 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.

2.4 Our People

The employees of Stanbic IBTC Group 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 Surveys
- Staff Recognition Awards and Long Service Awards
- Learning and Development including Bursary opportunities for staff
- Grievance Mechanism
- Health and Wellness initiatives
- Diversity and Inclusion - The table below shows the gender analysis within the group as at 31 December 2018 and 2019 respectively.

Gender Analysis within the Group

	31 Dec. 2019		31 Dec. 2018	
	Workforce	% of gender composition	Workforce	% of gender composition
Total workforce:				
Women	1,252	43%	1,250	43%
Men	1,684	57%	1,683	57%
	2,936	100%	2,933	100%
Recruitments made during the year:				
Women	121	43%	74	41%
Men	163	57%	105	59%
	284	100%	179	100%
Diversity of members of board of Directors - Number of Board members				
Women	4	40%	3	38%
Men	6	60%	5	63%
	10	100%	8	100%
Diversity of board executives - Number of Executive Directors to Chief Executive				
Women	-	0%	-	0%
Men	2	100%	1	100%
	2	100%	1	100%
Diversity of senior management team - Number of Assistant General Manager to General Manager				
Women	23	29%	25	31%
Men	57	71%	55	69%
	80	100%	80	100%



2.5 Corporate Social Investment

The key to the sustainability of any business is its collaborative corporate social investments (CSI); business survival is predicated on the level of support and goodwill it enjoys from its stakeholders, particularly its host community. Stanbic IBTC understands this, which is why CSI is ingrained in its corporate philosophy rather than being an appendage to the business. Our business philosophy is anchored on and vested in building relationships and trust with our communities and other key stakeholders.

We realize that three critical areas define the advancement of any community. These are Health, Education and Economic Empowerment, hence our focus on these three pillars in our CSI initiatives. To help achieve qualitative healthcare and education as well as sustainable economic empowerment, we work in partnership with the communities in which we operate by employing a research-based approach to understand the deeper socio-economic needs of these communities.

2.6 Annual Sustainability Report

View our 2019 Sustainability Report - [2019 Sustainability Report-Stanbic IBTC Holdings PLC](#)