

Our Stakeholders

Stakeholder	Modes of Engagement	Interests
Customers	• Branches • Service centers • Call center • Online banking • Social media • Bank website • Public events	• Friendly & responsive customer service • Data Security • Data privacy • Innovative products & services • Digital banking services
Business Partners & Suppliers	• Regular engagement & communications • Tendering process • Supplier Code of Conduct • Annual & public reports • Bank website	• Responsible & sustainable procurement • Digital innovation & transformation • Community investments • Anti-money laundering, bribery & corruption • Financial stability & systemic risk management
Investors & Shareholders	• General Assemblies • Annual Reports • Investor conferences & presentations • Investor relations • Press Releases • Bank website	• Economic performance • Sustainable investments • Business ethics • Governance & compliance • ESG ratings & indices
Regulators & Government Authorities	• Board of Directors • Engagement with government authorities • Compliance reports and associated activities • Annual & public reports	• Governance, business ethics & compliance • Anti-money laundering, bribery & corruption • Economic performance • Community investment & socioeconomic development • Nationalization
Community	• Volunteering & donation programs • Education programs • Partnerships • Products & services • Social media • Public events • Bank website	• Financial literacy • Financial inclusion & accessibility • Nationalization • Governance, business ethics & compliance • Community investments
Employees	• Training & development programs • Performance appraisals • Rewards & recognition programs • Bank events • Annual & public reports • Bank website	• Fair compensation • Talent development • Diversity & inclusion • Employee wellbeing • Customer satisfaction