



Standard Bank PLC

# Report to Society 2022

MALAWI



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**Malawi is are our home, we drive her growth.**

## Purpose of this report

Standard Bank Plc's is a purpose driven organization that aims to drive Malawi's growth. As a member of the Standard Bank Group we are signatories to the United Nations Principles for Responsible Banking (UN PRB) and are committed to ensuring that our strategy is consistent with and contributes to society's needs and priorities, as expressed by the United Nations Sustainable Development Goals (UN SDGs), the Paris Agreement, the African Union's Agenda 2063, and sustainable banking frameworks.

We achieve our purpose by working through the ten focus areas of our social, economic, and environmental (SEE) framework. This enables us to deliver substantive impact in the markets we operate in. The areas are financial inclusion; job creation and enterprise development; infrastructure; trade and investment; climate change and sustainable finance; education and health. Our annual Report to Society is a communication of the strategic outcomes we have achieved in each of our SEE impact areas directly through our commercial activities. We believe that it is imperative for our stakeholders to have a holistic and empirically grounded understanding of the broader impact we generate. This is an important way of deepening the relationships we share with our clients and society at large, and ultimately becoming more than a Bank.

We have a series of internal policies, procedures, and controls in place to ensure that accurate data is provided.





# About Standard Bank Plc

Standard Bank Plc is a leading financial services organisation that serves the needs of clients across Malawi. With a proud track record of being the first commercial Bank in Malawi with a rich heritage of 54 years and over 160 years in Africa, we use our on-the-ground presence to unlock the potential of our clients through solutions tailored to a digital future. Guided by our purpose, Malawi is our home, we drive her growth, we exist to make life easier for our clients, helping them to save, transact,

grow their wealth, grow their businesses, and protect the things that matter most to them.

We have three strategic priorities that guide our medium strategic execution and six strategic value drivers against which we measure our progress. We deliver Social Economic and Environmental (SEE) impact by focusing on ten impact areas, aligned to the UN SDGs.







**SEE  
IMPACT**

**SOCIAL**

**Health**



**Youth empowerment, Education  
and Skills Development**



**Responsible Lending**



**ECONOMIC**

**Financial inclusion and  
Enterprise Development**



**Job Creation**



**Infrastructure**



**Trade**



**ENVIRONMENTAL**

**Green Solutions**



**Green Banking**



**Protection of natural resources**



## MALAWI IS OUR HOME, WE DRIVE HER GROWTH

### OUR VISION

#### What we aspire to be:

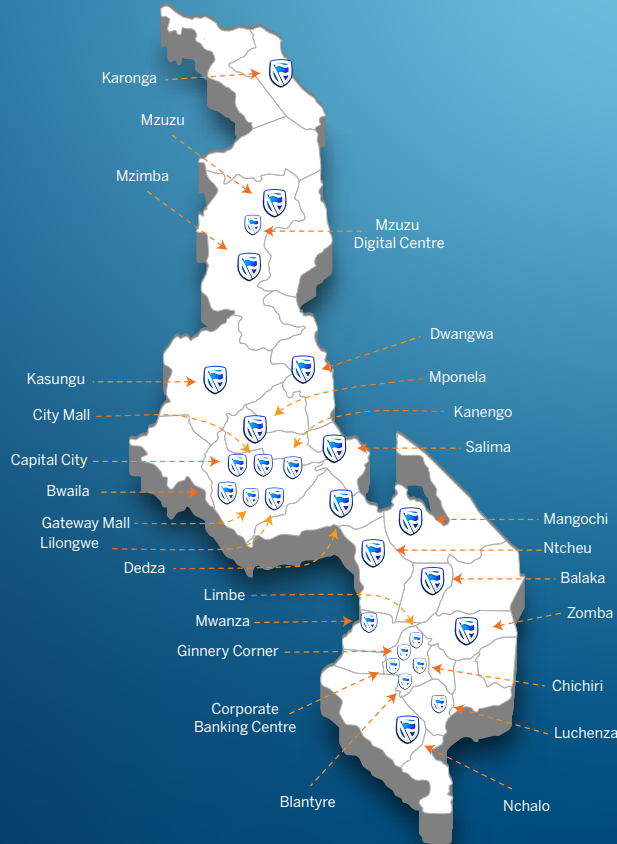
We aspire to be the undisputed number one financial services provider in Malawi

### OUR VALUES

Our values are our shared beliefs about who we are, what we stand for, and what we want to achieve. They are the principles and ideals that help us decide what is most important.

We commit to:

1. Serving our customers
2. Delivering to our shareholders
3. Respecting each other
4. Working in teams
5. Upholding the highest levels of integrity
6. Growing our people
7. Being proactive
8. Constantly raising the bar.



 **27**  
Branches

 **96**  
ATMs

 **11**  
Cash Deposit Machines

 **17,481**  
Unayo Agents

 **Digital Channels**

- **Mobile Banking** – USSD and APP
- **Online Banking** – Internet Banking, Enterprise Direct and Business Online
- **Unayo** – USSD and App

## A Message from Chief Executive, Phillip Madinga



“While the Malawi economy continues to sail through turbulent waters, we at Standard Bank remain optimistic that recovery and growth prospects remain strong and possible”

We mark the second publication of our Report to Society with renewed commitment to continue creating value for Malawi while remaining accountable and transparent to our stakeholders.

The report underscores our commitment to drive the country's growth ambitions and attain the status of an inclusively wealthy and self-reliant industrialized upper middle-income, as envisioned in the Malawi 2063 national blueprint. As a member of the Standard Bank Group, we are signatories to the United Nations Principles for Responsible Banking (UN PRB) and are committed to ensuring that our strategy is consistent and contributes to society's needs and priorities, as expressed by the

United Nations Sustainable Development Goals (UN SDGs), the Paris Agreement, the African Union's Agenda 2063, and sustainable banking frameworks.

This Report to Society is driven by the seven areas of our Social Economic and Environmental (SEE) Framework which are aligned to the Sustainable Development Goals. Our annual Report to Society sets out to communicate strategic outcomes of our commercial impact in the given SEE areas. We believe that it is imperative for our stakeholders to have a full view of the broader impact we generate. This is an important way of deepening the relationships we share with our clients and society at large, and ultimately demonstrating that we are more than a Bank.

As the Report to Society follows our annual financial reporting calendar, it augments the bank's commitment to be transparent and uphold accountability to key stakeholders, including shareholders. Thus, the report is an important scorecard of our progress in efforts to sustain the delicate balance between managing business risk and sustainability while doing good for the community.

In this report, we will provide insights on the progress made in 2022 but are cautious that events in the macro-economy at the beginning of 2023 will bear significantly on how we conduct business going forward. But while the Malawi economy continues to sail through turbulent waters, we at Standard Bank remain

optimistic that recovery and growth prospects remain strong and possible.

2022 presented a litmus test on our long-term readiness to manage the risks we face as a business and country. The business registered strong growth, which continued to surpass that of previous years. Building on this strength, we made great strides to reach out to society based on our SEE framework and response areas. We facilitated economic growth activity through innovative products that are generating new jobs, built on previous success record to sustain green financing for both small and commercial farmers, ventured into renewable energy finance helping the nation deal with electricity deficits, and

applied digital banking technology to promote financial inclusion and jobs through Unayo. We engaged government, clients, and the regulatory industry on initiatives to promote trade and wealth creation. In the social sector, Standard Bank provided essential relief items to support Cyclone Ana victims and through partnerships, supported health drives in regards to Cleft lip surgeries with Operation Smile and purchase of maternity equipment at Dowa District Hospital with Nation Publication Limited. The Bank also partnered with Press Trust to crowd-fund for accommodation for girls and provide scholarships for deserving and qualifying pupils in secondary schools.

The year gone has brought the best out of our passion to continue being a trusted and reliable partner for development. The years ahead hold so much promise to do more, and we look forward to realizing our growth ambitions together.





# Our SEE Framework

Standard Bank's Social, Economic and Environmental (SEE) Framework aims to measure, articulate, and improve the Bank's impact in society. The Framework aligns with the Bank's commitment to delivering on Standard Bank Group's sustainability strategy and SEE impact value driver, and evaluates impact across various stakeholder levels, namely employees and suppliers, customers and financed clients, and affected communities. The Framework, the first of its kind in Malawi, was published in 2022 and it is deliberately aligned with Standard Bank Group's SEE approach and the impact areas, the Sustainable Development Goals (SDGs), Standard Bank Malawi's purpose, and Malawi's development priorities as articulated in Malawi Vision 2063 and the national development objectives.

## SOCIAL IMPACT

This is the value Standard Bank creates for society, both internally with our people and externally with other stakeholders, such as clients and governments to make life better.



### Health

We contribute responsibly to our community and its needs



### Youth empowerment, Education and Skills Development

We empower current and future human resources to be equitable and inclusive



### Responsible Lending

We lend responsibly (including screening for social harms)

## ECONOMIC IMPACT

Standard Bank drives economic growth by creating social and environmental value, which also leads to more innovative and profitable ways of doing business thereby being a catalyst for economic change.



### Financial inclusion and Enterprise Development

We use digital solutions to deepen financial inclusion and empower the underserved groups



### Job Creation

We create inclusive and decent jobs



### Infrastructure

We finance infrastructure development



### Trade

We enable local and international trade in strategic sectors

## ENVIRONMENTAL IMPACT

Standard Bank's success depends on creating value for the environment through conscious and responsible lending.



### Green Solutions

We support innovative green solutions to address environmental challenges



### Green Banking

Our financing and services are environmentally responsible



### Protection of natural resources

We utilize and manage our resources sustainably

These focus areas also align with MW Vision 2063 and Standard Bank Group's seven impact areas



# FINANCIAL INCLUSION AND ENTERPRISE DEVELOPMENT

Expanding people's access to the formal financial system supports economic and human development and reduces inequality. Standard Bank enables individuals, entrepreneurs, small businesses & large local or multinational corporates access relevant and cost-effective financial products and services, including payments, savings, credit and insurance. We strive to understand the needs and preferences of our clients, and provide products and services for specific client groups, such as women and young people.



## Strategic Approach

Deepening level of financial inclusion	<ul style="list-style-type: none"> <li>• Partnership with government to achieve development priorities</li> <li>• Ability to track contribution against our SEE focus areas</li> <li>• Leveraging partnerships to achieve these objectives</li> </ul>
Promoting access to financial solutions through use of digital channels	<ul style="list-style-type: none"> <li>• Solutioning for the client needs through continuous innovation</li> <li>• Stability and security of digital banking platforms – Always on, always secure</li> <li>• Establishing strategic partnerships</li> </ul>
Promoting resilience and growth opportunities for SMEs	<ul style="list-style-type: none"> <li>• Provision of a broad range of solutions to overcome obstacles to growth, optimise opportunities and improve business sustainability</li> <li>• Digitizing services to free up time for SMEs to focus on their business</li> <li>• Provision of financial literacy interventions to build SME capacity</li> </ul>
Customization of holistic financial propositions for specific client needs	<ul style="list-style-type: none"> <li>• Co-creation of propositions with clients and partners</li> <li>• Launching and activating propositions to benefit a wider target audience</li> <li>• Continuous innovation to enrich existing propositions</li> </ul>
Elevating Investment opportunities for our clients	<ul style="list-style-type: none"> <li>• Customizing competitive asset solutions</li> <li>• Activation of financial literacy programme</li> </ul>
Strengthening the Sector	<ul style="list-style-type: none"> <li>• Active participation in industry bodies</li> <li>• Active engagement with the regulator</li> <li>• Publication of good practice and lessons learnt through annual reporting, website content and using social media platforms to educate stakeholders</li> </ul>

### In 2022 this was achieved through;

Enhanced capabilities to facilitate financial needs both on Bank and Unayo digital channels	Launch of the Phuka Incubator hub to help SMEs build capabilities with 68 SME's graduating in 2022	Launch of the first civil servant proposition in Malawi that offers a full suite of customised solutions to public servants	Provision of affordable insurance products that help people and business owners cope with life's uncertainties	Attainment of 99.87% system uptime to ensure delivery on our service	Revamping the Agric offering with customized short and long term loans and insurance solutions.
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## STANDARD BANK PUBLIC SERVANT PROPOSITION

The proposition offers a Public Servant account for civil servants working in all arms of Government. An affordable account which allows Government employees access different options that enables them to manage their long and short term financial goals. The account enables public servants access long term loans, overdrafts, insurance and three funeral plan options.



### FEATURES:

1. Account options - unbundled account and a bundled account (which carries a fixed monthly fee).
2. Once off Free Standard Bank Visa Enabled debit card.
3. Access to competitive loans – personal, vehicle finance and home loans
4. Freedom to choose between 3 funeral covers.
5. Access to digital banking solutions.

### KEY OUTCOMES FOR 2022:

- Number of accounts opened: 16,950

### SEE Focus are supported



## AGRIBUSINESS

Agriculture accounts for 30 percent of Gross Domestic Product and generates over 80 percent of national export earnings here in Malawi. The sector employs 64 percent of the country's workforce and ensures food security in the country. It is with this in mind, the Bank reviewed and revamped the agribusiness offering with a clear intent of empowering small- and large-scale farmers access funding to boost harvest, enhance food security for the nation and facilitate trade.



### ENHANCED OFFERING:

- Production loans
- Trade finance
- Lease financing
- Long term financing
- Crop insurance – both Multiple peril or crop hail

### KEY OUTCOMES FOR 2022:

- Value of loans disbursed: MWK 20.4Billion
- Value of insurance cover: MWK 18.8Billion

### SEE Focus are supported





## BULK DISBURSEMENT MADE EASY THROUGH UNAYO

Unayo is a revolutionary digital financial solution that is available on both USSD and APP. The channel which launched in 2021 has played an important role in facilitating electronic funds transfer and driving the country's financial inclusion agenda.

As a solution that is supporting big businesses in the private and public sectors to manage payments at various levels, Unayo has simplified bulk payments. Within the non-profit and non-governmental organisations (NFP and NGOs) sectors, a need was identified to support bulk disbursement to beneficiaries who previously were issued with Cheques which had to be cashed out at the nearest banking hall or service centre. This process was tedious, expensive and time consuming to all parties involved.

With Unayo bulk disbursement capabilities players in the development sector are able to instantly disburse funds to beneficiaries spread across Malawi. Donors not only are able to identify their intended beneficiary by name and phone number but can reconcile at the click of a button. The disbursement is simplified in that beneficiaries do not need to have a bank account or be registered on Unayo. They simply receive a token that enables them to cash out at any Unayo Merchant. Key bulk transaction drivers for 2022 included

disbursements by CAMFED, FHI 360, World Food Programme, Gala, JSI Research Institute, Lighthouse, Ministry of local Government, MM, Population Services International, and GIZ. With all transactions running on the Unayo platform and cash out facilitated by Unayo Merchants throughout the country.

Over and above the cash out functionality, fund beneficiaries can leverage off the platform to send money, buy airtime, pay for utilities such as water and electricity and pay for goods and services at partner merchant outlets. Through Unayo, Standard Bank has created a financial ecosystem that supports payments and transactions for all Malawians. Partners at all levels benefit from the mutually symbiotic relationship where merchants earn commission on transactions and customers enjoy the convenience of sending and receiving funds electronically. Unayo has supported small businesses and saw an 80% growth in the number of Unayo Merchants in 2022, through the simple merchant onboarding process and growing use of bulk disbursement by Governments, NGOs/NFPs and international donors.

To register for FREE simply dial \*247# and select Option 2 – Unayo or download the Unayo App on Huawei App Gallery, Google Play or Apple App Store.





# JOB CREATION AND ENTERPRISE GROWTH

It is estimated that MSME sector contributes about 40% of gross domestic product (GDP) and 24% of employment, and that about 21% of the country's adult population derives their livelihood from the sector. As a responsive financial partner that seeks to equip and empower SMEs, we work with them to understand their challenges and priorities, to be able to provide them with appropriate financial solutions, targeted business support as well as training to facilitate their growth.



# Strategic Approach

<p>Digital solutions for entrepreneurs and small businesses to support growth and formalisation</p>	<ul style="list-style-type: none"> <li>• Digital access to short term loans</li> <li>• Leveraging on Unayo to provide financial solutions and facilitate new income stream for SMEs</li> <li>• Partnerships with FinTechs to provide enhanced client solutions</li> <li>• Solutioning for the client needs through continuous innovation</li> </ul>
<p>Promoting access to financial solutions through use of digital channels</p>	<ul style="list-style-type: none"> <li>• Solutioning for the client needs through continuous innovation</li> <li>• Stability and security of digital banking platforms – Always on, Always secure</li> <li>• Establishing strategic partnerships</li> </ul>
<p>Promoting resilience and growth opportunities for SMEs</p>	<ul style="list-style-type: none"> <li>• Provision of a broad range of solutions to overcome obstacles to growth, optimise opportunities and improve business sustainability.</li> <li>• Digitizing services to free up time for SMEs to focus on their business.</li> <li>• Provision of financial literacy interventions to build SME capacity</li> </ul>

## In 2022 this was achieved through;

<p>Onboarding of merchants to provide Unayo services as an alternate source of income for small businesses.</p>	<p>Providing tailored support for SME clients, including access to finance and skills development, access to markets, and cash flow solutions, through our incubators and our enterprise development team</p>	<p>Digital loan facility provided a paperless loan application, disbursement and repayment system, accessible to businesses via online banking</p>	<p>Launched of the Phuka Incubator hub to help SMEs build capabilities with 68 SME's graduating in 2022</p>
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\*Accolade: Best SME initiative of the Year 2022 - Phuka Incubator Hub by Institute of Marketing in Malawi (IMM)



## EQUIPPING SMES WITH BUSINESS KNOWLEDGE TO FACILITATE A GROWTH MINDSET

Lillian Kanjadza is the founder of Lillie Organics, a recycling company that manufactures Organic Soil Amendment Products, ideal for farming and home gardening. Established in 2018, the company employs around 27 people. Lillian was part of the 2022 cohort of Phuka Incubator Programme, a programme designed to promote SME growth through providing business trainings on how to better manage operations and drive growth. According to Lillian, 'Phuka was such a wonderful experience, going through the various trainings, getting to interact and share experiences with fellow entrepreneurs across different fields. It opened my business up to a whole new array of skills, knowledge, and local and international networks.'

The programme has been instrumental to Lillian who works alongside farmers and has facilitated account opening for some farmer cooperatives who are now able to achieve their transactional goals and receive government funding through the accounts. Lillie's Organics has also digitized their business through the use of an E-Commerce gateway that has enabled the business to offer end to end sales solutions where the clients across Malawi and the Globe can make payments online easily.

To expose Lillie Organics to new markets, Standard Bank invited the company to attend an International Trade forum where the business was able to make connections with international parties and create synergies with local entrepreneurs. This has led to a number of business leads both in Malawi and Tanzania.

Lillian says 'I have seen the benefits of the Phuka programme both during and after the experience and I am confident that the Bank is now a mutual partner, and this gives me hope to do more.'







## RESPONSIBLE LENDING

As a financial institution, we have a responsibility to ensure that the financial services we offer to clients such as loans are not detrimental to client's lives or the community. We have put in place various measures to insure we lend responsibly, for instance, taking a proactive role in ensuring we borrow towards ethical causes, and we refrain from borrowing to causes that align with corruption, violation of human rights, or have any negative impact on the community. We go a step further to offering advice at every stage of the loan process to ensure that our clients get the best out of the deals.

In addition, through our affiliation to Standard Bank Group, we have a climate policy put in place that prohibits lending to causes with a detrimental impact on the environment.





## Strategic Approach

Upholding Human Rights	<ul style="list-style-type: none"> <li>• Screening for social harm e.g., Child labour, labour and operational practices</li> </ul>
Funding socially upright initiatives	<ul style="list-style-type: none"> <li>• Value of financing application</li> <li>• Reviewing social implication</li> </ul>
Financial literacy	<ul style="list-style-type: none"> <li>• Ensuring Terms and conditions are understood and signed off before lending</li> <li>• Financial literacy program</li> </ul>

### In 2022 this was achieved through;

Facilitated access to credit for Small and Medium size enterprises worth MK 14.43 billion	42.1% of loans disbursed in 2022 were done digitally at a valued of MK 13.8 billion	MK 150 Million worth of loans disbursed for purchase of renewable energy solutions.	The Bank support over 71 customers access short term loans under the Financial Inclusion and Entrepreneurship Scaling (FInES) Project– 35% being women and 25% being youth.
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## A CASE STUDY ON RESPONSIBLE LENDING, MERATONE CONSTRUCTION COMPANY

Michael Mkolosato Harawa, managing director of Meratone Construction Company, a Malawian owned construction firm, shares on how the Bank has supported them in expansion of their business through our loan facilities.

Meratone is a company operating in Malawi with work involving Building and Civil Engineering projects in several districts across the country. Over the past years their capacity has elevated to now being a registered contractor in the MK 1 billion Building Category and MK500 Million Civil Engineering Category. They attribute this growth to several partnerships formed, including

with Standard Bank Plc. What prompted them to partner with the Bank is the willingness to support small and medium enterprises through various offerings and the convenience that the Bank gives in issuing loans. They also appreciated the part the Bank plays in offering good advisory services during the loan process to ensure they get the best out of the deal.

“We have received several facilities from the Bank including working capital loans, guarantees and invoice discounting facilities. These have greatly accelerated our business, as we are able to deliver quality projects, timely. This has driven

our growth as we are now able to secure many construction opportunities from clients through the trust developed.” Says Harawa.

“Most of our projects have the direct impact on the social and economic lives of the community members. We have project such as construction of schools, hospitals, roads, and bridges, through which we also promote job creation from the casual laborers and artisans we hire on site. With this, our strive to succeed is also motivated by seeing the impact and contribution to the development of the country.” Explains the managing director.





# INFRASTRUCTURE & GREEN SOLUTIONS

Malawi requires substantial investment in energy, water, transport and telecommunications infrastructure to facilitate economic growth and create opportunities for job creation and human development. We work with governments, development finance institutions and other commercial banks to finance large-scale infrastructure projects, addressing the country's infrastructure gaps and enabling inclusive and sustainable industrialisation. We partner with our clients to ensure environmental and social risks are appropriately managed and minimised.





# Strategic Approach

Foster strategic partnerships	<ul style="list-style-type: none"><li>• Signing up to government initiatives to provide guidance and funding to develop infrastructure projects</li><li>• Connect SMEs to Corporates to deliver on infrastructure development mandate set by government.</li><li>• Increasing the number of SMES participating in infrastructure projects through provision of financing</li></ul>
Facilitating the successful development of private public partnerships	<ul style="list-style-type: none"><li>• Responding to requests from corporates to support SMEs and small contractors</li><li>• Capacity building to build financial literacy amongst SMEs</li></ul>
Foster access to off grid power solutions to facilitate economic growth	<ul style="list-style-type: none"><li>• Increase the number of clients accessing funding to access off grid power solutions.</li><li>• Provision of financial literacy interventions to build SME capacity</li></ul>

**In 2022 this was achieved through;**

Roll out of solar financing solution accessible to both business and individuals	Invested over MK 30 billion in financing telcos projects within Malawi
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## POWERING UP MALAWI SUSTAINABLY

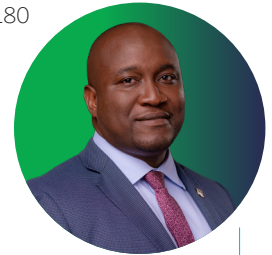
Standard Bank Plc introduced loan packages for account holders to access solar power solutions and other renewable forms of energy as part of the Bank's commitment to contribute to economic growth and in response to the country's energy deficit. The loan packages were available to both individuals and corporates in the form of Lease, Term Loan, Stock Finance and Working Capital financing through the bank's Asset Finance division.

To respond to alternative energy needs, Standard Bank made available this financing facility for clients to purchase and import renewable energy supplies based on their needs. Through renewable energy financing the Bank provided short to medium term financing repayable over a tenor not longer than 180 days.

Ewen Hiwa Head Client Solutions explained that "the facility managed to alleviate an energy supply gap, which had resulted in reduced productivity, supply bottlenecks and an increase in the cost of production. With renewable energy financing Standard Bank clients were assured of consistent and reliable energy supply."

Standard Bank made its renewable energy financing facility widely available to ensure that all client segments were covered. Customers in Personal and Private Banking, Corporate and Investment Banking, Business and Commercial used the facility to maintain productivity in their personal and business life. "With due regard to the reality of modern life, the facility was made available to all clients, whether in power production, power retail and individual use," he said.

Taking into consideration the complex nature of renewable energy solutions, suppliers were selected based on their reputation, and the ability to provide warranty to the Bank's clients. Standard Bank believes that Malawi is our Home and we are confident that renewable energy will drive the nation's growth. Impacting positively on the economy and local communities.



**"The facility managed to alleviate an energy supply gap, which had resulted in reduced productivity, supply bottlenecks and an increase in the cost of production. With renewable energy financing Standard Bank clients are assured of consistent and reliable energy supply."**

Ewen Hiwa - Head Client Solutions



# TRADE AND INVESTMENT

Malawi's economic growth depends on the growth of intra-Africa trade, and enterprises' ability to access global value chains. Being a member of the Standard Bank Group, we draw on our presence in major international markets and our strategic partnership with ICBC to facilitate trade flows within Africa and global markets with a particular focus on China, Africa's largest trade partner. We provide a full suite of domestic and cross border trade solutions including supply chain finance, cross-border payments solutions, logistics support and matchmaking for importers and exporters.



## Strategic Approach

Foster Strategic Partnerships	<ul style="list-style-type: none"> <li>Facilitating trade discussions to help unlock trade opportunities both from an import and export perspective</li> <li>Leveraging on Standard Bank Group partnerships and correspondent financial institutions to ease cross board trade.</li> </ul>
Provision of funding	<ul style="list-style-type: none"> <li>Assisting with working capital management requirements</li> </ul>
Facilitating transfer across borders	<ul style="list-style-type: none"> <li>Assisting remittances</li> <li>Assisting with foreign currency transfers.</li> <li>Facilitating trade through the Africa China Trade solution, where we connect Malawian importers to reliable suppliers in China</li> </ul>
Facilitating domestic trade	<ul style="list-style-type: none"> <li>Assisting with funds transfer</li> <li>Assisting with foreign currency</li> </ul>

### In 2022 this was achieved through;

Provision of domestic and international trade financing worth MK 62.5 Billion	Hosting a consultative Trade round table discussion that brought together multiple ministries with the intent of unlocking trade avenues for economic growth	Supported importation of goods worth MK 314.2 Million from China under the Standard Bank Group Africa China proposition
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## ENABLING TRADE IN MALAWI

To facilitate open dialogue and action plans to open up Trade in Malawi, Standard Bank Plc hosted the inaugural Trade round table. Under the theme “Enabling Trade in Malawi”, the discussion attracted high-level multi-sectoral representation from Malawi Government and its agencies, among others. Participants discussed a wide range of issues affecting trade and reciprocal effects on the economy. The discussion was moderated by the Chief Executive of Standard Bank, Phillip Madinga who alluded that the aim of the session was to spark meaningful conversations on national economic policy and business environment issues.

The key discussion points were; the impact of the Russia and Ukraine war, the SME factor and policy discordance, current trade facilitation initiatives, industrialization, value addition, mindset change and other government initiatives such as the Buy Malawi strategy.

Standard Bank reiterated its commitment to drive growth for Malawi by taking the lead in elevating the trade agenda in the national discourse. The Bank believes that unlocking

trade barriers is the key to achieving the aspirations of Malawi 2063 vision. Dialogue was a starting point and opened learnings to help in re-shaping and re-purposing the country’s trade agenda. What came out very clearly is that as an economic system, we’re an inter-connected eco-system and trade sits at the center of it all. Trade relates to our national development agenda; it talks to our economy and the issues that are really at the heart of people. Key stakeholders to the roundtable hailed Standard Bank for initiating the roundtable discussion platform.





# EDUCATION, YOUTH EMPOWERMENT & SKILLS DEVELOPMENT

Education is the cornerstone of economic development and wellbeing for Malawi. With a well-educated population the nation will be in a better position to fight against poverty thereby helping to improve socioeconomic development. Education prevents the transmission of poverty between generations by providing greater opportunities to earn, as well as helping to move other socioeconomic indicators in a positive direction. As a driver for growth, we partner with governments, business and academia to help Malawi's young people access quality education, skills development and training, to help them acquire the knowledge and skills they need to thrive in an increasingly digitised world.

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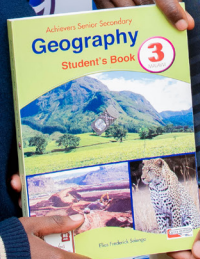
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# Strategic Approach

Investment in young students	<ul style="list-style-type: none"> <li>• Financing secondary school &amp; tertiary scholarships for bright and needy students</li> <li>• Through partnerships facilitating skill-based learning that can lead to income generated opportunities</li> <li>• Partnership with local institutions to establish long term financial solutions for needy students.</li> <li>• Investing in education infrastructure to increase capacity</li> </ul>
Empowering our clients	<ul style="list-style-type: none"> <li>• Roll out financial literacy programs</li> </ul>
Investment in employees skill development	<ul style="list-style-type: none"> <li>• Facilitating digital learning platforms</li> <li>• Facilitating staff members to build individual capacity through staff loans</li> <li>• Positioning our staff to respond to the fourth industrial revolution</li> </ul>

**In 2022 this was achieved through;**

In Partnership with DAPP with supported 30 young women acquire tailoring and fashion design skills	Facilitated secondary school scholarship with Press Trust that saw 68 students across Malawi get fully paid scholarships valued at MK 30.1 million	Committed to a total of MK80 million over 4 years and off 2022 had disbursed MK 40 million	Launched learning organization program that sees Staff Members acquire personal and professional developmental programs that are accessible digitally at one's convenience.	Built and fully equipped a 112-bed capacity twin block dormitory worth MK163.5 million in partnership with Press Trust
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**•Number of Secondary students who were funded last year under the bursary program – number of students and districts they are based:**

68 Students  
MK30.1 million in Scholarship Fund

**Districts:**

- |                       |                     |
|-----------------------|---------------------|
| 1. Mzuzu (North)      | 5. Dedza (Central)  |
| 2. Kasungu (North)    | 6. Zomba (South)    |
| 3. Lilongwe (Central) | 7. Blantyre (South) |
| 4. Mchinji (Central)  |                     |

## CASE STUDY- BUILDING STAFF SKILLS CAPACITY THROUGH TOASTMASTERS

Toastmasters Club is an international club that promotes leadership, communication, and public speaking. The Bank's branch of the club was started in 2019 with a keen focus on building the leadership and communication capabilities of staff members. The club membership is offered to all employees to help develop various soft skills within the areas of public speaking, communication, and leadership. The club has created a safe space for employees to practice and improve on their executive presence, public speaking, storytelling, networking, conflict resolution, and creativity.

Our award-winning Toastmasters club currently boosts of 44 members and boosts of recognition within the vibrant Toastmasters International community. Employees can attest to the many benefits of the club, such as helping them build their confidence when speaking publicly, making presentations, taking job interviews, managing clients, managing teams, and engaging with leadership.



- Macdonald Maliro**  
**Manager, Executive and Affluent Express**  
 "Toastmasters has provided me with a network of like-minded peers that are passionate about leadership, personal development, and growth. Through our interactions I have learnt and developed my skills and applied them to different scenarios in personal and professional life."



- Phalesie Nyirenda**  
**Officer, Procurement**  
 "Toastmasters has boosted my presentation skills and confidence. It has provided a safe space for me to improve in my grammar and vocabulary through my participation in the different tasks and speaking assignments."



- Kondwani Mlilima**  
**Chief Risk Officer**  
 "I joined one of their meetings and witnessed a team that was confident and sociable. Each member offered themselves on the altar of vulnerability and criticism, where a harvest of personal growth and betterment comes from."



- Wisdom Banda**  
**Manager, Finance**  
 "I confidently deployed my very own podcast after going through the Level 4 courses with Toastmasters. The club equipped me with the skills to deploy my podcast and provided the creative critic to perfect my dream."



- Jane Mwitha**  
**Officer, Credit**  
 "Toastmasters has supported my personal development and self-esteem. I confident knowing I can walk into every and any room no matter how intimidating it may seem trusting I can speak and communicate boldly."



## Launching the learning organization

Standard Bank Plc is a learning organisation that deliberately creates opportunities for the development, acquisition, and transfer of knowledge. Our hope is to cultivate a rich learning culture that empowers employees to engage with and share knowledge. Our learning culture leverages on the use of digital learning platforms, interactive sessions, and other tools to ensure learning and knowledge transfer is efficient and integrates in the working environment.

The Bank offers access to several personal and professional developmental initiatives to support this agenda, such as:

- Access to digital learning platforms including LinkedIn Learning and Degreed
- Conducting a targeted developmental programme, such as Women Leadership Programme
- Active Leadership and Motivational clubs such as Toast Masters
- Certified professional programmes – Behavioural Economics Mastery Programme, Zenzele Automation Academy, Power BI Analyst
- Availability of education loans to upgrade professional qualification



## Lilongwe girls dorm project

Standard Bank Plc in collaboration with Press Trust handed over twin hostels to Lilongwe Girls Secondary School to enhance the delivery of girls' education in the country. The fully equipped facility with a bed capacity of 112 was worth MK163.5 million. The Bank contributed over MK112 Million towards the construction and furnishing of the 2 hostel blocks. The facility has alleviated the school's overcrowding problem and allowed for students that previously occupied classrooms as hostels to move into a safe and secure space. Further to this the twin hostels are friendly for students with disabilities servicing the school's high enrollment of students with special needs. The project started in 2021 and was completed in July 2022 and has since been occupied by students.



## Education - Endowment fund with MUST

Standard Bank Plc has made a long-term commitment to support access to tertiary education by contributing yearly to the Student Endowment Fund founded by Malawi University of Science and Technology (MUST) to support tuition and living expenses for needy students enrolled at the university. The Endowment Fund is an innovative instrument implemented the University to ensure sustainability of sponsorship funds donated by employing an investment technique that allows for the funds to be a permanent driver of funding. The Bank has committed to a total of MK80 million over 4 years; in which the second payment was disbursed in 2022 pegged at MK20 million.



# HEALTH

Malawi needs investment in resilient, accessible, and affordable health systems, with a focus on primary health care, health promotion and preventing disease. A well performing public healthcare system is necessary for our nation to achieve universal health coverage and through partnership we have invested in community-based healthcare programmes through corporate social investment and support the health and well-being of our employees.



# Strategic Approach

<p>Support our communities</p>	<ul style="list-style-type: none"> <li>• Investing in health and safety</li> <li>• Leveraging on partnerships to invest in initiatives that improve access to health care services</li> <li>• Investing in preventive vaccines</li> <li>• Supporting the less fortunate in our community access health services that improve and prolong life</li> </ul>
<p>Support our staff</p>	<ul style="list-style-type: none"> <li>• Provide staff with medical cover</li> <li>• Invest in their health and safety</li> <li>• Focus on their overall wellbeing</li> </ul>
<p>Providing financial support</p>	<ul style="list-style-type: none"> <li>• Supporting health practitioners with access to financial services</li> <li>• Support the financing of medical equipment and infrastructure</li> </ul>

**In 2022 this was achieved through;**

<p>In partnership with Operation smile we facilitated funding to enable 50 patients get cleft lip and palate surgeries</p>	<p>Donated MK 8 Million to the annual Mother's day run that supported Dowa District hospital acquire medical equipment and thereby help ensure safe delivery in the district</p>	<p>Supported 1,133 Chikwawa flood victims displaced by floods caused by Cyclone Ana with food, first aid material and personal care item</p>	<p>Interventions to protect our employees, keep them healthy, and promote their mental and physical wellbeing during this difficult and unprecedented time</p>
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## A FRIEND IN TIMES OF NEED – OUR INITIATIVES IN HEALTH



### 1. Hope for survivors of Tropical Cyclone Ana

In May 2022, the Bank donated food and non-food stuff relief items worth MK19.3 million to Chapomoka Flood Survivor Camp in Chikwawa through partners CARE Malawi. Chapomoka camp was one of sheltering camps for over 1,000 people displaced and affected by Tropical Cyclone Ana that devastated Chikwawa and other districts. As per reports from CARE Malawi's reporting, Chapomoka was one of the camps experiencing severe shortage in relief items due to its geographical positioning and dilapidated access roads.

### 2. Hope for children through Operational Smile International

Standard Bank supported Operation Smile International with funding worth MK5.2 million to administer surgeries for children born with cleft lip and palette disorders. These children struggle eating, speaking and a series of medical issues due to their condition. It affects their nutrition, physical and social development. Through this donation the Bank has provided Hope for children to experience a happy, healthy, and full childhood; and relief for parents that would have struggled to access the medical procedures.

### 3. Hope for mothers at Dowa District Hospital

Through a partnership with Nations Publications Limited, the Bank donated MK8 million towards the Mothers' Day Fun Run – an initiative that fundraises for the purchase of equipment for different district hospitals across the country. In 2022, the Bank contributed towards upgrading equipment in the maternity wing at Dowa District Hospital, one of Malawi's oldest hospitals that serves 22 health centres.

### 4. Hope for children at Likuni Mission Hospital

Championed by our Standard Bank employees, the children and women of Likuni Mission Hospital received a special holiday gift from us. Through our staff CSR arm – the Bank donated blankets and play toys for the maternity wing and children's ward. The donation as valued at MK1.2 million.







## PROTECTION OF NATURAL RESOURCES

Standard Bank is committed to investing in the environment as a way of unlocking and securing a sustainable, healthy, and ecologically friendly nation. Our forests and greenery nationwide are subject to deforestation with minimal efforts towards replenishing the vegetation we are quickly losing. These acts have lasting effects on our climate and the quality of life for coming generations. Being an Agriculture based economy with heavy reliance on rainfed agriculture for sustenance, trees are crucial to us sustaining our economy and the livelihoods of people. With a rise in the effects of Climate Change – it is within our agenda to support communities and Government in various reforestation initiatives.







## Strategic Approach

<p>Advocating for use of Renewable Energy options</p>	<ul style="list-style-type: none"> <li>• Investing in solar financing as an alternative energy source at points of representation</li> <li>• Establishing partnerships within the renewable energy sector</li> <li>• Facilitating access to alternative energy sources through structured long term and short term loans</li> </ul>
<p>Reclaiming Forest Cover</p>	<ul style="list-style-type: none"> <li>• Advocating and participating in forestation drive</li> <li>• Reduce use of paper</li> <li>• Recycle paper and advocate for use of recycled material</li> <li>• Partnership and support to organizations fighting deforestation</li> </ul>

### In 2022 this was achieved through;

43% of Bank offsite ATMs have solar power back up with the target set to reach to 100% in the next two years

Donated 20,000 pine tree seedlings to Ntcheu's Inkosi Yamakosi Gomani the 5th (Ngwenyama) and Dedza District Council

## UNAYO TREE PLANTING DRIVE

As a response to the climate sustainability drive by Malawi, the Bank through Unayo donated 20,000 pine tree seedlings to Ntcheu's Inkosi Yamakosi Gomani the 5th (Ngwenyama) and Dedza District Council.

The donation of trees to Ntcheu and Dedza underscores Standard Bank's historic commitment to investing in the environment as a way of unlocking and securing a sustainable, healthy and ecologically friendly nation. The Bank is committed to sustainable interventions in society, and this was one of the founding reasons why it rolled out Unayo in the first place, to support the financially marginalized. Malawi was not spared the negative effects of climate change and the country grappled with electricity supply shortages and high cost of energy supplies after Cyclone Ana early in 2022. This affected the Kapichira Hydro Electric plant along the Shire River reducing electricity output. The flooding in the Shire was partly attributed to deforestation.

As a way to mitigate against the adverse effects of climate change, there was increasing need to replenish natural forests and greenery. The donation to Ntcheu and Dedza districts also came as a fulfilment of a pledge that was made by the Bank to the Ngwenyama when we launched Unayo in 2021. For Ntcheu the seedlings were meant to support the district's vision to replenish a part of the mountain that has fallen victim to deforestation in recent years and is now bare. For Dedza, the authorities planned to use these trees in creating boundaries for schools, roads and households within the district.

Forests and greenery nationwide are subject to deforestation with minimal efforts towards replenishing the vegetation we are quickly losing. These acts have lasting effects on our climate and the quality of life for coming generations. Being an Agriculture based economy with heavy reliance on rainfed agriculture for sustenance, trees are crucial to us sustaining our economy and the livelihoods of people.





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