

SOCIAL & RELATIONSHIP CAPITAL



The Integrated Report describes Social and Relationship Capital as being “the institutions and relationships established within and between each community, group of stakeholders and other networks to enhance individual and collective well-being. Social and relationship capital includes:

- › common values and behaviours,
- › key relationships, and the trust and loyalty that an organization has developed and strives to build and protect with customers, suppliers and business partners,
- › an organization’s social licence to operate.”

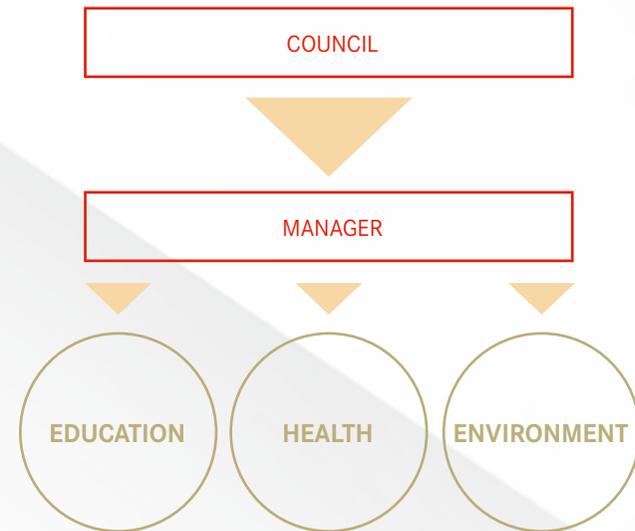
Reference: <https://integratedreporting.org/wp-content/uploads/2013/03/IR-Background-Paper-Capitals.pdf>

Social Capital – AfrAsia Foundation

Launched in September 2017, AfrAsia Foundation acts as the social arm of AfrAsia Bank and its subsidiaries. Our vision, *Shaping A World of Difference*, is translated through projects spanning 3 main areas: Education, Health and Environment. Our belief is that these pillars will help build thriving communities and drive positive change in the Mauritian society.

In line with AfrAsia Bank’s Sustainability Strategy, the Foundation has also adopted the United Nations’ Sustainable Development Goals (SDGs).

Structure of Foundation



Council members are: Thierry Paul Robert Rene Vallet, Suneeta Motala, Sanjiv Bhasin, Luvna Arnassalon-Seerungen, Maureen Ann Treanor, Graeme Robertson, Mohammad Bilal Adam, Rameshdeo Bholah

AfrAsia Foundation is governed by Council, whose members' main duties are to supervise the management and the conduct of the organization.

AfrAsia Foundation was registered at the Registrar of Foundations to act as the social arm of AfrAsia Bank and its subsidiaries. AfrAsia Foundation is also accredited as a charitable institution by the Mauritius Revenue Authority.

Education programmes – AfrAsia School

AfrAsia Bank Limited strives to create an equitable world for our beneficiaries and to empower the most marginalized. Our belief is that education opens up a world of opportunities for growth and creates a level playing field for all.

AfrAsia School, our flagship project, was established with this very belief in mind, and operates in accordance with the Educational programme of AfrAsia Foundation. Our promise to make quality education accessible to underprivileged and vulnerable children is one we take very seriously. In fact, AfrAsia School has welcomed 30 children between the ages of 3 and 5 since January 2018. To us, this represents a significant milestone in the Bank's history.

30

AFRASIA KIDS AGED
BETWEEN 3 TO 5 YEARS
OLD SINCE JANUARY 2018



“

AS CHAIRMAN OF AFRASIA FOUNDATION, I HAVE BEEN HONOURED TO OVERSEE AND ACCELERATE AFRASIA BANK'S CSR EFFORTS THROUGH THE FUNDING AND OPERATION OF SUSTAINABLE PROJECTS LIKE THE AFRASIA SCHOOL, SUPPORTING THE UPGRADING OF EDUCATION AND SOCIETY TO BUILD A BETTER TOMORROW FOR OUR COMMUNITY.

”

GRAEME ROBERTSON

Chairman AfrAsia Foundation
CEO, Intrasia Group
Shareholder

SOCIAL & RELATIONSHIP CAPITAL (CONTINUED)

We have adopted a Whole School Approach, which covers all aspects of school life and includes students, teachers and parents alike. While we promote academic achievement and excellence, we also nurture positive mental health and a sense of belonging. To achieve this, we designed a tailor-made Lifelong Learning Programme in collaboration with the NGO **Ti Rayons Soleil** that engages in a continuous quest for improvement.

The centre consists of a pre-primary school and an after-school programme based on the Mauritian Curriculum as well as inspired by the Montessori approach and other holistic methodologies and a Parent Empowerment Support Programme.

We also actively engage with our staff, clients and partners through our educational programme. Our “Sponsor a Child” programme relies on financial contributions intended to cater to a child’s basic needs: food, transport, school supplies, school uniforms, children insurance, teachers’ fees and other expenses.

OUR PARTNER NGO, TI RAYONS SOLEIL RECEIVED

MUR 4m

FROM THE DECENTRALISED CORPORATION PROGRAMME OF THE EUROPEAN UNION FOR AFRASIA SCHOOL



Health programmes

We have implemented several initiatives in the context of our Health Programme, most of which focus on raising awareness on health-related topics.

Cancer is a rampant issue in the Mauritian society. Every year, around 1,500 new cancer cases (<http://www.linktolife.mu/cancer-info/cancer-situation-mauritius>) are recorded. To this end, we have launched Cancer Awareness Campaigns for the AfrAsia staff, which aims to educate them on the importance of early detection. Since 2014, we recognize the month of April as “Women’s Health Month”, drawing attention to cancers affecting women. We have also implemented “Movember”, a cause that tackles men’s health issues like prostate cancer, testicular cancer, suicide and physical inactivity. Through our initiatives, we have successfully raised funds to donate a portable Sonoscape Ultrasound Machine to the NGO “Link to Life Caravan.”

Via the AfrAsia Foundation, we offer free cancer screenings (cervical and/or breast) to our employees at Link to Life.

>MUR 200,000

RAISED THROUGH
MOVEMBER

We also organized a blood donation in November in collaboration with the Ministry of Health & Quality of Life.

200

PARTICIPANTS IN OUR BLOOD
DONATION CAMPAIGNS

127

PINTS OF BLOOD
COLLECTED

39

FEMALE STAFF
BENEFITTED FROM FREE
CANCER SCREENINGS



PARTNERING WITH AFRASIA HAS BEEN A GREAT SUCCESS STORY OF WHAT CAN BE ACHIEVED WHEN WE COME TOGETHER TO FIGHT INEQUALITIES IN THIS WORLD. WE CAN TRULY MAKE A DIFFERENCE TO THE LIVES OF MANY.

MRS. BÉRENGÈRE SERIES

Director, Ti Rayons Soleil
NGO

Environmental programmes

The third main project of our Foundation focuses on Environmental issues. To achieve our objectives, we have initiated two distinct measures:

1. In 2014, we began collaborating with Mission Verte with the aim of recycling our office waste in Port Louis. Given that we recently shifted most of our operations to Ebene, we are currently reviewing our waste strategy to adapt to this change.

[\(For more information refer to Natural Capital\)](#)

2. In 2017, we launched the “Bring your Kids to Work” initiative, which enables our employees to bring their children to our premises to participate in creative workshops that promote environmental awareness. Last year, the chosen theme of the Mission Verte workshop was “3 R’s- Reduce, Reuse, Recycle”.



28

STAFF KIDS AGED
3-7 YEARS BENEFITTED
FROM MISSION VERTE
WORKSHOP

SOCIAL & RELATIONSHIP CAPITAL (CONTINUED)

Other activities

The AfrAsia Foundation is also involved in various activities pertaining to fundraising and volunteering for social and environmental causes.

VOLUNTEERING HOURS

478

A key responsibility of the Corporate Sustainability and CSR department's staff is to work for AfrAsia Foundation. This has not been accounted when calculating the volunteering hours as it is part of their core duty, hence leading to the decline in volunteering hours as compared to the previous years.

Volunteers participate in various projects for AfrAsia Foundation and other NGOs with whom we collaborate.

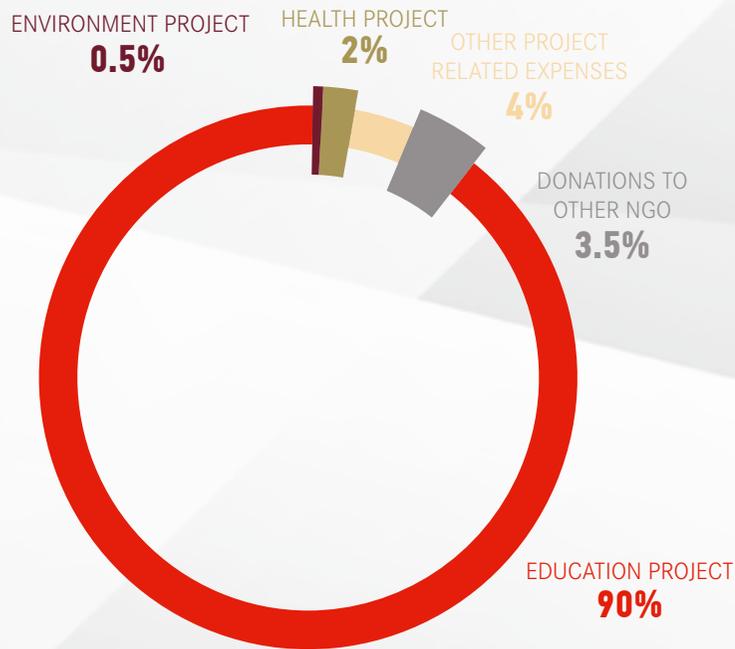


AFRASIA BANK MAURITIUS OPEN (ABMO) 2017 EDITION

> MUR 550,000

FUNDS RAISED

Funds distribution (FY 17-18)



As our greatest priority was “Education”, most of our funds were allocated to our Educational Programme this year.

Note: Financial statements of AfrAsia Foundation will be available on our website as from October 2018

Relationship Capital – DARE Culture

Launched on 07 April 2017 at Trianon Convention Centre, the ultimate objective of our DARE (Disruptive, Action, Rocking, E!) Culture is to focus on the wellbeing of our employees’ so that they, in turn, deliver superior experiences to our customers.

 <p>DISRUPTIVE</p> <p>Be the change. Think different, innovate and work smart ALWAYS CHALLENGE THE STATUS QUO.</p>	 <p>ACTION</p> <p>Actions speak louder than words . Do whatever it takes to get the job done! DO WHAT WE SAY WE WILL DO ... MAKE IT HAPPEN .</p>
 <p>ROCKING</p> <p>Play as a team with dynamism and mutual respect WE ARE ONE TEAM, WE WORK TOGETHER TOWARDS THE SAME OBJECTIVE.</p>	 <p>E!!</p> <p>Everyone, Everyday, Everything Fun!! WE WORK IN A FUN ENVIRONMENT.</p>

Culture Ambassadors

To ensure the deployment of the new Culture, our **41 ambassadors**, also known as the Dare Devils, gather around weekly group meetings to discuss the challenges they face for the deployment of the values. The group comes up with adequate solutions to counter these challenges to successfully translate our values into the daily interactions with colleagues.

SOCIAL & RELATIONSHIP CAPITAL (CONTINUED)

DARE - Internal Initiatives

- › Code of ethics with Do's and Don'ts for staff deployed across the Bank.
- › Inter-departmental competition to create an original video performing to the Bank's HAKA anthem.
- › Reinforcement of internal DARE message with staff through various means, including screensaver campaigns.
- › Office Etiquettes campaign via mailer and internal platform.
- › Dragons Den (internal competition) to foster creativity and encourage staff to come up with game changing ideas in view of improving process efficiency and ultimately the customer experience.

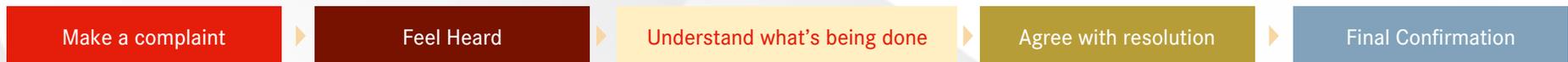
Customer Experience

As part of our DARE culture, we have also implemented a thorough Complaints Handling Process, which allows us to learn from the complaints that arise and ultimately keep our customers informed in a timely manner all through the complaints process.

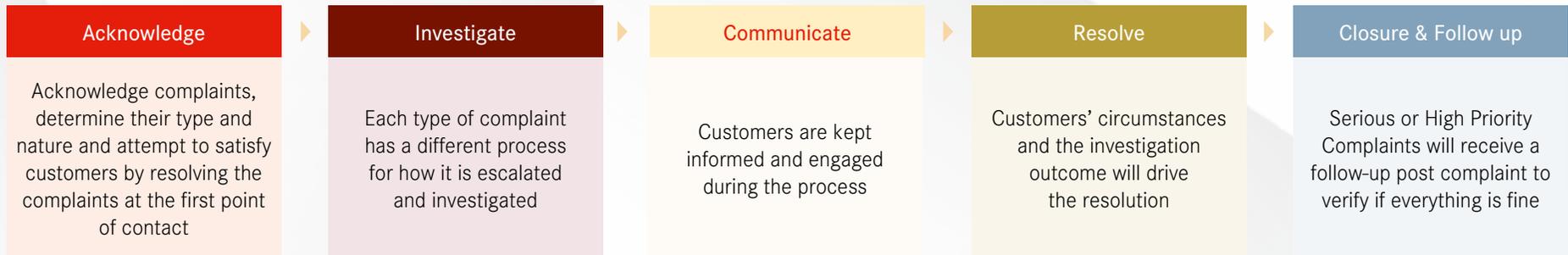
Our target is to enhance the customer experience in view of reducing complaints in FY18-19 by 50% with the ultimate objective of reaching zero error and zero complaint targets.

Complaints Handling Process

COMPLAINTS HANDLING PROCESS



AFRASIA'S COMPLAINT HANDLING PROCESS



Channels available for customers for complaints

- › In writing to the Complaints Officer
- › By phone
- › By fax
- › Online through an Electronic form available on the website
- › By email
- › Physical Complaints Box in Branches (Ebene & Port Louis)

Relationship Capital – Supply Chain

According to the UN Guiding Principles for Business and Human Rights, *“Business enterprises may be involved with adverse human rights impacts either through their own activities or as a result of their business relationships with other parties”*.

https://www.ohchr.org/Documents/Publications/GuidingPrinciplesBusinessHR_EN.pdf

In line with the above principles, AfrAsia Bank Limited has decided to review its strategy for its supply chain management. Amongst the different practices, ABL is also currently in the process of implementing a revised Purchase Order Format bearing special clauses emphasizing on *“goods supplied by supplier originating from countries which are not engaged in the employment of child, forced, indentured or uncompensated labour or under any unjust conditions”* and that the buyer should also ensure that any work performed and all goods provided under a particular order should comply

in all respects with applicable environmental, health and safety laws and regulations. Also in the pipeline is the revision of the supplier selection process whereby the Bank will select suppliers respect workers and promote ethical trading practices.