

Eastern Caribbean Central Bank



**Winning Entries
Among ECCU Commercial Banks**

The Eastern Caribbean Central Bank began presenting Best Corporate Citizen Awards among Commercial Banks which operate within the Eastern Caribbean Currency Union (ECCU) in 1997. The awards recognise those banks that have made outstanding contributions to the overall development and well-being of the people they serve, through every day business practices.

Good Corporate Citizen Awards are presented to the banks that are adjudged to have carried out their corporate social responsibilities to the highest level in the following areas:

- *Environmental Awareness*
- *Educational Development*
- *Sports*
- *Community Outreach and Social Services*
- *Cultural Development*
- *Financial Education and Empowerment*
- *Customer Service*

The Best Corporate Citizen Award is presented to the overall winner.

Environmental Awareness

This award recognises the bank's commitment to the preservation and conservation of the environment. The winner of this award would have demonstrated:

- Active participation in initiatives which seek to improve the community and raise awareness of environmental issues; and
- Clearly stated policies and practices to ensure the ethical and responsible conduct of its business, including the health and safety of employees, customers, communities and the environment.

The Good Corporate Citizen Award for Environmental Awareness is presented to



The Republic Bank (Grenada) Limited continues to contribute to environmental protection and preservation through a range of projects and initiatives.



The bank has cleaned, repainted and continues to maintain six bus shelters in Grenada and Carriacou. It also contributed to the maintenance of 13 parish signs throughout the country and the de-bushing of the areas surrounding the signs.

In an effort to improve the quality of drinking water for customers and staff, the bank installed a water purifier machine to treat the water supply at two of its branches. In addition, the bank has undertaken an initiative to recycle its night depository bags, which are made of plastic. These two initiatives have helped to reduce the amount of plastic waste in the environment.

In the area of energy conservation, the Republic Bank has reduced its use of paper by distributing staff circulations, procedures manuals and other general correspondence via its intranet system. The bank also implemented a “Lighting Energy Management System” at its main branch. The system allows the bank to adjust the lighting on individual fixtures. The sensors also detect the presence of people and automatically turn lights on and off when they enter and leave a room.

The bank received an Energy Efficiency Award from Customs AV Designs Ltd and Lutron Electronics Company in recognition of the successful completion of its Lighting and Energy Management System.

Other environmental preservation and protection initiatives in which the bank engaged included:

- ⊙ Evacuation drills at all branches and fire response training for staff;
- ⊙ Circulation of hurricane and earthquake preparedness information to staff; and
- ⊙ Cleaning and beautification of the roundabout and surroundings of its branches.

Educational Development

The award for educational development recognises the bank's contribution to educational development programmes designed to improve the lives of individuals and families. The winning bank would have demonstrated:

- Support of adult education programmes;
- Provision of comprehensive and affordable student loan programmes;
- Promotion of computer literacy;
- Provision of career guidance for school leavers; and
- Contribution to research initiatives.

*The Good Corporate Citizen Award for
Educational Development is presented to*



The Bank of Saint Lucia Ltd continues to demonstrate its commitment to national development through its Guaranteed Student Loan Programme. This year, over \$7.5 million was disbursed to approximately 190 students to pursue tertiary level education.

The bank continued its sponsorship of the National Enrichment Learning Programme (NELP), which provides basic, intermediate and advance numeracy and literacy skills to adult learners.

The bank's commitment to the development of the youth was evident through the renewal of its three-year covenant of \$40,000 per annum to the Centre for

Adolescent Renewal and Education (CARE). The centre provides a second chance to young people who did not fit into the formal education system. The bank also provided financial support for the People's Workshop, which seeks to keep students constructively occupied during the summer break.

The Bank of Saint Lucia also provided financial support for the following:

- ◎ Saint Lucia Writers' Forum;
- ◎ Monchy and Gros Islet Educational Fund;
- ◎ Caribbean Youth Forum, for young scientists, hosted by University of the West Indies, St Augustine;
- ◎ UNESCO Francophonie and Haliborange Rotaract Spelling Bee Competitions;
- ◎ Sir Arthur Lewis Community College French Club;
- ◎ Donation to schools for the purchase of a laptop, LCD projector and photocopier machine; and
- ◎ Awards for schools' graduations.



Sports

The recipient of the Good Corporate Citizen Award for Sports has demonstrated its commitment to the development of sports through:

- The sponsorship of individual athletes, teams and leagues;
- Contribution to the development of sporting talents and skills; and
- Hosting and participating in sporting events.

*The Good Corporate Citizen Award for
Sports is presented to*



In September 2010, the Republic Bank (Grenada) Ltd invested \$100,000 in the Right Start Youth Football Tournament, which it began sponsoring in 2003. Approximately 880 young male and female footballers from all the secondary schools in Grenada, Carriacou and Petite Martinique participated in the tournament.



The bank demonstrated its unwavering support for children with special abilities and to sharing their athletic talent with the public through its sponsorship of the Schools for Special Education 2011 Sports Meet.

The bank partnered with the Grenada Olympic Committee to host a family fun day and fitness run and walk for persons of all ages. Additionally, the bank's staff participated in inter-sector tournaments such as netball and wind ball cricket. The bank sponsored the uniforms, registration fees and other general expenses for the teams which participated in those tournaments.

The bank contributed to a range of other sporting events including:

- ⊙ Carriacou Domestic Cricket Tournament;
- ⊙ 2011 Spice Island Triathlon;
- ⊙ All Sport Promotion Ltd's one-day qualifier event for Grenada's Under 10 footballers;
- ⊙ Green's Bicycle Race, which is held annually on Father's Day; and
- ⊙ Carriacou and Petite Martinique Snappers Swim Club's swimming competition.

Community Outreach and Social Services

The recipient of this award is selected based on outstanding contribution to community development and participation in community activities through:

- Contribution to and partnership with community organisations to address social challenges;
- Commitment to promoting programmes designed to improve the living conditions of vulnerable groups;
- Support for programmes that promote health and wellness; and
- Initiatives that encourage a culture of giving and volunteerism among employees.

*The Good Corporate Citizen Award for
Community Outreach and Social Services
is presented to*



Antigua Commercial Bank

The 2010 Independence celebrations were exceptionally special for the residents of Fiennes Institute, a home for the aged and indigent, as the Antigua Commercial Bank treated them to a sumptuous lunch. In addition to preparing and serving the hot meal to the residents, the staff presented them with care packages of toiletries.

In an effort to promote healthy living among staff, the bank launched its Biggest Loser Competition, which

encouraged staff to engage in healthy practices in a fun and collaborative way.



The bank partnered with various entities in the community to host a free Christmas concert on the grounds of the botanical gardens. Vendors were invited to ply their trade at the concert

with the understanding that a percentage of their sales would go towards charity.

One of the bank's parking lots was transformed into the market place for the buy local street fair, which was hosted by the Cultural Development Division. The fair was part of the government's thrust to stimulate the local economy.

The Antigua Commercial Bank also contributed to and supported the following programmes:

- ◎ Christmas pantry food drive, where staff donated non-perishable items to 20 families in need;
- ◎ Workforce Development Project undertaken by the Gilbert's Agricultural and Rural Development Centre (GARDC). The project equips under employed or unemployed young people with skills to make them more marketable;
- ◎ The Ministry of Social Transformation's Home, Family and Gardens Festival; and
- ◎ Caribbean Commissioners of Police Conference.

Cultural Development

The award for outstanding contribution to cultural development is presented to the bank that has supported and participated in projects aimed at promoting and advancing cultural development and the preservation of cultural heritage.

The Good Corporate Citizen Award for Cultural Development is presented to



The Bank of Saint Lucia Ltd maintained its commitment to Saint Lucia's premiere cultural festival – Carnival. The bank sponsored the King and Queen of the Bands; Panorama; Kiddies Carnival and signature carnival events.

The Bank was again a major sponsor and this year increased its sponsorship of the Saint Lucia Jazz Festival, the island's premiere music festival.



The bank was also the main sponsor for the South Calypso Tent, thus fostering the development of that art form in the rural town of Vieux Fort.

With regard to the preservation of cultural heritage, the bank sponsored the La Wen Ek Louwa Kweyol (Creole King and Queen) competition, which formed part of the Creole Heritage Month celebrated in October. The Bank also supported the Folk Research Centre's Post Common Entrance Cultural Programme, designed to provide the students who wrote the Common Entrance examination with an educational experience on their heritage in a lively and interactive manner.

The bank's support for music, dance and art was also evident in its donations to:

- ⊙ Ministry of Education and Culture, Curriculum and Material Development Unit to assist with hosting a steel pan festival;
- ⊙ Helen Folk Dancers' Annual Junior La When Kweyol, a pageant to elect a queen of creole;
- ⊙ Davina Lee, a young, budding director and producer, to assist with the production of a film titled, "The Coming of Org and Other Stories"; and
- ⊙ The newly formed School of Art and Design, which seeks to provide its students with a foundation education through certificate and diploma programmes in various art and design disciplines.

Financial Education and Empowerment

The award recognises the commitment to promoting a better understanding of financial services and products, entrepreneurship and general savings and investment issues. The winner would have shown that it has:

- Implemented programmes to increase its customers' understanding of the products, services and financial services it offers;
- Established and provided support for programmes designed to promote a better understanding of financial planning and decision making; and
- Participated in the Junior Achievement Programme and activities to mark Financial Information Month.

***The Good Corporate Citizen Award for
Financial Education and Empowerment
is presented to***



The Bank of Nova Scotia (Antigua) has demonstrated its commitment to empowering small business operators. Its suite of Small Business Solutions, the first of its kind, assists small business owners with managing their banking and finances, thus creating the space for them to grow their businesses and increase profitability. The bank also sponsors the Mind Your Business Small Business Development Series.



As part of activities to mark Financial Information Month 2010, the bank's staff visited businesses and schools, and participated in the financial street fair.

The Bank of Nova Scotia (Antigua) offers free mortgage check-ups at supermarkets around the country and at its branches. The bank also provides free financial advice and counselling and assists customers with re-evaluating their mortgage payments, terms and rates.

In December 2010, the bank introduced its Wealth Management Segment to the Antigua market. The segment complements the bank's existing Retail and Commercial Banking Lines and is designed to accommodate the needs of high net worth customers.

The bank engaged in a number of other financial education and empowerment initiatives including:

- ⊙ Sponsorship of the KAW Annual Anti-Fraud and Financial Crimes Conference;
- ⊙ Sponsorship of the Caribbean Canada Emerging Leaders Dialogue Forum;
- ⊙ Promotion of youth savings in church through the distribution of Scotia piggy banks to various churches; and
- ⊙ Mounting of an information booth in the main banking halls to mark World Savings Day.

Customer Service

The Good Corporate Citizen Award for Customer Service goes to the bank that has demonstrated the ability to deliver highly personalised commercial and retail banking products and services through:

- Clearly stated policies and best practices which promote customer service excellence;
- Conduct of customer feedback programmes and surveys;
- Customer appreciation programmes;
- Improvement of facilities and services; and
- The effective use of Information Communication Technology (ICT).

*The Good Corporate Citizen Award for
Customer Service is presented to*



The Republic Bank (Grenada) Ltd remains customer-focused and believes that customers are its top priority. As such, the bank continuously works towards improving its service delivery and catering to the needs of its customers.

The bank undertakes semi-annual snap checks to assess a number of issues including, its complaints database and rating on customer service as it relates to comments from the suggestion box.

For the first time, the bank joined a number of organisations to celebrate Customer Service Week in October 2010.

With regard to its banking services, the Republic Bank created a private banking manual, introduced a personal banking segment which catered to customers' financial needs by appointment; and reviewed and amended its schedule of charges which resulted in the removal of certain charges on savings accounts.

In July 2011, the bank partnered with KPMG Enterprise: Centre for Family Business in Canada, to host a Family Business Succession Planning Seminar for 100 family-owned business customers.



In keeping with its quest to improve its customer service, the bank conducted a range of training seminars and invested in programmes for its staff with the aim of equipping them to deal with the current challenges and developing their communication and leadership skills.

Other customer service improvement initiatives included:

- ① Launch of online banking;
- ① Retail Credit Mini Sales Rally;
- ① HOMEasy Loan Campaigns, which offered a special rate of 7.5% for the construction or renovation of homes; and
- ① Customer Appreciation Day.

2011 Best Corporate Citizen

The 2011 ECCU Best Corporate Citizen Award
is presented to



The Republic Bank (Grenada) Ltd has made significant contributions to the overall development and well-being of the citizens of Grenada, Carriacou and Petite Martinique by fulfilling its corporate social responsibility to the highest level.

The Eastern Caribbean Central Bank is therefore proud to acknowledge the Republic Bank (Grenada) Ltd as the Best Corporate Citizen of the year.



Best Corporate Citizen Award Winners

- 2010** ***Bank of Saint Lucia Ltd***
- 2009** ***National Bank Dominica Ltd***
- 2008** ***Bank of Saint Lucia Ltd***
- 2007** ***Republic Bank (Grenada) Ltd***
- 2006** ***Antigua and Barbuda Investment Bank Ltd***
- 2005** ***National Bank of Anguilla***
- 2004** ***National Commercial Bank Grenada Ltd***
- 2003** ***National Commercial Bank Grenada Ltd***
- 2002** ***Antigua and Barbuda Investment Bank Ltd***
- 2001** ***Antigua Commercial Bank***
- 2000** ***National Commercial Bank Grenada Ltd***
- 1999** ***Antigua Commercial Bank***
- 1998** ***National Bank of Anguilla***
- 1997** ***National Commercial Bank Saint Lucia***

2011 Participants

<i>Antigua Commercial Bank</i>	<i>Caribbean Union Bank Ltd</i>
<i>Bank of Montserrat</i>	<i>CIBC/FirstCaribbean International Bank (Grenada)</i>
<i>Bank of Nevis Limited</i>	<i>Eastern Caribbean Amalgamated Bank</i>
<i>Bank of Nova Scotia (Antigua)</i>	<i>Grenada Co-operative Bank Ltd</i>
<i>Bank of Saint Lucia Ltd</i>	<i>National Bank of Anguilla Ltd</i>
<i>Bank of St Vincent and the Grenadines Ltd</i>	<i>Republic Bank (Grenada) Ltd</i>



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