



MARK OF **EXCELLENCE**

Leading with courage, confidence and a hunger to win.

Relentlessly pursuing client centricity

Partnering our clients for growth – We're All In

This award category is for people and teams who are client centred and actively participate in bringing our client value proposition to life, are driven to win and contribute to our collective success in driving Africa's growth through:

- ✓ Defending and growing our client franchise and market positions by partnering our clients and providing exceptional client experience.
- ✓ Actively fostering client relationships to further enhance our reputation in the markets in which we operate.
- ✓ Proactively and courageously making our clients' dreams a reality by seeking solutions to their needs and collaborating where relevant across CIB and/or Group, to partner them on their growth journey with commercially relevant and progressive solutions.
- ✓ Bringing a proactive and urgent approach to processes and services which impact our clients positively.
- ✓ Placing our clients, including internal and relevant external partnerships, at the core of everything we do, in the spirit of being Human First.