

# IMPACT REPORT 2024



## FOREWORD



THOMAS ENGELHARDT



KATHARINA SCHACHTNER

HEAD OF PROJECT AND IMPACT MANAGEMENT OFFICE

It is with great pleasure that I present to you our 2024 Impact Report, which demonstrates our commitment to financial inclusion and sustainable growth. With our new majority shareholder AFG Holding, we are stepping up our efforts to support underserved individuals, businesses and communities with financial solutions. Since last year, we have concentrated our commitment on five African markets: Liberia, Madagascar, Nigeria, Rwanda and Zambia.

At AccessHolding, we believe that inclusive finance promotes both economic success and social progress. With accessibility, affordability and innovation in financial services, we create opportunities that drive local development while ensuring long-term sustainability. Our focus remains on providing customized solutions for micro customers, leveraging digital advancements and building ecosystems where their businesses thrive, and people achieve financial security. I invite you to read about our progress and achievements in this report. Thank you to our teams, customers and partners for their trust and commitment. Together, we will continue to shape a financial system that opens opportunities and has a lasting impact.

At AccessHolding's Project and Impact Management Office, we remain committed to strengthening our Group's ESG risk profile and driving meaningful change through impact initiatives. In 2024, we continued to implement projects that foster financial inclusion, sustainability, and value creation. Our five African network banks made remarkable progress: The proportion of female customers increased by 8% and our workforce became more diverse, with a 6% increase in female staff, both of which underline our inclusive culture. We also expanded our reach into underserved communities and saw an 8% increase in clients in rural areas. Through a modern impact management framework and transparent reporting, we ensure our contributions are both measurable and sustainable. Looking ahead, we are committed to building on this momentum, deepening our impact, and collaborating with our valued partners and stakeholders to shape a more inclusive financial future.

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ABOUT US

Sustainable development must be based on win-win relationships. If well done, commercial microfinance produces financial inclusion as well as economic success.

Access Bank Liberia

> AB Microfinance Bank Nigeria

> > AB Bank

AB Rwanda

> AccèsBanque Madagascar

<u>Access Microfinance Holding</u> is an active management company with hands-on ownership. Headquartered in Berlin, Germany, we play a pivotal role in overseeing and supporting our network banks. Through centralized services in key areas such as Technology, Risk, Audit, and Finance, we ensure operational excellence and drive sustainable growth across our institutions.







#### VISION

We believe that the financial inclusion and the provision of responsible banking services are a key ingredient of sustainable economic growth.

#### MISSION

We are committed to creating an inclusive financial sector, built on equal rights and gender equality, that improves peoples' livelihoods, drives local economic growth, and creates jobs.



#### VALUES

Transparency Non-Discrimination Open Communication Performance Orientation Social Responsibility Environmental Protection

Access Group now operates microfinance banks in five African countries. With <u>AFG Holding</u> as our new strategic investor, we are looking at further expansion on the African continent.



## THE YEAR IN REVIEW

In 2024, geopolitical tensions escalated globally, with ongoing wars and conflicts leading to increased instability. Political changes were significant, with elections held in over 60 countries, representing nearly half of the world's population. New leaders were elected in Mexico and the United Kingdom, while a former U.S. president secured a second term in office. The year was marked by severe climate crises, making it the hottest on record.

In 2024, Liberia saw significant changes with the inauguration of President Boakai, succeeding President Weah. The new government improved governance but did not implement major economic reforms. Liberia faced a challenging macroeconomic environment with slow GDP growth of around 2% and high inflation at approximately 9%. The Central Bank of Liberia raised interest rates to 17% to stabilise the LRD/USD exchange rate, which appreciated slightly by 2%. However, the economy remained volatile.

Madagascar's economic growth in 2024 was estimated at 4.4%, driven by the extractive industries, tourism, and telecommunications. Despite this, inflation was high at 9.9%, mainly due to rising energy and food costs. The Malagasy ariary depreciated significantly, affecting purchasing power and increasing import costs. Energy crises and power outages posed business operational challenges, leading to higher operational expenses. The political climate was uncertain with upcoming elections and recent changes. Extreme weather events continued to impact agricultural output and rural livelihoods.

In 2024, Zambia experienced rising inflation and economic pressures. The Kwacha appreciated due to central bank interventions and a debt restructuring agreement, followed by an inflation rate of 16.7% driven by rising food prices and drought effects. The Statutory Reserve Ratio was raised to 26%, tightening liquidity and straining businesses. Power outages, high production costs, and fluctuating exchange rates added to economic uncertainty. Government efforts were focused on stabilising inflation and managing debt, with no major political shifts.

	GDP growth rate	INFLATION RATE	CB INTEREST RATE
	1.2%	16.5%	14%
ZAMBIA			
<u> </u>	9.7%	7.5%	6.5%
RWANDA			
	2.0%	9.0%	17%
LIBERIA			
	3.1%	34.8%	27.3%
NIGERIA			
	4.4%	9.9%	9.5%
MADAGASCA	2		

Significant political and economic developments marked Nigeria's macroeconomic situation in 2024. The general elections brought new leadership with ambitious fiscal reforms, but challenges remained due to an underperforming oil sector and slow economic growth. GDP grew by approximately 3.1%, but inflationary pressures continued to persist. The Naira experienced devaluation, which impacted import costs and operational expenses. Despite cautious investor optimism, infrastructure funding was insufficient, constraining economic development. Nigeria's economy showed resilience, driven by the telecommunications and extractive industries. Nigeria's economic reforms and attractive bond yields drew foreign investors, enhancing capital inflows into the banking sector. This influx supported increased lending and investment activities, contributing to economic growth.

Rwanda's economy demonstrated strong growth in 2024, with a 9.7% increase in real GDP in the first half of the year, driven by industrial and services

sectors. However, challenges included high public debt, infrastructure gaps, and limited innovation progress. Political stability continued with President Kagame's re-election, and the government focused on long-term goals of becoming a Middle-Income Country by 2035 and a High-Income Country by 2050. Despite strong growth, poverty reduction and inequality remained significant issues.

There was a growing emphasis on Environmental, Social, and Governance (ESG) principles within the African continent. One of the indicators is the inaugural Africa ESG Forum 2024 co-hosted by the African Development Bank (AfDB) and the Multilateral Cooperation Center for Development Finance (MCDF). Under the theme "Building a Sustainable Finance Ecosystem for Africa: A Collaborative Approach for ESG Disclosure", the forum aimed to develop capacity to support the continent's sustainable growth and ensure transparency in ESG performance.



## BUSINESS OVERVIEW

Across the network, institutions achieved financial growth despite economic and regulatory challenges. Expansion efforts, strategic partnerships, and digital transformation contributed to resilience, reinforcing the commitment to financial inclusion and sustainable banking practices. For Access Microfinance Holding AG, 2024 was a year of remarkable changes.

On 29 December 2023, Access Microfinance Bank Tanzania Limited (AMBT) announced a development in its ownership structure involving the transfer of a majority stake from the outgoing shareholders - Access Microfinance Holding AG, IFC, KfW, and MicroVest - to the incoming shareholders, Selcom Paytech Limited and other individuals.

In September 2024, <u>AFG Holding SA</u> acquired a controlling stake in Access Microfinance Holding AG (AccessHolding) and indirectly its African subsidiaries. The former investor group behind AccessHolding included BII, EIB, IFC, KfW, two responsAbility-managed funds, Omidyar-Tufts Active Citizen Trust and Triodos Investment Management (through Triodos Fair Share Fund and Triodos Microfinance Fund) as well as the founding partner, LFS Advisory GmbH, which will remain involved in AccessHolding for a transition period.

AB Microfinance Bank Nigeria expanded its network from 32 to 36 branches, opening four new branches in Enugu, Owerri, Awka, and Port Harcourt. Despite economic challenges, such as Naira devaluation and inflation, ABN demonstrated strong resilience. The loan portfolio increased by 27%, total assets grew from 35.7 billion to 47.6 billion, and deposits rose by 28%. Interest income grew by 35%, and equity increased by 18%, highlighting strong financial performance.

AB Rwanda operates through four branches (three in Kigali, one in Musanze City) and 17 credit outlets across Rwanda. The institution closed the 2024 fiscal year with a profit before tax of 1.2 billion RWF (unaudited), achieving a Return on Equity (RoE) of 20.23%. Key milestones included a successful rebranding and licensing process, a financing partnership with the East African Development Bank, and the resumption of outlet expansion.

#### OUTSTANDING LOAN PORTFOLIO ON 31.12.2025











AccèsBanque Madagascar strengthened its position in financial inclusion, opening two new branches in 2024. One branch was launched in Fianarantsoa in collaboration with EMIT, promoting financial education and entrepreneurship, while the other opened in Antananarivo, enhancing service accessibility in the capital. Despite economic challenges, including inflation and energy crises, the bank maintained stable profitability, expanded its loan portfolio, and improved its equity base. By investing in digital and physical infrastructure, the bank reinforced its role as a reliable financial partner.

Holding a 35% market share in micro-lending, Access Bank Liberia manages a loan portfolio of 22,000 loans, 20,000 of which are microloans. The bank operates through ten branches (four outside Monrovia) and employs 370 staff. In 2024, ABL recorded a pre-tax profit of USD 1.66 million (unaudited). By year-end, equity reached USD 12.2 million, reflecting continued financial stability.

At the start of 2024, AB Bank Zambia operated ten branches and two satellite offices in Chipata, Kitwe, Ndola, Lusaka, Mumbwa, and Chongwe. During the year, the Garden and Matero branches in Lusaka merged into a larger, upgraded Matero Branch, and a new branch opened in Solwezi, extending services to the North-Western Province. However, due to low performance, operations at the Chongwe Satellite ceased in December 2024 in preparation for decommissioning. The bank closed the year with a profit after tax of USD 994,418.94 and an equity position of USD 6,110,882.67. Despite regulatory changes, including an increase in the Statutory Reserve Ratio to 26%, AB Bank Zambia sustained growth.

#### LOAN DISBURSMENTS IN 2024













## CLIENT PROTECTION PATHWAY

The AccessHolding network emphasizes client protection via ethical financial services, complaint resolution, and fraud prevention. The Client Protection Pathway (CPP), managed by Cerise+SPTF, sets global responsible practice standards. Institutions in the CPP build trust and social impact by enhancing client protection. For AccessHolding, following the CPP aligns with ESG principles, boosts customer confidence, ensures regulatory compliance, and promotes sustainable financial inclusion while minimizing fraud and unethical lending risks.

AB Bank Zambia embarked on the Client Protection Pathway in 2023, conducting an initial assessment. A second assessment was completed in 2024, leading to its inclusion on the Cerise+SPTF Committed Institutions list, reinforcing its dedication to sustainability, responsible finance, and customer protection. AB Rwanda submitted its self-evaluation to Cerise+SPTF in November 2024, demonstrating its commitment to client protection.

AB Microfinance Nigeria is another institution in the network that successfully enrolled in the Client Protection Pathway in 2024, completing its selfassessment and submitting the necessary documentation to Cerise+SPTF. This process involved cross-departmental collaboration to ensure alignment with CPP principles.

Access Bank Liberia is at the early stage of CPP implementation, currently conducting a selfassessment. Initial findings indicate that existing practices largely align with CPP standards, requiring minimal adjustments.

AccèsBanque Madagascar has been actively engaged in the CPP process since 2023, but progress was affected by the departure of the ESG lead. The institution is now working across departments to finalize improvements and meet CPP requirements.



## LABOUR AND WORKING CONDITIONS



AccessHolding and its institutions prioritize high labor standards, ensuring fair treatment and professional development for employees. They comply with national labor laws, promote inclusive policies, and maintain a safe work environment. Health and safety are top priorities, with health insurance provided at all institutions and a fair salary structure through Hay Grading. Competitive salaries, transparent promotions, and performance incentives are promoted. Each bank upholds a Code of Conduct governing ethical behavior and grievance mechanisms, which employees sign upon joining to reinforce commitment to integrity and responsible practices.

AB Rwanda has implemented a strong grievance mechanism to ensure fair and confidential handling of staff complaints, including cases of misconduct and sexual harassment. Employees are encouraged to report grievances through formal channels, ensuring transparency and accountability. Additionally, the bank has established a comprehensive customer complaint handling system, providing multiple avenues for clients to voice their concerns. Customers can visit branches or outlets in person, contact the Call Center, where an 8-person team resolves issues within 1-2 hours, or send emails directed to relevant departments. A bribery and fraud hotline is available via a dedicated email and telephone line. Clients can also use suggestion boxes placed at all branches

for privacy. Furthermore, AB Rwanda has integrated the Chatbot "Intumwa", developed by the National Bank of Rwanda, to enhance transparency in complaint resolution. Complaints can also be submitted through social media, specifically the bank's Facebook page. Additionally, ABR launched the "No Fraud at ABR" campaign (April-December 2024), targeting staff, clients, and third-party stakeholders. The campaign focused on educating stakeholders on fraud prevention, reinforcing commitment to ethical practices through signed agreements during loan applications, and raising awareness via anti-fraud SMS notifications, posters, and internal guidelines. The bank is expanding private health insurance for employees to cover more services.

AB Bank Zambia is currently reviewing its HR Manual, Code of Conduct, and Whistleblowing Policy to enhance workplace ethics and grievance resolution. The bank addressed four labour-related disputes in 2024 related to wrongful dismissal and reported no incidents of sexual harassment. As part of the efforts to create a healthy work environment and have an engaged and productive workforce, the Bank carried out various activities to raise awareness on mental health. More details here. In addition, different branches and units participated in various team building activities that also included outdoor activities like the Branch Supervisors Team Building. Staff members are free to join and participate in employee union activities as shown in the Link.

Additionally, the Bank conducts promotion cycles twice a year, following clear and established criteria for eligibility. The bank ensures quality healthcare access across all locations.

Access Bank Liberia ensures employees can report concerns anonymously through a whistleblower procedure. The bank reports low employee turnover, reinforcing its reputation as an attractive employer.

AccèsBanque Madagascar provides new employees with comprehensive integration training on security, Anti-Money Laundering, risk management, fraud prevention, the code of conduct, and internal regulations, supported by distributed materials. The bank respects employee rights and encourages social dialogue through elected staff representatives. Employees can report grievances to supervisors or compliance officers. ABM promotes a healthy work environment with benefits like sports activities, daily fruit distribution, health insurance, team-building, international training, and cash benefits, including vacation allowances, performance bonuses, staff loans, and travel expenses.

#### STAFF SAFETY AND SECURITY

Ensuring the safety and security of employees, clients, and assets remains a top priority across the AccessHolding network. Each institution has implemented robust safety measures, including emergency response systems, fire prevention equipment, and security personnel, to minimize risks and maintain a secure working environment. All institutions have security personnel stationed at their premises, supported by CCTV surveillance, alarm systems, and access controls. Branches are equipped with emergency exits, fire extinguishers, water hose reels, and designated assembly points to ensure swift evacuation in case of emergencies.

Regular fire drills and first-aid training are conducted across the network. AB Rwanda, AB Bank Zambia, and AccèsBanque Madagascar work closely with local fire brigades and emergency services to strengthen safety protocols. ABN enforces structured evacuation procedures, ensuring staff follow clear guidelines in emergency situations.

While most institutions reported no major workplace incidents in 2024, AB Microfinance Bank Nigeria recorded a serious case of a staff kidnapping which happend outside working hours and routes. The Bank acted quickly and comprenhensivly and contributed to the employee concerned being released shortly afterwards. ABL reported one work-related injury, where a loan officer was hospitalized after a motorbike accident under the influence of alcohol. Measures continue to be reinforced to prevent workplace accidents and ensure staff well-being.

Through continued investments in security, training, and emergency preparedness, the network remains committed to maintaining a safe and resilient working environment for all employees.



## LEARNING AND DEVELOPMENT



AccessHolding remains committed to empowering employees by fostering a culture of continuous learning and professional growth. Through structured training programs, e-learning initiatives, and leadership development efforts, the network institutions provide employees with the skills and knowledge they need to excel in their roles.

AB Rwanda prioritizes employee growth by offering tailored training materials designed to enhance efficiency and productivity. Employees gain access to online learning through AccessMind, complemented by internal training sessions and participation in Access Campus workshops. The introduction of new e-learning modules and the mandatory completion of key courses—such as Information Security and Anti-Money Laundering (AML)—led to an increase in completed training courses. AB Microfinance Bank Nigeria implemented personal development plans (PDPs), with structured annual target reviews and 1,172 training hours recorded. Employees completed 28 e-learning courses per person, reinforcing continuous skills enhancement.

AccèsBanque Madagascar invested \$37,719 in staff training, training 124 employees on debt collection procedures, 436 on product selection, and 300 on HR policies and the Code of Conduct. A total of 3,507 e-learning courses were completed, and 153 employees were promoted, including 69 women.



GENDER PAY GAP





Access Bank Liberia expanded its training initiatives, reaching 169 out of 368 employees through 13 inperson training programs. A key highlight was a leadership development program in collaboration with AccessHolding. Additionally, demand for Excel training increased due to its critical role in daily operations. Internal career development resulted in 51 career transitions (41 vertical, 10 lateral), with a total training budget of \$3,380 (\$20 per employee).

AB Bank Zambia improved the tracking and monitoring of PDPs, using KPI-based quality assurance. Employees completed 1,135 training hours, while 4,923 participants finished 32 elearning courses. Internal training focused on technical and behavioural skills, while external programs covered regulatory compliance topics such as Occupational Health and Safety (OHS). The year saw 264 internal promotions, demonstrating the Bank's commitment to internal mobility.

Elearnning courses on the subject of ESMS, within the group, taken in 2024:



Each year, employees from across the network participate in workshops held in Berlin, covering Cybersecurity, Internal and IT Audit.

The final <u>AccessCampus</u> module and its graduation ceremony were also held in Berlin in 2024, marking the successful completion of another cohort in this flagship development program.





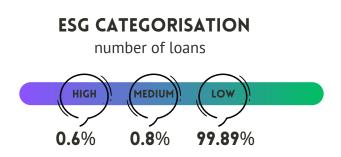


## RESPONSIBLE FINANCING



AccessHolding ensures responsible financing through rigorous screening processes and adherence to ethical, social, and environmental standards. The network institutions avoid financing activities involving illegal or unethical practices and conduct detailed evaluations for projects with high environmental impact. Loan officers verify the nature of businesses before taking applications and ensure compliance with E&S guidelines. During analysis, businesses are evaluated to ensure they are not part of the exclusion list and comply with statutory regulations. Medium or high-risk SME businesses undergo a thorough assessment with a special E&S template.

AB Microfinance Bank Nigeria does not lend to excluded activities as stipulated in its Microfinance Exclusion list, and no loan has been rejected due to high environmental risk. ABN employs various touchpoints for client education, including digital education sessions, SMS broadcasts or sensitizing electronic channels, security tips, financial literacy by loan officers, and educational videos on social media. Regarding digitalisation more than 64% of loan repayments were made through digital channels, representing significant savings for customers, especially in rural areas. Push and pull transactions showed substantial growth throughout the year. AB Bank Zambia offers tailored digital financial solutions through diverse channels, including internet banking and mobile banking platforms. The eTumba mobile wallet service was suspended in 2024 following a cybersecurity incident. The bank intensified cybersecurity awareness and strengthened security measures, including onboarding a Security Operations Center (SOC). The Contact Center remains a critical touchpoint for loan processing, client engagement, retention, and recovery efforts. Scored loans were successfully disbursed to 7,630 clients. The FieldApp enabled efficient loan processing, with 10,997 loans disbursed. Mobile Money Operators facilitated 195,594 loan repayments. The Contact Center engaged in loan recovery and repayment monitoring efforts, client retention calls, and surveys ot gather feedback and improve services. The bank offers Climate Smart Loans to COMACO farmers practicing climate-smart agriculture in the Eastern Province of Zambia. These loans have a maturity period of 10 months and range in amount from approximately USD 200 to 600. They are offered at subsidized interest rates.



AB Rwanda's Business Officers provide informal advice to clients on financial strategy, business expansion, and entry into new markets. ABR is actively working to formalize this consulting work. The bank's non-financial services include client education and awareness through various touchpoints. ABR's Business Officers are in regular contact with many small entrepreneurs, offering valuable opinions on business-related topics.

Accès Banque Madagascar is committed to responsible financing through its Environmental and Social Management Policy (ESMP), ensuring all loans comply with ethical, social, and environmental standards. The bank avoids financing activities involving illegal or unethical practices and conducts detailed evaluations for projects with high environmental impact. Accès Banque offers specialized green loans, such as the Solar Lamp Loan, enabling customers to purchase solar equipment with manageable installments. The Harivola program trained over 18,000 individuals in financial literacy and close to 19,000 clients in digital literacy in 2024. These initiatives reflect the bank's commitment to informed financial decision-making and community empowerment.

Access Bank Liberia faces high operational costs and has initiated several measures to automate and digitalize services to reduce costs. These initiatives include scoring of micro clients, electronic data collection through FieldApp, mobile money for loan repayments, and the introduction of ATMs to improve access to cash. Due to the high cost of MoMo (MTN Mobile Money) transactions, cash is still widely used. ABL continues to expand its digital financial services, improving accessibility and efficiency for customers. Digital tools have significantly reduced loan processing times and enhanced customer engagement through mobile banking and contact center interactions.



# OUR IMPACT



Note: The figures have been updated to exclude the 2023 and 2024 results of Access Microfinance Bank Tanzania and Credo Bank Georgia, as they are no longer included in the Group.

#### THE CAUSAL MODEL OF OUR IMPACT

The AccessHolding Group's financial institutions were established to create positive, beneficial output for the economies and environments in which they operate.

Our banks' business model is fully geared towards this value creation, and we use ten key performance indicators to plan and measure the quantity of positive outputs. They directly relate to four UN Social Development Goals (SDGs): 1- No Poverty, 4-Quality Education, 5- Gender Equality and 8-Decent Work and Economic Growth.

In order to predict and explain how and to what extent our business operations create impact value, we continue to use a linear logic model of the four factors: (i) organic growth, (ii) scale, (iii) coverage of high-impact themes and (iv) outreach to disadvantaged populations. Organic growth, measured by the number of loans disbursed, has increased by 14%, demonstrating the increasing number of beneficial outputs created by AccessHolding. The group also has a comparably large scale, with 973,940 customers. The group's business is 100% aligned with the SDGS, in particular with 1- No Poverty, 4- Gender Equality, 5 -Quality Education and 8 - Decent Work & Economic Growth. As we operate exclusively in frontier and emerging markets, we reach 100% of disadvantaged population groups, including 45% female employees, 50% female customers, 5% young customers (years < 24) and 15% rural customers.

Our causal model and the results over a five years' horizon show that our business model creates additional impact and financial sustainability at scale. Our five group financial institutions and our 3,322 employees generate beneficial outputs and contribute to achieving the UN SDG every day.

#### SOCIALY RESPONSIBLE ACTIVITIES

Access Bank Liberia's primary focus is on improving the standard of living for its employees and clients. Despite the small scale of operations, ABL has made significant strides in energy efficiency. Compared to 2022, energy costs have fallen by approximately 60%. This was achieved by connecting several locations to the LEC electricity grid, replacing expensive generator energy with cheaper grid energy, and improving energy efficiency measures such as setting air conditioners to 23 degrees. These efforts have resulted in savings of around USD 15,000 per month. In October, ABL provided USD 3,000 to three schools in Monrovia through the Access Fitness Challenge, supporting the Liberia School for the Deaf, Lady of Fatima Rehabilitation Center, and the Monrovia School for the Blind.

AB Bank Zambia has been actively involved in client education, training over 5,900 clients in enterprise and financial literacy and around 2,200 in digital literacy. Corporate social responsibility expenses for 2024 totaled USD 8,623. On the environmental front, ABZ partnered with Smart Energy and



Techmasters Limited to implement solar solutions, reducing hydroelectric power dependency and supporting local job creation. The Solar Installation Project at the Cairo and Solwezi Branches resulted in significant reductions in diesel reliance and maintenance costs, with savings of up to 50% in diesel and a 70% decrease in generator reliance. Other sustainability actions include installing solar power at Kasisi Children's Home and Chinyunyu Schools, benefiting orphaned children and students. The bank also organised a festive season donation drive, supporting vulnerable children at the SOS Children's Village and the Home of Happiness. AB Bank sponsored the Nc'wala Traditional Ceremony Fundraising Walk and participated in the "Empowering Youth in Agribusiness for Rural Transformation in Africa" project. Staff engagement activities included participation in the 2024 Bankers' Sports Day, celebrating Africa Day with vibrant African print attire, and joining the Bank of Zambia's 60th anniversary celebrations.

AB Microfinance Bank Nigeria extended a donation of USD 930 to the Don Bosco Child Protection Centre, an institution dedicated to safeguarding and nurturing vulnerable children, particularly those living on the streets and exposed to early abuse. The funds were used to procure essential items such as food, hygiene supplies, and other critical needs, ensuring consistent and nutritious meals, promoting cleanliness and health, and supporting the children's overall well-being and sustainability. This contribution has significantly enhanced the living conditions of the children at the centre, creating a stable and supportive environment for their growth and development. The Don Bosco Child Protection Centre expressed profound gratitude, highlighting the tangible difference our support has made in their operations and the lives of the children. They plan to expand their operations by increasing the number of boys in their homes from 50 to 150 and including a home for girls, with the building for this new operation nearing completion.

In 2024, AB Rwanda spent around USD 21,000 on energy, with 15% of fuel expenses spent on generators due to electricity shortages and 85% on cars and motorcycles. The bank's board of directors included five members, three men and two women,



while the extended management committee had nine members, including three women. ABR hired 143 new employees in 2024, with an annual attrition rate of 15%. ABR's Business Officers provide informal advice to clients on financial strategy and business expansion, and the bank is working to formalize this consulting work.

In 2024, Accès Bangue Madagascar continued its commitment to socially responsible local actions through two key initiatives: Accès Educ and NGO Manda. The Accès Educ project supports deserving Malagasy students facing financial challenges, helping them complete their secondary and university studies. This initiative has been allocated a budget of approximately USD 33,600. In parallel, the bank maintained its long-standing support for NGO Manda, an organization dedicated to improving the living conditions of street children in Antananarivo by providing essential services; this project received a budget of around USD 1,000. Overall, the Corporate Social Responsibility expenses for 2024 amounted to USD 34,655. Both initiatives are fully financed by the bank, without external donor partnerships.

## OUR FOOTPRINT



In 2024, we made notable strides in reducing our environmental impact. Total energy consumption dropped to 1,856,403 kWh—a significant reduction of 245,234 kWh compared to 2023—demonstrating our commitment to greater energy efficiency. This reduction translated into a total electricity cost of  $\in$ 343,685 at the group level. Fuel consumption for vehicles and generators also decreased slightly, with a reduction of 80,261 liters. While modest, this decline reflects an improvement in operational efficiency. For context, the carbon footprint of our total fuel consumption of 660,519 liters corresponds to approximately 1,760 tonnes of CO<sub>2</sub> emissions, based on standard conversion factors.

On the other hand, our paper consumption increased by 13,351 kg, counteracting our ongoing digitalization and sustainability efforts. This unexpected rise indicates a need to reinforce our paper reduction strategies and awareness across all departments.

Water consumption, however, showed positive results with a decrease of 4,974 m<sup>3</sup>, signaling some progress in water conservation practices.

Overall, 2024 presented a mix of achievements and areas for improvement. As we move forward, we remain committed to minimizing our environmental footprint and aligning our operations with sustainability goals.

## OUR STORIES



### THOMAS WOLOBAH

GRACE OF GOD MEDICAL CLINIC AND PHARMACY, MONROVIA

### "

Since 2009, Access Bank Liberia has been a great support to me, a visionary entrepreneur whose remarkable journey from street vendor to owner of the Grace of God Medical Clinic and Pharmacy in Monrovia reflects the power of resilience, partnership, and community impact.

"Starting with a small street business, I expanded into Dry goods before establishing my medical clinic and pharmacy, which now employs over 10 staff members and has delivered over 500 babies and treated thousands of patients. My community clinic, located in one of Monrovia's slum areas, (down 9th Street Sinkor- Landside) is a critical healthcare provider, offering free services like circumcisions and medication to the deaf and mute, as well as food and clean water to local children.

I attribute much of my success to my longstanding relationship with Access Bank Liberia. In 2009, I went to the bank to get loan because I had heard that Access Bank Liberia is a bank for the people of low income. I took the bold step and requested for a loan, since then my life have never been the same. I believe that it was the best decision I had ever made. Through the bank's loans, I expanded my business and provided my children with quality education abroad. Had it not been for Access Bank Liberia, many of my achievements wouldn't have been possible. This bank stood by me".



## CHRISTINE BWALYA

SECOND-HAND SHOES AND HANDBAGS TRADE, LUSAKA

### "

AB Bank has been a reliable partner in my journey, and I plan to continue growing my business with their support.

Christine Bwalya started her business in 1989, selling second-hand items such as shoes and handbags. She began at Soweto Market, but after it was demolished, she moved to City Market and later secured a shop in town after City Market burnt down in 2017.

Christine first heard about AB Bank in 2011 when the bank was advertising its loan products at City Market. She took her first loan in 2012, which helped her expand her business. Over the years, she has taken 12 loans since her first loan, which allowed her to open four shops and employ 21 people. Through the growth of her business, Christine has also improved her personal life.

"When I started taking loans, I lived in Helen Kaunda. Later, I moved to Kabulonga, where I built a house. Now I live in Makeni Bonaventure and have also built flats with the help of AB Bank loans," she shares.

However, running a business has its challenges.

"Theft has been a major issue. Last year, thieves broke in through the roof and stole some goods. To address this, I have installed CCTV cameras."

Christine advises other entrepreneurs to be disciplined with loan repayments.

"Some people take small, quick loans from lenders who collect daily repayments, which can be difficult to manage. It's better to take a loan from AB Bank, use it wisely, and plan repayments in advance."

Looking ahead, Christine is expanding into farming and hopes to build a commercial complex on the land she has acquired.

### N.T FASHION LTD

MEN'S CLOTHING TRADE, KIGALI

### "

Spending a decade with AB Rwanda has been a wonderful experience as the bank keeps supporting my business growth and encouraging my passion for entrepreneurship and being my own boss.

Meet NTUYAHAGA Francois, a 35-year-old entrepreneur living in Kigali with his wife and three children. Francois is the proud owner of N.T Fashion LTD, a business focused on selling and wholesaling men's clothing in Kigali downtown.

Founded in 2014, N.T Fashion LTD started as a small shop in Kacyiru. Francois decided to take his first loan from AB Rwanda to develop his shop, and today, his business employs three people and has grown significantly. Francois faced a major challenge when he lost his initial capital. However, with the help of AB Rwanda's loan and his hard work, he managed to get back on track.

Introduced to AB Rwanda in 2014, Francois was impressed by the bank's support for small-sized businesses, quick loan processing, and minimal collateral requirements. He appreciated the customer service from AB Rwanda's employees, who are always in touch with their customers and genuinely care about their development. Thanks to AB Rwanda's loan, Francois's business expanded from a small startup to a wholesaler. He now travels to China to source goods, a significant leap made possible by the bank's continued support.

Francois's future plan is to further expand his business and have more than one stock. As a loyal customer, he hopes that AB Rwanda can increase the loan limit to help businesses like his grow and thrive.



### VICTORIA WILLIAM

#### LINEN LAPPER PRODUCTS TRADE, MONROVIA

### "

Access Bank believed in me from the very beginning. Others overlooked me because I am a woman, but Access Bank saw what others couldn't see and empowered me. They helped me grow my business, and today, I am living my dream because of their financial backing. Their support has been instrumental in my success. I am a woman known as "from Zero to Hero".

I, Mrs. Williams started my journey with Access Bank Liberia in 2009 and I am still moving strong. Access Bank Liberia has supported me, a determined entrepreneur whose remarkable journey from a sidewalk vendor to the owner of a successful store selling high-quality linen lapper products for women, men, and children highlights the transformative power of partnership, dedication, and hard work. I began my entrepreneurial journey by selling lappa on the sidewalks of Monrovia. Through strategic financial support from Access Bank Liberia's loans, I was able to expand business and open my own store.

Today, my business thrives, with a wide range of linen lappers now available to customers. My success has enabled me to travel to China regularly to source quality goods, ensuring that my store remains competitive and diverse in offerings.

I was once told that Access Bank Liberia believes in Gender Equality and the empowerment for women, believing that women too are capable of being trusted with finance, of doing businesses, and can contribute greatly to their communities and the society at large. It's true because I am a testimony. Through my journey, I haven't only supported my family but also empowered two others by creating jobs."

Thank you, Access Bank Liberia, for your support.



### CAROLINE WAKUMELO

#### AB BANK ZAMBIA EMPLOYEE, LUSAKA

#### "

I have learned a lot from the different leaders I have worked with, and I hope to apply this knowledge as I continue growing with the bank.



Caroline Wakumelo is the Operations Supervisor at AB Bank's Cairo Main Branch in Lusaka's CBD. She joined AB Bank in 2017 as a Trainee Cashier, looking for an opportunity to apply her Banking and Finance studies.

Over the years, she has progressed within the bank. In 2021, she was promoted to Senior Cashier, and later that year, to Operations Supervisor. She also serves as a Branch Manager replacement when needed. Her role has provided valuable experience in customer service, sales, and financial reporting. However, one of the challenges she faces is client retention, as the financial sector has become more competitive.

"We address this by conducting direct promotions to attract and retain customers," she explains.

One of the highlights of her time at AB Bank was a branch game night, which allowed staff to interact outside of work.

"It was a good experience to see colleagues relax and engage in friendly competition."

Caroline has also participated in community outreach programs. In 2022, she was involved in a Female Hygiene Empowerment Project, where she and her colleagues donated sanitary products to a rural school and educated students on savings and banking. Additionally, her branch has made Christmas donations to an orphanage. Her long-term goal is to take on a managerial role. For those considering a career in banking, Caroline believes AB Bank provides great opportunities.

"If you work hard and stay committed, you can build a strong career here."



### RAMAHAKOTROKA AUGUSTIN

#### ENTREPRENEUR, ANTANANARIVO



In this very workshop, we are now about fifteen people working together. Each of them supports a household of approximately three individuals.

Ramahakotroka Augustin has been a loyal client of AccèsBanque Madagascar for 11 years. Born in 1957, he is married and a proud father of six children, four sons and two daughters. His entrepreneurial spirit has led him to develop a diverse and thriving business that spans multiple sectors, including cassava flour processing, dairy product manufacturing, and waste transformation into ecofriendly charcoal. In recent years, he has also expanded into rice milling, pasta production, and soap manufacturing. Augustin recalls his early days working with AccèsBanque Madagascar:

"At first, my loan was small, but over the years, it gradually increased."

This financial support has played a crucial role in his business expansion, allowing him to invest in new equipment and develop additional production lines. The impact of his partnership with the bank is evident not only in his own growth but also in the livelihoods of others. His employees receive their salaries on time, along with bonuses and social assistance, fostering a stable and supportive work environment.

For Augustin, AccèsBanque Madagascar has been more than just a financial partner; it has been a catalyst for sustainable development.

### UMUHIRE OLIVE

#### KID'S CLOTHS TRADE, KIGALI

Meet Umuhire Olive, a 47-year-old entrepreneur living in Kigali with her husband, five children, and two grandchildren. Olive is the owner of a business focused on selling essentials and clothes for newborns, toddlers, and young children up to 16 years old. She also rents out a business space to nail and lash technicians. Both businesses are located in Gasabo/Remera.

In 2019, Olive opened a small shop near the hospital "La Croix du Sud" to serve mothers delivering there. Today, despite relocating to a new business location away from the hospital, Olive's loyal customers followed her, and she expanded her reach by opening an Instagram account. This helped her bounce back and further grow her business. When a hair salon venture didn't go well, Olive cleverly repurposed the space by renting it out to other businesses, which helped cover her expenses and stabilise her operations.

Initially hesitant to take a loan, Olive realized that her business needed financial support to grow. After AB Rwanda's direct promotion at her business location, she decided to take a loan from the bank. The quick loan processing and professional customer service left a positive impression on her. With the loan from AB Rwanda, Olive expanded her business, increased her family's income, and supported her youngest child's education. She also renovated the salon space into multiple business rooms for rent, turning it into a profitable venture.

Olive's future plans include expanding by purchasing high-quality products from abroad and starting a jewelry business. She appreciates AB Rwanda's support and looks forward to continuing their partnership as she grows her business. Olive also enjoys using AB Rwanda's digital services for convenient loan repayment and transactions without needing to visit the bank physically.

### "

With Push and Pull digital services, loan repayment has never been easier!

No more trips to the bank, I keep cash on my mobile phone and manage my transactions anytime, anywhere."



## RALAIARISON FRANÇOIS (DADAFARA)

#### RICE PRODUCER, MANERINERINA

#### "

AccèsBanque Madagascar has brought a lot of changes to my family and me. It has enabled me to expand my agricultural land and increase my crop yields. The bank also allowed us to deposit the surplus income from the loans I received, ensuring the sustainability of my business.

Ralaiarison François, known by his community as Dadafara, is a long-time client of AccèsBanque Madagascar. A husband and father of two children, he resides in the commune of Manerinerina. Having been recommended the bank's services, François became a customer in January 2023 when the Ambondromamy branch opened. His business focuses on agriculture and livestock, particularly pig farming and cattle breeding. However, his primary activity lies in rice cultivation, which he has been involved in for many years.

François shared: "I cultivate almost everything, but rice is my main focus."

AccèsBanque Madagascar has played a crucial role in supporting his business through credit offerings, allowing him to expand his agricultural activities.

"The bank helped me by granting credit, which allowed me to develop my agricultural business," he said.

Since partnering with the bank, François has seen significant improvements in his life and business. François encourages others to take advantage of the services offered by the bank, such as loans, to further grow their businesses.

"I urge people to partner with the bank and make use of the services offered, like loans, to further develop their activities. The bank can really change lives if we know how to work with them."



### SUKURAT OLABISI ABOLADE

AB MICROFINANCE BANK EMPLOYEE, LAGOS



71

I still remember my first day as a trainee client advisor in October 2009 - filled with excitement, determination, and a drive to make a difference. Today, 16 years later, I proudly serve as the Branch Manager of the very branch where my journey began, leading a team of passionate professionals. My career at AB Microfinance Bank Nigeria is a testament to the bank's commitment to empowering its people and fostering growth. From trainee client advisor to client advisor, then banking operations coordinator, and now branch manager, each step of my journey has been shaped by challenges, opportunities, and invaluable lessons. I've had the privilege of working in multiple branches—including Ikotun, Ota, Ikorodu, Oke-Arin, and Oshodi—each with its unique culture, customer base, and experiences that helped shape me.

Throughout my career, I've been honored to receive recognition for my contributions. In 2012, I was named Best Client Advisor. I was part of the pioneer team that launched the Iyana Ipaja Branch. As the first Banking Operations Coordinator in Ota, I led my team to victory in the 2018 Mobile Banking Contest. In 2020, I became Branch Manager of Ikorodu and later transferred to Iyana Ipaja to continue driving growth. But beyond the accolades, my greatest fulfillment comes from watching my customers thrive, my colleagues develop, and my branch flourish.

Success isn't just about formal training—it's about adaptability, resilience, and human connection. I've learned that listening, empathizing, communicating effectively, and building strong relationships are just as crucial as technical skills. Your journey may be different from mine, but it's just as significant.

Take risks. Seek feedback. Learn from every experience—good or bad. Growth is continuous, and every challenge is an opportunity to rise. Success isn't just about titles or positions; it's about the journey, the people you impact, and the legacy you leave behind.

My name is Sukurat Olabisi Abolade, and <u>this is my</u> <u>story.</u>



DATA



(USD)	Tota	l	Fem	ale	Ma	le	Private	Entities	Ru	ral	youth (<2-	4 years)
Outstanding loan portfolio	volume	number	volume	number	volume	number	volume	number	volume	number	volume	number
Outstanding loan portfolio (31.12.2023)	172,052,634	215,859	64,790,737	115,811	90,722,574	97,928	16,539,322	2,120	31,294,604	37,307	15,540,051	4,869
Gross Loan Portfolio in local currency	165,086,926	214,862	62,541,908	115,413	87,044,569	97,162	15,500,449	2,063	31,131,861	37,274	14,763,097	4,819
Gross Loan Portfolio in foreign currency	6,965,708	997	2,248,829	398	3,678,005	766	1,038,874	57	162,743	33	776,954	50
Outstanding loan portfolio - purpose business (agro included)	1/0 552 268	102,039	64,057,625	49,560	89,735,320	50,637	16,539,322	1,842	31,232,887	37,092	15,496,364	4,823
Outstanding loan portfolio- purpose consumption	1,720,366	990	733,112	394	987,254	596	23,544	5	61,717	215	43,687	46
Outstanding loan portfolio to pay for house or house improvement	446 575	1021	150,153	458	272,826	558	23,544	5	53,232	204	24949	29
Disbursment												
Loans disbursed - reporting year	505,589,830	477,985	187,435,118	265,087	254,351,012	207,720	63,803,700	5,178	83,937,507	75,606	60,821,888	10,860
Disbursed Loan - Short Term (%) (0-3 years)	487.686.810	471,406	179,548,481	262,283	242,507,217	204,009	60,631,112	5,114	81,212,929	74,867	58,229,702	10,677
Disbursed Loan - Long Term (%) (>3 years)	22,903,020	6,579	7,886,637	2,804	11,843,795	3,711	3,172,587	64	2,724,578	739	2,592,186	183
Loans disbursed using Scoring	176,433,328	178,990	78,291,992	104,815	92,650,034	73,432	5,491,301	743	32,777,287	27,792	5,674,985	1,639
"Green" loans disbursed (as per bank's definition)	15.605	42										
Average Loan Size	1,058	n/a	707	n/a	1,224	n/a	12,322	n/a	1,110	n/a	5,601	n/a

	micro < 1.0	000 USD	micro < 10	0.000	SME > 10.000		
	volume	number	volume	number	volume	number	
Outstanding loan portfolio (31.12.2023)	49,730,689	181,996	80,555,504	31,950	41,766,440	1,913	
Gross Loan Portfolio in local currency	49,549,311	181,573	77,981,354	31,338	37,556,261	1,727	
Gross Loan Portfolio in foreign currency	181,378	423	2,574,150	612	4,210,179	186	
Loans disbursed - reporting year	128,935,918	378,081	229,415,229	92,906	147,238,683	6,998	
Disbursed Loan - Short Term (%) (0-3 years)	127,287,282	375,273	219,585,818	89,536	135,813,710	6,597	

Deposit	Total	Female	Male	PE	Rural	Youth <25
Current Accounts	794,567	438,227	336,825	19,515	89,560	30,114
Savings Accounts	732,052	23,745	27,474	85	70,911	19,057
TDA	13,162	5,656	6,740	766	832	929

Number of active clients	Urban	Rural	Female
Active clients using at least 1 mobile product	58,189	25,002	38,030
Mobile banking for Credit	80	3	34
Mobile banking for Deposits	84,443	24,780	53,752
Mobile banking for Payments	24,048	13,253	17,483
Insurance	9,663	-	-

2024	АН	ABN	ABL	ABR	ABZ	ABM
Number of product introduced in the last 3 years	31	-	4	-	7	20
Number of product services targeted towards women (financia and non-financial)	4	-	-	-	4	-
Total number of out of branch transactions	674,969,201	1,094,720	-	-	670,123,658	3,750,823
Total value of out of branch transactions	255,427,123	62,142,594	-	-	55,305,861	137,978,668
Total number of Contact Center calls (incoming+outgoing)	1,285,174	40,143	295,691	26,468	18,275	904,597
Recovery Call	695,672	-	-	562	1,464	693,646
Client Retention	29,500	6,530	-	1	982	21,987
Scoring loan offer	61,692	33,613		3,871	10,256	13,952
Surveys	7,298	-	-	-	3,298	4,000
Monitoring of Repayment	297,562	-	295,691	-	1,871	-
Sales	193,450	-	-	22,034	404	171,012

	total		total Female Male Private Entities		Private Entities		Rural		youth (<24 years)			
Clients	volume	number	volume	number	volume	number	volume	number	volume	number	volume	number
Total number of clients (active + inactive)	-	1,071,881	-	547,547	-	502,086	-	22,248	-	132,666	-	40,823
No. Of Active clients (transact at least once in a 90-day period)	-	408,492	-	203,025	-	196,097	-	9,370	-	61,142	-	18,658
Number of new clients in 2024	-	95,896	-	50,027	-	43,889	-	1,980	-	15,642	-	8,007
Portfolio at risk > 30 days	8,355,177	23,606	3,456,943	13,789	4,449,500	9,619	448,733	198	1,695,071	3,040	517,884	564
Portfolio at risk > 30 days %	4.86%	10.94%	2.01%	6.39%	2.59%	4.46%	0.26%	0.09%	0.99%	1.41%	0.30%	0.26%

HR General	AH-HQ	ABN	ABL	ABR	ABZ	ABM	total	%
Number of Employees - total	42	1,144	364	352	508	912	3,322	
Number of Employees - rural	-	-	-	212	10	-	222	7%
Number of Employees - youth (<24 years)	-	2	-	9	3	67	81	2%
Number of non-standard employment (temporary employment, part time, on call, intership, external contracts)	12	6	4	5	3	215	245	7%
Number of service points (Branches/Outlets)	-	36	10	21	12	35	114	-
Did the Bank has any collective dismissals of more								
than 10% of the workforce that resulted in more than 10 employees being collectivly dismissed during the reporting period (y/n)	No	No	No	No	Yes	No	-	-
Number of female employees	20	501	122	175	224	468	1,510	45%
Number of male employees	22	643	242	177	284	444	1,812	55%
Is the CEO/founder a woman? (y/n)	No	No	No	No	No	No	No	-
Is the business majority owned by a female (>50%) (y/n)	No	No	No	No	No	No	No	-
Number of female board members	-	2	2	2	1	-	7	21%
Number of male board members	6	5	5	3	5	3	27	79%
Number of female C-level managers	-	-	-	1	2	4	7	24%
Number of male C-level managers	2	5	5	3	3	4	22	76%
Number of female middle level managers	3	18	5	16	7	87	136	47%
Number of male middle level managers	4	37	16	14	11	73	155	53%
Number of employees hired during the year	-	142	19	143	163	462	929	-
Number of employees who left during the year - volunarily	1	153	26	39	90	108	417	65%
Number of employees who left during the year - involunarily	-	25	10	13	58	118	224	35%
Annual Percent Attrition (%)	2%	15%	10%	15%	33%	27%	17%	19%
Salary Gap								
Total annual earnings of female employees		1,026,923	790,937	717,420,826	930,230	2,134,133		-
Total annual earnings fo male employees		1,549,211	2,274,325	992,408,815	1,357,917	2,171,764		-
Average annual female compensation		2,026	6,483	59,785,069	4,248	3,515		-
Average annual male compensation		2,387	9,398	82,700,735	4,938	3,837		-
Average gross hourly earnings of female employees		0.90	2.81	28,307.32	123.00	1.20		-
Average gross hourly earnings of male employees		1.00	4.08	39,157.54	96.00	1.31		-
Gender Pay Gap %	13%	15%	45%	28%	14%	8%	20%	-
Staff Development								-
Annual staff training expenses	23,749	14,600	-	2,352	37,755	37,719	116,175	-
Number of staff trained on:							-	-
Debt collection procedure	-	89	-	100	88	124	401	-
Collateral policies	-	97	23	100	88	5	313	-
Selecting suitable products, services and chanels for clients	-	122	41	100	88	436	787	-
Client engagement	-	122	-	100	382	256	860	-
ESMS	-	1,066	108	79	23	9	1,285	-
Fire Safety and First Aid	-	115	-	-	22	-	137	-
Code of Conduct or other topics covered in HR policy	-	139	132	100	63	300	734	-
Total number of training hours - classroom	-	1,172	-	126	1,135	-	2,433	-
Total number of e-learning courses taken by employees	246	29,597	4,530	2,270	4,923	3,507	45,073	-
Number of employees promoted	-	333	41	48	228	153	803	-
Number of female employees promoted	-	147	15	42	98	69	371	46%
When was HR policy last updated or reviewed (year)	2,024	2,024	2,021	2,024	2,018	2,023	-	
Existence of annual employee survey (y/n)	No	No	No	No	No	No	No	
% of employees responding to the survey	-	-	-	-	-	-	-	

ESG - General (USD)	AH_HQ	ABN	ABL	ABR	ABZ	ABM	total
Was ESMS updated or reviewed during the reporting period (y/n)	No	No	No	No	Yes	No	-
Any changes in personel/management responsible for ESG matters during the reporting period (y/n)	No	Yes	No	No	No	Yes	-
Corporate Social Responsibility Expenses for 2024 (USD)	-	-	3,000	-	8,623	34,655	46,278
Training - clients							
Number of clients trained in enterprise skills or business development services	-	-	-	-	5,932	0	5,932
Number of clients trained in financial literacy	-	-	-	-	5,932	50	5,982
Number of clients trained in digital literacy	-	-	-	-	2,200	18,895	21,095
Staff							
Total number of employee labor related incidents during the reporting period (strikes, violation of labor law, labor disputes in court?)	-	1	-	-	9	104	114
In the last year, how many serious accidents/injuries or deaths have occurred on FI's property or to employees outside of FI's property while working	-	3	1	1	-	-	5
Number of fire drills conducted across FI in the reporting period	-	-	-	-	12	-	12
Clients							
Number of loans rejected on basis of ESG risks during the reporting period	-	-	-	-	-	14	14
Number of monitoring visits carried out during the reporting period due to ESMS	-	59	-	-	33	-	92
Any ESG related fines/penalties during the reporting period?	-	-	-	-	-	-	-
How many complaints have been submitted using the grievance mechanism or via regulator in the reporting period?	-	373	-	-	446	1,295	2,114
Number of complaints / grievances against discrimination in lending	-	-	-	-	-	-	-
Climate							
Total energy used (KWh)	62,364	354,408	284,141	177,192	319,523	658,775	1,856,403
Total price paid for energy in eur	26,373	336,688	61,971	30,120	25,131	164,650	644,932
Energy price for 1KWh	0.42	0.10	0.24	0.17	0.08	0.24	0.21
Fuel consumption (l) (for cars and generators) (petrol)	2,395	344,321	133,433	18,123	130,237	32,010	660,519
Paper consumption (Kg)	-	10,733	13,600	5,760	9,756	48,910	88,759
Water consumption (m3)	-	14,502	482	5,988	12,449	13,500	46,921
Paper recycled (kg)	-	5,001	0	0	0	15,650	20,651

		ESG categ	orisation					
ABN								
High Risk	(Cat A)	Medium R	isk (Cat B)	Low Risk	(Cat C)			
Number	%	Number	%	Number	%			
14	0.03%	45	0.09%	49,399	99.88%			
ABL	•		1	•				
High Risk	(Cat A)	Medium R	isk (Cat B)	Low Risk	(Cat C)			
Number	%	Number	%	Number	%			
0	-	6	0.03%	21,730	99.97%			
ABR	•	•	•	•				
High Risk	High Risk (Cat A) Medium Risk (Cat B)				Low Risk (Cat C)			
Number	%	Number	%	Number	%			
0	0%	0	0%	24,543	100%			
ABZ	•	•						
High Risk	(Cat A)	Medium R	isk (Cat B)	Low Risk	Low Risk (Cat C)			
Number	%	Number	%	Number	%			
6	0.03	27	0.15	18,072	99.82			
ABM	·							
High Risk	(Cat A)	Medium R	isk (Cat B)	Low Risk	(Cat C)			
Number	%	Number	%	Number	%			
93	0.12%	70	0.09%	77,175	99.79%			
AH	•	•						
High Risk	(Cat A)	Medium R	isk (Cat B)	Low Risk	(Cat C)			
Number	%	Number	%	Number	%			
113	0.06%	148	0.08%	190,919	99.86%			

#### **REPORTING PERIOD:**

1 JANUARY 2024 - 31 DECEMBER 2024

ISSUED: APRIL 2025

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