



## COMMUNICATION POLICY

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### Version History

Version	Date	Author	Change History
Version 1.0	22-Dec-2014	Corporate Comm.	Creation
Version 2.0	27-Feb-2018	ISMS Team	Annual Review (Compliance with regulatory standard format)

### Approval List

Name	Position	Signature	Date
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### CHANGE CONTROL

The contents of this document are subject to change control.

## **COMMUNICATIONS POLICY**

### **OBJECTIVES:**

This Policy shall guarantee the following for the Bank at all times:

- Ensure that Jaiz Bank is visible, accessible and accountable to its stakeholders.
- Ensure that the Bank delivers prompt, courteous and responsive service that is sensitive to the needs and concerns of all stakeholders. This implies that we shall deliver on whatever our Communication has promised.
- Promote the Bank's interests and project its brand in a way that wins goodwill for the Bank at all times.

Define the Bank's media strategy and communication channels. Define the Corporate Social Responsibility strategy in such a way that it addresses the needs of the Host Community.

### **STAKEHOLDERS**

Stakeholders shall include the following:

- The Board
- Employees
- Customers
- Shareholders
- Other interested parties

### **DISSEMINATION OF POLICY**

Corporate Communications Department shall disseminate this policy by ensuring that it is hosted on the Bank's website and any internal approved media.

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## **1. LANGUAGE**

- a. All official communication (verbal or written), shall be in formal English language. However, correspondence received in other languages shall be responded.
- b. All information about policies, programmes/projects, services, products and other written literature such as Annual Reports, Statement of Accounts, etc. shall be written in English.
- c. The language must be clear, relevant, objective, easy to understand and useful. To ensure clarity and consistency, plain language and proper grammar must be used in all communication.
- d. The choice of language in advert production shall largely depend on the target audience and the Bank's products being advertised. Such decision could be based on the professional advice of the Corporate Communications Group.

## **2. LOGO**

- a. Jaiz Bank's logo shall appear on all printed and official documentations including but not limited to forms, billboards, adverts, presentations, proposals, signage, letter heads, identity cards, call cards, as well as audio/visual media like websites and intranet, etc.
- b. The Jaiz Bank logo is copyrighted to the Bank and is protected by the relevant National and International Copyright Laws.
- c. The logo is not subject to any modification to suit individual whims and convenience, but must be consistent on all materials that it appears on, in line with the provisions of the Bank's subsisting Brand Manual.
- d. Any modification of the Logo shall be subject to the approval of the Board.

## **3. BUILDING FAÇADE**

- a. Branches of Jaiz Bank Plc shall have a uniform exterior physical view, which is a subtle way of communicating uniformity of the Bank's high quality and innovative products and services. Where uniformity may not be easily achieved structurally, an efficient use of the colour scheme shall be explored.
- b. The maintenance of a uniform physical exterior in all branches of the Bank and the uniform logo and colours are part of a deliberate strategy to evolve a distinct, clear and consistent corporate identity.

## **4. INTERNAL COMMUNICATION**

The essence of Internal Communication is to provide a platform for the exchange of ideas and information within the Bank. It provides a framework for building and sustaining commitment to the Bank's vision, business goals and objectives through the development of a structure for open and transparent communication.

### **4.1 Bank-wide Messaging & The Role of Corporate Communications Group**

The intranet platform is to facilitate work and information flow between the Bank's Employees. The following shall, therefore, apply:

- a. Corporate Communications Group is responsible for passing on information about the Bank to staff.

- b. Employees are not authorized to send bank wide emails to convey personal messages such as births, deaths, disengagements, retirements, etc.
- c. Any staff who wishes to disseminate information to all staff shall route it via approved channels.
- d. Only staff of AGM and above cadre, or the most senior officer in a Division, Group, Department and Region/Area or any other authorized person may send mails to 'All Staff'.
- e. To avoid distractions that unwarranted mails may cause, staff may send/copy their mails to only those who are relevant to the subject being discussed or people whose inputs are required.
- f. Staff shall communicate through their line supervisors.
- g. Before responding to an email, staff are expected to review the recipients and ensure that the Bank's email etiquette/policy is adhered to. Any information circulated on the Bank's intranet, internal memo and other classified documents are confidential and proprietary to Jaiz Bank Plc and on no account shall they be sent, copied or otherwise exposed to non-employees without approval of appropriate authorities.
- h. In line with the Oath of Confidentiality staff members are not expected to share confidential matters about the Bank's operations, strategies and people with non-staff members.

#### **4.2 Internal Memoranda**

- a. Internal memoranda are one of the approved means of communication amongst staff in the Bank.
- b. Appendix I contains the Bank's approved Internal Memo format.

### **5. EXTERNAL COMMUNICATIONS**

#### **Background**

- As a service institution, the perception of Jaiz Bank PLC by the general public is essential to the Bank's business.
- External communications must be professionally handled in a way that attracts goodwill and patronage to the Bank.
- External Communication involves all interactions with the general public.

#### **5.1 Correspondence**

All written external communication between the Bank and the general public shall adhere with the following:

- a. Only official letter head papers and continuation sheets shall be used for the Bank's correspondences.
- b. All pages after the first page of the Bank's correspondence shall be printed on the official Continuation Sheet.
- c. Official font must be used for all publications, creative and print advert materials.
- d. All external communication shall be signed by two of the Bank's authorized signatories with their names and designations clearly printed on the letter. Only

- personnel in the rank of Executive Directors and above may solely sign external correspondence.
- e. In the event of a breach to the Personal Data under the Bank's purview, where such incident mandates contacting the relevant Data Subjects as is provided under the Nigeria Data Protection Regulation, the Bank's Data Protection Officer (DPO) shall be responsible for communicating such breach incident to the Data Subjects within the timeline of 7 days. If such communication is in writing, it shall be signed off by the Data Protection Officer alongside either the MD or an Executive Director.
  - f. All written communication between the Bank and the regulatory authority National Information Technology Development Agency shall bear the signature of the DPO and either the MD or an Executive Director.
  - g. The DPO shall be responsible for all communications of the Bank as it relates to data protection. Such communication includes calls, emails, letters, fax and other medium of communication.

## **5.2 Complaints to the Bank from External Public**

- a. All **Non-Customer** complaints to the Bank (these are issues that affect brand perception) should be forwarded to Corporate Communications for handling.
- b. Corporate Communications shall send an acknowledgment of receipt of the complaint in writing within 24 hours.
- c. Corporate Communications shall liaise with Internal Audit, as well as the relevant groups or units to ensure that the complaint is investigated and properly addressed.
- d. Corporate Communications shall ensure that the Bank's position on the complaint is sent to the complainant in writing within two weeks of receipt of the complaint.
- e. In the event of complains relating to Personal Data, such complains shall immediately be forwarded to the Bank's DPO, who shall be responsible for immediately responding to the complaints and addressing same in line with the provisions of the NDPR.

## **6. MEDIA RELATIONS**

### **6.1 Policy Statement**

- a. The Bank's Media Relations policy is based on the understanding of the role of the media in shaping public opinion.
- b. The Bank's view of the media is holistic and includes all mass media and practitioners.
- c. The Bank's media relations strategy is to guarantee a harmonious relationship with the media and to ensure that media practitioners see the Bank as a partner and friend.
- d. Corporate Communications Group is entrusted with the responsibility of ensuring that the Bank's Media Relations objectives are achieved optimally

### **6.2 Guidelines**

- a. The Bank shall organize in such a way as to be able to, and on short notice, reach out to and inform the media on issues of importance to the public on the Bank.

- b. Staff of Jaiz Bank Plc may not talk to the media on issues pertaining to the Bank without prior approval of the MD&CEO or clearance from the Corporate Communications Group Head.
- c. Corporate Communications shall facilitate information and interview requests from the media in a way that serves the business interests of the Bank.
- d. The Bank does not have to grant every request for media interviews or participation in media reports and events.
- e. Media enquiries, whether by phone, e-mail, letter or in person shall be attended to promptly to meet publication deadlines.
- f. In responding to media enquiries, Corporate Communications shall confirm matters about which it has no expert knowledge, from the relevant units. Such units shall assist to provide the required information within the required timeline.

### **6.3 Core to Media communications are:**

- a. **Headline/Front page Placement:** Prime positions in the media for the Bank's related events shall be the goal because such is consistent with the Bank's vision.
- b. **Placed Features:** Features based on the achievements or plans of the Bank shall be placed strategically in national dailies, weekly or magazines.
- c. **Press Releases:** Constant flow of credible press releases, also to be based on facts and working with a pre-determined timetable so that the Bank is notable without being notorious.
- d. **Exclusive Interviews for the CEO:** This is to ensure name recognition and project the Bank's quality of mind as personified by the CEO.
- e. **Focused Briefings/Hosting:** This should be organized from time to time with editors, financial journalists and other identified groups. This is one of the activities for cementing existing relationships with the media.

## **7. SPOKESPERSONS**

- a. The Managing Director/Chief Executive Officer of the Bank, as the chief spokesperson, speaks on behalf of the Bank. He may, however, from time to time, authorize senior staff members to speak on his behalf.
- b. The Head of Corporate Communications is also authorized to respond to media enquiries.
- c. The Head of Corporate Communications signs and releases press statements to the media. However, the information passed to the media on behalf of the Bank shall always be approved by the MD / CEO.
- d. The Bank encourages senior staff members to accept speaking engagements in their communities and professional bodies that they belong to. However, for proper co-ordination and to ensure adequate coverage, these engagements shall be approved by the MD/CEO and Corporate Communications briefed ahead.
- e. For issues relating to Personal Data and data breaches, the DPO may give public statements. This must be done in such a manner as will ensure transparency and establish the public's trust in the Bank's policies and processes.

## **8. GOVERNMENT RELATIONS**

- a. The Bank shall ensure a healthy relationship with the government and other regulatory institutions.
- b. The Bank shall always respect the laws of the land and all other laws governing its operations in the industry.

- c. The highest level of management shall continuously ensure cordial relations with key policy makers and other top government functionaries.
- d. The Bank as a corporate personality shall not go, nor be dragged, into party politics or issues that could have negative implications on the brand.
- e. The Bank shall not sponsor a political party or political figure.
- f. The Bank may, in the interest of the business, host key government officials to relationship-building events which are not political.
- g. The DPO shall be responsible for any communications between the Bank and the regulatory authority, NITDA in the event of a data breach incident or any other circumstance which results in an investigation or communication by NITDA with the Bank.

## **9. CORPORATE SOCIAL RESPONSIBILITY & SUSTAINABILITY**

- a. The Bank shall strive to re-enforce strong, healthy Community Relations by identifying with host communities in activities that have meaning to them.
- b. The Bank shall maintain high standards of integrity in its relationship with the host Communities.
- c. The Bank shall strive to play a leading role by identifying with and seeking solutions to the problems of society especially those in the immediate operational environment.

### **9.1 Corporate Social Responsibility (CSR)**

CSR is an integral part of our Bank's culture. As a responsible Bank, we respect the interests of our stakeholders—our shareholders, employees, customers, suppliers, teeming partners, and the wider community—and we actively seek opportunities both to improve the environment and to contribute to the well-being of the communities in which we operate.

Jaiz Bank Plc recognizes society's increasing expectations of our industry and our company. We are committed to living up to stakeholder expectations as we endeavour to increase the positive social impact we have on our stakeholders. Our purpose is to improve people's lives thus our Mission – Making life better through ethical finance. We are strongly committed to growing the Non-Interest Banking business and extending the reach to all and sundry.

Building trust with our stakeholders is critical to our ability to deliver on our purpose, as well as our long-term financial performance. We have a clear strategic path that we believe will further accelerate our journey to build trust with key stakeholders and society.

As a Non-Interest (Islamic) Bank established to bridge the identified gaps in the society, we have been able to establish a robust approach that ensures that the Bank gives back to the society through effective socio-economic initiatives.

### **9.2 CSR Focus Areas**

Because CSR is also rooted in the concept that the impacts of our business operations and services fall into and affect different stakeholders, Jaiz Bank Plc has developed a multidimensional approach to achieve its vision in this area.



The categories shown below represent our four areas of CSR and the key activities associated with them:

- Environment** - The effects our Bank and our employees have on our surroundings.
- Workplace** - How our Bank provides a work environment that promotes health, safety, security, inclusion and diversity, and professional development opportunities.
- Marketplace** -How our Bank interacts with our external stakeholders (customers, business partners, and suppliers) by demonstrating our responsibility through leadership in quality, ethics, and transparency.
- Society** - The positive impacts our Bank and our employees have on the communities in which we live and work.

We are committed to taking real, measurable and reportable action in these key areas, and making sure that we communicate them clearly and transparently.

### **9.3 Value Analysis**

Any request for identification with any public or social cause must answer the Question: **What is in it for Jaiz; the Host Community and Mankind?**

### **9.4 CSR Governance**

Jaiz Bank Corporate Communications team champions our Bank-wide commitment to CSR performance and transparency. This team engages with internal and external stakeholders to assess, prioritize, and monitor CSR issues. The team establishes corporate CSR strategy, drives processes for CSR governance, and provides guidance and coordination across business functions. CSR priorities are owned by the business functions, including Corporate Communications, and are integrated into ongoing business strategy and planning. Business functions set CSR goals, implement plans, and measure performance. Where a CSR priority requires multiple functions to engage, we establish cross-functional teams to implement our strategy and plans.



### 9.5 Respecting Human Rights in a Digital Age

As we enable our customers to embrace and capture new opportunities driven by digital transformation, we also recognize our responsibility to ensure that transformation does not come at a societal cost. For this reason, we believe innovation must advance hand-in-hand with thoughtful policies and practices that respect the human rights of all people.

### 9.6 Stakeholder Engagement and Management

Bridging what is possible means building connections and trust with our key stakeholders through regular dialogue. Outside views help us identify and prioritize emerging issues, better align our business to the society's needs, share the findings of our research, and evolve our CSR strategy and programs. We also encourage our stakeholders to provide feedback on our performance and transparency. We partner with a wide range of organizations to shape and extend the reach of our CSR programs, including governments, non-profits, multilateral organizations, and peers.

### 9.7 Wellness Benefits

Creating a safe, supportive, and healthy work environment is part of Our People Deal. This includes giving employees the resources they need to stay well and care for others at home. We do this through a focus on safety in the workplace; health benefits that address physical, social and emotional needs; and flexible hours and technology that enable people to integrate work and home life.

At Jaiz Bank, we care deeply for one another and the world around us. We look out for each other as part of our day-to-day, even—and especially—amid the buzz of business. We know balancing life's responsibilities and joys are personal to every individual. Our approach is not “one size fits all,” but rather “one size fits one.” We want to support our employees and their loved ones during life's triumphs and challenges, and we design our global benefits to do just that. Comprehensive benefits, including medical, dental, and vision plans; disability coverage; and life insurance help employees stay healthy and secure their families' well-being.

However, we do not stop there— we meet employees where they are. Our health and fitness center make it convenient for staff to prioritize health and wellness. The center feature fitness areas to assist employees and their families deal with stress, weight management, and more.

## **10. ADVERTISING**

Advertising, as a paid form of public communication, it affords the Bank the opportunity to promote its products and services. Advertising will be the major driver of creating awareness for the Bank.

### **10.1 Advertising Guidelines**

- a. Advertisement contents at all times shall be clear, free of ambiguity and/or deceptive form and message should be in simple and non-misleading language.
- b. Advertisement at all times shall not deemphasize associated risk of products and services while emphasizing on the benefits only.
- c. The Bank shall disclose its contact details on advertisement or promotional materials.
- d. Advertisements shall not be made with mentions of competitors' names or comparisons.
- e. Advertisements shall not be made with references to unaudited financial statements.
- f. Consumers shall not be held to ransom on the Bank's advertisements via text messages, voice calls or other communication channels at any cost. Such advertisement messages shall contain an opt-out provision, giving the consumer the choice to opt out of unsolicited messages if they so wish.
- g. Cost of products and services shall be clearly disclosed including fees and other associated charges; the full disclosures of benefits/ value added benefits shall be made while advertising our products and services.
- h. The Bank shall at all times ensure that advertisements and promotional materials are professionally conducted in line with regulatory guidelines which shall include pre-exposure clearance of advert material for deployment.
- i. Advertisements include 'paid for' publications in print, electronic and web media. Only the Managing Director (MD) or his designate can approve advertisements of the Bank. It is the sole responsibility of the Corporate Communications Department to conceptualize and execute such advertisements.

### **10.2 Sales Promotion**

Information on advertisement and promotional materials should assist consumer decisions thus competence and knowledge of key features, risk and critical terms of product offerings is necessary for ethical and professional discharge of job function.

To ensure that advertisements and promotional materials on products and services are clear and not misleading, the Bank shall:

- a. Provide information that would aid consumers' decisions.
- b. Carry out marketing of products and services in an ethical and professional manner
- c. Ensure that sales and marketing staff are properly trained and competent to perform their functions. The staff should be knowledgeable in key features, risks and critical terms of product offering.

- d. Establish a process to periodically check and monitor the competence and conduct of sales and marketing staff.
- e. The remuneration of marketing/sales staff shall not be solely based on sales volume/target but must give consideration to the interests and circumstances of the customers.

### **10.3 Choosing an Advertising Agency**

- a. The Bank shall engage reputable communication consultants to assist in carrying out communication campaigns based on content provided by the Bank.
- b. Separate Agencies may be commissioned to handle the Bank's different advertising needs, such as: Corporate or Product advertising; Print or Electronic; Seasonal productions; Design and Productions; subsidiaries. The Bank may also decide to use two Agencies at a time in addition to a Brand Agency/Consultant.
- c. To strengthen the quality of the inputs from appointed agencies, the Bank shall at least once in three years call a pitch for its business, failing which it shall demand the advert agencies for submission of their fresh understanding/interpretation of the Bank's business. Pitches shall be held primarily to establish that the Agency working for the Bank at any point in time has an appropriate understanding of the Bank and its business objectives.
- d. The Bank's social media management will be outsourced to a reputable consultant under the direct supervision of the Head of Corporate Communications. This policy is based on the importance of this medium as a powerful and viable alternative means of communication. Channels will include, but limited to; Facebook, Twitter, Youtube, LinkedIn, Instagram, Blogs, Google+, Timbler etc.

## **11. CRISIS COMMUNICATION PLAN**

### **11.1 Introduction**

In every work place, a crisis could present itself in the form of a robbery, fire, management or board disputes, accidents of any description, etc.

Such occurrences have potential to erode public confidence in the institution, affect brand reputation and ultimately market share, if not handled carefully. Crisis also includes any incident which results in the accidental or intentional exposure, loss, alteration, amendment of personal data under the Bank's purview.

### **11.2 Establishing an Emergency Management Team (EMT)**

The existence of a team that deals with a crisis intrinsically gives confidence that the situation is being addressed. The Team shall have an understanding of issues that may lead to crisis Membership of this team shall cut across functional lines and shall be senior officers representing the following Departments/Group: Legal, Corporate Communications, Corporate Services, Risk Management, ITD, Human Capital Management and Internal Audit. It shall be headed by the Executive Director, Business Development. The process owner shall be Corporate Services Group.

- Corporate Communications shall periodically publish information on the EMT membership and their responsibilities.
- In the case of a Management or Board issue, Team shall act only to the limit advised and directed by Executive Management.
- A crisis incident shall be managed such that the risk is mitigated to the greatest possible extent.

### 11.3 Overarching Considerations:

The principle of openness and transparency shall be observed, but information not necessary to provide understanding of the issue at hand may not be freely given out to members of the public. Also, any information that would compromise the Bank's strategies and reputation shall not be freely given. Any form of publicity of the matter that imperils the Bank's reputation and seems to ridicule the leadership shall be avoided.

### 11.4 Internal Communications:

Information shall be disseminated to the staff through the internal channels – intranet, telephone, internal memo etc. so that staff are not reliant on the public media for their understanding of an event.

### 11.5 The Role of Staff in Crisis Management

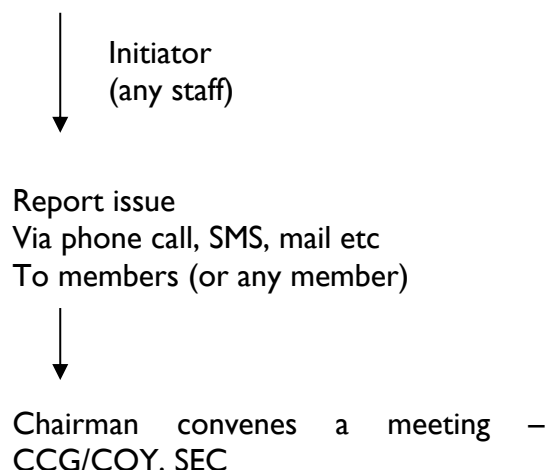
- Staff should be appropriately informed as soon as an event occurs.
- They should know how Management is responding to the situation.
- They should know who to call for further information.
- They should know the information to disseminate and their limits

### 11.6 Notifying the Board

The Managing Director/CEO, or in his absence, an Executive Director shall notify other members of the Board of Directors, depending on the magnitude of the incident. Otherwise, it shall be reported at the next meeting of the board.

### 11.7 Process Flow

Attacks (robbery) → Accidents (fire, building collapse etc) → Disputes (Mgt, Board) → other incidents



to reach all members



Agree next steps

Step 1 – Internal Communication Plan

Step 2 – External Communication Plan



Execution



Review Meeting

### **11.8 Communicating in Crisis:**

- In addition to the Chief Spokesperson of the Bank, the Executive Directors may speak to the media.
- A media strategy shall be adopted and communicated to all the appropriate people. The overall strategy, depending on the magnitude of the event, would include: a press briefing, press releases, visits to sites, and close contact to the media.

## **11. SANCTIONS**

Where it is successfully established that a staff of the Bank overtly or covertly contravenes any provision of this Policy, the sanctions stipulated in the Bank's Personnel Policies shall apply.

ADOPTED BY THE BOARD OF DIRECTORS OF JAIZ BANK PLC,  
THIS ... DAY OF DECEMBER 20...

\_\_\_\_\_  
**CHAIRMAN**

\_\_\_\_\_  
**SECRETARY**

## **APPENDIX**

### **COMMUNICATION PROCEDURE**

Procedures will be established for some of the communications methods identified below so that they are performed in a managed, repeatable way.

#### **Pre-scripted Messages**

In the event of a disruptive incident the following scripts can be used:

#### **A. EXTERNAL**

##### **i. Early Closure**

1. Dear Customer, due to end of the year activities, our branches will close at (Time) on (day, date, month and year). All e-channels are accessible for your Banking transactions
2. Dear valued Customers, due to Eid-El-Kabir celebration, the Bank will close at (Time) on (day, date, month and year). Wishing you a happy celebration.  
Thank you

##### **ii. Resumption of Regular Banking Hours**

Dear <insert customer name>,

We are pleased to inform you that all Jaiz Bank branches have resumed the usual Banking hours of 8am to 4pm daily.

We thank you for your patience and understanding during the period when we had to close early and apologise for any inconvenience this may have caused you.

For more information, please call our 24-hour contact centre on 09-460 5249, 0708 063 5555 and 0708 063 5500, or send an email to [customercare@jaizBankplc.com](mailto:customercare@jaizBankplc.com).

Thank you for choosing Jaiz Bank.

##### **iii. Branch Closure**

Dear <insert customer name>,

Notification of Branch Closure

Our Jaiz branch at \*\*\*\*\* (insert branch address) will be closed for (or until) a few days\* (insert exact date or timeframe if known).

In the interim you can carry out transactions on the Jaiz Mobile and E-Channels or visit other locations close by:

- \*\*\*\*\* (insert address of nearest branch locations)
- \*\*\*\*\*Please note that the following will be available for collection from the branch on \*\*\*\*\* (insert branch name if applicable or remove this section if not applicable):

- ATM cards & PIN
- Safe keep items
- Cheque books

We apologise for any inconvenience this might cause and assure you that we are working to resume services at the branch as soon as possible.

For more information, please call our 24-hour contact centre on 09-460 5249, 0708 063 5555 and 0708 063 5500, or send an email to [customercare@jaizBankplc.com](mailto:customercare@jaizBankplc.com).

Thank you for choosing Jaiz Bank.

**iv. Branch Re-Opening**

**WE ARE BACK IN BUSINESS**

Dear <insert customer name>,

Our Jaiz branch at \*\*\*\*\* (insert branch address) has reopened for business.

Please be advised that full Banking services have now resumed.

Thank you for your patience and we once again apologise for any inconvenience the branch closure may have caused.

For more information, please call our 24-hour contact centre on 09-460 5249, 0708 063 5555 and 0708 063 5500, or send an email to [customercare@jaizBankplc.com](mailto:customercare@jaizBankplc.com).

Thank you for choosing Jaiz Bank.

**v. Closure due to Public Holiday**

Dear Customer, due to end of the year activities, our branches will close at (Time) on (day, date, month and year). All e-channels are accessible for your Banking transactions

Dear valued Customers, due to Eid-El-Kabir celebration, the Bank will close at (Time) on (day, date, month and year). Wishing you a happy celebration.  
Thank you

**vi. System Maintenance/Upgrade/Channel Unavailability**

Dear <insert customer name>,

Due to an important upgrade of our electronic Banking platforms, please note that our services will be unavailable from \*\*\*\*\* (insert period including date and time).

The affected services include \*\*\*\*\*, Jaiz Online, Jaiz Mobile and \*\*\*\*\*. (List affected services)

We regret any inconvenience this exercise may cause as we work towards improving our services.



For more information, please call our 24-hour contact centre on 09-460 5249, 0708 063 5555 and 0708 063 5500, or send an email to [customercare@jaizBankplc.com](mailto:customercare@jaizBankplc.com).

Thank you for choosing Jaiz Bank.

Dear <Insert Customer Name>,

We have recently undergone system maintenance, and this has affected some of our services.

Your \*\*\*\* (insert affected service(s)) transactions may have been affected and we are currently working to ensure that the service(s) is/are restored.

We apologise for any inconvenience caused and appreciate your patience as we rectify this issue.

For more information, please call our 24-hour contact centre on 09-460 5249, 0708 063 5555 and 0708 063 5500, or send an email to [customercare@jaizBankplc.com](mailto:customercare@jaizBankplc.com).

Thank you for choosing Jaiz Bank

#### **vii. Service Disruption**

Dear <Insert Customer Name>,

Due to a scheduled maintenance exercise, our services are currently unavailable.

We are working to ensure that services are restored as soon as possible.

We apologise for any inconvenience this may cause.

For more information, please call our 24-hour contact centre on 09-460 5249, 0708 063 5555 and 0708 063 5500, or send an email to [customercare@jaizBankplc.com](mailto:customercare@jaizBankplc.com).

Thank you for choosing Jaiz Bank

#### **viii. Service Restoration**

Dear <Insert Customer Name>,

We are pleased to inform you that our services have been restored.

We apologise for any inconvenience the system maintenance exercise may have caused you.

For more information, please call our 24-hour contact centre on 09-460 5249, 0708 063 5555 and 0708 063 5500, or send an email to [customercare@jaizBankplc.com](mailto:customercare@jaizBankplc.com).

Thank you for choosing Jaiz Bank.

### **IX. Media Release**

"A (what happened) at (location) involving (who) occurred today at (time).

The incident is under investigation and more information is forthcoming"

**B. INTERNAL**

**I. Unusual Incident**

Due to the unusual incident experienced by our Bank, your primary work station shall not be available for use. You are advised to inform your staff to proceed to your department's alternate site location at ..... to perform all the critical functions in your department in line with our Business Continuity Plans.

**ii. Sample Messages**

Find below sample messages that can be used as templates to communicate to various stakeholder groups in the event of a disruption.

**a. Customers**

Fire Outbreak at Head Office

Dear Customers,

There was a fire outbreak today at approximately 9.00am at our head office in .....

The fire gutted parts of the generator house and some offices before it was contained and put down by a combined team of our fire services officers and men of the Federal Fire Service Departments.

We successfully evacuated the building and though some parts of the building and equipment were affected by the fire, no life was lost as a result of the incident.

Investigations have immediately begun to ascertain the cause of the fire and we will provide further details as soon as they are available.

We urge all customers to use the nearest Jaiz Bank branch located at .....and ..... for further transactions. We regret all inconveniences this may cause to our customers and the Banking public.

Signed

Head, Corp. Communications.

**b. Vendors**

Dear Vendor,

We are happy to inform you that Jaiz Bank Plc is upgrading its Core Banking Application (CBA) from ..... version ..... to the latest version, .....

This upgrade will help us accelerate the deployment of innovative solutions and support business growth in the rapidly changing business environment in which we operate.

In order to guarantee a smooth transition, we have scheduled the exercise from 'Day/Month' to 'Day/Month/', 2017. Thus, the new Banking platform is expected to Go-Live on 'Day/Month, 2017.

During this transition period, the Bank requires your maximum cooperation and support to achieve a seamless cut-over to the highly sophisticated system and during stabilization period.

To ensure issues are resolved immediately after they arise, and services are speedily restored, we require the availability of your technical team during this cut-over period.

We look forward to a greater partnership with you in our quest to provide improved services to our esteemed customers.

This document shall be reviewed annually, updates, suggestions and recommendations should be noted and documented.

**c. Incident/ Emergency Reporting**

The primary means of communication during an incident will be telephone, both landline and mobile. Emails will be used when telephone and equivalent alternatives are unavailable.

Calls to the Emergency Management Team should use the main number, mobile and email which is:

S/NO	NAME	DESIGNATION	EMAIL	PHONE NO
1	HALIMA ISHAQ	HEAD, CORP.COMM	Halima.ishaq@jaizBankplc.com	0803-705-2543
2	MFON DESMOND IWOK	BUSINESS CONTINUITY MANAGER	Mfon.iwok@jaizBankplc.com	08131170029
3	ABUBAKAR ZUBAIRU	CHIEF INFORMATION SECURITY OFFICER	<u>Yahaya.UsmanI@jaizBankplc.com</u>	08035928419 09-4605248
4	BALARABE ADAMU	CHIEF SECURITY OFFICER	<u>Balarabe.adamu@jaizBankplc.com</u>	0803-311-7151 09 – 460-5166
5	IBRAHIM KABIR ZAMFARA	HEALTH AND SAFETY OFFICER	Kabir.ibrahim@jaizBankplc.com	08023747083

If there is no answer a message may be left. If the call is urgent the caller should both leave a message and call back as well as trying alternative methods of communication if available.

If leaving a message, ensure you leave:

- Your name
- Your number
- Your organisation
- The name of the person the message is for
- The message

**d. Outline Script:**

My name is **[First name, Last name]**. My telephone number is **[Mobile Number]** and I am calling from ..... **[Location]**. This message is for **[First name, Last name]**. Kindly inform him that he/she should contact me urgently on **[Mobile Number]**.

**e. Incident / Emergency Communication Dependencies**

The table below contains the details of Local Emergency Services (Fire Service, Police, Ambulance Services, etc.) to be contacted in case of an emergency.

External/Internal Agency	Dependency	Contact Details	Comments
National Emergency Management Agency	Emergency Response	Emergency : 07032213131, 08023210481 , 08168168985 080022556362	To call anytime
Federal Fire Service FCT	Emergency Response	Emergency: 08055839334 08032003557	To call anytime
Nigeria Police Force	Emergency Response	FCT POLICE COMMAND 08057000002, 07057337653	To call anytime
IT Recovery Team service provider	Technical Support	+234-9-4605237 or 9-460-5132	The numbers are functional