



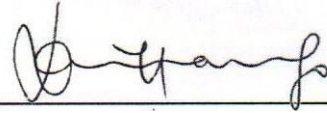
COMMUNICATION POLICY

Updated April, 2022

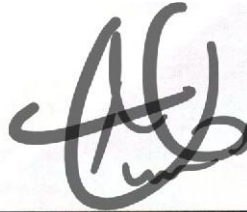
Zenith Bank Plc.

Communication Policy

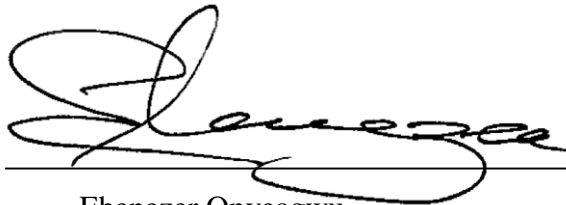
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Confidential

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1.0 : Introduction:

This policy covers among other issues, rules of communication, use of the bank's communication facilities, representation of the bank in the media and other third parties, confidentiality of bank information and whistle blowing. This policy is to be strictly adhered to by all employees of the bank.

2.0 : Objective:

The objective of the communication policy is to:

- Regulate external and internal communication, relations with the media and the use of the bank's communication facilities – computers, telephones, and emails.
- Ensure that Zenith Bank is positively and accurately represented at all times.
- Ensure coordinated, proper and effective dissemination of information through the bank's authorized channel, both internally and externally.
- Set out procedures for responding to third party enquiries and for granting of press, radio, Television and public interviews on matters concerning the bank.
- Draw employees' attention to their confidentiality obligation to the bank.

3.0 : Official Business Language

- Zenith Bank is a Nigerian institution and conducts its business operations in English language, which is the Nigerian official language. So, English language is the permissible mode of communication in the bank.

4.0 : Rules and Regulations of Print Publication and External Media Relations

- All official publications meant for external circulation must be approved by the Group Managing Director (GMD).
- Publications, banners, flags, sign posts, bill boards, etc must comply with the bank's logo as well as the format and colours approved by the bank and their display coordinated and managed by Corporate Communication Department.
- Internal publications and memos must be restricted within the bank with the footnote "Confidential to Zenith Bank Plc"

5.0 : Media Relations

- Departments or individuals are not authorized to speak or write in the media directly or indirectly on matters concerning the bank or group unless authorized by the

GMD/CEO in writing. The Head of Corporate Communication Department is responsible for all official contacts with the media (social, local or foreign).

- Any staff receiving any enquiry for information about the bank from the press or other third party must channel such request to the Corporate Communication Department.
- Employees that wish to grant press interviews or launch a book during which there may be a reference to the bank's name or business, must obtain approval in writing from the Group Head, Human Resources, who will consider such requests in line with the bank's policy.
- Ignorance or claimed ignorance shall not be accepted as an excuse for acts or omissions contrary to these rules on media relations. All breaches of these rules shall attract disciplinary action.

6.0 : Use of Electronic Media

This refers to the use of Information Communication Technology (ICT) facilities.

- ICT facilities - e-mail, telephone, mobile phone, intranet/internet, work stations and personal computers assigned to staff shall strictly be used for the purpose of conducting the bank's official business
- Employees are to exercise caution in the transfer of confidential information through e-mail or telephone as they do not guarantee confidentiality.
- It is prohibited to use the bank's facilities to prepare unauthorized publications for either electronic or physical circulation within and outside the bank.
- Use of ICT facilities for personal, commercial ventures, character assassination, harassment, intimidation, promotion of political and religious interest and doctrines, private undertakings or any purpose which contravenes either the code of conduct of the bank or the laws of the Federal Republic of Nigeria, is strictly forbidden.
- The use of the bank's ICT to obtain, view or access pornography, or otherwise immoral, unethical, or non-business-related internet sites is prohibited.
- Breach or inappropriate usage of these facilities will attract severe sanction.
- **Official communication is not permitted via private individual email addresses.**
- **Employees are to refrain from the use of the bank's email facility for private communication.**

7.0 : Confidentiality

- Every employee has a responsibility to protect confidential information on Zenith Bank, its customers and other third parties in Zenith Bank's value-chain, entrusted to them or to which they are otherwise exposed.
- Except for information in the public domain, all Zenith Bank's business information shall be treated as confidential. Employees shall neither use (other than for the

business of the bank) nor disclose any confidential information of Zenith Bank business or about existing or previous Zenith Bank customers.

8.0 : Whistle Blowing

- Employees are encouraged to promptly communicate or report suspicious or awareness of possible violations of laws, regulations or ethical standards, to any or all of the following, until the issue is appropriately addressed:
 - A supervisor
 - Chief Compliance Officer
 - Human Resources department
- Such reports can be made anonymously, via the bank's whistle blowing portal on the intranet or directly. No matter the form of report, investigations will be conducted discreetly and the source kept confidential, subject to any legal constraints.

9.0 : Sanctions for Breach

Sanctions for breach of the bank's communication policy includes but not limited to:

- Warning
- Suspension
- Withdrawal of electronic or other facilities.
- Limitation of communication facilities
- Termination of appointment
- Dismissal