

one group ▪ individual solutions



In April 2006, we officially took up the name and the ethos of Republic Bank. As we took on the mantle of our new mother company, Republic Bank Limited, we brought all staff together to celebrate this new era and to join in the rally call: "Together as One". Becoming part of the Republic Bank Group serves our success and helps us to better serve our customers. With this great resource on our side, we now have access to more experience, research, information and cutting edge products and services. We can now provide an array of financial offerings which allow us to give our customers even better service. Some of the new benefits our customers now enjoy are: an enhanced ATM network across the island, improved telephone banking services and the Visa TravelMoney card. We have also reached out to our customers in this time of transition to share as much information as possible on the new benefits coming their way. One such effort was the dissemination of a brochure entitled: "Suite of Savings".

As Republic Bank Grenada, our mission is to provide the highest quality financial services in the most efficient and effective manner, to the benefit of all our stakeholders. We live by this mission and constantly seek ways to delight our customers.

## creating wealth



Following the passage of two devastating hurricanes, Grenada has been fulfilling the task of reconstructing itself in all aspects of society. The recovery effort still plays a major part in the creation of all plans for national and economic growth. As financial partners to the business community, we recognise our role in re-establishing our former level of economic success. We see ourselves as foundational support in strengthening our tourism and agricultural industries once again and all other aspects of commerce. As we partner with the business sector this will in turn drive the economic success of the communities in which businesses operate offering a boon to quality of life in those communities. Beyond community level, we are also focusing our support on ensuring that we can participate as a strong player at a regional level. Our recent seminar on the CSME aimed at Media personnel was one initiative geared towards ensuring that we have the information to stake our place in a global environment.

dedicated performance ▪ creating results



We are committed to providing unparalleled service to our customers. Their satisfaction is our success. With this focus, we invest significantly in corporate training programmes (\$285,000 for this period) to develop and improve our staff so that they can establish, maintain and grow lasting relationships with customers. We see our staff as our major resource to build the foundation for profitability. This insight governs all our efforts to keep our staff and ultimately our customers, fulfilled and committed. Along with staff support and education, we are also reaching out to share information with our customers to improve their financial knowledge. In October 2005, as part of Financial Literacy Month, Republic Bank participated in a series of radio programmes and lectures geared towards financial management as well as budget and goal setting. As we support our customers to improve their financial management skills, we are ultimately improving their quality of life and cementing our place as partners with them as they plan their future. The success of our corporate initiatives was made evident in a Customer Service Survey completed recently. The survey revealed that banking customers throughout the nation ranked Republic Bank Grenada in the lead position among commercial banks. Now that's proof of service excellence.

## nurturing true potential



We take pride in nurturing the development of our communities. Our multi-tiered approach serves the public in many meaningful ways. Our educational initiatives include: Republic Bank Scholarship Programme – a 3 year scholarship at the University of the West Indies, contributions to GRENCODA Student Assistance Programme for children in need of school books and supplies, the Republic Bank Award for Academic Excellence at college graduate level, sponsoring printing of secondary school booklists, book and computer donations to secondary schools plus numerous other drives to support a stronger, national educational platform. We also extend support to the physically challenged through various groups. Our post hurricane healing efforts continue with provision of bus shelters and sponsoring calendars for the Agency for Reconstruction & Development (ARD). In the area of sport, we show our support and encouragement through sponsorship for the Republic Cup – secondary schools football tournament, the Under 15 Parish Cricket Tournament, the annual Grenada Bill Fish Tournament, the Grenada Amateur Swimming Association teams for CARIFTA, OECS and CISC, the annual Triathlon as well as primary school meetings. In culture, we take pride in our very own Republic Bank Angel Harps Steel Orchestra and we are proud to contribute to The Carriacou Regatta Festival, The Carriacou Maroon Festival, Grenada Drum Festival and the Petite Martinique Regatta. In every area that we reach out to the communities we serve, we are fulfilling our philosophy of creating a better future for all.