

MAIDEN EDITION 2020

UBA 

UBA GHANA

# ADESA

MAGAZINE



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## *UBA Will Grow Bigger If All Staff Start Seeing Themselves As Sales People*

The MD/CEO of United Bank for Africa (UBA) Ghana Olalekan (Lekan) Balogun on Friday 15th May, 2020 officially met all staff of the bank via Zoom.

The meeting was held to formally introduce Lekan Balogun to staff following his approval by the Bank of Ghana a week before.

Lekan commended staff on their efforts towards the development of the bank and hinted that in recognition of their hard work, staff shall soon receive their annual bonuses.

The MD/CEO shared his vision as follows:

- To make UBA Ghana rank among the top 5 banks in Ghana.
- Pursue a growth agenda since despite the Coronavirus, other sectors of the economy are growing.

Lekan entreated all UBA staff not to use the pandemic as an excuse not to grow their customer base and market share. He also asked all staff to push the digital solutions as superior to that of competition.

Mr. Balogun further implored all staff to start seeing themselves as sales persons in order to help grow the bank.

In the ensuing discussion, some staff raised the following issues for the attention of the MD/CEO:

1. **Paying salaries of security officers, drivers and out-sourced staff on time as any other staff of the bank.**
2. **Promotion of the ET grade noting some have been on the same grade for years**
3. **No recognition for back office staff. Too much focus on sales staff.**
4. **Payment of bonus for 2019**
5. **The need for a state of the arts Head office specifically owned by UBA Ghana.**
6. **Deployment of ATM's in areas with no branches**
7. **Enabling LEO to undergo account reactivation**

In response, Lekan promised serious consideration of the issues raised by staff together with EMC to ensure they receive the necessary attention and addressed.

In conclusion, the MD/CEO thanked all staff for the massive participation in the town hall meeting and pledged to lead UBA Ghana to achieve its set goals.

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# *Leadership Training, A Sure Way to Win – Oliver Alawuba*



**M**r. Oliver Alawuba, CEO UBA Africa has commended UBA Ghana for a great initiative in leadership training for senior staff to ensure a sustainable succession plan.

Mr. Oliver Alawuba made the comments when he addressed the first in the series of Leadership Training being organized by UBA Ghana. “I would want to see you fill in the gap of higher responsibility and excel. I urge you all to acquire skills in other areas of our business to improve upon your general output and stay relevant in other areas as well”, he said.

The areas covered were, overview of the Bank’s strategic initiatives, introduction to leadership, leading from the middle, effective communication, giving feedback, personality and leadership traits, emotional intelligence, conflict management, values, managing difficult employees, basic performance management and decision making. As part of the delegation was Mr Uche Ike, Executive Director for Risk and Governance, CEO nominee of UBA Ghana Mr. Balogun Olalekan. The delegation was hosted by UBA Ghana MD/CEO Mr. Isong Udom.

The training series would see all senior and middle level managers trained attain various leadership skills to improve their work, increase productivity and ultimately, achieve their targets for the year.

Prior to that Mr Oliver Alawuba had a brief session with UBA Ghana EMC and reiterated the vision and strategic goals for UBA Africa. He urged UBA Ghana EMC to show leadership and contribute towards the realization of the broader vision.

# *Investment In Education Is Key for Success – Peter Dery*

Head, Corporate Banking at United Bank for Africa (Ghana) Limited, Mr. Peter Dery speaking at a ceremony by the United Nations Fund for Population Activities (UNFP) to honour young achievers who have made an impact in Ghana and inspired the youth in Accra, noted the investment by UBA in social responsibility to help improve the lives of the people.

The event was also to throw more light on the activities of the UNFP as well as the Youth Leaders (YoLE) fellowship programme. The programme provides the youth with leadership skills and to enroll 21 new cohorts for the YoLe fellowship programme.

Peter noted that the bank has invested in scholarships over the past 5 years in the National Essay Competition (NEC) where winners can attend any university of their choices in Africa. He said the bank lauds the initiative by the UNFP and look for ways to partner them to deliver the necessary skills in leadership to the young people.

He added that the Tony Elumelu Foundation (TEF) which is an initiative by the founder and Chairman of UBA has disbursed an amount of \$2.5million seed capital to the AfDB-sponsored beneficiaries of the 2019 TEF Entrepreneurship Programme. He encouraged participants and the youths to respond to the TEF call for proposal which is open till March 31, 2020.

Mentors for the group include Radio presenter & TV personality Kofi Okyere Darko (KOD), Eyram Tawia – Founder, Leti Arts game development company and Audrey Swatson – Youngest pilot in Ghana, age 22.





# *UBA West Africa Holds Regional Strategy And MPR*



UBA West African held its maiden Performance Review and strategy session for 2020 in Accra, Ghana.

The session which saw the participation of all nine countries in the region was chaired by the Regional CEO UBA W/A, Abiola Bawuah.



Abiola Bawuah charged all the CEO's to pursue growth in their various countries and achieve the targets set for them. She encouraged them to continue to drive the Bank's customer service as a sure way to delight customers and be a dominant force in all the countries where UBA operates.

She stated that the bank is on a new vision with the various changes and appointment at management level, she urged all subsidiaries to support the new direction of the bank.

The meeting took place at the board room of UBA Ghana.



# *UBA RCEO for West Africa Named Woman Of The Year In Emy Africa Awards*



The Exclusive Men of the Year Africa Awards (EMY Africa Awards) in their 5th Annual EMY Africa Awards, honored Mrs. Marufatu Abiola Bawuah; Regional CEO West Africa of the United Bank for Africa as **Woman of the Year**.

The EMY Africa Awards is a Father's Day related event that celebrates distinguished gentlemen in diverse fields to inspire greatness in the younger generation. It also gives complementary awards to women who have made an impact in Society.

The EMY Awards this year gave honors to Mrs. Abiola Bawuah for her progress and impact which has been remarkable over the years. She inspired many young women, rising through the ranks and breaking gender barriers.

She recently launched the Abiola Bawuah Foundation (ABF); a non-profit organization poised to positively impact the lives of deprived young girls. Her foundation has among other things, provided underprivileged girls who hitherto had no hope of getting an education talk of quality education.

Mrs. Bawuah has not only been a great influence to women in society, but her drive to suffice and sore higher forever remains a motivation for future generations to come.

She climbed the ladder to occupy executive positions in different Financial Institutions before moving to UBA Ghana, where she was made Managing Director/ Chief Executive Officer (MD/CEO). She later rose to the position of Regional CEO of UBA West Africa 1. Mrs. Abiola is currently the Regional CEO for the whole of UBA West Africa supervising the operations in the bank in nine countries.

United Bank for Africa is proud of you Mrs. Bawuah for being named Woman of the Year at the EMY Awards.

## ***Congratulations!***



## *Interview with Pamela Hokey*

**“Success isn’t about how your life looks to others. It is about how it feels to you.”- Michelle Obama.**

What do we do when we see women who have been successful seated in high places? Appreciating and acknowledging them to show gratitude as they are women who have transformed society, shaped visions and are serving as role models to the younger generation.

In an interview with Pamela Mawufemo Hokey; Head of Domestic Operations Unit of the United Bank for Africa (UBA) Ghana, we set out to understand the significance of celebrating women. What achievement has been set and the focus ahead to change mind-sets and empower young women in our generation.

Pamela shares with us her journey so far and how “determination” was her comforter at the point where she felt like giving up. She tells us a little about her personal life as well as how she is able to manage work and family time. All of these come together to make her the woman she is today and recognizable by all.



# Questions & Answers

*Que: Tell us who Pamela Hokey is.*

**Pamela:** I am someone who is very reserved in nature. I don't really like socializing too much so basically I'm an introvert but I take my work seriously and I make sure I put all efforts into what I do. You know I do accounting so I need to be concentrated and focused on what I do that is why I am mostly glued to my pc. The nature of my job is one that cannot be taken lightly as we make payments to vendors and other institutions so I need to make sure that I am much focused to ensure the right thing is done.

Away from work, I am either with my family or in church where I spend most of my time.

*Que: Where is your Hometown?*

**Pamela:** I come from the Volta region precisely Sogakope in the south.

*Que: Tell us about your Early Childhood Days.*

**Pamela:** I was a very active child growing up. I grew up in a family of five; that is, my mom, my dad and two other siblings. I grew up in HO because that was where my parents lived and so I grew up there. I came to Accra later to further my education and that was when I came to stay.

*Que: Kindly brief us about your educational background.*

**Pamela:** I had my basic education in HO Mawuli Primary school and later continued my secondary education at Mawuli senior high school where I studied Science as my elective. Later moved to Accra to further my tertiary education at Accra Polytechnic where I studied Marketing for 3 years and later did top up at the Central University for two years. I did my Master's Degree in Marketing at Central University.

*Que: Are you married?*

**Pamela:** I am married and blessed with a kid. I have been married for seven years now since 2013.

*Que: How do you manage your Marriage life with work since you have a busy schedule?*

**Pamela:** Well it has not been easy but thankfully; my husband's work schedule is very flexible compared to mine so usually he is around to take care of the child.

*Que: Where are you currently staying?*

**Pamela:** I stay at Lashibi and my area is known to be a traffic-zoned area so I wake up early in order to beat traffic so I can get to work early.

*Que: Tell us how long you have been working with UBA and your experience so far.*

**Pamela:** I have been working with UBA for twelve years now. My experience with UBA has been very good. UBA has given me many opportunities. I started as a Teller and now I am the Head of a Uni. It has not been easy but I came through it all.

*Que: How were you able to get this far?*

**Pamela:** Well hard work, dedication, focus and I always have it at the back of my mind that I have to make an impact wherever I get to.

*Que: What do you do during leisure times?*

**Pamela:** I am mostly in church during leisure times. I am in the church choir so I sing a lot when I am alone.

*Que: What is your favourite food?*

**Pamela:** Since I am an Ewe, I like banku with Okro soup. In place of Banku, I prefer rice with vegetable stew.

*Que: In five years' time, where do you see yourself?*

**Pamela:** In five years' time, I see myself taking up higher and more challenging roles in UBA or elsewhere because I like to challenge myself.

*Que: Any advice to the young girls out there?*

**Pamela:** I am told that in life there is nothing like short-cut because there is a saying that when you rush, you will crush and I believe God has a purpose for everyone in life. I will like to edge everyone to keep pushing and with hard work and dedication you will get where you want to get to.



# MD/CEO commends Corporate Collections Team



# Internet Banking



UBA's internet banking service which allows customers to view their account(s) statements, transfer funds or make payments and view their account history without the need to go to the banking hall for such services.

## What are the benefits of the product?

### Simple

You can access the internet banking simply by logging on with your username and password

### Convenient

From the comfort of your office or home, you can access your account anytime

### Secure

The internet banking has a number of security features such as the One Time Password (OTP), Secure Pass and a Virtual Keyboard

### Timely

Transactions done are processed real time to give you value

## Features

The platform currently allows you to do the following:

- Refreshed User Interface
- Image and Phrase Anti-Phishing security feature
- Personalize your Dashboard
- Change Password on Screen
- Balance enquiry
- View your account balance on screen
- Download statement
- Recurring Transaction and Future dated transaction
- Own Account Transfer without Authentication
- Multiple payments on the screen
- Transfer to UBA accounts, UBA Africard (prepaid card) and to other bank accounts
- Bill Payment
- FX Transfers
- Instant Self-Registration with Debit Card (MasterCard)
- Bulk Payment



## How do I sign onto the Internet Banking platform?

Walk into any of our Business Offices and complete a request form or make your request at the point of account opening.

Instant Self-registration using MasterCard

Once successfully registered, a welcome pack will be sent to your email address containing a set of instructions to follow

Follow the instructions to complete your registration process online



# *UBA Shares Love with Customers on Valentine's Day*

United Bank for Africa (Ghana) on 14th February shared chocolates across business offices to delight customers as part of the Valentine's Day celebration and to commemorate National Chocolate Day.

The theme for this Year's celebration was "Love like UBA" aimed at demonstrating love and appreciation for loyalty to UBA Ghana.

The Government of Ghana declared valentine's day as chocolate day in 2005 to promote the consumption of locally manufactured chocolate and improve the economy.

As part of this year's Valentine's day celebration, UBA Ghana engaged customers on the '7days of love' challenge. The Challenge done on social media with each day expressing different meaning of love engaged customers in anticipation for Valentine's Day. Customers were rewarded with airtime vouchers and loaded UBA prepaid cards through the 'selfie challenge'. Staff were not left out as they received dinner for two at the prestigious Movenpick Ambassador Hotel.

Senior management could not stay out of the excitement

and euphoria around the bank as they joined in the event to put smiles on the faces of customers they interacted with.

Customers expressed joy and gratitude upon receiving their chocolates. The day ended with delighted customers and praise for the initiative.

Managing Director of UBA Ghana, Isong Udom noted "on a special day like this, we want to share our love with our valued customers who make us who we are." He added UBA will continue to deliver superior banking service and at the same time offer rewards to customers.

Since inception in 2005, UBA Ghana has established its presence in Ghana as a full financial service institution providing retail, corporate and investment banking services. The bank offers a wide range of unique banking solutions and products to its customers. The Bank pioneered the entry of a new generation of foreign banks into Ghana in January 2005. UBA's world class customer driven innovations have earned it the confidence of the Ghanaian public; as it continues to provide banking services to a wide variety of customers.





# Guidelines for Remote Working



The COVID-19 pandemic has required organizations to rethink the way it works. The Bank after the lifting of the lockdown in Greater Accra and Greater Kumasi commenced the Business Continuity Plan (BCP) work schedule. This is to ensure that the Bank is able to continue its business operations at the same time enforcing social distancing.

Staff have been repeatedly informed on various platforms that working from home does not imply “holiday or leave” staff are still expected to work as the Bank’s budget is still running and we are expected to meet all our contractual and regulatory obligations. Our customers who are the reason for our existence expect flawless service delivery. The following guidelines are to be followed by staff working from home or working remotely.

## Role of Supervisor



Supervisors should clearly outline tasks to be accomplished by team members and contact them on a daily basis.

Supervisors should provide consistent performance update to team members working from home or remotely

Supervisors should not micromanage members and there must be trust between supervisors and team members.

Supervisors should provide clear guidelines on how they want to receive reports

# Team Member Working from Home / Remotely

Team members working from home/remotely are required to put in place the following to work effectively;

Ensure you have the required equipment to work from home/remotely (PC/laptop, data)



2



Design a basic workspace (desk and chair). The workspace should be known to your family and should be respected accordingly.

Let your family and friends know your working hours.



4



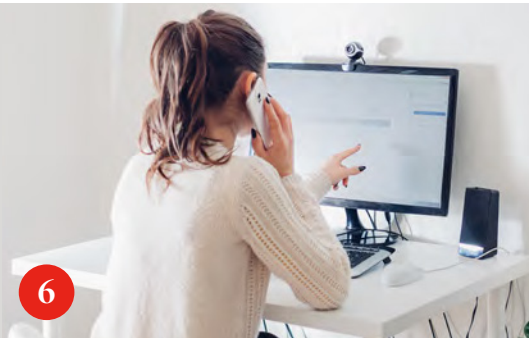
Continuously connect with your supervisors, customers and colleagues.



# Team Member Working from Home / Remotely

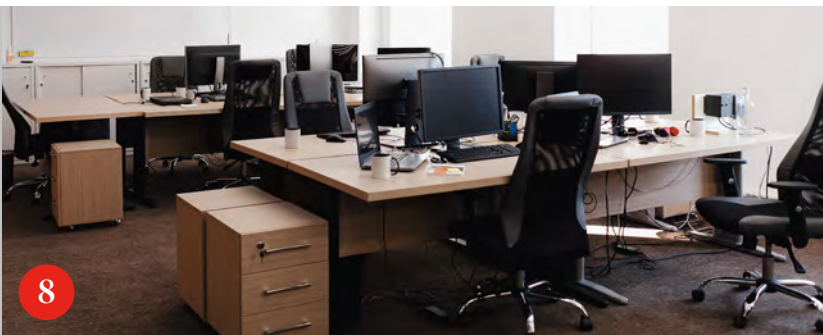
Team members working from home/remotely are required to put in place the following to work effectively;

Sales staff should monitor the movement of their portfolio on daily basis, open accounts, draft a strategy to achieve your target, break it into daily objectives and monitor its execution



Non Sales staff should monitor their mails and quickly respond only referring issues to team members in the office where physical documents or require to access finncle which cannot be accessed remotely.

Operations staff should respond to mails real time and be ready on a daily basis for recall to office when they are at home.



Do not tell customers, colleagues that you are working remotely. They do not need to know, all they need to know is that you are working are providing flawless service. Ensure you get the support need to execute this.



# POEM

The young people shout, the fontonfom drums are beating  
What is there to be said, the oracle has spoken and  
given the direction

A lion of war has been unleashed on the black star from the  
land of the indomitable lions.

The elders say this is a strange lion because he eats  
with the lambs

Then he is not a lion, oh but he is.  
I have seen him in a hunt and he is fierce, he protects  
his young and defeats his foe

The fontonfom drums are beating again, what is the news  
The lion is going to the land of the eagle,

Why may I ask  
Young man the great lion has done his work and  
a very good one

Did you not see peace when he came and prosperity.  
Alas he has to go but his spirit shall always be with us.  
What will happen to us?

The oracle has already spoken and another lion has been  
unleashed from the lone star he is swift like the gazelle and  
wise like the eagle.

# Introduction of Staff (New Hires)

from January 02, 2020 to March 16, 2020



Name: Joseph Oppong Agyabeng  
Role: Relationship Officer  
Department: Takoradi -Market Circle  
Start Date: 2nd January, 2020



Name: Michael Impraim  
Role: Teller  
Department: Operations-CMU Kumasi  
Start Date: 15th January, 2020



Name: Franklin Obeng Bimpong  
Role: Teller  
Department: Operations-CMU Kumasi  
Start Date: 2nd January, 2020



Name: Daniel Agbofu  
Role: Recovery Officer  
Department: Risk Management  
Start Date: 15th January, 2020



Name: Helina Osaah  
Role: Teller  
Department: Operations-CMU Kumasi  
Start Date: 2nd January, 2020



Name: James Abimbola Keyede  
Role: Relationship Manager  
Department: Corporate Banking  
Start Date: 2nd February, 2020



Name: Derek Lotsu  
Role: Relationship Officer  
Department: Abossey Okai  
Start Date: 15th January, 2020



Name: Gloria Freya Korkor Mensah  
Role: Teller  
Department: Operations-CMU Accra  
Start Date: 15th February, 2020



# *Introduction of Staff (New Hires)*

from January 02, 2020 to March 16, 2020



Name: Foster Ofori Kwaku  
Role: Teller  
Department: Operations-CMU Accra  
Start Date: 15th February, 2020



Name: William Kwarteng  
Role: Relationship Officer  
Department: Spintex Business Office  
Start Date: 2nd March, 2020



Name: Nutifafa Fiadzorgbe  
Role: Teller  
Department: Operations-CMU Accra  
Start Date: 15th February, 2020



Name: Benjamin Gyasi Appiah  
Role: Relationship Manager  
Department: Corporate Banking  
Start Date: 16th March, 2020



Name: Geoffrey Tsakpoe  
Role: Relationship Officer  
Department: Labone Business Office  
Start Date: 2nd March, 2020



Name: Mathew Sarpong  
Role: Relationship Manager  
Department: Corporate Banking  
Start Date: 16th March, 2020



Name: Bernard Teye Nobi  
Role: Teller  
Department: Operations-CMU Accra  
Start Date: 2nd March, 2020

# ***The** Editorial Team*

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