



Stakeholder
Engagement



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During the reporting period, the Bank undertook a stakeholder satisfaction survey in order to identify gaps in stakeholder engagement and apply identified solutions to bridge the gap. Our target was to achieve at least 75 per cent stakeholder satisfaction levels by the end of the financial year. The survey indicated that stakeholder satisfaction levels stood at 74 per cent – marginally lower than our target.



 Some CBE Executive Committee members seated with external stakeholders.

Profile of Stakeholder Engagement

Stakeholder Group	How We Engaged	Stakeholder Concerns & Expectations	Link to Material Matters
Eswatini Government, Centre for Financial Inclusion.	- Working groups - Sessions / Indaba.	- Financial inclusion agenda advancement - Implementation of the National Financial Inclusion Strategy.	- Political - Economic - Legal - Strategy
Financial Services Regulatory Authority (i.e., NBFIs Regulator).	- Meetings - Seminars - Collaboration - MoUs.	- Information sharing - Data collection and sharing - Policy formulation and review - Consultations and investigative analysis on financial crimes - Collaboration in domestic market development initiatives.	- Economic - Legal - Relationships
Ombudsman of Financial Services	Meetings	- Information sharing - Data collection and sharing	Legal
Eswatini Revenue Authority (i.e., State-Owned Enterprise).	Meetings	Data collection and sharing	Economic Technological
- Central Banks; CMA, SADC CCBG, AACB - World Bank Group, IMF, AfDB, BIS - COMESA, SACU, MEFMI, Commonwealth Secretariat	- Meetings - Seminars - Conferences - Working groups - Exchange programmes - Peer learning - Article IV Consultations - Regulation assistance - Technical assistance - Questionnaires.	- Meetings to discuss pertinent regional & international developments - Provision of technical assistance - Regional payment systems integration - Collaboration and sharing of experiences; and - Provision of technical assistance.	- Political - Economic - Technological - Resources - Processes

Internal Stakeholders (All departments)	• Emails • Telephone • Meetings • Report sharing.	• Sharing of information, • Coordination and consolidation of Reports • Resources availability • Reports for information and decision making.	• Strategy • Resources • Processes • Technological • Relationships • Social
Commercial banks and Building societies	• Meetings • Emails • Telephone • Letters • Off-site inspections • On-site inspections • Dealing systems • Auction systems • Questionnaires.	• Timeous responses • Guidance on regulatory matters • Consideration of input from consultations • Guidance and monitoring the development of Cross Border Foreign Exchange Transactions Reporting System version 3 • Enforce compliance with exchange control legislation and reporting standards • Provision of requested information • Know Your Customer documents availability • Consistency in data and information sharing • Effecting investments, placements, custodians, statements • Open market operations • Domestic market activities • Country liquidity management.	• Legal • Technological • Economic
Independent Audit & Consultancy Service Providers	• Email • Telephone • Letters • Questionnaires • Meetings.	• Audit engagements • Improved collaborations and engagements.	• Technological • Processes
Fund Managers	• SWIFT • Emails • Telephone • Webinars • Seminars.	• Collaborations • Upskilling • Reports.	• Economic • Resources
Law Enforcement Agencies	• Collaborations • Consultations • MoUs.	• Information sharing, • Financial crime investigations technical support.	• Political • Legal
Public / Financial Services Consumers	• Complaint responses • Educational and awareness material.	• Malpractices by banks • Enhancing consumer understanding on use of foreign currency and administration of exchange controls.	• Legal • Economic
Media	• Questionnaires • Interviews • Website • Seminars.	• Reliable, accurate and timeous information sharing • Sharing of CBE Publications • Post Budget Seminar • Press Statement on Monetary Policy Decision • Information dissemination on economic, financial stability as well as fintech development on various platforms.	• Relationships • Social • Economic