



UN Global Compact – Communication on Progress

25 June 2013

**Letter of Commitment from Tameer's Chief Executive Officer**

Tameer Bank shall continue to follow the UN Global Compact's ten principles, outlining corporate responsibilities within human and labour rights, environmental protection and anti-corruption. To this end, we made certain efforts throughout 2012 that have been mentioned in our Communication on Progress (COP).

Tameer's mission is to work toward financial inclusion of the unbanked population of Pakistan and our commitment to the Global Compact is an integral part of fulfilling that objective.

We'll continue to strengthen this partnership in the years to come to ensure our contribution in socio-economic development of the marginalized BOP population.

The following document gives a brief summary of some of our progress against the Global Compact principles during Calendar Year 2012 (CY2012).

Sincerely

Nadeem Hussain

Founder, President and CEO



## HUMAN RIGHTS

Tameer Bank supports and respects internationally recognized human rights, including UN Universal Declaration of Human Rights, and seeks, in accordance with the UN “Protect, Respect and Remedy” framework, to avoid human rights abuses and complicity therein. The bank strives to identify, address and manage human rights related risks and impacts resulting from its activities.

For further information, please visit [tameerbank.com](http://tameerbank.com)

Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights

Principle 2: Businesses should make sure that they are not complicit in human rights abuses

Processes	Targets 2012	Actions 2012	Performance 2012	Targets 2013
Tameer Code of Conduct	Introduce and implement a zero tolerance sexual harassment policy	Drafted policy based on protection of women bill passed by Pakistan’s National Assembly	100% of employees signed and agreed to the revised code of conduct and supported the company’s new policy	Promote a discrimination free workplace where people of all races, religions and gender can work without biases.
Organizational Values of Equal opportunity and meritocracy	To ensure that Tameer Bank provides equal opportunity to all regardless of gender, religion and origin.	Conducted an organization-wide values audit to ensure that all branches, satellite offices and touch points adhere to these values	89% of audited branches and offices were found to be compliant to the bank’s core values.	Conduct a survey amongst bank’s client to ensure that these values are beneficial to them.



## LABOUR RIGHTS

Tameer adheres to the eight fundamental conventions of the International Labour Organisation concerning freedom of association and the recognition of the right to collective bargaining, the elimination of forced labour, child labour and discrimination in the work place, as set out in Code of Conduct and Local Policy People. Tameer promotes employee involvement through dialogue with employees or their representatives, as set out in Local Policy People.

Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining

Principle 4: Businesses should uphold the elimination of all forms of forced and compulsory labour

Principle 5: Businesses should uphold the effective abolition of child labour

Principle 6: Businesses should uphold the elimination of discrimination in respect of employment and occupation

Processes	Targets 2012	Actions 2012	Performance 2012	Targets 2013
Performance Appraisal Framework	Introduce a KPI based appraisal framework to make the process more objective and transparent	Linked individual KPIs to bank's performance objectives	All employees were appraised using a scoring mechanism tied to KPIs	Introduce and implement a balanced score card type framework to ensure 100% transparency
Tameer Remuneration Policy	Revise remuneration policy to make it more market competitive and attract best talent	Developed a new pay scale after conducting employee satisfaction survey	Average increase of 20% in salaries of fields and non-management staff	Revise benefit policy and provide fuel allowance to female and sales staff
Supplier Conduct Principles	Developed a supplier conduct principles document that prevents Tameer Bank from working with violators of child and force labor policy	Implemented a labor standards policy that endorses collective bargaining and renounces forced or child labor.	100% of employees signed and agreed to the revised code of conduct and supported the company's new policy. It was ensured that Procurement department implements the document while choosing new suppliers and vendors	To get 100% of new suppliers and vendors to sign a pledge to adhere to the banks no child or forced labor policy

**Tameer Bank**  
Micro Finance



**تعمير بينك**  
مائڪرو فنانس



## ENVIRONMENT

Tameer is committed to minimize its environmental impact and will make all reasonable efforts to minimize use of resources including energy, water and raw materials.

Principle 7: Business should support a precautionary approach to environmental challenges

Principle 8 Business should undertake initiatives to promote greater environmental responsibility

Principle 9: Business should encourage the development and diffusion of environmentally friendly technologies

Processes	Targets 2012	Actions 2012	Performance 2012	Targets 2013
Solarization of branches	100% solarization of five (05) pilot branches	Conducted energy usage assessment of entire branch network	100% implantation of the pilot project	Half (60 outlet) of the entire touch point network
Reduction in paper usage	To reduce current paper usage by 25%	Introduced paperless, SMS based receipt and confirmation for branchless banking transactions	Reduced 2012 paper usage 12%	To reduce bank wise paper usage by 50%
Promotion and financing of solar and biogas product	Introduce microfinance products to meet energy demand across the country	Develop a partnership with an alternate energy product supplier to introduce solar home systems in on-grid and off-grid areas	Successfully piloted alternate energy financing and rolled out a product portfolio	Finance 1,200 solar home system across Pakistan



## ANTI-CORRUPTION

Tameer is firmly opposed to all forms of corruption.				
Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery				
Processes	Targets 2012	Actions 2012	Performance 2012	Targets 2013
Tameer's Anti Corruption Policy	To ensure 100% commitment from Tameer's workforce.	Tameer ensured not to use agreements with middlemen to channel payments to anyone to facilitate corruption.	100% compliance across the organization.	Refine the Anti-Corruption Handbook
Money laundering	To implement Anti Money laundering regulation issued by Central Bank.	Introduce mobile wallet and international remittance gateway to formalize money transfers.	7.2 million monthly branchless banking transactions worth US\$30million	10% of Pakistan's M2 (money in circulation) to be transected through formal channels like branchless banking and international remittance gateway