

Communication on Progress

Year: 2009

STATEMENT

The MCB is committed to the highest standards of integrity and ethical conduct in dealing with all its stakeholders. Staff at all levels adheres to the Bank's Code of Conduct and the national Code of Banking Practice while epitomising our core values in their daily activities.

In December 2007, The MCB signed the United Nations Global Compact and fully supports the ten principles of the Global Compact and is committed to making them part of its strategy, culture and day-to-day operations.

Signature

A handwritten signature in blue ink, appearing to be 'Dominique Lapierre', is positioned above a horizontal line.

12/01/10 –Dominique Lapierre- CSR Coordinator

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	Global Compact Principle	Action Taken & Impact Achieved and/or Plans for the upcoming Year
<input type="checkbox"/>	1: Businesses should support and respect the protection of internationally proclaimed human rights;	<ul style="list-style-type: none"> ▪ The MCB is an equal opportunity employer and does not discriminate in any way with regard to race, religion or gender. Employment opportunities are openly advertised. ▪ All employees are entitled to annual leaves (including local, sick, examination, maternity, paternity leaves, etc) and benefit from a medical scheme and 24 hour insurance cover. ▪ Since 2006, the bank has been operating an Employee Share Option Scheme for its entire staff whereby employees are granted options – exercisable through four specific time windows over a one-year period – to acquire shares at discounted prices for a total amount of up to 25 % of their annual performance bonus, with a vesting period of three years. ▪ The Bank has developed and implemented social, health and environmental policies and practices that in all material respects comply with existing legislative and regulatory frameworks. The health and safety of staff and visitors are of paramount importance to the Bank and all reasonable measures are taken to ensure a sound and healthy working environment <ul style="list-style-type: none"> ✓ Emergency Plan No business or organization is immune to an emergency or disasters, which often appear without warning and demand prompt reaction. The Management of The Mauritius Commercial Bank Ltd. (MCB) is committed to ensuring that all employees enjoy and benefit from a safe environment. In this respect, the MCB has formulated an emergency plan for the safeguard of its employees from potential risks and hazards.
<input type="checkbox"/>	2: and make sure that they are not complicit in human rights abuses.	<ul style="list-style-type: none"> ▪ At the MCB Ltd. because people are the key to its success, the Human Resource Department (HRD) champions the importance of the individual while thinking strategically. HR facilitates the creation of an environment in which people have the means to constantly evolve in striving for continuous improvement for the benefit of all stakeholders. ▪ The Human Resource Department (HRD) facilitates and partners with its customers (MCB Staff) in implementing the planned strategy by adopting a 'Can Do Attitude'. More specifically the HRD contributes to the business strategy through: <ul style="list-style-type: none"> ✓ Competency based HR systems ✓ Policy and Procedures ✓ Developing Capabilities ✓ Performance Management

		<ul style="list-style-type: none"> ✓ Transparent and Open Communication ✓ Reward and Recognition ✓ Employee Satisfaction ✓ Diversity ✓ Compliance <p>▪ In its endeavour to deliver first-class financial services, the MCB Ltd has set high standards for the professional development of its staff. One of HRD's key responsibilities is to encourage growth and career development of employees through training programmes both in-house and externally. The recent past has seen an increase in the number of employees sent abroad for skill development to support the diversification strategy into financial services.</p>																																				
<input type="checkbox"/>	3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;	<p>Any employee can join the Mauritius Commercial Bank Employees' Association, which currently comprises 1260 members, and whose objectives are:</p> <ul style="list-style-type: none"> ○ To establish, improve, maintain and protect the working conditions of employees; ○ To grant members financial, legal or other assistance, that the Committee deems desirable; and ○ To maintain the highest degree of efficiency in terms of the services that members are called upon to deliver to the Bank. 																																				
<input type="checkbox"/>	4: the elimination of all forms of forced and compulsory labour;	<p>All individuals who are proposed a job are presented with an employment contract. The contract stipulates the conditions of employment relating to the job proposed. All the conditions are read through by the HR representative and agreed by the individual by signing the documents.</p>																																				
<input type="checkbox"/>	5: the effective abolition of child labour;	<p>In accordance with the existing labour laws in Mauritius, no employees below 18 years are employed. The below figures depict the age groups of all the employees of the Bank:</p> <table border="1"> <thead> <tr> <th>Age Group</th><th>No of Staff</th><th>%</th></tr> </thead> <tbody> <tr> <td>18-19</td><td>44</td><td>1.9%</td></tr> <tr> <td>20-24</td><td>474</td><td>20.0%</td></tr> <tr> <td>25-29</td><td>469</td><td>19.8%</td></tr> <tr> <td>30-34</td><td>361</td><td>15.2%</td></tr> <tr> <td>35-39</td><td>306</td><td>12.9%</td></tr> <tr> <td>40-44</td><td>303</td><td>12.8%</td></tr> <tr> <td>45-49</td><td>167</td><td>7.0%</td></tr> <tr> <td>50-54</td><td>132</td><td>5.6%</td></tr> <tr> <td>55-59</td><td>84</td><td>3.5%</td></tr> <tr> <td>>60</td><td>30</td><td>1.3%</td></tr> <tr> <td>Total</td><td>2,370</td><td>100%</td></tr> </tbody> </table> <p>As per the labour laws, the minimum age for employment in the Maintenance department is 18 years. As such, below are the details for this specific department:</p>	Age Group	No of Staff	%	18-19	44	1.9%	20-24	474	20.0%	25-29	469	19.8%	30-34	361	15.2%	35-39	306	12.9%	40-44	303	12.8%	45-49	167	7.0%	50-54	132	5.6%	55-59	84	3.5%	>60	30	1.3%	Total	2,370	100%
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<input type="checkbox"/>	<p>6: and the elimination of discrimination in respect of employment and occupation.</p>	<p>With a view to eliminate discrimination in the recruitment process all adverts are open to existing employees as well as the population in general. In interviews no question relating to the age, marital status, religion, ethnicity and physical impairment are asked and are not determinant in the selection process.</p> <p>Annex 1: Advert example</p>																																				
<input type="checkbox"/>	<p>7: Businesses should support a precautionary approach to environmental challenges;</p>	<p>Reflecting its commitment to sustainable development, the MCB Ltd implemented two major projects during the year:</p> <ul style="list-style-type: none"> ▪ The construction, in the Ebene region, of a new building dedicated to technology and training, equipped with advanced communication facilities, energy saving and environmentally friendly features. This new building, which is scheduled to be completed by 2010, is the first one in Mauritius to have obtained the certificate of the Building Research Establishment Environmental Assessment Method (BREEAM); ▪ 'Initiative 175', which is an action plan extending over four years aimed at saving energy and improving the environment. A number of different initiatives have been identified, some of which are already on stream notably relating to the reduction of paper waste, household energy saving and protection of trees. Importantly, they are aimed at raising awareness of the entire population, namely, employees, shareholders, and public at large, on environmental issues, thereafter impacting positively on living standards. 																																				
<input type="checkbox"/>	<p>8: undertake initiatives to promote greater environmental responsibility;</p>	<ul style="list-style-type: none"> ▪ A 'Green Team' with over 100 members already, was set up in November 2007 and is dedicated to the safeguard and enhancement of the environment. Past initiatives of the 'Green Team' include: <ul style="list-style-type: none"> ○ Campaigns initiated to improve plastic disposal and collection; ○ Visit to Ile Aux Aigrettes in collaboration with the Mauritius Wildlife Foundation; ○ Suggesting practical solutions within the MCB 																																				



		<ul style="list-style-type: none"> ▪ The 'Initiative 175' project has promoted the following initiatives: <ul style="list-style-type: none"> ○ Since 19 June 2009, the Bank has fully financed, at a cost of Rs 4.4 million, a series of 26 mini-documentaries entitled 'Unisvert' which is broadcast weekly on prime time television. While depicting the ecological challenges facing Mauritius, the programme invites the population to be more nature-conscious and to adopt a more ecologically responsible behaviour. 'UnisVert' will also, ultimately, find its way to schools in order to maximize its message and impact. ○ In an attempt to reduce the levels of paper waste and attendant littering, balance enquiries at ATMs have been priced at 1 rupee each since 7 July 2009. The result has been both impressive and immediate: 86% of balance enquiries are now consulted on screen, resulting in the reduction of the wasteful abuse of a free service and ATM lobbies looking much cleaner. Should those figures be maintained, close to 6 million balance enquiry chits will no longer be printed every year. ○ Additionally, customers have been invited since April 2009 to consider suppressing the printing of their statements of account especially if they opt for Internet Banking. To date, more than 7,000 of them have responded favourably. This invitation will be renewed over the coming months in order to further reduce needless paper usage and move customers to alternative ways of managing their accounts which are more modern, 'greener' and more efficient. Such shift will soon see customers saving on service (ledger) fees. ○ Furthermore, from 1 March 2009, commissions applying to letters of credit have been reduced by 50% for genuine imports of energy saving goods and equipment.
<input type="checkbox"/>	<p>9: and encourage the development and diffusion of environmentally friendly technologies.</p>	<ul style="list-style-type: none"> ▪ The 'Initiative 175' project has also led to the promotion of use of environmentally friendly technologies as follows: <ul style="list-style-type: none"> ○ A 'light' housing loan scheme was launched on 6 May 2009, through which a solar water heater was offered for free for every loan above Rs 1 million. ○ Free economic light bulbs were handed out to those customers taking loans of under Rs 500,000. ○ On the World Environment Day, the Bank distributed over 2,000 plants, specially chosen for their air cleansing capabilities, to its employees. ▪ Furthermore, as from October 2009, the Bank is a signatory to a '40 million euros' loan agreement with Agence Française de Développement which provides subsidised funding, in foreign exchange or in Rupees in support of the realisation of 'green' projects.



		<ul style="list-style-type: none"> ▪ Several other initiatives are ongoing in-house: <ul style="list-style-type: none"> ○ Bank-wide energy audits are being conducted in order to be more energy efficient. ○ O2Zone, a web-based ideas platform which is strictly internal for the time being, regroups news items, a blog and useful links. ○ Painsstaking research is also being conducted to ensure that our brand new building in Ebene becomes as energy efficient and as eco-friendly as possible, a 30% gain in energy consumption being targeted at this stage.
<div style="border: 1px solid black; width: 15px; height: 15px; margin: 0 auto;"></div>	<p>10: Businesses should work against all forms of corruption, including extortion and bribery.</p>	<ul style="list-style-type: none"> ▪ The Directors of the MCB Ltd comply with the regulations under Company law while preparing Financial Statements by: <ul style="list-style-type: none"> ○ Ensuring that adequate accounting records and an effective system of internal controls and risk management have been maintained; ○ Selecting suitable accounting policies and then applying them consistently; ○ Making judgements and estimates that are reasonable and prudent; ○ Stating whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the Financial Statements and; ○ Preparing the Financial Statements on the going concern basis unless it is inappropriate to presume that the Bank will continue in business. ▪ A Compliance function exists within the MCB which facilitates the management of compliance risk by: <ul style="list-style-type: none"> ○ Establishing compliance policies and standards; ○ Providing an independent reporting mechanism to the Board; ○ Participating in the review and approval of new business initiatives, products, services and systems; ○ Fostering good relations with regulators and; ○ Assisting the establishment of a homogeneous and coherent global compliance function across all subsidiaries of the MCB Group. <p>The key areas of the MCB Group Compliance Coverage, in each jurisdiction in which it operates, are the laws and regulations; codes of conduct and good practice; key business ethics and values; and reputational risk.</p> <p>Furthermore, with regard to the MCB's Anti-Money Laundering and Combating Financing of Terrorism obligations, the Compliance function is duty-bound to ensure that the Bank has put in place adequate processes, that these processes are being appropriately implemented and that adequate training is given to staff.</p>

	<ul style="list-style-type: none"> ▪ An Audit Committee, consisting of three independent non-executive directors, meets at least four times a year corresponding to the Bank's reporting cycle and its principal function is to oversee the Bank's financial control and financial reporting processes. In particular, it reviews the quarterly results and annual financial statements before these are approved by the Board. The activities of the Audit Committee include regular reviews and monitoring of the following: <ul style="list-style-type: none"> ○ The effectiveness of the Bank's internal financial control and risk management systems; ○ The effectiveness of the internal audit function; ○ The independence of the external auditors and the assessment of the external auditors' performance; ○ The remuneration of the external auditors and their supply of non-audit services; ○ The Bank's procedures for ensuring compliance with laws and regulations relevant to financial reporting and with its internal code of business conduct; and ○ Specific issues where the committee considers action or improvement is needed. ▪ Regarding risk management, the Bank is compliant with the Basel II Standardised Approach, under which the Bank's credit, market and operational risks are measured. The Bank has adopted the best practice Internal Capital Adequacy Assessment Process (ICAAP) which uses evolving risk assessment methodologies for capital adequacy to support the different portfolios of risk represented by the Bank's financial business. The Bank has also adopted a formal disclosure policy as defined in the Basel II Framework. ▪ The MCB is committed to the highest standards of integrity and ethical conduct in dealing with all its stakeholders. The MCB's Code of Conduct is based on the model code of the Joint Economic Council as adapted to meet the specific needs of the MCB Group. Staff at all levels adhere to the Bank's Code of Conduct and the national Code of Banking Practice while epitomising the bank's core values in their daily activities, thereby upholding the organisation's unique culture. Reasonable grievances and disciplinary procedures are in place to enable enforcement of the codes. ▪ The Bank ensures public accountability and transparency through regular and clear communications with its stakeholders.
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careers@mcb

Excelling Opportunities

MCB is a leader in the Financial Services field bringing about innovation and adapting to changes to satisfy Customer needs. Towards that end, the Bank is investing continuously in its human capital.

If you wish to be part of **MCB's dedicated team**, we invite you to explore the following job vacancy within the **Communication Business Unit**.

COMMUNICATION SUPPORT

- To communicate with all stakeholders of the MCB Group and participate in the continuous enhancement of the Group's corporate image.

Responsibilities

- Develop and produce internal and external communication materials of high standard for newsletters, press releases, communiqués, brochures etc...
- Liaise with internal and external stakeholders (including the media)
- Participate actively in the organisation of communication events and campaigns
- Coordinate communication aspects of marketing campaigns
- Ensure efficient use of all available channels
- Act as brand guardian to maintain and enhance the Group's corporate image
- Plan media campaigns
- Create, develop and maintain a contacts database
- Analyse press cuttings and produce daily press reviews for internal use

Profile

Technical Requirements

- A Degree in Communication or other related fields
- At least 5 years experience in the Communication field

Required Competencies

- Excellent Oral & Written Communication Skills in both English & French
- Good knowledge of local & international media
- Good Interpersonal Skills
- Creativity & Innovation
- Planning & Organising

If you are ready to accept the challenge, and are willing to be part of the Communication Team then we can't wait to hear from you. Please apply through our website:

www.mcb.mu

Management reserves the right not to appoint anyone following this advert.