



UN Global Compact – Communication on Progress

01 October 2014

Letter of Commitment from Tameer's Chief Executive Officer

This is second year of Tameer's commitment to the United Nations (UN) Global Compact. Our commitment to the Compact's ten principles outlines our corporate responsibilities - within human and labour rights - environmental protection and anti-corruption remains firm.

In this second Communication on Progress to the United Nations Global Compact (UNGC), we discuss developments against our corporate citizenship goals during calendar year 2013 (January – December 2013).

Tameer is ISO 14001, 27001 and OHS&A 18001 standard compliant. Since we have no requirement by regulator for certification, Tameer has ensured that it remains compliant to ISO and OHS&A standards and becomes a benchmark for the local banks.

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.

In the following pages you will read about Tameer's progress against the 10 principles of the UNGC. We are committed to expanding and extending our corporate citizenship efforts, moving forwards creating sustained impact in the communities we operate.

Sincerely

Nadeem Hussain

Founder, President and CEO



HUMAN RIGHTS

Tameer Bank supports internationally recognized human rights - including UN Universal Declaration of Human Rights - and seeks to avoid human rights abuses and complicity in accordance with the UN "Protect, Respect and Remedy" framework. 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

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 2013	Performance 2013	Targets 2014
Tameer Code of Conduct	Promote a discrimination-free workplace where people of all races, religions and gender can work with harmony.	Tameer has initiated training and orientation sessions with revised Code of Conduct for all employees.	To set up ethic and compliant Hot Line '0911' where employees are able to raise concerns regarding any discrimination.
Organizational Values of Equal opportunity and meritocracy	Conduct a survey for banks' client to ensure that these values are beneficial to them.	Courtesy calls are carried out to clients with a purpose to ensure optimum level of service delivered to them and to resolve any issues that they may have faced.	Implementation of business analytics for transparency in devising incentives. Training of employees to ensure gender and minority sensitivity.

Reference Document: Group policy Ethics and Compliance



LABOUR RIGHTS

<p>Tameer adheres to the eight fundamental conventions of the International Labor Organization related to freedom of association and recognition of the right to collective bargaining, elimination of forced labor, child labor and discrimination at 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 mentioned in Local Policy People.</p>			
<p>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</p>			
Processes	Targets 2013	Performance 2013	Targets 2014
Tameer Remuneration Policy	Revision of benefit policy and provision of fuel allowance for female and sales staff	Provision of fuel allowance to female and sales staff.	Graduate third party contractual employees to Tameer's payroll.
Supplier Conduct Principles	Pledge to be signed by all suppliers and vendors recruited in the year to adhere to the bank's policy regarding no child or forced labor	Agreement of responsible Business Conduct (ABC) is signed by all suppliers before recruitment. ABC ensures suppliers' compliancy to Tameer's group code of conduct	Inspection to be carried out by Tameer in 2014 to ensure compliancy of supplier principles. These inspections are classified into three categories - announced, unannounced and normal visits.

Reference Document: Group Policy Supply Chain Sustainability



ENVIRONMENT

Tameer is committed to minimize its environmental impact. Reasonable efforts will be made to minimize use of resources i.e. 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 2013	Performance 2013	Targets 2014
Conversion of branches to Solar Energy	To migrate 10 branches to solar power during the year. LED lights setup to be introduced in 1 branch for energy conversion purposes.	100% implantation of the pilot project	Pilot of three hybrid solar branches
Reduction in paper usage	To reduce paper usage by 50% bank wide	Tameer acquired scanning and storage platform license to reduce paper work	E-database has been established where all the archive data has been scanned and stored. Implementation of centralize printing.
Promotion and financing of solar and biogas products	Finance 1,200 solar home systems across Pakistan	Financed 32 solar home systems to off-grid areas of Pakistan. Currently, working on Pay As You Go model to serve off grid areas.	Finance 300 solar home system through alternate delivery channel in off-grid areas
Reduction in business traveling	To reduce travel related expenses	Installation of state of the art video conferencing systems that are to be placed at regional offices for effective communication	Complete implementation by end 2014
Procurement-Suppliers Follow environmental suppliers	To ensure our suppliers are compliant with ISO 14001	Majority suppliers are ISO 14001 compliant	To ensure maximum suppliers are ISO 14001 compliant



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 2013	Performance 2013	Targets 2014
Tameer's Anti Corruption Policy	Refine the Anti-Corruption guidelines	Introduction of new Anti-Corruption guidelines provided by Group	To continue to incorporate changes in Anti-corruption policy made by regulator and global standard
Money laundering	10% of Pakistan's M2 (money in circulation) to be transacted through formal channels like branchless banking and international remittance gateway	Moved 1% of Pakistan's GDP in 2013	To open mobile account and over the counter (OTC) fund transfer verified through Biometric Verification System (BVS) in 2014/2015

Reference Document: State Bank of Pakistan (SBP) Anti Money Laundering Guidelines