



Corporate &  
Investment Bank

**UNITED NATIONS GLOBAL COMPACT- COMMUNICATION ON PROGRESS**  
**(COP)**

BANKM/ADMIN/1866/2017

01<sup>st</sup> July 2017

To our stakeholders,

**RE: COMMUNICATION ON PROGRESS (COP) FOR THE UNITED NATIONS**  
**GLOBAL COMPACT INITIATIVE**

I am pleased to confirm that Bank M Tanzania Plc reaffirms its support of the Ten Principles of the United Nations Global Compact in the areas of Human Rights, Labour, Environment and Anti-Corruption.

In this annual Communication on Progress, we describe our actions to continually improve the integration of the Global Compact and its principles into our business strategy, culture and daily operations. We also commit to sharing this information with our stakeholders using our primary channels of communication.

Sincerely yours,

Jacqueline Woiso  
**Chief Executive Officer**



**Bank M Tanzania plc**

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## **DESCRIPTION OF ACTIONS**

### **1. HUMAN RIGHTS**

Bank M respects and supports the Universal Declaration of Human Right. Bank M has a Board approved HR Policy, which is vetted by the Bank of Tanzania and is applicable to all the employees of the bank. The Policy ensures a safe and healthy work environment free from any harassment, physical or verbal, sexual or psychological, abuse or threat or any discrimination. The policy is reviewed annually and changes are added to keep the policy up-to-date.

#### **1.1. Implementation**

All employees have access to the HR Policy, which is stored in a shared folder with access to all employees for easy reference.

#### **1.2. Measurement of outcomes**

To date we have not received any complain especially from our staff about any Human Rights violation.

### **2. LABOUR**

Bank M is fully compliant to the labour laws of the land.

At Bank M, we strive continually to enhance our employee's skills and development needs.

We believe in training our people continuously to enhance their skill sets so that the employees are able to keep pace with latest trends in banking and perform their duties to the standard required. Our wage standards are amongst the best in the industry.

## **2.1. Implementation**

For effective implementation of the bank's policy for the staff development, the bank plans the training needs covering wider section of employees and prepares training calendar for the year at the beginning of the year, which is also shared with the Central Bank.

The Bank has its own training centre located in one of our branches and the HR Department coordinates trainings and keeps records.

## **2.2. Measurement of outcomes**

The bank recognises that training is important tool to develop skills at all level amongst the bank's staff and, the bank's staff is regularly sent for trainings both internal and external. Due to these trainings, staffs have been growing professionally and the bank's staff has been able to get a number of internal promotions.

## **3. ENVIRONMENT**

Bank M Tanzania Plc has in place its Corporate Social Responsibility Policy, Money.at HeArt, which guides management in the areas to be focused on. Our CSR policy lays emphasis on preserving, supporting and maintaining our environment, with preference for GREEN initiatives as one of the key areas.

The Bank has been supporting several environmental initiatives such as "Plant for the Planet", via Rotary Dar Marathon which is organized by Rotary Clubs. The proceeds from the Marathon are used for initiatives of UNEP that aims to raise awareness amongst youths and adults about the issues of climate change. This initiative works by planting trees and considers this to be both a practical and symbolic action in efforts to reduce the effect of climate change. It has implemented in collaboration with schools, military camps and organized community groups.

### **3.1 Implementation**

All of Bank M's offices are renovated using eco friendly materials; the areas surrounding the bank's offices are extensively developed as green zones and gardens. Our head office grounds are undergoing a new transformation as an environmental friendly space.

### **3.2 Measurement of outcomes**

The bank's partnership in "Plant for the Planet" project resulted in the planting of more than 100,000 trees across the country.

## **4. ANTI-CORRUPTION**

In Bank M, corruption in any form what-so-ever is strictly prohibited. It has been well articulated in the Bank's HR Policy which sets out the disciplinary actions that will be taken if any staff is involved in any forms of corruption. The same is also articulated in the procedure manual for Communications, where a detailed procedure for reporting instances of corruption is documented. The bank has also documented a Whistle Blower Policy and nominated whistle blower official for staff and vendors to report any such instances. The policy is being reviewed yearly and updated accordingly.

### **4.1. Implementation**

All employees have access to the HR and other policies for reference as the policies are stored in the shared folder accessible to all staff members.

The bank has also developed a crisis communication plan in the event of detection of any corruption incidences and the plan is made available to all employees of the bank. It is mandatory for all staff to clearly understand the crisis communication procedures and abide to them at all times.

The circular instructions issued by Bank of Tanzania, the banking regulator of the country, on Prevention of Corruption and Money Laundering are shared with all staff, who are required to read and sign off the commitment document.

#### **4.2. Measurement of outcomes**

Due to our policies and procedures, training and development and the directives from our Bank of Tanzania, the Board of Directors and Management of the bank, no incidence of corruption or bribery related incidences have been reported against the organization or the staff members.

Bank M has not been involved in any investigations, legal cases or incidents involving the above areas. In addition, the bank maintains transparent financial records which are subjected to audits by with accredited and highly reputable external audit firms as well as by Bank of Tanzania during their periodical Onsite Examination. The bank's Board of Directors also exercises oversight on the above mentioned areas during their quarterly meetings through structured reports submitted to it.