



Corporate &
Investment Bank

UNITED NATIONS GLOBAL COMPACT- COMMUNICATION ON PROGRESS
(COP)

BANKM/ADMIN/1905/2018

20th June 2018

To our stakeholders,

RE: STATEMENT OF CONTINUED SUPPORT 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. Bank M is dedicated to creating opportunities for people and businesses through innovative banking services and sound business practices.

This second Communication on Progress shares an update on the progress that we have made in integrating the above principles within our sphere of influence. We support public accountability and transparency and declare our readiness to stay committed to the UN Global Compact and its principles, making them a part of our business strategy, culture and day-to-day operations. We also commit to sharing this information with our stakeholders using our primary channels of communication.

Sincerely yours,

Jacqueline Woiso
Chief Executive Officer



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DESCRIPTION OF ACTIONS

1. HUMAN RIGHTS

Bank M respects and supports the Universal Declaration of Human Right. At Bank M we have HR policy that is applicable to all the employees which ensures a safe and healthy work environment free from any harassment, physical or verbal, sexual or psychological, abuse or threat or any discrimination. All policies are reviewed for suitability, sustainability and effectiveness on annual basis and changes are added up to keep the policies up-to-date. These reviews are formally recorded.

1.1. Implementation

Bank M attained gender parity – a stated policy of the bank which aimed at attaining the same since inception. This is a policy which is based on principles of equal employment opportunities to all staff on their proven track record and talent.

All employees have access to the HR policy for easy access & reference as it is kept in the shared folder.

1.2. Measurement of outcome

The bank also boasts being one of the few in the market to have a female CEO. In a corporate world where normally senior management is dominated by men, Bank M has set a benchmark in gender parity issue.

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 to continually enhance our employee's skills and development needs. It is our constant endeavor to provide trainings to our staff at periodic intervals to upgrade their skill sets so that they not only develop professionalism but can perform their duties competently as per the desired standards. Our wage standards are amongst the best in the industry. With the continued support from the HR department, all employees are encouraged to participate in dialogue on any subject matter.

2.1. Implementation

To support staff development we have designed training calendar which is also shared with the Central Bank at the beginning of every year.

The Bank has its own training centre located in one of its branches and the HR coordinates structural trainings, programmes and keeps records of such trainings.

2.2. Measurement of outcome

Trainings are important to up skill the staff to face emerging changes and challenges in the financial market. Employees are regularly sent for trainings both internal and external. Employees attending external trainings share their experience and course material with other staff working in that particular area of operation. Due to these trainings, staffs have been growing professionally and the bank has been able to get a number of internal promotions.

3. ENVIRONMENT

In our CSR policy (Money.at HeArt), Preserving, supporting and maintaining our environment, with preference for GREEN initiatives is one of the key areas.

Since Green initiatives is among the areas the Bank focuses on, Bank M is still supporting environmental initiatives and initiatives that raise awareness about the issues of climate change.

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 had undergone a new transformation as an environmental friendly space.

3.2. Measurement of outcome

The proceeds from Rotary Dar Marathon which was organized by Bank M in partnership with the Rotary clubs were used for "Plant for the Planet" initiative of UNEP that aims to raise awareness amongst youths and adults about the issues of climate change. This initiative works by planting trees. Bank M considers this to be both a practical and symbolic action in efforts to reduce the effect of climate change. The Bank's partnership with Plant for the Planet resulted in the planting of more than 100,000 trees across the country. It was implemented in collaboration with schools, military camps and organized community groups, where the planted trees are tended to by dedicated members and monitored by a project monitoring committee.

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 outcome

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.

To date, 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.