

Minutes of the Meeting of the Committee on Moral, Ethics and Integrity

A virtual meeting of the CBL Committee on Moral, Ethics and Integrity (Ethics Committee) was held on 05 October, 2021 at 3.00 PM at CBL Head Office. The meeting was presided over by Mr. Mohammad Ahtasamul Hoque, Alternative Member Secretary and Focal Point.

The following members of the Committee on Moral, Ethics and Integrity and NIS Implementation Cell attended in the meeting:

Sl.	Name	Designation	Status in the Committee
Members/Representatives of Ethics Committee [Committee on Moral, Ethics and Integrity]			
1	Ms. Sayeeda Sajed	EVP & Head of Customer Experience	Member
2	Md. Saiful Amin	EVP & Head of Branches	Member
3	Ms. Parul Das	EVP & Head of Finance	Alternate Information Providing Officer
4	Ms. Nishat Anwar	EVP & Head of HRD	Member
5	Mohammad Ahtasamul Hoque	SVP & Head of Audit & Inspection	Alternative Member Secretary and Focal Point
6	Mamun Rahman	FVP & Head of Compliance & Monitoring	Member
07	Mahbub Ahmed Chowdhury	FVP & Head of Procurement	Member
08	Kazi Reshad Mahboob	VP & Head of Grievance Management	Observer
Members of NIS Implementation Cell			
09	Md. Shohel Alam	AVP & Senior Manager, Compliance-ICC	Member
10	Ms. Ismat Ara	AVP & Senior Manager, Compliance-ICC	Member
11	Nafiz Ishtiaqur Rahman	SEO & Manager, Compliance-ICC	Observer
12	Md. Shafikul Islam	SEO & Manager, Compliance-ICC	Observer
13	Reza Fauzul Kabir	SEO & Manager, Corporate Affairs	Representative

With the permission of the Chair, Mr. Mamun Rahman started the discussion as per placed agenda of the meeting. The resolutions of the meeting are as under:

Agenda:

1. Review of 1st Quarterly Implementation Report of Annual Work Plan for the Financial Year 2021-2022 i.e. the period from July - 2021 to September -2021.
2. Miscellaneous

Agendum 01: Review of 1st Quarterly Implementation Report of Annual Work Plan for the Financial Year 2021-2022 i.e. the period from July - 2021 to September -2021.

The 1st Quarterly Implementation Report of Annual Work Plan for the Financial Year 2021-2022 i.e. the period from July - 2021 to September -2021 was presented in the meeting. The Committee noted the key discussion points from the implementation status of the work plan and adopted the following resolutions:

- A. **Reference Clause No. 1.7 (Integrity Award):** The Committee discussed regarding the details of Integrity Award. In this regard, Mrs. Nishat Anwar, HOHRD explained her opinion and suggested/recommended to involve R&R (Reward & Recognition) for the same. After

discussion, the committee advised HOHRD to discuss the issue with Managing Director and finally a process will be prepared and implemented within 31-12-2021 and it will be followed on every consecutive financial year.

- B. **Reference Clause No. 3.2 (Publish Slogan in Bank website against the corruption):** The Committee discussed regarding the Publication Slogan in Bank website against corruption. After discussion, the committee advised Mr. Reza Fauzul Kabir, SEO & Manager, Corporate Affairs to publish the poems (which are against the corruption and were already published in daily newspaper(s)) in Bank's website, co-coordinating with Mr. Md. Shohel Alam, Compliance unit-ICC urgently.
- C. **Reference Clause No.3.6 (Complain resolve through online system):** The Committee discussed the status of online complain resolving issues. In this regard, HOC&M had briefed the current complaints resolving status. As such, Kazi Reshad Mahboob had also explained some complain issues which were related to cards & external stakeholder's i.e. Bangladesh Bank and others (for which more times were required in most cases resolving complains). After discussion, the committee advised to set up a revise target of 80%, where they had emphasized to resolve most of the complains through online system for the financial year 2021-2022 (for each quarter).

Agendum 02: Miscellaneous.

At the end, Mr. A Mr. Mamun Rahman, FVP & Head of Compliance & Monitoring gave thanks to all members/representatives/ Observers of the CBL Committee on Moral, Ethics and Integrity and NIS Implementation Cell for attending in the meeting and expected their co-operation for implementing the national integrity strategy in the bank and expect to attend the members of ethics committee for attractive the meeting.

As there were no further agenda to discuss, the meeting ended with vote of thanks by the Chair.

Mamun Rahman
FVP & Head of Compliance & Monitoring
The City Bank Limited

Mohammad Ahtasamul Hoque
SVP & Head of Audit
Alternative Member Secretary & Focal Point
CBL Committee on Moral, Ethics and Integrity
The City Bank Limited