

MoneyMail

National Bank Staff Newsletter



NBM POSTS PRE-TAX PROFIT OF K20.7 BILLION

The bank has announced a pre-tax profit of K20.7 billion for the year 2014, representing a growth of 12% compared to what was achieved in 2013.

In a statement of summary of audited financial results released in March 2015, the bank said the operating environment during the first half of 2014 was uncertain and subdued in the run-up to the May 2014 tripartite elections as major investment decisions by most of the Bank's customers were being postponed.

In addition, the high cost of borrowing had the adverse effects of dampening demand for most of the Bank's products.

"Management took deliberate steps to control the growth of the Bank's lending book as the risk of bad debts increased. Post elections, business started to improve such that towards the end of the second half of the year, demand for lending started to increase," reads part of the statement signed by the Bank's Board Chairman Dr Matthews Chikaonda, Director Ms Rosemary Mkandawire, Chief Executive Officer Mr. George Partridge and Chief Financial Officer Mr. Mac Fussy Kawawa.

"Consequently, the loan book grew by 26% while deposits grew by 17% by the year end. Non-performing loans at 5.65% were higher compared with 3.80% recorded in 2013, but were much lower than the industry average," reads the statement in part.

Revenue from treasury operations continued to be one of the major sources of income for the Bank and foreign exchange earnings met expectation despite relatively low foreign exchange availability, in part attributed to the suspension

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Harry Mukaka



William Kaunda



Annie Magola

EDITORS NOTE

Performance appraisals are often misunderstood. But they are important to the Bank and individual employees.

Understanding the performance appraisals' role, objectives, benefits and purpose is equally important to all members of staff. In our organization, the performance appraisal system exists because it helps to improve the Bank's efficiency by ensuring that members of staff perform to the best of their ability, develop their potential, and earn appropriate rewards at the end of the year.

Over the years, the performance appraisal system has helped to improve the overall performance of National Bank as it helps management to measure how the various employees are contributing to the achievement of its corporate objectives.

Going forward, therefore, the importance of performance appraisals cannot be diluted if the Bank is to continue being one of the major players in the financial services industry.

In a nutshell, some of the objectives performance appraisals are listed hereunder:-

- **Reward:** Performance appraisals assist in distributing rewards in a fair and credible manner. Hypothetically, performance appraisals are used to reward productive staff through upward salary adjustment and bonuses as they help in developing a scientific basis for reward allocation and other incentives.
- **Roles' Clarity:** Performance appraisals assist in providing clarity as regards the expectations and responsibilities to be performed by employees.
- **Performance Review:** They help in reviewing the performance of the employees over a given period of time so as to identify the gaps that exist between the actual and desired levels of performance.
- **Identification of Training & Development Needs:** They are also used to identify the strengths and weaknesses of the employees so as to identify training and development needs of the employees.

Effective this year, the balanced scorecards and performance appraisal forms have been reviewed to incorporate the behavioural competencies.

This means that instead of being assessed on the usual agreed objectives as per our balanced scorecards, the employees will also be assessed on 8 behavioural competencies, which are: customer centricity, team work, respect for customers/superiors/peers, integrity, proactiveness, willingness to embrace change, punctuality, and appearances.

For this edition of the Newsletter, let us find out why the Bank wants us to be appraised on the behavioral competency of Integrity.

Integrity involves moral judgment and character, honesty and leadership values. Individuals who show integrity in their offices are able to distinguish right from wrong, and they also show it in whatever they do. This is very important to a bank like ours since customers entrust us with their money and other valuables. Trustworthy actions set the foundation for successful business relationships.

Therefore, let us all be trustworthy employees, and work as if someone is watching over us all the time.

Such should be the norm even when our supervisors are not there. Let us tread carefully with customers' money because it is only through satisfactory customer service that more and more customers will love our Bank.

Let us confront wrong doing, even if it means confronting our supervisors. Let us admit where we have made a mistake because to error is human.

The Editors of *MoneyMail* Newsletter wish everyone a very successful year and we hope that we are going to have good performance appraisals that will serve the interests of both parties at the end of the year.

NBM POSTS PRE-TAX PROFIT OF K20.7 BILLION

IMF programme under the Extended Credit Facility (ECF) as a result of 'Cashgate' scandal in government, which in turn left many bilateral donors withholding aid, said the Bank.

"The controlled growth in lending levels resulted in excess liquidity for the Bank for the most part of the year resulting in larger than planned amount of funds being invested on the money markets. Consequently money market income exceeded budget," continued the statement.

An interim dividend of K2.5 billion was paid in September 2014 in respect of 2014 profits in addition to a final dividend of K2.9 billion in respect of 2013 profits. In total the dividend paid out in 2014 amounted to K5.4 billion.

"The Board has recommended to the shareholders payment of a final dividend amounting to K4.67 billion representing K10 per share, making a total dividend of K7.17 billion in respect of 2014 profits representing K15.35 per share," reads part of the statement.

On the future outlook, the Bank says 2015 is expected to be another year of challenges as resumption of meaningful donor budgetary support is not certain and this is in addition to challenges posed by severe floods in certain areas of the country.

"However, the Bank has put in place strategies aimed at containing any adverse effects while taking advantage of any opportunities that may arise in such an environment."

"Such strategies will ensure that the Bank continues on a sustained growth path as it maintains leadership on key business drivers of service delivery excellence, product innovation, prudent lending, good governance, process efficiency and talent management," said the bank.



CEO's MESSAGE

Let us put in an extra mile this year so that we must achieve better results and still remain the number one Bank in this country.

Let me welcome you to this first edition of *MoneyMail* Newsletter. I hope you will enjoy the articles in the newsletter.

As you are aware we released our financial highlights for the year 2014 and allow me to take you through on how we performed in 2014 and what our vision is this year.

Profit before tax at K20,223 million is 11% below budget and the same percentage above profit attained during a similar period in 2013. The below budget performance is mainly attributed to investment and interest income which is 20% below budget.

The statement of financial position increased by 6% from the previous month's position of K218.7b to K231.7b. The Bank met all regulatory requirements during the month of December 2014.

Net investment and interest income at K22,319 million is 18% below budget of K27, 069 million and 10% above that earned during a similar period in 2013.

The below budget performance is largely attributed to lower lending levels than assumed in the budget.

Other income amounted to K16,030 million, 5% below the budget of K16, 832 million mainly due to lower fees and commissions as a result of low business levels.

Total operating costs at K17,591 million are 15% below budget largely due to the

subdued business activity in the first half of the year and lower level of actual costs.

The cost to income ratio as at December 2014 at 46% was within the target of 50% and was the same as last year's position.

The statement of financial position increased by K13.0b from the November 2014 position of K218.7b to K231.7b. This is largely due to an increase in demand deposits and liabilities to other banks in Malawi. Year on year the increase is 23% from K188.7b.

Net Advances at an average of K73.95b (K62.88b in 2013) were below budget of K95.7b by 23% because of lower levels of new business than anticipated in the budget due to lower uptake of facilities as a result of anxieties and uncertainties associated with the tripartite general elections of May 2014 during the early months of the year, coupled with persistent high lending rates.

However, average deposits at K117.22b (K102.23b in 2013) were 12% below the budgeted amount of K133.66b mainly due to lower FCDA deposits than budgeted for as a result of withdrawals by customers and in particular South African High Commission who closed their account, transferring a substantial amount.

The major income contributor for 2014 profits was interest from wholesale banking loans which contributed 39.22%.

Staff costs at MK8.1b were 46% of the total

operating costs. Of particular interest on staff costs are NABMAS expenses at MK172m which could be reduced if we are signing the hospital bills as we believe hospitals are overcharging us.

Total premises costs were MK1.2b but these could be reduced if we control expenditure on electricity bills by switching off lights after knocking off. Total bill for electricity as at 31st December 2014 was MK351m.

We also registered high communication costs as total communication costs were MK676m and telephone costs were MK143m and we could reduce this cost if we are managing well our phone bills. Most of the phone bills are personal therefore this year we will be recovering these bills.

Total stationery costs were MK347m and we could reduce this cost by avoiding unnecessary printing of documents. We should maximize usage of e-mails as a means of communication instead of the internal memos.

We also believe, with the setting up of the central photocopy system at Head Office, we would be able to reduce stationery costs.

Let us put in an extra mile this year so that we must achieve better results and still remain the number one Bank in this country.

I love this Bank Yeeeeeaaah!

HUMAN RESOURCES DIVISION ANNOUNCES PROMOTIONS, TRANSFERS

The Human Resources Division has announced names of employees who have been transferred and promoted in various divisions and departments of the bank from January to April 2015.

Amongst those promoted is Mr. Mac Fussy Kawawa, who has been elevated from the post of General Manager to Deputy Chief Executive Officer.

Benson Jere from Capital Markets has been promoted to Grade B while George Nyirenda from Operations and Boniface Mlongoti from Personal and Business Banking have both been promoted to Grade E.

Thom Chimkowola has been promoted to Grade C and has been transferred from Kasungu where he was Service Centre Manager to Zomba Service Centre where he will assume the same role.

Leonard Siula has been promoted from Grade E to Grade D and has moved from Human Resources Division to be Service Centre Manager for Kasungu Service Centre while Clement Gama has been promoted from Grade F to Grade E and has been transferred from Karonga Service Centre to Cards & eBanking Division at the Head Office.

Emmanuel Chimwala has also been promoted from Grade F to Grade E and has moved from Operations Division to Learning & Growth Centre while Paul Mojoo has been promoted from Grade G to Grade F and has moved from Capital City Service Centre to Capital Markets.

Richard Thombozi from Wholesale Banking and Alfred Kazembe from Finance have also been promoted to Grade E.

Wilton Moyo from Finance and Chance Munthali from Kasungu have been promoted to Grade F while Nicholas Chide from Victoria Avenue has also been promoted to Grade F and moved to Mulanje Service Centre.

Jameson Maulana from Mangochi Service Centre has also been promoted to Grade F so too Wisdom Mshali from Customs Road Service Centre and Limbikani Moyo from Capital City who have also been moved to Mzuzu Service Centre and Victoria Avenue Service Centres respectively.

Tayanjana Mwale has been promoted from Grade G to Grade F and has moved from Customs Road Service Centre to Victoria Avenue Service Centre while Auckland Mjima has also been promoted to Grade F and has moved from Lilongwe Service Centre to Karonga Service Centre.

The other employees who have been promoted to Grade F include Joseph Whayo

Mr. Mac Fussy Kawawa has been elevated from the post of General Manager to Deputy Chief Executive Officer.



who has moved from Henderson Street Service Centre to Treasury, Mustapha Chisosola and Winnie Banda from Operations Division and have moved to Credit Management and Information Technology respectively.

Those who have been promoted to Grade G include Linda Chiwanga who moves from Operations to Victoria Avenue Service Centre, Ruth Nayeja who also moves from Operations to Lilongwe Service Centre, Daud Mahamudu who moves from Operations to Kasungu and Praise Sesani who also moves from Operations to IT.

Others who have been promoted to Grade G include Edwin Phiri from Henderson Street Service Centre, Kiwake Muthala and Harry Zintambila from Victoria Avenue Service Centre, James Malunga from Chichiri Service Centre, Lawrence Ching'amba from Customs Road Service Centre, Ezra Masanjala and Ian Matekesa from Zomba Service Centre, George Maganga from Mulanje Service Centre, Ian Chinkwende and Evance Kachale from Capital City Service Centre.

The Human Resources Division also announced transfers of various employees namely Webster Kaunga from Treasury to Wholesale Banking, Alinafe Simbota from Victoria Avenue to Wholesale Banking, Hans Muhome from Mzuzu to Business Process Management Division, Wilson Mlauzi from Victoria Avenue to Treasury and Patrick Mwanaposi from Victoria Avenue to Executive.

The others on transfer are Moses Ganiza from Wholesale Banking to Victoria Avenue

Service Centre, Emmie Njikko from Mzuzu to Chichiri Service Centre, Clara Nsapato from Victoria Avenue Service Centre to Chichiri Service Centre, Sara Gondwe from Cards & eBanking to Lilongwe, Brian Chirwa from Zomba Service Centre to Mzuzu Service Centre and Franklin Banda from Credit Management to Karonga Service Centre.

Bannet Nansongole has been transferred from Finance to Karonga Service Centre, Joyce Mtuluma has moved from IT to Operations while Catherine Mumbwa has moved from Kasungu Service Centre to Operations.

Others on transfer include Lee Kamfose from Victoria Avenue Service Centre and Rex Kholomana from Mzuzu service Centre, Joseph Khonje from Credit Management, Kennedy Zandonada Ndaui from Chichiri Service Centre to Personal and Business Banking Division.

Newly opened Southend Service Centre will receive two employees namely Carolyn Gama and Martha Mgemzulu from Operations and Mzuzu Service Centre respectively.

The Human Resources Division also announced that Leonard Mzungu and Frazer Makanda retired from the bank on January 31, 2015 and February 28, 2015 respectively. We wish them well in their future endeavors.

On a sad note, we lost two employees namely Charles Tambala and Chrissy Dzineso who passed away on April 4 and 23, 2015 respectively. May their souls continue resting in Peace.

INTERNATIONAL TRADE ORGANISES WORKSHOP

The bank, through its International Trade department in the Wholesale Banking Division, has organized an International Trade workshop for our prominent international trade customers.

The workshop is slated to take place at our Learning and Growth Centre from 21 to 23 July 2015.

The workshop will target practitioners in such clientele's Accounts and/or Finance and/or Procurement functions who are involved in the negotiation of contracts and preparation of imports and exports transactions for processing with the bank.

The need for hosting the workshop has arisen from the bank's understanding that International Trade transactions constitute a vital component of most of our customer's business operations and that the same takes place in a highly fast-paced, dynamic and volatile environment.

The general agenda for the workshop therefore, will be to empower our clients by strengthening their trade knowledge base in the context of an ever-changing business and regulatory space, with topics that will include:

- Exchange Control Requirements and Global Trade Trends

- Letter of Credit Fundamentals
- Bill for Collection Fundamentals
- Open Account Remittances Fundamentals
- More specifically, the workshop is intended to achieve the following objectives:
 - To provide knowledge to our international trade customers regarding the various types of trade products that we offer and their fundamentals and how to perform these in a volatile global trade and regulatory environment.
 - For the more seasoned practitioners, to provide a refresher platform and update them on the currently trending issues in trade finance.
 - Since National Bank is a principal player on the local international trade scene, we feel duty-bound to spearhead and contribute to the growth of the trade knowledge capacity for our clientele. Such enhanced awareness by our customers would inevitably assist them into more effective planning and taking of better informed decisions that would be in keeping with their business needs and compliance requirements. The bank will subsequently gain

through an effortless and hassle-free environment for carrying out business with its customers.

- The workshop will also provide an opportunity to solicit our clientele's feedback on our international trade products and services in a more interactive and specialized but less formal setting. The motivation is to understand their expectations and challenges, from a practitioner's perspective, with a view to providing or investigating appropriate solutions in response.
- Lastly but not least in importance, the workshop is meant to recognize the important contribution that our trade customers are making in growing this bank. Therefore, it serves as a hospitality platform, as well as a token of appreciation.

The course will be facilitated by David Tamula, a practitioner with our International Trade department and Cywel Singano, a seasoned Trade Finance tutor with our Learning & Growth Centre for several years.



Learning and Growth Centre: The venue for the workshop

NBM

EMPLOYEES

ATTAIN HIGHER

QUALIFICATIONS



The Human Resources Division has announced names of employees who qualified for different programmes in 2014.

Enala Chirwa and Mabvuto Madeya obtained Masters Degree in Strategic Management offered by the University of Derby (UK) while George Nyirenda and Jellings Chiumia obtained a Master of Business Administration from ESAMI.

Robert Mdoka has a Bachelor of Accountancy while Levison Mainjeni and Peter Chipeta qualified for ACCA Chartered Accountant

Agness Kalonga is now a CIMA Chartered Accountant while Richard Mwamadi has a Bachelor of Banking and Finance degree from BUI while Robert Munthali has a Diploma in Higher Education in Financial Markets and Management-IFS (UK).

Lemanson Thole and William Nasala qualified for an Advanced Diploma in Banking offered by the Institute of Bankers while Faillet Chikwenga qualified for an Advanced Diploma in Banking offered by UNISA.

Those who qualified for a Diploma in Banking offered by the Institute of Bankers (Malawi) include Gressings Botha, Phillip Naunje, Nicholas Musaiwa, Jessie Chewere, Grace Chipeta and Mothusi Seyani while Dalitso Magombo qualified for ABE Business Management Diploma level 4.

Our employees who qualified for a Certificate in Banking offered by the Institute of Bankers include Felister Malimusi, Marrion Makhunje, Chance Mussa Mbewe, Masiye Kaunda, Dick Munthali, Ellen Bikoko, Elita Chilimba, Chifundo Mangadzi and Chikumbutso Munthali.

Innocent Mapwetekere qualified for a CII certificate.

Congratulations to all!

EMPLOYEE RECOGNITION & REWARDS PROGRAMME

QUARTER 1 SILVER AWARDS (JANUARY TO MARCH 2015):

Below are names of the winners in the silver category in the on-going employee recognition and reward scheme. Remember that Platinum winners for last year were treated to an all expenses paid trip to Durban in South Africa, who knows you could be the winner this year, let us work hard and add an extra mile in our work.

YEAR 2015 QUARTER 1 - SILVER AWARD WINNERS

	NAME	UNIT
1	Sparten Thondoya	Administration Division
2	Charles Sawasawa	Capital City Service Centre
3	Nedson Mbewe	Cards & e-Banking Division
4	Stella Kabvala	Chichiri Service Centre
5	Stella Chiumia	Credit Management Division
6	Vera Mindozo	Customs Road Service Centre
7	Tasmin Karim	Finance Division
8	Elsie Mtowa	Henderson Street Service Centre
9	Cosmas Namacha	Human Resources Division
10	Joshua Salima	Information Technology Division
11	Investigation Team	Internal Audit Division
12	Talimba Mhango	Karonga Service Centre
13	Kennedy Mwamphande	Kasungu Service Centre
14	Temwa Nyirenda	Lilongwe Service Centre
15	George Maganga	Mulanje Service Centre
16	Ernest Makwete	Mangochi Service Centre
17	Edith Nyasulu	Mzuzu Service Centre
18	Ajida Osman	Operations Division
19	Mwayi Kalulu	Personal & Business Banking Division
20	Chimwemwe Nyasulu	Risk Division
21	William Siula	South-End Service Centre
22	Kelvin Wanda	Treasury & Investment Banking Division
23	Thomas Mnenula	Victoria Avenue Service Centre
24	Arthur Kawelama	Wholesale Banking Division
25	Watson Fulutuna	Zomba Service Centre

NATIONAL BANK CORPORATE SOCIAL RESPONSIBILITY ACTIVITIES IN PICTURES



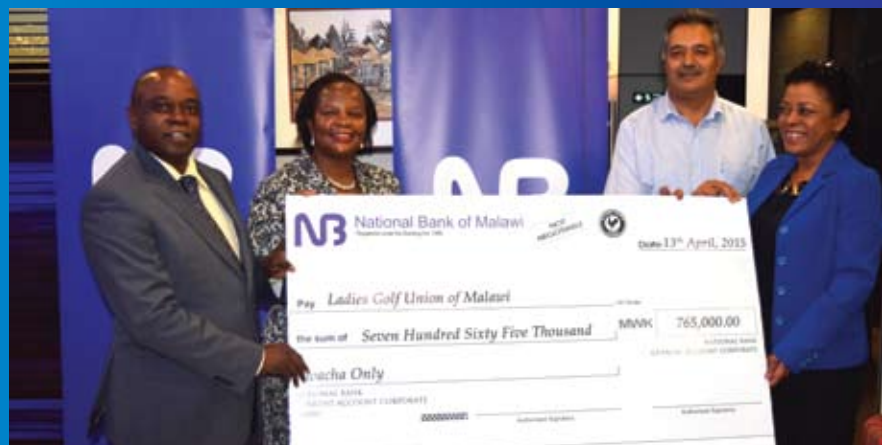
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PLATINUM WINNERS ENJOY DURBAN TRIP

By Ella Kabambe

Last year, the bank introduced the Employee Recognition Awards which were aimed at recognizing employees who take an extra mile in their work. There were three categories of Silver, Gold and Platinum. In December 2014, five employees emerged winners of the Platinum category and the ultimate prize was a foreign trip paid for by the bank and the winners were accompanied by their spouses.

Our Communications & Social Media Executive Ella Kabambe accompanied the five winners to Durban, South Africa. Excerpts:

Recognition Award Platinum Winners were awarded with a paid up seven days holiday trip to Durban with their spouses. The winners were also given 1000 US dollars each for shopping. The Awardees were; John Kabefu, Nicholas Musaiwa, Matthews Tsere and Rankin Chifomboti. The trip was earlier this year on the 8th of March, 2015.

Awardees from Lilongwe and Kasungu departed from Lilongwe International Airport and the Awardees from Blantyre joined the Malawian Airlines flight to Johannesburg from Chileka Airport.

We arrived at O.R Tambo International Airport in Johannesburg and enjoyed lunch at WIMPY whilst waiting for a connecting flight to Durban.

We boarded a South African Airways flight to Durban on the same day. Upon arrival at King Shaka International Airport in Durban we were welcomed by a tour company that took us to the beautiful City Lodge Hotel where we resided for the seven days of the tour. This is situated just a few metres away from the Indian Ocean.

On the first day we visited the uShaka Marine World and the North Beach. The world class uShaka Marine World, opened its turnstiles to the general public on April 30th 2004. Close to three years in the making, uShaka has fast positioned itself as a key attraction

Communications & Social Media Executive Ella Kabambe accompanied the five winners to Durban, South Africa.



Depart Malawi

on Durban's Golden Mile, offering a world of entertainment, excitement, fun and uniqueness.

The second day we visited Shakaland. King Shaka was the most influential leader of the Zulu empire, who as the Zulu king and conqueror ruled his kingdom over a period of twelve years.

Shakaland is a living museum of the life and times of this monarch and you can re-live the excitement and romance of the days of Shaka, King of the Zulus, in this authentic re-creation of the Great Kraal overlooking the Phobane Lake.

Experience the sight of assegai-wielding warriors, share the fascinating secrets of the Sangomas and witness traditional customs such as tribal dancing, spear making and the beer-drinking ceremonies.

This cultural village is a unique resort built amid thorn trees and aloes, comprising a traditional Zulu "Umuzi" or homestead,



Mathews Tsere



Nicholas Musaiwa



John Kabefu



Ranken Chifomboti



Moses Mabhida Stadium

Ushaka Marine World

Shakaland

Gateway World

Shopping Day

Depart Durban

where the Zulu people reside. This unique village was built and developed on the site of a film set, when the movies King Shaka and John Ross were produced.

The third day we went to tour the famous Moses Mabhida Stadium. The Moses Mabhida Stadium in Durban, South Africa is named after Moses Mabhida, a former General Secretary of the South African Communist Party.

It is a multi-purpose stadium. It was one of the host stadiums for the 2010 FIFA World Cup. The stadium had a capacity of 62,760 during the World Cup and currently has a capacity of 54,000.

Day four was for games at the Gateway World. Gateway World is a combination of shops, restaurants, bars, cinema, Skate Park and entertainment complex, Durban's favourite outdoor mini golf course.

It has everything you can think of; climbing walls, surfing, 3D movies, XD theatre etc.

And the awardees had so much fun doing the things they never imagined in their entire life.

Day Five was for the whole Durban City Tour; we visited the old and new Durban, all the historic places and thereafter enjoyed the traditional dish of Durban the famous "Bunny Chow."

Day Six was dedicated to shopping; the awardees did their shopping at the Gateway Mall amongst other designer and factory shops in Durban.

All these days we were given VIP treatment courtesy of National Bank, we were picked from the hotel by a tour guide who showed us all these places.

The awardees did not spend anything on taxis, accommodation or food, everything was paid for by the bank.

On the last day, 14th of March 2015, we left Durban for Malawi using South African

Airways and Malawian Airlines respectively. Quite an opportunity no one would want to miss, so let us all work hard so that this year it should be our turn to enjoy this lifetime opportunity!

I love this bank yeeeeeah!!!





Lean Thinking Forum (LTF)

THE RE-AWAKENING FROM A SLUMBER OF INSANITY

There has always been a saying of wisdom that goes like “what does not kill you makes you stronger”. There are many other wise musings and reflections that exhort humanity to the opportunities that lay ahead of calamitous happenings on societies or communities by either forces of nature or the excesses of self-inflicted tragedy.

Nature is abundantly gifted with a self healing mechanism akin to homeostasis in medical discourse. The capability of a living organism to bring its physiological chemistry to equilibrium and state of balance. In Systems Thinking this is discussed around the subjects of resilience and adaptive cycle.

Long story short and simplified, every entity, as long as it is still alive and in a sense of coherence, has the capacity to dynamic re-constitution and restructuring.

The emerging socioeconomic and political dynamics in Malawi in very recent times give a flicker of hope that after a moment when most Malawians were slowly gravitating towards the temptation of resigning to the fact that maybe we live in a society that is doomed and forsaken, there now exist grounds for optimism.

There is progressively strong evidence that Malawi is in a strong drive of dynamic recuperation from its seasons of deterioration and decay that it has suffered at the hands of some of its wayward leaders on one hand and others who in the words of my late dad only had a photograph instead of a Vision.

You see, most times it takes a nation to be visited by disaster and tragedy for it to wake up and declare to itself that never again and enough is enough. It, therefore, may appear that perhaps Malawi, having experienced the humiliation of the recent scandals of plunder and looting that I call shamegate (aka Cashgate), the horrendous decline of its education standards, the annihilation of its once professional and proud public service, the unmitigated decadence of common sense morals to the extent where fathers could defile their daughter, husbands maim their wives and then the free for all reign of hoodlums, thugs, vendors and misfits and lastly the extensively devastating flooding and collapsing of development infrastructure including power, roads, telecommunications and water supplies, thanks to the two decades of unrelenting haranguing of the environment that was first encouraged by a leader desperate to get in office double decades or so ago and thus unwittingly encouraged Malawians to cut trees wantonly.

The chickens, it appears, have finally come to roost and Malawians have now felt the overwhelming burden of this disaster and are in a state of awakening from the slumber of insanity.

Point is, there is always a tipping point beyond which things can never be the same and Malawi reached that point with the devastation it suffered in January 2015 from the floods that led the leadership to declare it a nation in disaster.

Since that declaration, Malawi has seen decisive actions being taken by all in and with leadership responsibilities across the board.

Every Malawian with a role of leadership to play in whatever shape and guise, have at once abandoned the hitherto petty disposition of focusing on advancing their narrow self-interests and embrace an attitude of working for the greater good.

Somehow thanks to the realities of calamity and vulnerability that the disaster revealed to Malawians, we all came together with purposeful intention to make things happen.

The Wild cat strikes and picketing evaporated, the hitherto political bickering and finger pointing receded and most importantly the lassie faire, laid back and aloof attitude by most Malawian to the urgency of making a contribution to move Malawi to a better place evaporated.

Where there was cynicism, mistrust and suspicion, there is now respect, good will and appreciation. Malawi is now united as a nation to progress. Malawi is working together and there is a sense of urgency all around.

The environment that was long neglected, abused and decimated is commanding the care and concern of every citizen right to plot number one.

All of a sudden Cashgate cases are being dealt with decisively; with a stern and firm sense of resolve and the need for making sure that what was fraudulently and violently snatched from the state be restituted is being pursued with renewed vigour.

Thugs and hoodlums are being treated with the requisite lethal force they deserve and there are clear signals that rogue and vagabond behavior will no longer be tolerated.

Malawi is in now getting into such a swing of resurgence to the extent that no longer is a spoon being called a shovel anymore; public servants are being openly challenged by the leadership to show up or get lost permanently, those of our guests who chose to come and do business and not plough back into the economy by way of building decent structures are being shown the Red Star once again, our timber is being protected from exports by hawkish greedy fat tummy gluttons.

Malawi is back on the highways. No wonder the donors are coming out of the woods one by one, the “bogus and phony” ranking of Malawi as the poorest nation notwithstanding.

The million pound phrase is let us keep this momentum and let's not relent chief.

Sports



Sports Festival

Staff is being advised that the Executive approved that Sports Festival should take place this year for all staff. As usual the event will take place at Moneymen Social Club in Blantyre. Date and other logistics will be announced in due course. During this event staff will receive the usual attire.

Aerobics at NBM Towers

The wellness program in NBM Towers is taking shape. Staff members are enjoying free aerobics for three times a week: Mondays, Wednesdays and Fridays.

BAM Sports Festival

The bank performed badly at the recent sports festival organized by Bankers Association of Malawi (BAM) on 18th April, 2015. This however should not discourage us in participating in future festivals. However we should work hard and improve in areas that we are weak.



Annie Magola:
Corporate Affairs
Manager



Acquisition of IndeBank Limited



The Public Private Partnership Commission (PPPC) announced that National Bank of Malawi (NBM) has emerged the Preferred Bidder for the acquisition of up to 75% of IndeBank Limited.

This means that The NBM will enter into negotiations with the PPPC which are expected to lead to the said acquisition. The deal will be considered done upon successful conclusion of the negotiations with the PPPC and receipt of the relevant approvals both on the PPPC's part and the Bank. Staff will be kept informed to the extent deemed necessary as the negotiations with the PPPC progress.

New ATM updates



We have ATMs at the following sites:

Kudya Puma Filling Station in Blantyre, Puma Filling Station on Midima Road near the Midima Magistrate Court and Puma Filling Station at Kafoteka (2 ATMs) – near the Lilongwe main bus station.

The Bank will be installing new ATMs at the following sites:

- Mbowe Puma Filling Station in Lilongwe
- Bunda Puma Filling Station in Lilongwe
- Umodzi Park in Lilongwe.

Construction of these new sites will start very soon.

MUSYANI EXPLAINS SERVICE CENTRE MANAGERS MOVEMENTS

Head of Operations Mr. Austin Musyani has said the recent transfers and appointments of some of our Service Centre Managers will enhance efficiencies in the operations of the bank.

Recently the bank made new appointments of Service Centre Managers with Franklin Banda, formerly manager, Credit Management being appointed as Service Centre Manager for Karonga Service Centre while Leonard Siula, one of the managers in the Human Resources Division will now head Kasungu Service Centre.

The bank also promoted former Kasungu Service Centre Manager Thom Chimkowola to head Zomba Service Centre while Moses Ganiza, former manager in the Wholesale Banking Division at Head Office, will now be new Service Centre Manager for Victoria Avenue Service Centre where he has replaced Wilson Mlauzi who is now with Treasury at the Head Office.

Former Zomba Service Centre Manager Brian Chirwa is now the new Service Centre Manager for Mzuzu Service Centre where he



Austin Musyani: Head of Operations

has replaced Hans Muhome who has relocated to the Head Office and will be working in the Business Process Management Division.

Former Karonga Service Centre Manager Noel Kadzakumanja has left National Bank and has joined Stockbrokers Malawi Limited, a subsidiary of National Bank as Chief Executive Officer.

"This is also part of our succession planning. We have to make sure that we

prepare ourselves when people retire or leave the bank. These transfers and promotions are meant to prepare the bank for future developments," said Musyani.

"We believe that this exercise will enhance efficiencies by injecting new blood into the operations of the bank in the medium to long term. The impact of these changes is that we expect to improve product and service delivery to our valued customers," added Musyani.

He said the bank expects to improve profitability through business growth that the new managers will undertake in their various Service Centres.

"The Operations Division would like to extend its sincere thanks to Wilson Mlauzi, Noel Kadzakumanja and Hans Muhome who have contributed enormously to the growth of business in the Service Centres they managed," said Musyani.

"We welcome those who have joined the Operations Division and we expect them to even grow their respective Service Centres so that National Bank remains competitive in the banking industry," added Musyani.

T24 UPGRADE TO IMPROVE EFFICIENCY

Head of Information Technology John Mitchell has said the upgrade of T24 operating system will resolve IT problems and improve the operating efficiency.

The bank is currently upgrading the T24 system to T24 R 14 which Mitchell says is a new version of the system which will improve operating efficiency.

"Before we can upgrade the system, there are a few things we need to do like upgrade assessment where a Consultant will assess our needs and also assess how we have been using the system," said Mitchell.

"The Consultant is going to write us a report on suggested proposals on what we should do. Then we will come up with a document called Request for Proposal (RFP) where we will be soliciting responses from prospective

bidders to come in to give us services for the upgrade," added Mitchell.

He said they are going to use our internal procurement policies and guidelines to review the bids.

"This is a major project and it will take about one year to complete. We expect that after implementing this system most of the problems that we have will be resolved and the bank will improve on its operating efficiency. As IT division this will be our major undertaking in 2015 and 2016," said Mitchell.

He said although they will concentrate on the upgrade, other IT functions of the bank will not be overlooked.

Mitchell said currently, Switzerland based Temenos, suppliers of the T24 system, are doing the upgrade assessment.



John Mitchell: Head of Information Technology