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بنك دبي التجاري
Commercial Bank of Dubai



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- H.E. Ahmed Al Tayer Conferred Arab Banking Personality of the Year Award
- CBD Launches Al Dana Wealth Management Program
- CBD Staff Gala Dinner



A grain of sand

Warm currents from the east

Patience

Growth

A pearl is born

Launching Al Dana. Wealth Management the way you deserve it.

Since our inception in 1969, we have dedicated ourselves to building long-lasting relationships with our valued customers. Today, the result is a reputation we are all proud of.

It is this dedication that inspired us to launch the Al Dana Wealth Management Program. With its core philosophy of listening and understanding its clients' needs, it provides professional advice and designs wealth management solutions to help meet their financial objectives.

Join Al Dana today and benefit from a banking experience, the way you deserve it.

To find out more about the Al Dana Wealth Management Program, contact CBD on 800-Al-Dana (800-25-3262) or visit our website at www.cbd.ae



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Message from the CEO

Dear Colleagues,

I am pleased to share with you the progress we have made together in our journey towards becoming the best bank for companies and affluent individuals in the UAE.

Firstly, the financial results - the bank has achieved very strong first half-year results ending June 2007. The net profit for first half of the year reached a healthy AED 431 million, a jump of 52% compared to last year as a result of the strong performance of our core banking operations across most segments. Loans and Advances have grown by 42% compared to June 2006 to reach AED 14.748 million, while Customer Deposits also recorded a robust growth of 31% to reach AED 16.388 million. Our net interest income of AED 396 million showed a growth of 42% and non-interest income now stands at AED 239 million, a significant increase of 68% on a year to year basis.

While some of our colleagues are taking a well-deserved break from work, others are still working hard. The accomplishment on the various TTE tracks is a testament to this fact. On the business side, we celebrated the launch of Al Dana Wealth Management in the Main Branch, Al-Maktoum Branch and Dubai Branch, in the fully refurbished wealth centers. Now, our Al Dana clients can feel the unique and special experience as our dedicated RMs discuss with them their investment requirements in our Al Dana centers. In the coming months we will be opening the wealth centers in our branches in Abu Dhabi, Sharjah and Jumeirah. As you may have noticed, the advertising campaigns are also underway, which will enhance the visibility of CBD and its products and services. The bank's new mortgage product was soft launched and we have deployed a mobile sales team that will support the branches in selling this important consumer-banking product.

On the corporate banking side, we have in the meantime introduced a number of new lending products, while the implementation of the commercial centers has been finalized. Also the large corporate relationship managers have moved to their new offices on the first

floor in the Head Office, where they are in close coordination with the branches serving our clients through the new Client Service Team concept. The new Treasury Sales Department, the Debt Capital Market and the Cash Management units support them.

Meanwhile on the support side, the Branches TTE team completed their assignment in the end of June as scheduled. However, we still have some residual issues to be resolved and the TTE team is addressing those. The weekly impact meter [WIM] is a powerful tracking tool through which we will continue to monitor the client service levels.

With the ultimate objective to improve the quality of service to our clients, the end-to-end process redesign is also progressing ahead. The credit approval process has been redesigned to improve speed of approval, while the process redesign of cheque clearing, consumer collections and inward / outward remittances are in the various stages of implementation. Account opening has been centralized at some branches and the revised 'Maker-Checker' concept was deployed successfully at pilot branches. With the proactive support of the branch managers, the transfer of a number of our people to take new positions at Head Office is also making steady progress.

On the People development side, the leadership development program has begun, while scorecards with objectives and Key Performance Indicators for all branches and HO departments were finalized. In the coming months, all managers in coordination with HR will develop and finalize their team members' scorecards and from September onwards we aim to roll out the new Performance Management System.

It is clear from the above that many important initiatives have been finalized and I thank all of you for your individual and team contribution. Last but not least, I wish you all a well-deserved vacation.

With kind regards,

Peter Baltussen



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H.E. Ahmed Al Tayer Conferred Arab Banking Personality of the Year Award



The Union of Arab Banks has selected H.E. Ahmed Humaid Al Tayer, Chairman of Commercial Bank of Dubai (CBD), for the prestigious “The Arab Banking Personality” Award for the year 2006.

Dr. Joseph Torbey, Chairman, World Union of Arab Bankers, conferred the award on Ahmed Humaid Al Tayer, in a glittering function held by the Union of Arab Banks in Brussels. An excellent video projection dedicated to Al Tayer was shown which displayed the fine way the great personality and his achievements were highly praised by prominent businessmen of the UAE. This exquisite video added glamour to the very festive atmosphere of the whole ceremony and made the whole event a memorable one. Eminent banking personalities from the Arab world, representing well over 300

banks in the region and 95 per cent of all the financial institutions in the MENA region, attended the event.

In his acceptance speech, His Excellency praised the UAE leadership, which provided him with the support and inspiration to contribute to the development of the financial sector in the UAE. “By introducing such an award, the Union of Arab Banks has aimed to promote the co-operation amongst Arab Banks in all areas and strengthen their relationship at all levels regardless of their local or regional status,” he remarked.

Speaking on the occasion, Dr. Joseph Torbey said the selection of the award was in recognition of Ahmed Al Tayer’s outstanding accomplishments.

“Ahmed Al Tayer has consistently won the adoration of his counterparts throughout his professional life, which was marked by continued success, not just in his capacity as a banker, but also as a businessman and an ambassador of the financial services industry,” he stated, adding that H. E. Al Tayer is among the pioneers of banking industry in the Arab world.

The criteria for selection for the award included contribution to the comprehensive

development of banking in the Arab world, long years of experience, role in developing banking relations between Arab banks, and active support in achieving the objectives of the Union of Arab Banks. As for the bank that the awardee heads, it should have accomplished excellent financial results consistently over the years.

In addition to being the Chairman of the governing body of CBD, he also presides over a large group of business establishments and other banks, all of which played a leading role in expediting the quick economic growth that the UAE has achieved over the years.

“Arab Banks have consistently succeeded in realizing higher growth to keep up with the latest international developments, and overcome the challenges to achieve further growth. The list of the Top 1000 World Banks included 69 Arab Banks, out of which 15 national banks are from the UAE itself. Considering that the total number of national banks in the UAE is 21, it is quite an achievement,” he added, dedicating the award to all his colleagues at CBD and to the “dynamic banking community of the UAE.”

Speech Delivered By H.E. Ahmed Humaid Al Tayer

Mr. Adnan Yousuf
Chairman Of Union Of Arab Banks

Dr. Joseph Tarabay
Chairman World Union Of Arab Bankers

European Banking Federation & The Belgian
Financial Sector Federation

LADIES & GENTLEMEN!

I am greatly honoured to have been selected by the Union of Arab Banks for this prestigious Award – “The Arab Banker’s Personality” of the year 2006.

I would like to thank all those who gave me support: the UAE leadership, which provided me with inspiration to contribute to the development of the financial sector in the UAE.

My sincere thanks and gratitude to the Union Of Arab Banks for presenting me this award.

There is no doubt that Union Of Arab Banks

by introducing such an award has aimed to promote the co-operation amongst Arab Banks in all areas and strengthen their relationship at all levels regardless of their local or regional status. It has underlined the importance attached to the international co-operation, and remove barriers between countries, by establishing relationships with the relevant international banks and financial institutions that would enhance the prestigious role of the Arab Banks with an appropriate position in the international community.

The Arab Banks have consistently succeeded in realizing higher growth to keep up with the latest international developments, and overcome the challenges to achieve further growth. Furthermore, the Arab Banks have concentrated on spreading out their banking services and products that meet customers’ requirements in accordance with the best international practices.

The list of Top 1000 World Banks included 69

Arab Banks, out of which 15 national banks are from the UAE itself, considering the fact that the total number of national banks in the UAE is 21 as at the end of 2006.

In conclusion, I would also like to thank my dear colleagues at Emirates Bank, the distinguished members of its Board, Management & Staff.

Many thanks to my other colleagues at the Commercial Bank of Dubai, its Board Of Directors, Management & Staff, and last but not the least I would like to convey my special gratitude to all my friends, the Chairman and members of the Board of Emirates Banks Association. This award is dedicated to all of them and the dynamic banking community of the UAE.

My sincere thanks to you all and I wish the Union of Arab Banks every success in its endeavors.

Thank you.





Rasmala Investments Ltd. and Commercial Bank of Dubai announce Asset Management Joint Venture



Rasmala Investments Ltd. (Rasmala) and Commercial Bank of Dubai (CBD) recently announced the establishment of an Asset Management Joint Venture company in the Dubai International Financial Centre. This Joint venture will operate under the name “Rasmala CBD Asset Management Ltd” and will be owned 70% by Rasmala Investments Ltd. (DIFC) and 30% by Commercial Bank of Dubai. It will include the asset management operations of Rasmala Investments, which encompass the fund management, discretionary portfolio management operations, assets under management and staff. CBD will

be contributing funds to be managed by the company and will serve as a retail distribution channel for the company’s products in the UAE. The firm will be run by a board of directors encompassing 3 directors from Rasmala and 2 from CBD. It is the intention of both parties to grow this company into one of the biggest and most prominent asset management firms in the Middle East.

“We are delighted to be partnering with CBD” commented Ali Al Shihabi, Founder, and CEO of Rasmala Investments. “Partnering with a strong UAE Bank like CBD will give our asset management

operations tremendous scale and allow us to grow this business in an accelerated fashion”

Peter Baltussen, CEO of CBD commented: “Consistent with our strategy, this partnership will give our customers access to a high-quality multi manager open architecture global and regional investment platform, enabling CBD to focus on servicing its client base and leveraging distribution strengths, while enabling Rasmala to focus on its recognised asset management expertise. It is a complementary relationship based on strength.”

Islamic Window

CBD announced that it has obtained the approval of the Central Bank to open an Islamic window that provides Islamic products and services compliant with the Islamic laws and principals.

According to Mr. Yaqoob Yousuf, Deputy Chief Executive of CBD:

“The launch of the new Islamic window comes as a result of the new strategy that the Bank recently implemented. The main motive behind launching the Islamic window is to provide our customers with Islamic products and services that meet the increasing demand of our current clients and to attract new clients seeking products and services compliant with Islamic laws and principals”.

DSES Recognition for Commercial Bank of Dubai



CBD’s Abu Dhabi and Al Ain branches have been recognised as Best Service Performance Outlets by the Dubai Service Excellence Scheme (DSES).

The recognition is based on scores of independent mystery shopping surveys organised by the DSES under the patronage of Department of Economic Development, Dubai. The winners consistently scored 90% and above during the evaluation period September 2006 to March 2007. During 2006, Al Garhoud and Jebel Ali branches of CBD were similarly feted in addition to CBD earning the Best Service Performance Brand in large category.

From 2003 to 2005, CBD’s Dubai branches were the first Bank outlets to have become members of the DSES and currently all its branches in the UAE are members of DSES.



CBD launches Exclusive Visa Infinite Credit Cards for its High Net-worth Customers

Targeting high net-worth customers enrolled on its Al Dana Wealth Management Program and tailored to their specific requirements, Commercial Bank of Dubai (CBD) has launched a new and exclusive Visa Infinite credit card, which comes with unparalleled advantages and rewards.

Mr. Faisal Galadari, General Manager, Business Group, CBD said: "We are proud to consistently present to our clients the highest quality of services available on the global market. The launch of the Visa Infinite card reflects once again our bank's commitment to bringing payments solutions that meet and exceed the expectations of our ever-expanding clientele."

Expressing his hope that the cardholders truly benefit from the new world of privileged experiences that the card has on offer, Galadari added: "In addition

to the Visa Infinite, Al Dana Wealth Management customers will have access to a wide range of investment products, their own dedicated Relationship Manager, as well as the use of the exclusive Al Dana Lounges".

He concluded by saying: "In keeping with the exclusivity of the Visa Infinite credit card, it will be issued for Al Dana Wealth Management customers only".

Elaborating on the many benefits that the card offers, Othman Bin Hendi, AGM, Wealth Management, said: "Apart from providing the customer with unlimited purchasing power anywhere across the globe, the Visa Infinite card comes with an abundance of features for its users to exclusively enjoy. The Concierge Service, for one, is a complimentary added value available to any Visa Infinite cardholder. Through this service, specialized professionals are assigned to each cardholder, and are responsible for taking

care of his or her air travel arrangements, hotel reservations, international airport reservation services, currency exchange, packaged holiday reservations, transportation, luggage handling and more. The cardholder can easily access these services by calling a toll-free number dedicated to receiving Visa Infinite cardholders' service requests".

Aashish Bhargava, Country Manager-UAE at Visa International Middle East said: "Visa continues to develop innovative and secure payment solutions which help our member banks to become leaders. By combining our tailored payment products with customized benefits, together with CBD's ability to provide distinct added-value options for their premier customers, the new CBD Visa Infinite credit card enables cardholders to enjoy a variety of special benefits and will appeal to the growing number of high-income individuals in the UAE."

Commercial Bank of Dubai launches 60 air-tickets in 60 days promotion



Commercial Bank of Dubai (CBD), one of the UAE's leading financial institutions, recently launched a new promotion for its Credit Card holders.

The promotion, which is offering 60 air-tickets in 60 days, is slated to end on July 31st, 2007. During the promotion, CBD is offering its Credit Card holders the opportunity to win 60 travel vouchers worth AED 1,500 each, everyday during

the months of June and July. Every one hundred Dirhams spent using their CBD credit card entitles customers to one entry. The more the card is used, the more your winning chances are.

At the end of the promotion period, one lucky winner will walk away with the grand prize of an air-ticket voucher worth AED 10,000 to the destination of his choice.

Commenting on the new promotion,

Mr. Thomas Smith, Deputy General Manager for Retail Banking, CBD said: "This promotion encourages CBD's credit cardholders to use their card anywhere and at any time. By using their Credit Cards, CBD's cardholders will be entered into a daily draw for a chance to win one of the 60 air-ticket vouchers in each draw".

Mr. Smith added: "We are keen to increase daily card activity and highlight the ease with which our customers can manage their finances through responsible card usage. This promotion will encourage our customers to do exactly that and also benefit from the flexibility and security that comes hand in hand with using a Credit Card," he continued.

It is worth mentioning that CBD offers a variety of credit cards such as World MasterCard, Visa Infinite, Visa Gold and Classic with flexible payment terms and one of the lowest interest rates.



Commercial Bank of Dubai Launches Al Dana Wealth Management Program

CBD recently launched the Al Dana Wealth Management Program, an open architecture wealth management solution that offers a basket of global and regional investment opportunities to suit the requirements of our high net worth customers.

The new service named after the most precious type of pearl found in the waters of the Arabian Gulf is designed in view of the growing number of affluent customers who need innovative wealth management plans that fully take advantage of the current economic boom and new investment opportunities.

Building on the strong ties between CBD and Rasmala, Al Dana customers would enjoy access to high-quality, multi-manager, open-architecture, Sharia compliant and conventional range of investment funds and competitive mortgage products. They would also have exclusive and personalized current accounts, Al Dana Visa Infinite and World MasterCard, customized loans facilities and dedicated brokerage services.

Announcing the service, Peter Baltussen, Chief Executive Officer said that the size of the population that qualifies for Al Dana was witnessing a rapid growth in

the UAE. “Al Dana will tap the immense scope that exists in this market for innovation and differentiation. Al Dana range of funds will be designed for each customer on the basis of a thorough assessment of their financial objectives, risk tolerance and investment time horizon,” he explained.

Faisal Galadari, General Manager, Business Group, said, “Our growth strategy hinges on successfully meeting the diverse and disparate client needs. Our approach is based on the recognition that every one of our customers has unique needs and expectations,” he added.





Describing the operational methods of the program, Thomas Smith, Deputy General Manager, Retail Bankingsaid, “Al Dana customers would have access to a dedicated Relationship Manager who will personally attend to their financial services needs. They will also have privileged access to a wide range of investment products, besides being able to use the exclusive Al Dana Lounges with reserved car parking facilities. Al Dana Wealth Management’s core philosophy is to listen to client needs, provide unbiased, objective and professional advice and design wealth management solutions to help them meet their financial objectives.”

Othman Bin Hendi, AGM, Wealth Management, has been tasked with managing the Al Dana program. He said, “We have begun with three Al Dana centres located at the CBD Head Office, the Dubai Branch and at the Al Maktoum Branch. By the end of the year, we will have three more at our branches in Jumeirah, Abu Dhabi and Sharjah. Al Dana centers will eventually cover the whole of the UAE. Going forward, we aim to roll out the range of our services and multiply our locations rapidly.”





CBD's We Care staff suggestion scheme – UK Accreditation

By: Feryal Temsah Hafez, Executive Manager, HR Administration

Application to Ideas

CBD applied for the UK Accreditation of its 'We Care' staff suggestion scheme in 2006 as per the identified criteria of the Standard for 2006-2007. The Bank obtained the Standard's feedback in October 2006 and from November onwards, began the enhancement process to prepare for the second round of self-assessment process to re-submit our application in 2007. The Bank had enhanced initiative as per direct communication with Mr. Anthony Denatale, the Manager Operations of Ideas.UK, who recommended the following to enhance the scheme:

1. Evaluation: How to make the evaluation process better and allow more ideas to be implemented. He suggested that we try to educate the submitter to give much more information before the idea has been forwarded to HR Administrators.

Mr. Denatale's suggestion: That we take the ones that could be classed as 'quick win implementation,' and leave behind those that we knew would not go ahead due to duplication or that were too vague.

CBD's action-taken: We gave a presentation and addressed the Bank's staff, urging them to carefully plan their ideas prior to submitting them to avoid being rejected.

Mr. Denatale's suggestion: That we meet evaluators/coordinators on a monthly basis.

CBD's action-taken: We shall plan in August 2007 a meeting so as to be kept up-to-date with the progress of the evaluation. We shall also question evaluators as to why they are taking a long time for the evaluation process.

Mr. Denatale's suggestion: To have 'Focus Months' where we request ideas regarding certain areas of the business e.g. improving customer's services etc.

CBD's action-taken: We shall design special rewards for it.

2. Business Plan: Marketing Plan/Objectives: We have the plan and we are in the process of enhancing it. We obtained the marketing plan. We are establishing KPIs under 'We Care' through Mr. Clive Harrison – AGM HR, to guide us on what we want to achieve and how and how we can measure.

3. Rewards: It is fine as-is, as advised by Mr. Denatale, who recommended incentives such as entry into the Idea of the Year award. We have contributed for the forthcoming annual conference quiz/UK, with five suggestions from our 'We Care' programme. He recommended Evaluator Award. We are initiating it.

4. Benchmarking: Mr. Denatale recommended completing the Ideas UK annual survey and we shall do the same and send it by August 2007 to benchmark our practices under 'We Care' against best-in-class International organisations.

Mr. Denatale sent a toolbox that contains the Standard, which is the newly adopted practice to assess suggestion scheme by them. Last year, they collected evidence on our practice and we completed their standard with our practice. After we complete the toolbox of their criteria, we will expect to answer all their questions on our practice during the assessment process to be conducted by him in September 2007 for our 'We Care' programme.

Mr. Denatale has recommended stopping the word 'rejected' and use instead 'not adopted,' due to its hard meaning to keep up staff morale.

Networking with locally based organisations with best practice recommended enhancing the process. We are attached to Ideas.Arabia, Dubai. They have monthly meetings where we interact with other members who are representatives of organisations in the UAE to brainstorm best-in-class competitive methodologies we can adopt to enhance our schemes and to sometimes give

presentations to other companies to assist them in establishing their suggestion schemes.

Ideas.Arabia is a subgroup of the Dubai Quality Group. They have been established to assist organisations in enhancing their schemes/ establishing suggestion schemes. The Ideas.Arabia network with worldwide speakers on suggestion schemes once a year, in addition to busy agenda locally, where they have started as from 2006 conducting international conferences on "suggestion schemes/innovations" and invited the best speakers to spread learning and education in the UAE and other GCC countries on suggestion schemes. In CBD, we have benefited of this relationship by attending, learning and sharing best practice with other organisations.

'We Care' technical: We have received recommendations during our presentation on CBD We Care to enhance the scheme to adopt more enhanced features to be attractive to staff. We have recently filed many enhancement requests to our vendor who established our Intranet Portal that accommodates the Suggestion Scheme 'We Care'. The full enhancements are expected to be ready before this year-end.

Networking with Management: We have communicated with all Head Office Managers to get the necessary support on 'We Care'.

Branches/Staff: We plan our next visit to staff at branches and Head Office with many tutorials on 'We Care' and facts to assist in bringing more awareness, buy-in and success to the scheme.

We have a lot to do and the support of the entire staff of CBD is highly required to keep the momentum going for CBD's growth and increased profits. CBD's senior-most leader is involved with the programme with his support and valuable inputs... Come and share with us his visionary expectations of the scheme to make it a real great success.



“We Care” Award Ceremony: Your Ideas Are Rewarding... Be Focused!



Once again the “We Care” award ceremony to acknowledge, appreciate and reward the efforts and valuable contributions of our staff was held on 27th June 2007 at the Head Office. Our Chief Executive Officer, Peter Baltussen, and senior members of our management applauded the winners and presented them their certificates. Many new recruits who have joined us in 2007 also attended the event. A total of 15 winners from Head Office and Branches were announced, based on Major and Minor suggestions.

Employee Name	Department / Branch
Hind Abbas R. Hashel	Musaffah Branch
Hassan Redha Fardan	Al Aweer Branch
Lynette Neelakantan	Jabel Ali Branch
Sabrina Tariq	HRA - Head Office
Sankaranarayanan Mana	Dubai Branch
Amin Ahmad A. Alhendi	Direct Banking - Call Center
Edward Jose Soares	COD - Head Office
Juliet Dsouza	Dubai Branch
Elsie Rajan	Abu Dhabi Branch
Kuttiyakath Shukoor	COD – Head Office
Mala Murli	Cards Services - Head Office
Amal Al Qunaibi	HRA - Head Office
Adnan Ibrahim	Main Branch
Sabah Kachtan	Abu Dhabi Branch
Mona Al Sakka	HRA - Head Office

Commercial Bank of Dubai Conducts Seminar

CBD conducted a seminar for its Commercial clients at its Head Office on 24th June 2007.

The initiative, spearheaded by Quality Unit, is based on the bank’s philosophy to develop and build customer relationships through a varied forum for interacting with clients. The event is gaining increasing popularity with the bank’s clients who claim that it is a productive, informative and positive way to share knowledge on topics that are relevant to their effective running of the businesses. The presentations conducted by the bank’s specialists on the subjects, was followed by a session with the bank’s senior management panel, wherein customers provided suggestions and discussed their concerns in an open and frank manner.

Peter Baltussen, Chief Executive Officer, in his welcome address, explained to the audience the bank’s new client driven strategy and the benefits of the various new initiatives, on the business front as well as support functions. The seminar covered a range of subjects, such as practical aspects of Trade Finance and changes to UCP 600 by the Head of Trade Finance, Laxmanan Sankaran. John Tuke, Head of Treasury & Asset Liability Management, updated the audience on the outlook on currencies and interest rates and its practical implications to their client’s business and how they could mitigate related risks. Stephen Davies, Head of Corporate Banking and Adel Al Sammak,

Head of Commercial Banking informed the audience of over 120, details on the new products and services as well as the client focussed relationship management, which was met with great enthusiasm. Clients were also given a list of practical tips and guidelines,

by Kannan Iyer, Head of Internal Audit, on how they could proactively monitor the health of their businesses through the analysis of the company’s financial statements.

Faisal Galadari, Head of Business Group, in his vote of thanks, appreciated the turnout of the clients and said seminars such as these presented a very good opportunity to discuss issues and learn from customers’ experiences. He said the bank was focussed on improving its services through close interaction with clients.





ENDP/CBD Memorandum of Understanding

On 6th June 2007 CBD reinforced its contribution towards the development of a strong and skilled UAE National workforce by signing a Memorandum of Understanding with the Emirates National Development Program (ENDP).

Under this agreement, CBD has committed to recruit up to 60 UAE National employees from ENDP into a wide range of entry-level positions across the Bank.

ENDP is a not-for-profit organisation established under the

patronage of His Highness Sheikh Mohammed Bin Rashid Al Maktoum and under the chairmanship of His Excellency Ahmed Humaid Al Tayer. The stated aim of the organisation is to act as a catalyst for the widespread integration of UAE Nationals into the private sector so as to facilitate the prosperity of the private sector and the well being of the nation.

ENDP works in partnership with many leading private-sector organisations across the UAE in most economic sectors and places over 1,000 UAE National employees per quarter.

At the signing ceremony, CBD's Chief Executive Officer, Peter Baltussen, said, "At CBD the development of UAE Nationals is a key component of our long-term strategy and this memorandum with ENDP, which we trust will mark the beginning of a long and mutually beneficial partnership, will help us significantly in our aim to offer fulfilling careers to UAE Nationals".

These sentiments were further emphasized by Ibrahim Abdulla, General Manager, Administration and Finance who commented, "we have already been working with ENDP for the last two years but the signing of this memorandum will take our relationship to the next stage and we look forward to welcoming many new ambitious and hard working UAE Nationals to CBD over forthcoming years".



Blood Donation Campaign - A Great Success Again!

CBD in co-operation with the Mobile Blood Bank of the Ministry of Health organized a Blood Donation Campaign to help provide blood to save lives of people in need of blood during emergencies. The staff participated enthusiastically during the campaign and the mobile blood bank spent a full day at the Bank's Head Office premises from 9:00 a.m. to 1:00 p.m.

Faisal Galadari, General Manager, Business Group was very pleased as the campaign saw a big response from the Bank's staff that indicates considerable health awareness of blood donation as a healthy phenomenon amongst the staff and is committed to serving the local community. Galadari also stressed on the significance of supporting such humanitarian deeds and expressed his appreciation by thanking all those who participated in the campaign. He also conveyed the Bank's gratefulness to the Blood Bank for providing a vehicle specially designed for blood donation with a qualified medical team.

Dr. Amin Bin Hussain Al Amiri applauded CBD's constant efforts in supporting the Blood Donation Centre. He also said



that blood donation not only benefits the person in need, but the donor as well equally as donation improves and activates blood circulation, particularly the bone marrow, whilst replacing the lost amount of blood.



Join us in welcoming the new members of the CBD family

Head Office



**MARIAM SAEED ISMAIL
SAEED ALZAABI**
Head Office
[Human Resources - Administration]



**ABDULHAMID MOHD
SALEH ALI ALAWAZI**
Head Office
[Trainee]



THASLEE MAYAN
Head Office
[Operations - Trade Finance]



AMIR SHAMIM YAQUB
Head Office
[Corporate Banking]



SHEIKHA ALIA
Head Office
[Assets Management Group]



**SAJEEV MARATH
MENON**
Head Office
[Information Technology]



**FAYSAL MOHAMED
GHEYAS AL AYASHI**
Head Office
[Direct Banking - Call Center]



**RUI PEDRO VARELA
DE SOUSA**
Head Office
[Retail Banking]



**MANAL MOHAMED OMAR
BARBOUR**
Head Office
[Corporate Banking]



**HANAN ISMAIL
MOHAMED ALZAROUNI**
Head Office
[National Investment]



HUMAID ABDULLA KANJI ALI
Head Office
[Human Resources -
Training & Development]



**QASSIM HASSAN
ALI FARHADI**
Head Office
[Teller]



HUSSAIN ALI ZAINAL ALI
Head Office
[Operations - Central
Operations]



**MA. VIRGINIA DELA
CRUZ BALIGOD**
Head Office
[Retail Banking]



**WINNIE SAN ANGEL
KALAUQUIAN**
Head Office
[Retail Banking]



NEBRAS ALI ALKHAYER
Head Office
[Retail Banking]



ZEINA ZOUHEIR EL SAADI
Head Office
[Corporate Banking]



ALAN MURRAY HILL
Head Office
[Treasury & Investment]



**HASSAN ALI MAHDI
MUHSEN**
Head Office
[Information Technology]



GHASSAN ABED
Head Office
[Retail Banking]

Branches



**ENAYATULLAH
MOHAMMED NOORULLAH**
Abu Dhabi
[Branch - Credit]



EHAB MAGDI ALI OWEIDA
Naturalization & Residence
Administration Branch
[Teller]



**KHALIL ABDALLA
KARAM MOHAMED**
Naturalization & Residence
Administration Branch
[Teller]



**ALI MOHAMED SAEED
SHEHHI**
Abu Dhabi
[Teller]



**HAMAD ABDULLA MOHD
ABDULLA BABA AISH**
Al Garhoud
[Branch - Operations]



**ABDULLA AMIR
MOHAMED ALI HASSAN**
Naturalization & Residence
Administration Branch
[Teller]



DEEMA FOUAD EDLIBI
Dubai
[Customer Services]



**MOHAMED MATAR NASSER
OBAID ALHADDAD**
Main
[Teller]



**KHALID JAMAL YOUSEF
MOHAMMAD ALDOWAIS**
Jebel Ali
[Trainee]



**AHMAD AMIR MOHAMAD
ALI HASSAN**
Deira
[Teller]



**ALI JAWAD ABDULAMIR
HUSSAIN KAZIM**
Naturalization & Residence
Administration Branch
[Teller]



**ALI REDHA MOHAMMAD
IRAN DOST**
Naturalization & Residence
Administration Branch
[Teller]



**TAMMAM FAIEZ
KHARSA**
Al Aweer
[Teller]



**BADR NASIR AHMED NASIR
ALNAJJAR**
Sharjah
[Trainee]



Report On Overseas Training Program - Innovations in Trade Services, London



Lakshmanan Sankaran, Executive Manager, Trade Finance recently attended a conference in London, UK titled 'Innovations in Trade Solutions - Enabling the Supply Chain' and organized by GTR Exporta Conference. A number of Trade Finance Specialists from Banks, representatives of Swift, multinational companies, software vendors from Europe, US and UK participated in the conference. The focus of the conference was on developments

in supply chain finance and integration of physical and financial supply chains. There were separate sessions on multi bank system solutions for Trade Services and financing Account and receivables. It helped the participants to enable greater understanding of physical and financial supply chains and how and where the banks could position themselves through value added trade finance products / services.

HP ME Seminar

Amir Afzal, AGM, IT and Vijay Kumar, Manager IT Infrastructure and Operations were invited by HP Middle East to attend the HP ME Executive IT Summit in Kuala Lumpur from 5th to 8th of March 2007.

Amir Afzal says that the event was very informative as HP unveiled their plans for the future.

This event also presented an opportunity to network with other CIOs and IT Directors of large corporations from across the Middle East in an open forum. Also, open channels of communications were set up between users/attendees and HP representatives.

The outcome of all this information was; many business associations were set up. Speedy channels of working were devised. Information sharing was significant. And it helped the participants to organize their upcoming year's requirements.





CBD Staff Gala Dinner: Shaping the Future Together! An Inspirational Evening!

In what proved to be Commercial Bank of Dubai's most memorable evening yet, the Annual Staff Gala Dinner, held at Al Johara Ballroom at Madinat Jumeirah on 17th May 2007, was a night of fun, relaxation, and above all, inspiration. It was also the first annual staff dinner held in the presence of Peter Baltussen, our Chief Executive Officer. The evening's elaborate reception began with a raffle draw entry for the eight hundred staff and spouses gathered, whereby our MC, Mohammad Ali treated everyone to a wonderful welcome speech for the night. The united and relaxed mood for the evening was further set with the screening of a video entitled "One Aim, One Goal," after which our CEO, Peter Baltussen, started off the evening with an inspirational address as well as congratulating H.E. Ahmed Humaid Al Tayer on his achievement.

A short video clip of the Arab Banking Personality 2006 further followed this inspiring evening, which was none other than our own Chairman H.E. Ahmed Humaid Al Tayer. After a round of applause from the guests, on behalf of the Board Members, Management and staff of the Bank, Peter Baltussen and Yaqoob Yousuf presented a gift to His Excellency H.E. Al Tayer then addressed the guests and praised Peter Baltussen for his leadership, efforts and zeal coupled with professionalism towards the progress of the TTE initiatives as well as thanked all staff for

their hard work, dedication and loyalty.

Following the Chairman's speech, our delightful MC gave us a brief but informative speech about the Quality and Service Champions' Awards and then invited our CEO, Peter Baltussen, Deputy Chairman H.E. Saeed Ghobash and the Deputy Chief Executive Yaqoob Yousuf back on stage to present the awards to our deserving Champions. The Bank's gesture of recognizing and rewarding the superior performance of our employees in the presence of other employees and management was well-appreciated by everyone in the audience, many of whom were motivated to push themselves in every aspect of their professional lives.

To add flavor to the evening, a short video was played introducing our product "Al Dana" for the HNW clients. The video clearly marked the soft launch of Al Dana and displayed the uniqueness of our product as compared to similar products offered by our competitors. The cake cutting and a brief talk about Al Dana by Thomas Smith, Head of Retail, followed this.

A lavish and elaborate dinner was then announced, wherein everyone was treated to a diverse buffet of exceptional food; moreover, the fun atmosphere allowed everyone the opportunity to further mix and mingle with fellow friends and comrades, as well as gave the opportunity for unfamiliar employees from different branches and departments to

introduce themselves to one another.

With a wonderful presentation by Dubai Drums, which was indeed, a group drumming experience to unify teams, energize groups and bring people together, this sumptuous dinner could not have ended in a more superior and awe-inspiring fashion. Our General Manager, Systems and Operations, Mahmoud Hadi was very sporting to be the first one to participate which in turn inspired a few more of our employees to join in. Everyone got into a brilliant mood and it quickly became apparent that what you can achieve together is far greater than what you can do alone!!!! It was an interactive, musical magic leaving participants and the audience on a high with a lasting memory of fantastic fun and group activity! It was in line with the theme of our night "Shaping The Future Together".

The evening concluded with a fantastic raffle draw, and 25 lucky winners walked away with wonderful gifts.

The opportunity for both the employees and management to come together as colleagues and friends in an exciting and relaxed ambience was made especially unique by the ease and flow with which the evening proceeded. The ambience, the organization, and the events of the evening culminated into a wonderful night of inspiration and elegance!



