

U.K.
REGION

JOURNEY 84

LONDON

NOVEMBER/DECEMBER

90



The extended Meeting of the UK Regional Marketing Committee held on Saturday 24th November, 1984 resolved to devote every moment of the remaining days to make 1984 yet another milestone in the evolution of the Region. The performers of the Region also visualised the tangible and intangible facets of the year 1985 which would make a base for the multi-dimensional growth of the Region during the next 3 to 5 years.

Some glimpses of the meetings can be seen here and also on the back page.



BANK OF CREDIT AND COMMERCE INTERNATIONAL



November 15, 1984

You already have received the President's letter of September 1984. It would be useful and refreshing to assimilate the contents and substance of this letter. Many of you have also acknowledged it. For ease of reference, another copy is enclosed.

1984 was announced as

THE YEAR OF MARKETING

In this year, we prepared ourselves to launch the most significant dimension of our banking operations - creation of a **marketing culture** throughout BCC organisation, at all levels.

To fulfil the expectation and promise we jointly made in Vienna Conference, and to translate into results all what we have done in 1984, the months of November and December acquire a very great importance, and thus become very special months.

In the context of '90' let December be:

The month of highest growth of low cost, broad based deposits for profit.

The month of highest profit.

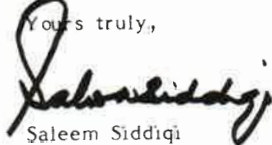
The month which would be the heart of '90'.

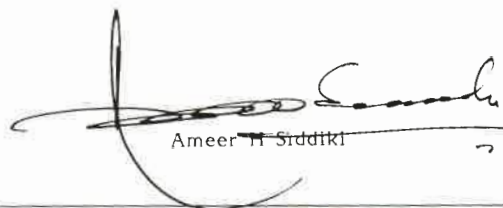
Let December 1984 be the month of history for your unit - a month of results like which were never experienced before by your unit or predecessors, and which would be a real challenge to surpass in successive years and by your successors.

May we also request you to please return to us the enclosed proforma, duly completed, which would greatly help us in measuring what we had, jointly with you, set out to achieve under the symbolic '90'.

Ours is an institution, where we have pledged, sincerely and truly, to live in humility, love, hope and with courage. May we all come true to this pledge.

Yours truly,


Saleem Siddiqi


Ameer H. Siddiki

M/s. Ameer H. Siddiki/Saleem Siddiqi
C.S.O.
London

Dear Sirs,

This has reference to your letter dated 15th November '84.
We have to inform you as under:

PROFITS:

Highest Profit in the month of during 1984
Profits achieved in November '84
Cumulative Profit up to November '84
Expected Cumulative Profit up to December '84
Target for 1984

US\$
US\$
US\$
US\$
US\$

DEPOSITS:

Deposits as on 31st December '83
Deposits as on 31st October '84
Expected Deposits as on 31st December '84
Target for 1984

US\$
US\$
US\$
US\$

Yours truly,

Manager

Name of Branch/Unit

'Confidential'

1984



BANK OF CREDIT AND COMMERCE INTERNATIONAL



September 30, 1984.

Dear Colleagues,

Besides a desire for becoming a highly evolved personality, one characteristic that stands out in all 11,000 members of the BCC family in 70 countries, is the intense desire to make BCC a large and a sound financial institution comparable with the best in the world. As each one of us knows, this is a desire that remains within us, constantly as a reality.

We also continuously feel evolution and growth in our instincts which, in turn, translate themselves in the growth of the bank. Humility, hope, courage and a sense of possibility, when interfused together within us, become a joy which truly is our Soul. Growth makes our life worth living.

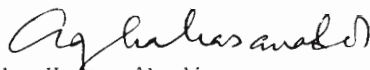
Looking to the growth in profit of 1984 which finally determines our strength and overall growth, we find that the last quarter of 1984 is extremely crucial for us. BCC is a bank and a moral force. We have a moral responsibility to ensure that the profits for this 'Year of Marketing' match the expectations that were raised at the Vienna Conference in February.

In order to achieve our goal and expectations, we have to pledge our total energy in order to make the very maximum profit in the last 90 days of the year. And to do this we will need to release from within us the qualities of creativity and leadership which have always characterised great endeavours. And, as you know, leadership means nothing short of assuming a moral responsibility. I have no doubt that you will not shirk this responsibility.

We shall all be looking forward to the expression of your extraordinary ability in achieving extraordinary profits in the remaining days of this year.

Regards and best wishes,

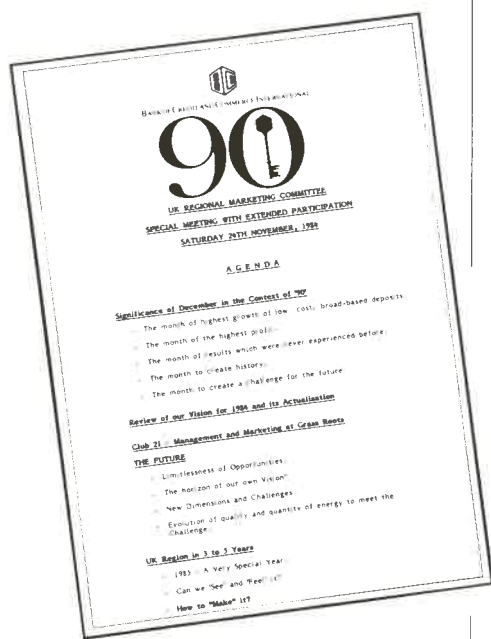
Yours sincerely,


Agha Hassan Abedi
President.

A LEAP INTO THE FUTURE

The 24th November Meeting of the Regional Marketing Committee with an enlarged participation tried to experience the art of "reaching beyond" through the "bridges of possibilities".

It was a unique experience of pleasure and excitement, but with the full realisation of the gigantic task ahead of us — to create management capabilities both in terms of quantity and quality to meet the challenges of the future.



We realised the value of the remaining days of the year 1984 and the significance of the month of December to make it a month of historic and unprecedented results.

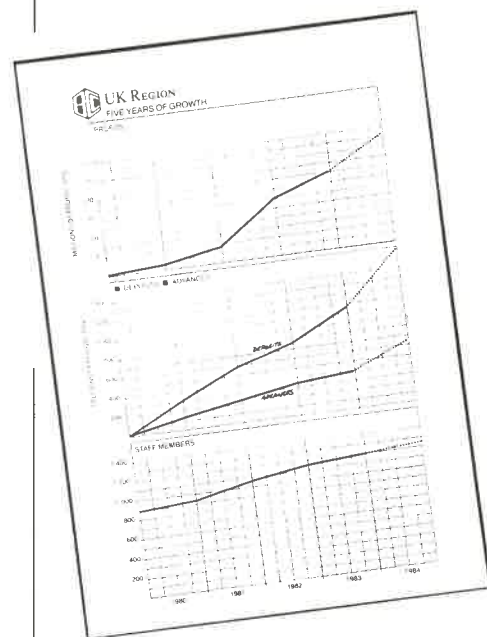
The symbol '90' became a living reminder not only of the present, but of the future as well. When Mr. A. Shaik's message (reproduced on the next page) was read out, the participants were overwhelmed with the flow of feelings and determination to demonstrate "the integrity of our cause" through "actual and true year-end extraordinary results".

A look at the past five years of the Region (see the Graphs) brought out the realisation that the Region is now poised to take a "quantum leap" into the future. The realisation generated the courage to embark upon a totally new dimension of growth of the Region: TO MAKE AT LEAST 20 BRANCHES OF THE MINIMUM SIZE OF 100 STAFF WITHIN FIVE YEARS.

The forum visualised a deposits base of six to seven billion pounds, advances of 2 to 2½ billion and profits of £125 to 150 million to become a tangible reality in the process of evolution of the Region over the next five years.

The magnitude and the dimensions of our own Vision of 5 years also highlighted the fact that more than 2000 more members will join the family of the UK Region. The structure and the material facets to achieve the actualisation of our Vision for the next five years presented a tremendous challenge.

The participants were determined that the Vision of the next five years was an achievable reality. The most important demand will be on the growth and evolution of our own personalities to enable us to lead the leap of the Region into the limitlessness of the future.



The meeting concluded at a note of total humility and in the search of strength, wisdom and courage from the Creator who is the ultimate totality.

SIGNIFICANCE OF '90'

"'90' has been made up of two numbers, nine and zero. Nine is the largest numerical figure in terms of the material and the tangible. But the only process to achieve even the tangible is through the process of taking the key from the zero, that is total humility. Unless we become zero and nothing, we cannot evolve. The key to our involvement is in the zero — humility.

When nine becomes larger, it again becomes zero, that is totality. The sign of '90' is not only for 90 days, it can be for 1990 and also a symbol of the expression of our concept."

Basheer Chowdry

A MESSAGE FROM MR A. SHAIK

Chairman, Central Marketing Committee



MARKETING

23rd November, 1984

Mr. V.N. Abidi
Leadonhall Street
U.K.

Dear Mr. Abidi,

1984 - YEAR OF MARKETING: Now the day of reckoning

At the beginning of the year, as Chairman of the Central Marketing Committee, I had with all my humility, love and respect for the members of the SCC family, taken a solemn pledge to make 1984 a highly successful year both morally and materially. All whatever I wished was not my desire alone; it was my faith, confidence, and trust in the unreserved support and co-operation from all the members of this family to accomplish the mission.

I am fully conscious of the fact that each one of our members had endeavoured, and endeavoured much more than ever before to realise our aspirations. Now that we are virtually at the very end of the year, we are nearing the time of judgment - let us do a GOAL SEARCHING - Have we attained whatever we worked for? Have we realised the reality which we had envisioned at Vienna Conference? Have we succeeded in fulfilling our promise and expectations? Are we where we wanted to be? Let us at this stage try to evaluate and assess the strength of our spirit and earnestness of our desire which we had and I am sure still have and see where we stand now. I believe that if we have integrity to the cause, we can move mountains, leave aside humbly contemptible objects such as banking results. Why then, we should not stand to the test of expectations? Do we have any doubt in what we said and felt? If not, then let us provide the proof of our convictions.

CONTRIBUTION SHEET

We have still some time left, those who have contributed and shared my aspirations, THE COMMON ASPIRATIONS OF ALL OF US, I am grateful to them from the depth of my heart and look to them for their further unstinted support and those who genuinely feel the urge and desire to realise, I once again very humbly, sincerely and respectfully submit to them to realise whatever remains to be realised in the remaining time of the year.

We have still not won the battle, there is a lot which remains to be done and in meeting this challenge, my sole hope is you and other dear members for their TOTAL COMMITMENT AND SUPPORT for achieving whatever we have vowed and promised each other all along the year.

Perhaps, we may have now very little time to talk and write in the rest of the year. Let this period now be a period of realization and demonstration of the power of our spirit through actual and true year end extraordinary results.

May God be with you in your future endeavour.

Kindest regards

Yours truly


A. Shaik

P.S. I shall appreciate if you may very kindly convey the message of this letter to your Marketing Committee members at an subsequent Marketing Committee meeting immediately on receipt of this letter.

45 DAYS A FOCUS FOR OUR ENERGY

As we approach the realisation of our 1984 Vision we must renew the search within us and intensify our desire for the fulfilment of our individual and group targets. The participants at our last Ginger Group meeting understood the need for this search and examined the significance of the last 45 days.

Every minute should be seen in its relevance to our 1984 Journey and should be treated as such. Our thoughts of the 45 days should focus our minds on the moral and material sides of our success and should help to release the energy that is crucial to that success. By understanding the importance of the 45 days we can appreciate the need to lift ourselves into a higher gear and break down the barriers which are containing the full flow of our energy. We will race towards the end of 1984 so that we are prepared for the challenges of 1985, which are part of a continuous growth towards our major purpose.

1984 could be seen to have encouraged us a fair distance along our journey. The participants recognised the successes that had been achieved towards a greater interfusion and realisation of joint vision. It was noticeable that there had been a greater stress on the words 'OUR' and 'WE', which have begun to replace 'mine' and 'I'. We could now join together to make the 45 days a focal point for absolute interdependence and interfusion; and through which process we could ourselves become better human beings and better bankers.

This improvement in the quality of our being was seen as an integral part of our growth for 1985. It would minimise the restrictions that we place upon our own vision and it would help us to understand the awesome vision of our President as expressed during a recent meeting of the '21 Club'. His vision for the UK Region was so clear within him that it has translated and identified a clear direction for all of us. The strength of our joint vision could only hasten its realisation.

Again, therefore we reiterated the need for a clearer focus within ourselves to be strengthened from the greater release of our energy during these 45 days. 1984 has been the year of marketing and as such it has been the year of intensive change, both for the UK Region as a whole and for the individuals that make up that Region. We must now ask ourselves whether we have understood and encouraged these changes; or whether we have let ourselves drift within an environment which is changing around us. Drifting implies lack of direction, which will pull us away from our common journey. Through our concentration on the 45 days we must re-examine the change that is taking place and re-adjust our position so that we not only become an integral part but are also instrumental in bringing about that change. We are being provided with a unique opportunity to prepare ourselves before we embark on the journey of 1985. If we fully appreciate this, only then can we understand the significance of these last 45 days. We can sense the possibilities and opportunities inherent within each moment and can intensify our desire to explore and achieve them.

Participants of Ginger Group

1. Nasim Ahmed	Hyde Park
2. Zia Ahsan	Marble Arch
3. Masoom Ali	Leadenhall Street
4. Sohail Anwer	Hyde Park
5. Asif Baakza	Edgware Road
6. P.S. Biswas	Marble Arch
7. Ashley Braganza	Regional Office
8. Munib H. Burney	Leadenhall Street
9. Zahir H. Chowdhury	Leadenhall Street
10. Amir Dawoodally	Leadenhall Street
11. Robert Denby	Piccadilly
12. Tracey East (Ms)	Hyde Park
13. A. Fateh	Mark Lane
14. David Griffith	Kensington High Street
15. Nisar Haider	Oxford Circus
16. Samar Hamid	Park Lane
17. Ian Hudell	Regional Office
18. Javed Hussain	Park Lane
19. M. Zafar Iqbal	Leadenhall Street
20. Shahnaz Islam (Ms)	Hyde Park
21. S. Naseerul Islam	Hyde Park
22. Rooman E. Jaffer	Oxford Circus
23. Jacqui Joyce (Ms)	Park Lane
24. Zahid A.H. Kasim	Mark Lane
25. M. Azeem Khan	Piccadilly
26. Nasrullah Khan	Cromwell Road
27. Zahoor A. Khan	Regional Office
28. S. Sikander Khwaja	Mark Lane
29. K.K. Kolhatkar	Sloane Street
30. Malcolm Leader	Kensington High Street
31. David Madoc-Jones	Kensington High Street
32. N. Mahdi (Ms)	Leadenhall Street
33. Tariq Mir	Park Lane
34. K.K. Misri	Brompton Road
35. Ravinder Misri	Mark Lane
36. B. Pataudi	Leadenhall Street
37. Bipin Phatak	Leadenhall Street
38. Hashim Raza Rizvi	Oxford Street
39. Imran Rizvi	Marble Arch
40. Kamran Z. Rizvi	Park Lane
41. S. Sachedina	Hyde Park
42. Masroor Shah	Cromwell Road
43. Pervaiz A. Shahid	Leadenhall Street
44. Mike E.R. Sharman	Leadenhall Street
45. Inam Siddiqui	Hyde Park
46. Shaid I. Suleri	Sloane Street
47. Ali Sumro	Hyde Park
48. Val Walker (Ms)	Cromwell Road
49. Peter Wallis	Mark Lane
50. Tim Westlake	Cromwell Road

The intensity of our focus must be felt in the quality of the energy released and must be seen through our achievement of our 1984 Vision.

MUNIB BURNEY AND
MIKE SHARMAN

MANAGEMENT AND MARKETING ACTION

The following extracts from the marketing and management committees indicate the process of evolution of BCC identity in the region.

Corporate Unit: Leadenhall Street

"The recent meetings with Mr. Thiss relating to Real Management, have been greatly appreciated by all who attended. The comparisons between Real Management and Conventional Management, and the benefits of Real Management when practised rather than preached, have prompted reflection and reorganisation within the Unit. This has led to the setting-up within the Unit of a novel, and if successful, revolutionary breakthrough in our Inter-Personal working relationships. As it is the policy of all who benefited from the meetings with Mr. Thiss to provide a maximum amount of grassroots exposure to the concepts, Officers will now be responsible for a certain number of clerical and secretarial staff to personally interfuse with and to relate to on a one to one basis regarding the philosophic approach to their working requirements and environment.

Mr. Johnson stressed that the attendance of seminars on Management and our basic philosophy is only the beginning. The participation and practice and expansion of the purpose of the concept is the real aim. The ultimate aim, as interfusion is a two way process, is to involve everyone. With the best will in the world, it is much more difficult for Officers who have been exposed to the concepts of Real Management to make an impact on those that they are responsible for and in contact with, unless they too have had some exposure to the concepts discussed."

Park Lane London Branch

"Miss Joyce outlined the salient points on marketing. At present we need to consider two types of contacts: existing and potential. To achieve targets, it was suggested that we concentrate on our existing clients to

obtain further introductions and business. However, new contacts must be established; results of these will appear from 1985 onwards. Mr. Rizvi continued by stating that the Department would be considered similar to any other Department and monitoring would be on a monthly basis. Mr. Goodyer added that tangible results would be difficult to quantify and Mr. B.A. Chowdry's words were echoed: it is not the quantity but the efforts that are made to plant the seeds of BCCI within the minds of people in the UK. Mr. Goodyer is to report on our progress with the Chamber of Commerce at the next meeting."

Bills Department: Central Unit

"Mr. Hamid said that every effort should be made to market the bank. Every member of the staff could sell our Travellers cheques and try to bring in some new deposits. To market the bank effectively, each member of staff should be aware of all the different services provided by BCC. For instance, purchase of TC's, the insurance cover which goes with it, Bureau de Change service, Letter of Credit, Guarantees and BCC Visa Card which is provided to customers of high net worth. This, he said, can only be achieved if we equip ourselves with the knowledge and know our product as to what we are selling."

Regional Departments: Group Management Committee

"Mr. Rao was able to provide brief details about the Composite Rate Tax for the benefit of Committee Members.

Composite Rate Tax (CRT for short) has been applicable to interest on deposits with building societies for a long time. It did not apply so far to deposits with banks who were therefore able to pay interest gross to

depositors without deduction of tax. Finance Act 1984 has extended this tax to banks in the U.K. (excluding the Isle of Man and the Channel Islands), with effect from 6th April 1985 for Sterling deposits and from 6th April 1986 to foreign currency deposits. It will not apply to depositors who are not ordinarily residents in the U.K. (i.e. those overseas resident depositors who have given us a signed Tax Declaration on the prescribed form that they are not ordinarily resident in the U.K.) The existing forms of Tax Declaration will be valid up to 5th April 1988 by which date overseas depositors will have to sign a revised format of the Tax Declaration. However, we should commence taking the new Declarations as soon as the format is agreed with the Tax Authorities.

As regards residents of the U.K. (excluding the Isle of Man and the Channel Islands), the tax will apply to deposit interest paid or credited to individuals, unincorporated businesses (i.e. sole traders and partnerships), receivers (in bankruptcies, etc.), executors, administrators, thrift funds and "annual savings clubs" (such as holiday clubs and Christmas clubs) and trusts (*other than* discretionary and charitable trusts, Unit Trusts and investment trusts).

The tax will apply to interest on "deposit" accounts (including those current accounts in which interest is paid, e.g. staff current accounts) *with fluctuating balances*. It will also apply to term deposits of *less than £50,000 irrespective of the period* and also term deposits of £50,000 and over if they are fixed for a period of less than 28 days.

Banks will have to pay the tax to the Tax Authorities on a quarterly basis within 14 days after the end of each quarter."

BRANCHPROFILE

On a sunny day in November we embarked on our visit to Trafalgar Square and Wigmore Street branches. Although comparable in size staff wise and both situated in the West End, the similarities stopped there.

On one corner of Trafalgar Square there stands an elegant reminder of the London of the nineteenth century. With its wooden panels and leaded windows, the building houses both the Academy and Trafalgar Square branch. In such a traditional setting, BCC has established a branch capable of handling the demands of the present.

In the basement of Trafalgar Square branch we found the Manager, Mr. Jaffar. One of the original batch of graduates, he has seen a number of changes in the bank over the years, particularly in the very high standards that the school leaver trainees achieve. Mr. Jaffar emphasised that Trafalgar Square had to change in order to continue growing. This is reflected in their emphasis on local and bulk commodity business, a previously untapped resource. He is sure this will succeed in time given patience and pure persistence.

Part of the changing face of Trafalgar Square with only three weeks experience is Debbie Black, Mr. Jaffar's secretary. She is impressed with the amount of responsibility she has been given in such a short time. A similar comment was made by Merwyn Lobo, a member of staff for two weeks only. He is looking forward to a career with a growing, forward-thinking Bank.

Mr. Shankar and Siddiga Dhalla are long standing members of the branch with several years experience between them. Mr. Shankar is the Second Officer and the resident LC expert; with the number of LCs the branch handles they certainly need an expert. Mr. Shankar is ably assisted by Siddiga Dhalla in all LC and LG work. She has opened LCs for all sorts of goods from fish to the cans they could end up in.

Susan Rankin is possibly the most well known cashier in the Bank as it is she who will pay your cheque if you're attending a course at the Academy. The face of Mr. S.I.H. Rizvi is equally familiar to the customers of the branch. Sitting just inside the front door, he is the first, and for many, the last point of reference. In charge of Cash and Deposits, he is very active in customer contact, making particular efforts in the sale of TCs. Philomena Dias has been a member of staff at the branch for more than six years now and is about to move from her present accounting duties. She is looking forward to the future with enthusiasm, having seen tremendous growth over the past years at the branch.

Elvira de Souza is responsible for various clerical and typing duties including the task of typing the monthly returns. Mr. Yakoob, whom we managed to catch before his daily trip to the City, is responsible for all security matters and ensures that all the mail is delivered to Leadenhall Street on time. He has been with the branch for three years and is impressed with the family atmosphere and the ability of the work as a team.

SYMBOLS OF

Trafalgar Square is a branch which thrives on the business of trade finance. As we left, we were able to reflect on the character of branch and staff, and set off to Wigmore Street looking forward to the afternoon there.

Walking in off busy Wigmore Street, with the bustle of Oxford Street not a hundred yards away, the cool interior of BCC Wigmore Street immediately induced a sense of calm. We were welcomed by David Hampton, the Second Officer, who was able to outline for us some of the features of BCC's presence in this part of London.

He himself, having spent nearly six years in Park Lane branch, joined Wigmore Street early in 1982. Occupying a desk right in the front of the branch, he is the first line of contact after the cashier. As a focal point he brings good humour and experience to bear on all aspects of the branch's activity.

The branch's staff is notable for its youth. A recent school-leaver, Margaret Kehoe commented on the camaraderie built up at the Academy. She has started studying for AIB and hopes to profit from that in conjunction with her practical experience in the branch.

The other new school leaver trainee, Jahanara Rashid, is pleased to have arrived in a welcoming environment, both at the branch and at the Academy.

The most recent arrival, only three days into her career with BCCI, is Mylene Dixon, hoping to bring to bear some of her experience as a secretary in a psychiatric unit.

Peter Cowap, too, is a relative newcomer to the branch. After a year's solid grounding in letters of credit at Mark Lane, he brings to the branch a nucleus of experience, allied to a sense of humour, which will greatly assist him in his role as officer in charge of foreign work and advances.

One feature of Wigmore Street is the variety of work that each staff member has undertaken in their time at the branch. Mark Singleton, a school-leaver who joined the Bank two years ago, has recently moved into advances and foreign work, after gaining knowledge of Cash and deposits. Our arrival to do the profile was welcomed by him, and he felt that Wigmore Street would benefit from the exposure. He, too, progresses with AIB studies.

Appropriately enough we were also able to meet an ex-member of Trafalgar Square branch, Masooma Karim. After eighteen months there, she moved to Wigmore Street in 1982, but now looks after all aspects of the branch accounts, together with remittances. Her sense of involvement in many activities is a major spur for her.

BCC IDENTITY

After a spell with an American Bank, Colleen Doyle moved to BCCI Wigmore Street three years ago. As Manager's Secretary, she has been able to involve herself in all aspects of the branch's work. She noted an important difference between her previous job and BCCI — there was a sense of everyone 'working for one purpose', the development of the Bank and its staff which was lacking in her previous experience.

The recent automation of Term Deposits was welcomed by Marie Connolly, whose first year at BCCI has proved very productive. The wider scope offered by the Bank has proved very attractive, and she is working towards further qualifications to assist her. Marie also does relief cashiering, assisting Marisa Vetere, the main cashier of the branch. She very much enjoys her work, and sees the role of cashier as ambassador as very important. Fluent in Italian and French, opportunities for using her languages do crop up, especially in the summer, and these allow her to develop.

Overseeing the operation of the Cash and Deposits area of the branch is Chandra Kanabar. Two years at Wigmore Street were preceded by 3½ at Sloane Street, and he has noted great changes in that time. The potential for further expansion and simultaneous consolidation is clear, and he looks forward optimistically to the future. Keen to expand his knowledge, he highlighted the independence of thought that is encouraged in the Bank, and the more personal attention paid to the customers by each member of staff.

Having talked with all the members of staff at the branch, with exception of Joan Philip who was unfortunately ill on the day we visited, thus rendering us unable to talk with the longest-serving member of the branch, we ended our day with Mr. M. Gupte, the manager. His message to us was simple — look around, and see each member of the staff as a 'team in herself (or himself)'. The expansion experienced by the branch in the last two years has been achieved through the abilities of each member of the team, the emphasis on quality of output was clear to us.

If at first our day appeared to be concerned with two diverse branches, different in personnel, business and location, there appeared by the end a clear thread of continuity. Both branches are branches of BCCI; and the attitudes and experience of each member of staff have common aspect. Trafalgar Square and Wigmore Street may be very different locations in London but both are linked by the identity of BCC.

*Val Walker
and
David Madoc-Jones*

Our sincere congratulations and best wishes to all the people listed below who have successfully completed the given stages of the Institute of Bankers examinations:

CONVERSION COURSE

MISS S ACHARYA
MR S G N ALI
MISS S A BENT
MISS A DEAVES

MISS A GILL

MRS S KALHA

MISS C A LYNCH
MR M MIRZA

MISS L PINI
MR T N SHARP
MR M SINGLETON
MISS S SPILLARD
MR M STORKEY
MISS J TRIBE
MRS M VINCENT
MR J C WITSEY
MR E A YOUSUF

STAGE II PART A

MISS G FULFORD
MR U B GADRE
MR C GALLIER
MISS J HYDE
MISS S A KIMBER
MR M I MERCHANT
MRS J C MUNDAY
MR J F R ROYCROFT
MR T WESTLAKE

STAGE II PART B

MR S MEHTA
MR C M SAMUEL
MR M SHARMAN

MISS C STREETER

BEC NATIONAL CERTIFICATE

MR R DEWANI

MR S GOODAY
MR S D JONES
MR S MALIK

PARK LANE
QUEENSWAY
OXFORD STREET
BILLS DEPARTMENT
LEADENHALL STREET
FX SETTLEMENTS,
LEADENHALL STREET
DOCUMENTARY CREDITS
LEADENHALL STREET
PICCADILLY
CSO SYSTEMS &
OPERATIONS
QUEENSWAY
CASH & DEPOSITS
WIGMORE STREET
CORPORATE UNIT
MARKETING
CROMWELL ROAD
SPECIAL TRAINEE
SPECIAL TRAINEE
GREEN PARK

CORPORATE UNIT
INTERNATIONAL DIV.
MERCHANT BANK
MARK LANE
CHARING CROSS
CSO CENTRAL ACCOUNTS
LEEDS BRANCH
CENTRAL UNIT
CROMWELL ROAD

EDGWARE ROAD
CORPORATE UNIT
BILLS DEPARTMENT
LEADENHALL STREET
DOCUMENTARY CREDITS

RO ACCOUNTS &
EXPENDITURE
CORPORATE UNIT
LIVERPOOL
CENTRAL CREDIT

Miss Y Hasnaini of Piccadilly Branch has completed her 1st year of the BEC National Certificate.

The people listed below have successfully passed various parts of Stage II of the AIB Examinations:-

FINANCE OF INTERNATIONAL TRADE

MR IAIN BARBOUR
MISS KAY ROBINSON
MR O WEBSTER

EDGWARE ROAD
ACADEMY
ISLE OF MAN

ACCOUNTANCY

MR A DAWOODALLY
MR B K SHANKAR

LEADENHALL STREET
TRAFALGAR SQUARE

MONETARY ECONOMICS

MR M MEERZA

KENSINGTON HIGH ST.

INVESTMENTS

MR I J HUDELL
MISS K ROBINSON

SPECIAL TRAINEE
ACADEMY

Mr S J Coherton, of West Africa Desk, has completed all parts of the Institute of Bankers examinations and is a full AIB.

Superbrain

1. Three previous issues of JOURNEY 84 contained the numbers 1–14, as shown below. Which ones contained the following three numbers? One issue of JOURNEY 84 may contain more than one number.

JOURNEY 84 – – – 1

15 16 17

JOURNEY 84 – – – 2

JOURNEY 84 – – – 3



0 3 6
8 9



1 4 7
11 4



2 5 0
22 47

2. The abbreviations for the following eight departments are as follows:

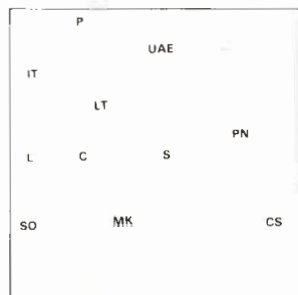
- BCCMO BCC Money Orders
- CPC Central Profit Committee
- CSO Central Support Office
- IBD International Business Division
- L/C Letter of Credit
- MSD Management Services Division
- MBSD Merchant Banking Services Division
- ORD Overseas Relations Department

Can you fill in the missing department logically?

BCCMO	BCCMO	CPC	BCCMO	CPC	IBD
BCCMO	CPC	IBD	ORD	BCCMO	CPC
IBD	ORD	CSO	BCCMO	CPC	IBD
ORD	CSO	L/C	BCCMO	CPC	IBD
ORD	CSO	L/C	MSD	BCCMO	CPC
IBD		CSO	L/C	MSD	MBSD

3. The illustration below shows eleven BCC Marketing Committees throughout the world. See if you can isolate each country on its own by drawing four straight lines. The lines may cross each other, and you should end up with eleven enclosures. Every enclosure will therefore contain one marketing committee.

- P = Karachi, Pakistan
- C = Canada
- S = South Korea
- CS = Colombo, Sri Lanka
- UAE = United Arab Emirates
- SO = Salalah, Oman
- IT = Istanbul, Turkey
- LT = Lome, Togo
- PN = Port Harcourt, Nigeria
- MK = Mombasa, Kenya
- L = London



4. Mary was preparing cakes in the staff canteen when the catering supervisor came along and remarked, "How many cakes are in the oven?" Somewhat philosophical Mary replied, "You can divide my cake into two different parts, so that the difference between the two numbers is the same as the difference between their squares".

Can you calculate how many cakes were in the oven? It is worth noting that if Mary had placed twenty cakes in the oven and we divided them into two parts of 12 and 8, then the difference between 12 and 8 is 4; but the difference between their squares, 144 and 64, is 80. This will not suffice since 4 and 80 are not the same.

Contributed by : Dr Z Kapadia
Management Services Division

(Answers on another page)

Family Events

We wish to extend our congratulations and best wishes to the following staff members who, with effect from 1st November 1984, were promoted to Supervisor Cadre:-

MISS D AHLUWALIA	Cental Unit
MR S M AHMED	RO Insurance
MR J AKHTER	Central Unit
MR E BAFFOE	Mark Lane
MR R F Z BARRETO	Retail Unit
MR M A BHATTI	Tooting
MR T BURNS	Mark Lane
MR S T DAVE	Retail Unit
MRS P L E DIAS	Trafalgar Sq.
MR N A DUDAKIA	Piccadilly
MR E ESTASY	Corporate Unit
MRS J C MUNDAY	Leeds
MRS A K PATEL	RO Nigeria Cell
MISS M C PATEL	Marble Arch
MR J C B PATEL	Retail Unit
MR J T PATEL	Central Unit
MR B M PUROHIT	Wembley
MISS Y QADRI	Oxford Circus
MR A RIZVI	Brompton Road
MISS J K ROBINSON	RO Academy
MR P M SELLWOOD	RO Insurance
MR A SHABANZADEH	Marble Arch
MR S M SHAH	Cromwell Road
MR S O S SHAH	Retail Unit
MR F H SHEIKH	Central Unit
MR R N SIDDIQI	RO Trainee
MR V K SWAMI	RO Trainee/ RO Relief
MR S USHER	RO Premises
MR A A VIANELLO	RO Client Services
MR A YOUSUF	Green Park
MISS M ZIAULLAH	RO Nigeria Cell

Our sincere best wishes are also extended to Mrs. Ann Lazell who was promoted to Officer cadre.

FAMILY TRANSFERS

The following Graduate Trainee Officers (10th Batch) were posted in September of this year:-

Mr Peter Wallis, Mr Ravinder Misri and Miss Heather Robinson to Mark Lane Branch.
Mr Iain R Barbour to Edgware Road Branch.
Mr Ray O'Connell and Miss N Alam to Brompton Road Branch.
Miss Jacqueline Joyce to Park Lane Branch.
Mr Matthew Buckley to Sloane Street Branch.
Mr S Imran Rizvi to Marble Arch Branch.
Mr S Meerza to Kensington High Street Branch.
Mr Anatul Fateh, Mr Michael Cross, Mr Peter Soulsby and Mr Mark Kane to Leadenhall Street Branch.

The 1st batch of Special Trainees have been posted in the following Branches:-

Mr S Masrur Shah in Cromwell Road Branch.
Miss Yasmeen Qadri in Oxford Circus Branch.
Mrs Anjana Patel and Miss M Ziaullah in Nigeria Cell.
Mr A Shabanzadeh in Marble Arch Branch.
Mr A Yousuf in Green Park Branch.
Mr E Estasy and Mr R Siddiqui in Leadenhall Street.
Mr T Burns in Mark Lane Branch.

Transfers

Mr S R Patel has been transferred as Manager of Kilburn Branch.
Mr S R Manji has been transferred as Manager of Gibraltar Branch.
Mr H R Barrage has been transferred as Manager of Green Park Branch.

Mr S M Sachedina has been posted as Manager of Hyde Park Branch.

Mr I A Salam has been transferred from Mark Lane Branch to Nigeria Cell.

Mr S M S Azam has been transferred to Expatriates Department.

Mr N A Mubasher has been transferred to Inspection Department.

Mr P Cowap has been transferred from Mark Lane Branch to Wigmore Street Branch.

Mr M Fazil has been transferred from Manchester Branch to Stationery Department.

Mr J Graves has been transferred from Charing Cross Branch to the Academy.

Mr A K Shaikh has been transferred to Leadenhall Street.

Mr Paul Robson has been transferred to Mark Lane Branch.

Mr A Q Saad has been transferred to Mark Lane Branch.

Mr J J Hibbert has been transferred to Coventry Branch.

Mr A Y Khan has been transferred from Commercial Road to Edgware Road Branch.

Mr N Ahmed has been transferred from R.O. Marketing to Southall Branch.

Miss U J Patel has been transferred from Marble Arch to Regional Office.

Mrs B Timbou has been transferred from Piccadilly to Leadenhall Street.

Mr S K Chopra has been transferred from Cromwell Road to CSO Systems & Operations.

Miss P V Lillis has been transferred from Earls Court to R.O. Inspection.

Mrs H Hovanession-John from Retail Unit to Green Park Branch.

Mrs T R Shahkarami has been transferred from Brompton Road Branch to Expatriates Department.

Miss L Bennington has been transferred from R.O. Inspection to Oxford Circus Branch.

Miss H Love has been transferred from Brompton Road to Park Lane Branch.

Mrs H S Patel has been transferred from Wembley to Kensington High Street Branch.

FAMILY BABIES

NIGERIA CELL

Our congratulations are sent to Mrs Mary East of our Nigeria Cell who became the proud mother of a baby girl in June of this year. We would like to take this opportunity to wish the family all the best.

EXPATRIATES DEPARTMENT

Our congratulations and best wishes are extended to Mr Rashid Mallam of our Expatriates Department who was recently blessed with a son, Abed, born on the 14th November. Abed is the grandson of Mr A Mallam of our Cromwell Road Branch.

FAMILY MARRIAGES

MARK LANE

Many congratulations to Terry Burns of our Mark Lane branch who was married in August. We would like to wish the couple a very long and happy life together.

CROMWELL ROAD

Sincere best wishes are sent to Mr T Westlake of our Cromwell Road Branch who married Miss Denise Dunn, formerly of our Brompton Road branch, on Saturday, 1st September. We congratulate and wish the newly weds all the best.

MARBLE ARCH

Mr Imran Rizvi of our Marble Arch Branch married Nighat in August of this year. We would like to take this opportunity to wish them both a very happy and prosperous life together.

MANAGEMENT SERVICES DIVISION

Warmest congratulations are sent to Miss Corinne Figg of Management Services Division who was married on Saturday, 10th November and became Mrs C Monaghan. Wishing the happy couple all the best for their future happiness.

CENTRAL CREDIT DIVISION

We would like to offer our sincere best wishes to Miss Leslie Anne Hodges of CSO Credit who was recently married and became Mrs Young.

BROMPTON ROAD

Miss Catherine Ann Dodd (now Mrs Wynne-Jones) of Brompton Road Branch was recently married. Many best wishes to the newly weds.

SLOUGH

Miss S A Nematali of our Slough Branch was recently married. We would like to offer our best wishes to the couple and wish them all the very best.

SECURITY

Miss Carol Beecham of Security married recently. She is now Mrs Gray. All of us in Security would like to wish the charming couple a very happy life together.

"CLUB 21" . . . MANAGEMENT AT THE GRASS ROOTS

One of the most unique features of Real Management is its demand on the role of management to be the responsibility of each member of the family. In this process Regional Management Committee had the courage and faith to begin the process in order to release the Energy of the individual members collectively in the realm of the energy system of the region. The 21 branches who have been most active in realising the Vision of the region were given freedom to form themselves into a body known as "Club 21".

The Club meets once a month and appraises the stage of their journey — both moral and material aspects. There is no participation by the Regional Management in such meetings except at the request of the Club.

The material requirements of deposit and profit for the region is discussed and individual members voluntarily take the responsibility of ensuring that through their individual efforts the joint vision is realised. It is indeed a platform in which Managers of different seniority can interfuse and interact freely and begin the process of realising the macro vision through the micro interplay. It requires members to practise Humility — which is the most vital principle — so that real interaction through interdependence evolves into the form of multi-leadership.

The Club provides an opportunity for exchange of thoughts and feelings between the Managers who become leaders of the region by taking their joy of responsibility for the region as a whole rather than their individual branches.

Furthermore, the excitement of success for any individual manager becomes charged with an extra purpose when the manager begins the process of interfusion by being interdependent while living in Humility with his other colleagues.

This releasing of energy can be experienced and one can achieve and go "beyond oneself" if this spirit is directed towards sharing and giving. The question which the Club would need to continually answer would be in terms of their own evolution towards becoming "an evolved" personality to whatever degree that would be possible.

For any further details about the Club, Mr. Nasrullah Khan (Cromwell Road) or Mr. Zahid Kasim (Mark Lane) may be contacted.

Sport

BCC SQUASH CLUB

BCC Squash Club was reorganised in March 1984 since when it has been open to all members of staff to play at two squash clubs in the City. In October 1984 a further arrangement was made for any member of BCC staff to play squash at a number of clubs throughout the country and throughout London.

Since March nearly 500 courts have been booked through the BCC Squash Club and the arrangements recently made for members of staff in branches outside the City are already proving successful.

BCC currently runs two squash teams which compete with varying success throughout the year. However there has been little interest shown by members of staff in representing the Bank at a competitive level. Would any members of staff interested in playing squash for BCC please contact Mr. W. Leslie of Corporate Unit by letter so that he can arrange team trials for them.

It is intended that the club will organise an open competition in the new year for which all members of the staff will be eligible. At the same time

we would like to organise an open evening for members of staff who have not yet seen the squash facilities in the City and who may be interested in using them. Perhaps members of staff interested in playing in an open competition or in attending an open evening could also contact Mr. Leslie in writing.

B.C.C.I. NETBALL CLUB

After several months of organisation, numerous telephone calls and letter writing, BCC Netball Teams A and B are now officially registered in the Lloyds and City of London Netball League. The League consists of several banks as well as other large organisations. Home matches will be played at St. Botolphs, Bishopsgate, for anyone interested in watching.

After several practice matches, training sessions, not to mention sore muscles and relinquished Friday nights, the girls now confidently await their very first league match, allowing of course for a few pre match nerves. Immaculate red and white strips with the embroidered letters B.C.C.I. advertise to all just exactly who we are.

We represent BCC and stand equal with our competitors, however we DO compete to win but, what is most important, we shall enjoy our sport

whilst representing our Bank.

*Margaret Waggott
Regional Office
(Ext. 3660)*

BCC HOCKEY CLUB

BCCI Hockey Club has started taking part in the Hockey League of London and home counties. They have so far played two matches and will continue to play almost every Saturday until March 1985.

The following office bearers were elected to run the Hockey Club.

1. Mr. Tawassul Husain
2. Mr. Saleem Akhtar
3. Mr. Asif Raza
4. Mr. Shahid Akhtar
5. Mr. A. Hameed Sheikh

The Club wishes to form a Hockey Team of well repute and to bring it up according to the standard and reputation of BCCI.

The Club will welcome new players and those interested may contact Mr. T. Husain and Mr. A.H. Sheikh on Leadenhall extensions 4343 and 4340 respectively.

*Tawassul Husain
Treasury Division
Leadenhall House*

GIVING

Well done to all the family members of Tooting Branch who recently collected the sum of £67, which they donated to the Ethiopia fund!

Many similar collections were raised by various departments and divisions in the Leadenhall complex and at other branches as well.

EDITORIAL BOARD

WELCOME to the following members who are the new Editorial Board for the Regional Newsletter.

Mrs. Sunita Cutrara — Personnel Dept.
Mr. David Madoc-Jones — Kensington High St.
Mr. Imran Rizvi — Marble Arch
Miss Valerie Walker — Cromwell Road
Miss Karen Thrower — Personnel Dept.
Mr. Basheer Chowdry — Regional Office

Family members are urged to send their contributions for the Newsletter to any member of the Board.

BCCI STAFF CHRISTMAS PARTY

Friday December 14th 1984 6.30 p.m. — 12 p.m. midnight
Family members from all London Offices & Branches
are welcome to join together in sharing a Christmas Celebration in the
'Great Room' at the Grosvenor House Hotel.

Tickets to be issued through heads of department.

Ticket admission only.

Further details: Ann Lazell Ext. 3610

COMPUTER CLUB

The gathering began with a brief introduction by the Chairman, Mr. R. Tacchi, which outlined the aims and objectives of the Club, viz:

- (i) Promote interest in personal computing
- (ii) Help its members use and learn about personal computers by practical experience and demonstrations
- (iii) Purchase micros at reduced rates
- (iv) To exchange technical knowledge, experience, software, games etc.

Miss Sabine Kurjo of Nuclear Energy Research Establishment, then gave a talk on communication and the need for a computer club in an environment such as ours.

This was followed by Mr. Len Stewart's presentation of "Association of London Computer Clubs".

The constitution originally composed by Dr. Z. Kapadia and later modified by the Steering Committee, was slightly amended by the would-be members. The constitution was finally adopted and the following club officers were elected in the usual manner:

Chairman:

Mr. Ron Tacchi — Management Services Division

Secretary:

Dr. Zakir Kapadia — Management Services Division

Membership Secretary:

Mr. Rene Baretto — Clearing

Treasurers:

Mr. Robert Harvey — Group Accounts

Mr. Steve Savage — Group Accounts

Additional Officers:

Mr. S.M.A. Rawal — Group Accounts

Mr. Steve Bonnici — Dealers

THE ANNUAL GENERAL MEETING OF THE COMPUTER CLUB WAS HELD ON THE 25 OCTOBER 1984

Mr. Edward Innes — Management Services Division
Mr. Badr Khan — Management Services Division

There was a demonstration of various home micro-computers and refreshment was also provided.

The meeting ended with a conclusion that the elected officers will hold further meetings in order to discuss:

- a) membership application form/ subscription
- b) opening the club's bank account
- c) budget, premises, purchases etc.

The club is now an affiliate member of the Association of London Computer Clubs.

Rene Baretto

BCC CHESS NEWS

Both the First and Second Teams have started their league seasons very well, winning 2 out of 3 matches each.

Mike Ashcroft (Regional Credit Department) has taken an early lead in the Club Championship with 3 points — with the rest of the 'pack' hard on his heels.

The Championship will not end until May 1985 and there is no doubt there will be some exciting games played with the lead changing several times before then and we shall keep you informed of progress in future issues.

The Chess Computer has been in

constant use and must account for some improvement in our performance so far this season.

If any of you would like to make use of this equipment why not come along to the Staff Restaurant at 5.45 p.m. any Tuesday evening and see a demonstration.

L.J. Barrington

ANSWERS TO SUPERBRAIN

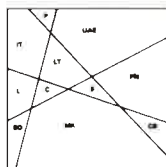
1. The numbers 15, 16 and 17 should be placed in JOURNEY 84-3, 3 and 2, respectively. JOURNEY 84-1 consists of numbers composed entirely of curved lines. JOURNEY 84-2 on the other hand consists of numbers composed entirely of straight lines whilst JOURNEY 84-3 consists of numbers composed of a combination of curved and straight lines.
2. BCCMO
BCCMO CPC
BCCMO CPC IBD
BCCMO CPC IBD ORD

As you read horizontally from left to right, line by line there is a series of one

department on its own, then two, three and so on. Once, the nth department in a series is reached it will not change.

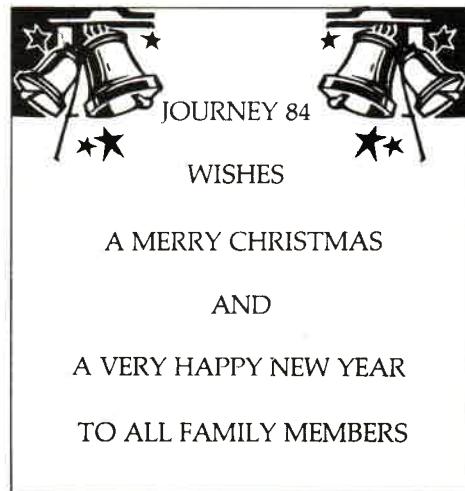
The missing department, being fourth in such a series is ORD

3.



4.

There was only one cake in the oven! If we divide one cake into two parts; making one part two-thirds and the other part one-third, then the difference between these two numbers is the same as the difference between their squares, ie, one third.



In the News

Banks Start Currency Option Talks

'City banks started talks aimed at boosting business in one of London's newest financial instruments by setting up an inter-bank in foreign currency options. Representatives of London-based banks active in issuing options met to consider standardization of terms and conditions for such deals.

The Bank of England is believed to be sympathetic towards expansion of the market and willing to act as an "honest banker" in moves towards common standard.'

London's Role to be Reinforced

'A Government strategy to reinforce London's position as one of the World's leading financial centres was set out recently by Mr. Nigel Lawson, the Chancellor of the Exchequer. He listed three main objectives. The markets should be internationally competitive, provide economical finance for British companies and finally afford the investor adequate protection.

New developments include a new statutory framework for building societies to enable them to extend financing activities into urban renewal and rented housing and into areas previously dominated by the banks. The last few remaining constraints on the Trustee Saving Banks will also be removed.

With regard to investor protection, the Government is considering the case for an umbrella body and if necessary statutory backing, one of the options outlined by the Gower Report on the City's financial institutions. Finally following recent events in the City a permanent Fraud Investigation Group is to be established by the Department of Public Prosecutions, consisting of specialist lawyers and accountants.

NatWest goes for Saturday opening

National Westminster is extending its opening hours to include Saturday mornings — with the express purpose of heading off competition from non-banks.

A bank spokesman explained that the Saturday opening plan was designed to meet the threat to its market share from building societies and retailers who provide financial services on Saturdays.

The building societies are seen as a particular threat because a government green paper recently granted them significant new powers to compete with the banks. And retailers are taking an increasing interest in moving into the financial services industry, a situation which will be exacerbated by the coming of shared ATM systems which could be open to retailers, and EFTPOS.

The bank explains that the main thrust of the new Saturday morning service will be towards the provision of personal financial advice. Staff in selected branches will be on hand from 9.30am to 12.30pm to provide advice and to market the banks' products. A NatWest spokesman explained that although staff were already trained in product marketing, some "finishing touches" will be added between now and next spring, when Saturday opening gets underway.

Cash will be available from the banks' ATMs, some of which will be upgraded so as to allow customers to access seven day deposits as well as current accounts, and facilities for automatically depositing cash will be installed. Teller windows will not be open on Saturdays for cheque cashing.

The bank hopes to extend the Saturday morning service to 200 branches by the end of next year.

Bank of Scotland offers car insurance

The Bank of Scotland becomes the first major clearing bank to offer customers comprehensive motor insurance.

The Bank of Scotland Private Car Insurance has been designed by the bank's insurance services and is underwritten by Royal Insurance and DAS Legal Insurance.

Its aim is to provide wide, fully-comprehensive cover in as simple a form as possible, resulting in competitive premiums.

The novel features of the scheme are monthly payment by direct debit without an additional charge, recovery facilities for uninsured losses and a free green card for travel in western Europe.

The fight for Children's Pocket Money

'In the hope of catching tomorrow's business executives young, Britain's Clearing Banks are offering children an array of gifts when they open a bank account.

Latest to join the fray is Midland Bank whose Griffen Saver Account offers some £15.00 worth of goodies, including a sports bag, geometry set and a dictionary. But Midland is still some way behind the other banks. Barclays Bank's Supersavers Scheme, started in 1982, has 850,000 pint-sized account holders, Lloyds Bank Black Horse Young Savers 630,000 and Nat West's Piggy Bank and On-Line Schemes 370,000. The Building Societies are also competing for children's deposits with Abbey National (750,000 children's accounts) offering its young savers a pound if they recruit a friend.

The interest rate offered can also be very attractive, Midland Bank offers its child depositors two percentage points above the rate adults get on their ordinary deposit account. However, none of the British Banks have yet gone as far as Citibank, which in one elementary school in New York has set up a mock Citibank branch complete with play currency, fake cheques and an automatic teller machine.'



"Thank you"!

Mr. Abidi specifically expressed the gratitude of the U.K. Region to our colleagues in the Middle East, Nigeria and the United States and also to our senior colleagues in the C.S.O. for helping the Region to grow.