Internship Report

On

Procurement Management System of City Bank Limited

Course: Internship (INT 4399)

Submitted by:

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Letter of Transmittal

October 15, 2023

Mimnun Sultana

Assistant Professor

School of Business & Economics (SoBE)

United International University (UIU)

Subject: <u>Submission of Internship Report on "Procurement Management System of The City Bank Limited."</u>

Dear Ma'am,

With due respect, Md. Abrarul Hoque Abid, from United International University, would like to notify you that, I am submitting you this report as per your instruction to meet my internship requirement.
The purpose of this report is to introduce the procurement management system followed by The City Bank Limited. It covers the various stages involved in procurement, starting from requirement identification to supplier selection, negotiation, contract management, and performance evaluation. Additionally, it examines the existing procurement policies and procedures in place at City Bank and assesses their effectiveness in achieving the bank's objectives. My great effort has been administrated to make it as comprehensible also useful as I could. Despite all of my efforts, this report may contain imperfections in some places. I tried to make every effort to put as many details as I could in this report. In addition to my academic knowledge, I learned the value of creative thinking, deductive reasoning, etc. In addition, I'd like to say how much I appreciate all of your assistance in writing this report.

I would be honored if you would kindly accept this report for evaluation.

Yours sincerely,

Md. Abrarul Hoque Abid
ID: 111 211 029

Student Declaration

The internship report titled "Procurement Management System of The City Bank Limited" that I submitted to United International University for credit toward my Bachelor of Business Administration degree was written entirely by me, Md. Abrarul Hoque Abid, and was done so under the direction and supervision of Mimnun Sultana, Assistant Professor, United International University. I certify that this report was not submitted to any other institution or group on my behalf. All sources of data, information, and references utilised in this report have been properly recognised and attributed. I didn't deliberately break any copyright laws when I was writing the report.

Abid

Md. Abrarul Hoque Abid

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School of Business & Economics

United International University

Acknowledgement

Starting off, I want to express my gratitude to Allah, the Almighty, for all of His help in writing this report concerning "The City Bank Limited's Procurement Management System." For her ongoing assistance in helping me prepare the report, my honourable course instructor Mimnun Sultana, an assistant professor at United International University, has my sincere gratitude.

To continue, I want to express my appreciation to Mr. Md Babul Hossain, Senior Manager of Procurement division of The City Bank Ltd., for his unwavering encouragement, invaluable guidance, and mentorship throughout my internship and for regularly checking on how I was doing with the preparation of this report.

Finally, I want to offer my deepest gratitude and admiration to everyone on the procurement team at the CBL for their friendly acceptance, collaboration, and willingness to share their knowledge and expertise. I want to thank the CBL for providing me with an internship opportunity to obtain real-world experience, as well as my loved ones, who have been there for me and encouraged me along the way with their love, patience, and understanding.

Executive Summary

Discussion of City Bank Limited's (CBL) procurement management process is the main focus throughout the report. It covers many methods, terminologies, and principles used by this specific bank. The report is structured in a precise way. Initiating the Report consists of the motive and objective for writing this report, further discussing the methodologies used and the limitations faced. Next, an overview of the banking industry was given, examining its history over the centuries, particularly in Bangladesh.

Then there was some extensive discussion of CBL itself. Its history, mission, vision, and structure are elaborated. Furthermore, some other important sides of the bank include the subsidiaries of the bank, the products and services, a SWOT analysis, etc., to give a precise idea of City Bank Limited. The next section demonstrates my responsibilities as an employee of CBL. Then the report covers a basic overview of procurement management, evaluating its importance and benefits as the internship was in the procurement division. Most importantly, the main and core part of the report consists of the procedures and principles to operate the procurement activities followed by the bank, along with the essential definitions required to be understood in the process. However, this part mainly talks about the procurement process of CBL in a step-by-step manner.

Lastly, on the basis of the results of the report, a short conclusion is included with some recommendations for the bank.

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Chapter 01: Introduction

1.1 Introduction of the Report

The City Bank Limited, a leading financial institution (bank) in the local region, provided a thorough internship experience for the author of this report. The internship report was created for academic purposes by a private university in Dhaka, Bangladesh, named United International University. Mimnun Sultana, Assistant Professor at United International University, oversaw the work.

This is entirely free of bias in my context and the result of my tireless effort. Primary as well as secondary data have been included in it. This is partly because of my belief that secondary data provides the foundation for a proper report and that primary data enhances the report's efforts to solve the problem. The reference section contains a list of every secondary piece of information that has been gathered and cited from various sources.

1.2 Objectives of the Report

Multiple secondary objectives are used to construct a report called "objective".

1.2.1 Broad Objective

In this report, the primary focus or objective is to offer a comprehensive review and comprehension of the procurement management system of CBL that is now being used.

1.2.2 Specific Objectives

- To be familiar with The City Bank Limited's procurement procedures.
- Through being aware of the entire procurement process, from request through purchase.
- Being familiar with CBL’s organisational structure.
- With the goal of doing a SWOT analysis of CBL’s.
- In order to adjust and become familiar with the corporate culture.
- With this report, we hope to offer suggestions for improving CBL's purchasing procedures.

1.3 Scope of the Report

CBL’s procurement management system is thoroughly analysed in this study, with a range of subjects covered, including contract management, supplier selection, procurement policy, cost optimisation, and risk mitigation. It also examines the ways in which technology and innovation are applied to the procurement process. However, it should be emphasised that the study primarily focuses on the bank's internal procurement processes and may not include all of the bank's operations.

1.4 Methodology

In order to produce my report, I used a combination of primary and secondary sources to compile my report. I used a variety of strategies to gather data from primary and secondary sources.

1.4.1 Primary data

I mostly gathered information from primary sources, such as formal interviews with officers and managers of The City Bank Limited's procurement division. I spoke with my supervisor, **Md. Babul Hosain (SAVP & Sr. Manager, Procurement & Contract Management)** and reporting boss, **Mahbub Ahmed Chowdhuri FCIPS (FVP & Head of Procurement)**. My main questions throughout the interview related to The City Bank Limited's procurement policies and practices. When I had the chance to speak with someone during an interview, I took notes on everything, and that was very helpful to me when I was writing my internship report.

1.4.2 Secondary data

The secondary data I gathered from reading several textbooks, websites, research papers, and articles in banking journal articles.

1.5 Limitation

There are some limitations to this report, even though every effort has been made to give an in-depth review of The City Bank Limited's procurement management system. These are:

- Just the website and an official interview are available as sources of information.
- The dynamic nature of the banking sector as well as any possible limitations put in place by the bank's policy regarding the disclosure of specific sensitive information.
- The authority just restricted several issues for the internship programme.
- The report might not address external factors like changes in market dynamics or economic situations that might have an impact on the bank's procurement decisions.

Chapter 02: Overview of The Banking Sector

2.1 Banking History

Throughout history, the banking industry has evolved, innovated, and adapted to the changing needs of society and the economy. These are fascinating tales. The key turning points in banking history are listed briefly below:

- **Early Civilizations' Ancient Origins**

Ancient Egypt and Mesopotamia (modern-day Iraq), where there is proof of financial transactions and lending, are where banking first emerged. The earliest financial institutions were frequently royal treasuries or temples that held jewels and lent money to merchants and farmers.

- **Middle Ages (Middle Ages) Banking**

European banking started to take shape during the Middle Ages. Famous dynasties like the Medici established banking institutions in Italian city-states like Florence and Venice, which later became financial centres. Long-distance trade and finance were made possible by the use of promissory notes and bills of exchange.

- **16th–18th Century Development of Modern Banking**

One of the first central banks in the world was established in 1694 and is known as the Bank of England. It printed banknotes, oversaw government debt, and was a key player in financing wars. Joint-stock firms enabled the pooling of capital, and commercial banks were developed to support trade and industry.

- **Nineteenth-century Innovations**

Commercial banks, savings banks, and investment banks all became very prevalent in the 19th century. Many nations adopted the gold standard, which strengthened the stability of their monetary systems by backing currencies with gold reserves.

- **Past the 20th Century**

The 1930s Great Depression led to changes to the system of finance, most notably in the United States' Glass-Steagall Act, that distinguished between commercial and investment banking. In the second part of the 20th century, credit cards gained popularity, international banking grew, and computerised banking began to take hold.

- **Mid-twentieth Century to the Present**

As a result of deregulation in the 1980s and 1990s, banks merged, and lines between different sorts of financial institutions became fuzzier. With the development of the internet in the late 20th century, online banking and electronic payment systems were launched. Following the global financial crisis of 2008, considerable regulatory measures were implemented, including the Dodd-Frank Act in the United States, to increase financial stability and consumer protection. The global financial crisis of 2008 led to important new regulations, such as the Dodd-Frank Act in the United States, which were meant to protect consumers and make the economy more stable.

- **Digital Banking in the 21st Century**

With the emergence of mobile banking apps, online-only banks, and fintech firms, the banking industry has rapidly moved towards digitalization in the twenty-first century. New types of decentralised finance have been established because of blockchain technology and cryptocurrencies like Bitcoin. In an effort to update existing currencies, central banks are investigating the idea of digital currencies (CBDCs).

2.2 Overview of the Banking Sector in Bangladesh

Bangladesh is a developing nation with dreadful banking facilities, especially when it comes to the goods and services offered by government-run banks. In recent years, private banks have been trying to copy the banking systems of more industrialised countries. However, these efforts are sometimes blocked by incompetent or politically motivated policies made by the nation's central bank, Bangladesh Bank. The result is a banking system that makes it easy for powerful politicians and criminals to engage in illegal financial activities like money laundering while making it hard for regular citizens, students studying abroad or through distance learning, general consumers, etc. to get services or make international transactions.

Having six centralised commercial financial institutions (bank), three government-owned specialty financial institutions (banks), and nine foreign banks, Bangladesh's financial services sector (bank) had a solid start after the country achieved independence. The financial service sector (bank) greatly evolved in the 1980s as a result of the arrival of privately owned institutions. Financial institutions (Bank) in Bangladesh currently fall into two primary types:

- **Scheduled Banks**

Institutions of banking that are still listed on the Bank Order of Bangladesh, 1972 list of institutions.

- **Non-Scheduled Banks**

Banks that are not Scheduled Banks but that are authorised to conduct business by any statute and that have a clear mission. These banks can't perform all the tasks that typical banks can.

Bank Order of Bangladesh, 1972, and Company Act of the Bank, 1991, appoint Bangladesh Bank as the sole supervisor of Bangladesh, which has 61 banks that are "scheduled." The following categories are used to categorise scheduled banks:

1. **State-owned commercial banks (SOCBs)**: The Bangladeshi state is the significant or sole SOCB in six SOCBs.
2. **Specialised Banks (SDBs)**: At present, there exist three operational specialised banks (SDBs), each established with a distinct objective, like fostering the expansion of the industrial or agricultural domains. The government of Bangladesh owns or controls these financial institutions.

3. **Private Commercial Banks (PCBs)**: Almost all of the 43 commercial banks in the country are privately held. There are two distinct classes of PCBs:
4. **PCBs that are conventional**: 33 PCBs that are conventional are now in use. They carry out traditional interest-based operations in the banking industry.
5. **PCBs with an Islami Shariah foundation**: In Bangladesh, ten PCBs based on the Islami Shariah conduct banking operations using the Profit-Loss Sharing (PLS) mode, which is consistent with Islamic law.
6. **Foreign Commercial Banks (FCBs)**: In Bangladesh, there are currently nine foreign-controlled branches (FCBs).

Currently, Bangladesh has **5 non-scheduled banks**, including:

1. Jubilee Bank
2. Palli Sanchay Bank
3. Ansar VDP Unnayan Bank
4. Grameen Bank
5. Karmashangosthan Bank

FIs: The Financial Institution Act of 1993 establishes the legal framework for the types of non-bank financial organisations that are subject to supervision by the Bangladesh Bank. While the first FI was founded in 1981, there are currently 35 FIs operating in Bangladesh. There are 19 that were started by private domestic initiatives, 13 that were started by joint venture initiatives, 2 are controlled by the state wholly, and one is an SOCB subsidiary. Financial institutions rely on term deposits (with a minimum maturity of three months); the most common forms of funding include bank and other FI credit facilities, bonds, securitization, and call money.

Here are some key distinctions between banks and FIs:

1. Demand drafts, money orders, and checks are all prohibited by FIs.
2. While FIs are not permitted to accept demand deposits or engage in foreign exchange financing,
3. To carry out their business operations, they can employ a wide range of financing strategies, including financing mechanisms such as private placement of stock, lease financing, securitization instruments, and syndicated financing.

2.3 Commercial Banks' Activities

I did my internship at a commercial bank in Bangladesh. So I'm just going to give a brief overview of commercial banks' activities in Bangladesh.

Bangladesh's commercial banks are primarily governed by a combination of the Banking Companies Act laws enacted in 1991 and the Bangladesh Bank Order of 1972. Commercial banks cannot conduct any other activity in Bangladesh than banking. Borrowing, lending, and raising capital are all considered to be part of a business's regular operations. They are also permitted to trade in precious commodities, issue letters of credit, buy and sell foreign goods other than foreign currency, and buy and sell foreign goods. In addition, they are allowed to trade in other financial products acknowledged by Bangladesh Bank (BB), such as draughts, debentures, certificates, coupons, and promissory notes. Banks have permission to store securities and cash in secure vaults. Each of the banks operating in Bangladesh today and holding various forms of paid-up capital and reserves totalling at least Tk 5 million has been classified as a scheduled bank under Section 37(2) of the Bangladesh Banking Order of 1972. In accordance with Article 13 of the Bank Corporation Act of 1991, the minimum required capitalization is currently 200 million Tk.

Chapter 03: Overview of The City Bank Limited

3.1 The City Bank Limited's History

CBL was established in 1983, making it among the country's (Bangladesh) earliest instances of a private commercial bank. In 1983, a group of 12 young men with business aspirations got the ball rolling. In 1983, 12 young businesspeople had the courage of their convictions and the enthusiasm to take on the enormous risks involved in establishing the country's first private commercial bank. It has contributed to Bangladesh's long-term economic growth by providing funding, investment, and advisory services. According to the Sustainability Rating 2020 conducted by the Central Bank of Bangladesh, also known as Bangladesh Bank, when compared to other banks in Bangladesh, the Bank is among the top ten most eco-friendly banks. The International Financial Corporation (IFC), a part of the World Bank Group, has strict performance standards to ensure that its portfolio is environmentally and socially compliant. These standards are based on the regulatory guidelines of Bangladesh. The City Bank Limited has established and maintained respectable relationships with a wide variety of prestigious international institutions, including the IFC, ADB, FMO, GCPF, and CDC. There are four affiliates of CBL. These are City Brokerage Ltd., City Bank Capital Resources Ltd., CBL Money Transfer Malaysia, and City Hong Kong Ltd. The City Bank Limited's City Islamic division specialises in Islamic banking. The bank is now the leading credit card issuer and distributor in Bangladesh. More than 17 million people are bank customers; 415 ATMs (including RATMs and CDMs), 7 priority centres, 3 airport lounges, 13 million cards, 33 million point-of-sale terminals, and 175,000 merchants are affiliated with the institution.

3.2 Vision

The financial supermarket has an engaging culture and offer enjoyable experiences.

3.3 Mission

- Offer a wide array of products and services that differentiate and incite all customer segments.
- Be the "Employer of Choice" by offering an environment where people overstep and leaders are created.
- Continuously challenge processes and platforms to increase effectiveness and efficiency.
- Promote innovation and automation with a view to guaranteeing and increasing excellence in service.
- Make sure there is value for the community, good governance, and compliance in everything .

3.4 Values

- Result driven
- Accountable and transparent
- Courageous and respectful
- Engaged and inspired
- Focused on customer delight

3.5 Board of Directors

The list of persons who are working as board directors is given below:

Table 1: List of Board Directors

Name	Position/Designation
Mr. Aziz Al Kaiser	Chairman
Mr. Hossain Khaled	Vice-chairman
Mr. Hossain Mehmood	Director
Mr. Rajibul Haq Chowdhury	Director
Mrs. Sayeda Shaireen Aziz	Director
Mrs. Savera H. Mahmood	Director
Dr.Salim Mahmud	Independent Director
Rebecca Brosnan	IFC Nominated Director
Mr. Matiul Islam Nowshad	Independent Director
Mansur Arefin	Managing Director and CEO

3.6 Management Committee

The list of persons who are working on the management committee is given below:

Table 2: List of Management Committees

Name	Position/Designation
Mashrur Arefin	Managing Director and CEO
Sheikh Mohammad Maroof	Additional Managing Director and Chief Business Officer
Md. Mahbur Rahman	Additional Managing Director and Chief Financial Officer
Mahia Juned	Additional Managing Director and Chief Operating Officer and CAMLCO
Kazi Azizur Rahman	Deputy Managing Director and Chief Information Officer
Nurullah Choudhury	Deputy Managing Director and Head of Corporate Banking
Faruk Ahmed	Deputy Managing Director and Head of Trade Services
Mesbaul Asif Siddiqui	Deputy Managing Director and Chief Risk Officer

Md. Zafrul Hasan	Head of Enterprise Project Management
A. K. M Saif Ullah Kowchar	Head of Internal Control and Compliance
Md. Arup Haider	Head of Retail Banking
Md. Nurul Azam Mozumder	Head of Medium Business
Kamrul Mehedi	Head of Small Business
Md. Safiul Amin	Head of Branches
Mohammad Mahmud Gony	Head of Commercial Banking
Mohammad Firoz Alam	Head of Credit Risk Management
Nishat Anwar	Head of Human Resources
Md. Ashanur Rahman	Chief Economist and Country Business Manager
Md. Kafi Khan	Company Secretary
Muhammed Shah Alam	Head of Treasury

Faruk Ahmed	Deputy Managing Director and Head of Trade Services

Mesbaul Asif Siddiqui	Deputy Managing Director and Chief Risk Officer
Md. Zafrul Hasan	Head of Enterprise Project Management
A K M Saif Ullah Kowchar	Head of Internal Control and Compliance
Md. Arup Haider	Head of Retail Banking
Md. Nurul Azam Mozumder	Head of Medium Business
Kamrul Mehedi	Head of Small Business
Md. Safiul Amin	Head of Branches
Mohammad Mahmud Gony	Head of Commercial Banking
Mohammad Firoz Alam	Head of Credit Risk Management
Nishat Anwar	Head of Human Resources
Md. Ashanur Rahman	Chief Economist and Country Business Manager
Md. Kafi Khan	Company Secretary
Muhammed Shah Alam	Head of Treasury

3.7 Shariah Supervisory Committee

The list of persons who are working as shariah supervisory committees is given below:

Table 3: List of Shariah Supervisory Committees

Name	Position/Designation
Md. Anwar Hosain Molla	Chairman
Moulana Md. Zainul Abedin	Member
Dr. ANM Rafiqur Rahman	Member
Md. Fariduddin Ahmed	Member
Dr. Muhammad Yousuf Ibn Hossain	Member
Dr. Muhammad Obaidullah	Member
Moulana Shah Mohammad Wali Ullah	Member
Advocate Hosain Md. Shafiqur Rahman	Member

3.8 Organogram

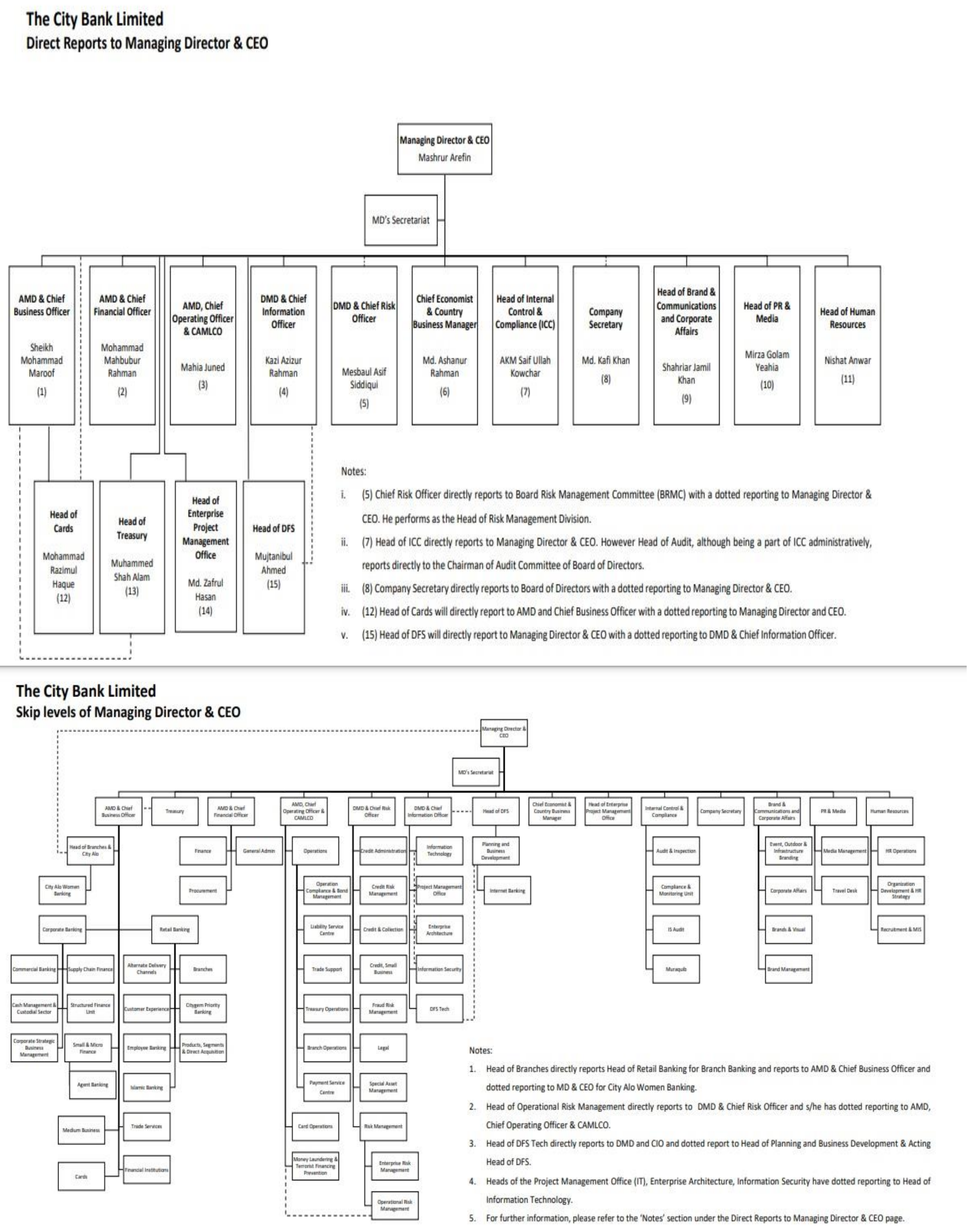

Figure 1: Organogram of The City Bank Limited

3.9 Subsidiaries of the CBL

- **Hong Kong Branch of City Bank**

In order to better serve our corporate clients who are conducting trade finance with their counterparts in Hong Kong, we are in the process of opening our global City Hong Kong Limited, a CBL affiliate, as a financial services provider in the Kowloon business area of Hong Kong, pending approval from the relevant Hong Kong regulatory authorities. The approval from the Bangladesh Bank has already been obtained.

- **Money Transfer Service, CBL Sdn. Bhd.**

CBL Money Transfer Sdn. Bhd. (CBLMT), a private company limited by shares, was created in accordance with Malaysian law and is registered with the Commission for Companies of Malaysia with Registration No. 769212 M. According to the Money Service Business Act of 2011, the Company conducts its operations as a money service business, and Bank Negara, Malaysia, has granted it a Type B licence with serial number 00081. CBLMT runs a company that offers financial services.

The City Bank Limited and CBLMT reached a deal on April 4th, 2013 for the CBL to purchase 75% of the normal shares of CBLMT with the goal of ultimately purchasing 100% of its stock. As a subsidiary of City Bank, the company was founded on September 10th, 2013. On June 8th, 2016, City Bank purchased all of CBLMT's shares, making CBLMT a wholly-owned subsidiary of City Bank.

- **City Brokerage Ltd.**

In Bangladesh's financial markets, the go-to broker is City Brokerage Limited, an entirely-owned subsidiary of The City Bank Ltd. For domestic, foreign, and institutional clients, CBL offers a comprehensive range of brokerage services at international standards. City Brokerage has developed a select investor portfolio thanks to its extensive connections to both domestic and international institutional retail clients. Furthermore, City Brokerage holds a "TREC Holder" accreditation with the Bangladeshi stock exchanges in Dhaka and Chittagong. The company's human resources, which include an accomplished and highly qualified research staff, are crucial to its success.

According to Certificate of Incorporation No. C 83616/10 and the Companies Act of 1994, City Brokerage was founded and incorporated on March 31, 2010, as a private limited company. City Centre, Level 13, 90/A Motijheel C/A, Dhaka 1000 is the business' registered address. It has branches in Chattogram and Sylhet in addition to its four sites in Dhaka (in Motijheel, Gulshan, Dhanmondi, and Nikunja). In June 2012, the company transitioned from being a private limited company to a public limited corporation in accordance with the Exchange Commission and Bangladesh Securities (Stock Broker, Stock Dealer, and Authorised Representatives) Rules, 2000.

- **City Bank Capital Resources Ltd.**

Using registration number C 79186/09 and in accordance with the Companies Act of 1994, an integral part of the CBL, City Bank Capital Resources Limited, an entirely controlled subsidiary, was formed in Bangladesh on August 17, 2009. It is a publicly traded company limited by stock. The Exchange Commission and Bangladesh Securities issued a licence for merchant banking to the company on December 6, 2010 (Certificate of Registration No. MB 54/2010). The company's registered office is located at 90/1 City Centre, Motijheel, Dhaka 1000, Bangladesh (13th floor). 155 million BDT in net profit after taxes represents the 99.99% ownership interest in the capital that was authorised at BDT 3 and paid up at BDT 2.55. Among the many investment banking services provided by City Bank Capital Resources are those provided by merchant banks, which include underwriting, portfolio management, corporate advising, and issue management.

3.10 The CBL Job Grades

The following are the job grades for City Bank Limited ordinary employees:

1. Deputy Managing Directors

2. Executive Vice President

3. Senior Vice President

4.Vice President

5. Senior Assistant Vice President

6. First Assistant Vice President

7. Assistant Vice President

8. Senior Principle Officers

9. Principle Officers

10. Senior Officers

11. Management Trainee Officer Direct Recruit

12. Officer Grades 1

13. Officer Grades 2

3.11 Products and Services of CBL

Being a financial institution, all of the services are built right into the products. Here are a few examples:

- **Credit Cards**

• American Express (AMEX): CBL has franchised AMEX in Bangladesh since 2010 in three different categories, including a dual currency option.

1. Silver
2. Platinum
3. Gold

• VISA: VISA is a worldwide organisation that issues cards in two different denominations, one in taka and one in US dollars.

1. Gold
2. Silver

- **Debit Cards / ATM Cards**

• Master Card: When it comes to credit cards, there are different types, but CBL gave all account users a master card.

• The VISA Electron: The CBL has also released another debit card, but its features are different and unique. Recently, CBL placed imitations on this VISA electron.

- **Specified Cards**

• The CityMaxx American Express Card: This exclusive card serves as a debit card and American Express at the same time.

- **Service of Retail Banking**

• The full range of ordinary banking services, such as student accounts, bank accounts, etc.

• Schemes like savings accounts, RMG accounts and deposits are also available through retail banking.

• Loans come in many forms, including for students, consumers, and healthcare.

- **SME Banking Service**

Banking for SMEs Three distinct wings of CBL's SME banking services offer a comprehensive range of services.

• SME Service for the Medium-Sized Market

• The SME Service for the Smaller Market

• SME Service for the agro-based industries

- **Wholesale Banking Service**

Providers of Wholesale Banking Services The following are some of the many wholesale banking services that CBL offered:

- Short- or midterm Finance
- Project Finance
- Working Capital Finance
- Trade Finance
- Cash Management
- Supply Chain Finance
- Structured Finance
- Schedule of Charges
- Investment Banking
- Interest rate on lending
- City Live

CBL not only offers the services mentioned above but also the specialised ones that are detailed below.

- Priority Banking
- Sapphire service
- Citygem
- Corporate Banking
- Foreign and Domestic Trade services
- City Alo (Women Banking)
- City Touch

3.12 SWOT Analysis

When referring to an organisation, strengths, weaknesses, opportunities, and threats form the "SWOT" analysis." The quality has to be acknowledged by the bank. In addition, the bank needs to fix some problems and prevent some threats. SWOT analysis of the CBL is given below:

Strengths

- **Strong Market Presence:** In Bangladesh's banking sector, CBL is an established financial institution.
- **Multiple Product Lines:** The bank offers a wide variety of banking services, serving both consumers, businesses, and even investors.
- **Adoption of technology:** The bank has been adopting technology, which has boosted productivity, client satisfaction, and online banking capabilities**.**
- **Experienced Management:** A knowledgeable and accomplished management group has been in charge of the bank, supplying stability and a clear strategic direction.

Weaknesses

- **Dependence on Traditional Banking**: The bank may place an undue reliance on traditional banking services, which could impede its ability to flourish in the age of digital banking.

- **Concerns About Asset Quality**: Non-performing loans (NPLs) may have an adverse effect on the stability and profitability of the bank.
- **Rivalry**: Intense rivalry in the banking sector can make it difficult to keep clients and draw in new ones, which could have an impact on market share.
- **Regulatory Compliance**: Strict rules in the banking industry can make compliance difficult and raise operating costs.

Opportunities

- **Growth in Digital Banking**: The City Bank Limited has the chance to enhance its online and mobile banking offerings as a result of the continuous shift to digital banking.
- **Market Expansion**: The bank can reach underserved areas by exploring new markets or boosting its footprint within Bangladesh.
- **Product diversification**: Providing new and cutting-edge financial goods can draw in a wider clientele and boost revenue streams.
- **Partnerships and Alliances**: Strategic partnerships with other institutions or collaborations with fintech firms can create new growth opportunities.

Threats

- **Economic Uncertainty**: Economic downturns or recessions can have a negative impact on the financial industry, which will result in fewer loan opportunities and increased default rates.
- **Risk of Cybersecurity**: The bank is at risk of cyberattacks and data breaches as a result of its growing reliance on technology.
- **Regulatory Changes**: Constant modifications to banking laws may result in high compliance expenses.
- **Intense competitiveness**: Bangladesh's abundance of banks and financial institutions may increase competitiveness, which could put margin pressure on businesses. The competitors are Scotiabank, BRAC Bank, Islami Bank Bangladesh, Dutch Bangla Bank, Eastern Bank, Islami Bank Bangladesh, and Mutual Trust Bank.

Chapter 04: Internship Job and Responsibility

4.1 Nature of the Job

The four-year BBA programme internship is in its final stage. Here, every student can learn effectively and practically through the organisation, as well as use their theoretical understanding and scenarios from their bachelor's degree.

I'm grateful that The City Bank Limited, a leading financial institution, gave me the chance to intern there.

On June 1, 2023, I started working in the procurement division as an intern at The City Bank Limited to get real-world experience and understand how the work culture works. It lasted for a three-month internship programme. Considering that I am majoring in supply chain management, I was formally recruited to work in the procurement division of supply chain, which is the most vital department of The City Bank Limited. I think modern banking is a dynamic industry, and effective procurement management is essential for long-term profitability and growth.

I was collaborating with City Bnak Limited's procurement division. My main responsibility was to cooperate with the procurement team while also learning about the organisation's culture, conventions, and values. My team consisted of nine members, including the head of the procurement division. It has been a pleasure to work with this group of people from the very beginning. I am grateful to have had the chance to do so in an environment where people respect one another and are always willing to provide a hand. Since I was treated like one of them despite being an intern, I never felt unwelcome or out of place. This is crucial for a new hire to feel motivated and reach his full potential in a setting where talent is very competitive.

I received a lot of assistance from this apprenticeship, which has enabled me to meet obstacles in any demanding professional environment. My preparation for entering the always-changing world where I believe I can survive has come from exposure to a real-world work setting and the kind guidance of my coworkers and boss.

4.2 Internship Responsibilities

As I have mentioned above, I joined The City Bank Limited on June 1, 2023, and started working with the procurement team of the CBL. The CBL's head office (The City Bank Center), located in the Nassa Diamond Building, Gulshan 1, Dhaka, Bangladesh, was where I was appointed. I have worked on various tasks related to procurement in the three months of my internship. I have continued working as a regular employee in accordance with office policies and procedures. I had to go to the bank by ten o'clock. Then, from 10 a.m. until 5 p.m., I was obligated to work with the team. I would sign my name on the attendance sheet after entering the workplace, following the advice of my coworkers, who wanted to see me succeed. While working as an intern, I also had to complete a few specific tasks.

Know the process: Firstly, I get to know about the procurement policy, guidelines, process, and procedure of the CBL.

Support Procurement Activities: Support those who work in procurement with their routine duties, like managing vendors, making purchases, and handling contracts.

Agreement and Data Entry: Enter data and agreements into the software of different vendors with the CBL in procurement systems, maintain databases, and generate reports.

Prepare a Comparative Statement (CS): I was accountable for making a comparative statement (CS) after the supplier submitted their bid. After preparing the CS, I had to share it with the person on our team who needed it to compare the suppliers.

Quotation Opening: I was involved and helped my team with the opening quotations for different tenders with different officials of my procurement team.

Documentation and Archiving: I also successfully completed the data and document entry of the procurement files (for processing in the central store). Along with the entry, I coordinated to send all documents to the store.

Assist in Negotiations: Engage, under the supervision of experienced procurement experts, in talks with suppliers. Acquire competent methods of negotiation.

Chapter 05: General Overview of the Procurement Process

5.1 What is Procurement Management

Procurement management refers to the process of overseeing all means by which an organisation acquires the materials, goods, and services necessary for operating efficiently. A wide variety of commercial, legal, technical, and management departments and organisations are engaged. from the commercial to the legal to the technical to the management. In procurement management, there are two terms: Purchasing and Sourcing.

5.2 Purchasing and Sourcing

Purchasing: The term "purchasing" can be used to describe both a functional group and a functional activity. In order to optimise the value provided to the company, the purchasing department undertakes a range of activities. Several examples of activities related to the procurement process include purchasing system development, supplier performance evaluation, as well as supply market analysis. Acquiring an appropriate quality, quantity, timing, price, and source has been referred to as fulfilling "the five rights" of purchasing.

Sourcing: The phrase "sourcing" refers to a variety of procurement techniques used in business to identify, assess, and work with suppliers of goods and services. There are four. These are:

a. Strategic sourcing
b. In-sourcing
c. Outsourcing
d. Global sourcing

Objective of Sourcing:

• Develop and implement strategies for acquiring materials and services in line with strategic objectives.

• The persistence of the business's primary operations.

• The total cost of sourcing is under control and reduced.

• Risk exposure to supply markets has decreased.

• Support for innovative products and procedures.

5.3 What is the Importance of Procurement Management

Without procurement, the majority of corporate operations would struggle to function properly and efficiently. But procurement goes beyond being a basic requirement for doing business. By reducing costs, preventing mistakes and delays, and making the most of available resources, it can give organisations a competitive edge.

Organisations should take procurement management seriously for the following reasons:

• It aids in negotiating profitable production and supplier contracts.

• It drives innovative new processes and is crucial to growing business operations.

• It actively promotes diversity and corporate social responsibility by teaming up with diverse suppliers.

5.4 Benefits of Procurement Management

There are several advantages to an effective procurement management process. It manages costs, lowers overall risk, and aids in enhancing certainty and quality. Here are some specifics about these advantages:

More certainty and higher standards: Procurement management assists in planning and contract negotiations, which increases predictability and quality. This boosts stakeholder confidence by increasing assurance regarding the calibre of purchased goods and services.

Control of costs: Controlling costs is the top priority for all businesses. By negotiating purchase prices and reining in other procurement-related expenses, procurement management helps organisations carefully manage costs. This makes sure that no matter the project, the business stays within its budget.

Lower risk: Risk is decreased if a business has clarity regarding its suppliers, contract terms, and the standard of its goods and services.

5.5 General Overview Purchase/ Procurement Process Flow

This is a general purchase/procurement process flow. But it can vary depending on the organisation.

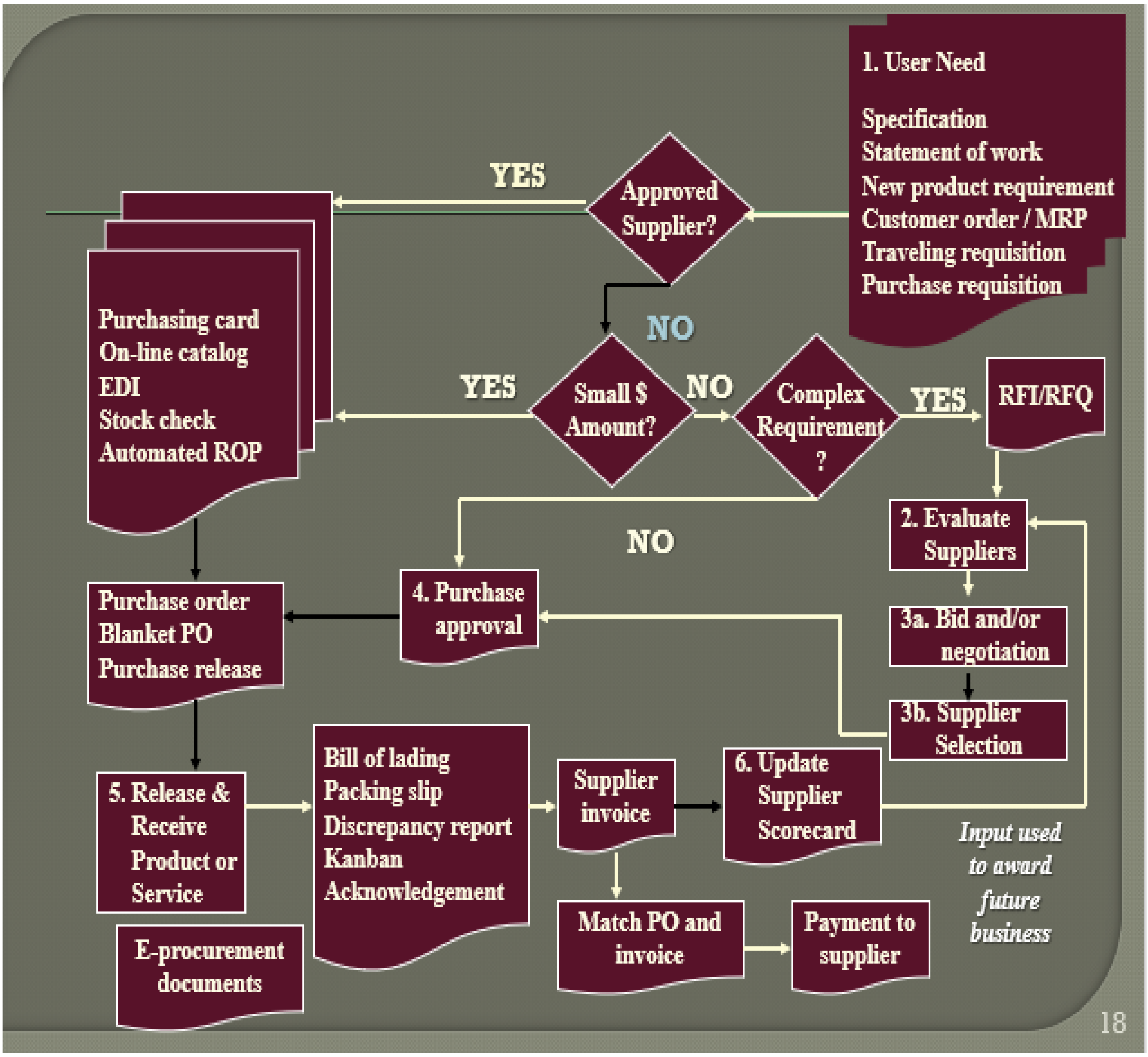

Figure 2: Purchase/Procurement Process Flow

5.6 Functions of Procurement Management

Typically, procurement management consists of five functions, including the following:

1. **Purchase Requisition (PR)**: A request to buy a good or service is made in this document, which was produced within the organization. Depending on the demands of that particular project, it may be either direct or indirect spending. After that, the procurement department receives this paperwork.
2. **Purchase order (PO)**: The vendor receives the purchasing document from the procurement department, which lists the specific items or services and quantity requirements for each order. A tracking number, a list of the items that were ordered, and the pertinent amounts will all be included in each PO.
3. **Approval of Invoice**: After the PO has been accepted, the next step is to review and approve vendor invoices before paying them. After sorting through each invoice, the appropriate stakeholder must be contacted for approval. To record these permissions, many organisations employ ERP systems.
4. **Vendor Control**: Identification of vendors, monitoring and tracking vendor performance, obtaining quotations, negotiating contracts, meeting deadlines, and processing payment are other duties of procurement management. This procedure is essential for businesses that must complete a difficult procurement process on time and cannot risk delays.
5. **Management of Contracts**: Contract administration and management are the final tasks in procurement management. From contract drafting to implementation, this procedure supervises the administration of vendor agreements. The goal is to make sure that every vendor complies with the requirements set forth and that any contractual or regulatory risk is reduced.

5.7 Key Benefits of a Strong Procurement Management Process

Strategic sourcing: By committing to vendor management in your procurement process, you may narrow down your list of potential suppliers to the top ones based on terms and price and then compile that list into a preferred vendor list. Utilising your current partnerships and prices to the fullest extent is made possible by sticking with a small selection of thoroughly investigated, dependable partners.

Streamlined procurement: You will be less able to find and obtain essential commodities promptly if your procurement procedure is delayed. When your project's buy requisition and approval process are standardised, you can save a lot of time.

Reduced waste spending: Your organization's waste spending is reduced by thousands of dollars thanks to maverick spending. Maintaining a close eye on your procurement procedure closes the loopholes that encourage erratic expenditure. The needs of all parties may be met with a standardised procedure for authorising and executing requests, eliminating the need to charge back expenses to expense reports or corporate cards.

Risk management: Successfully minimising risk within your supplier relationships can help you prevent unexpected charges and unforeseen spending, which is why it deserves more attention than it typically receives when discussing cost-cutting techniques. It is possible to stabilise on-hand inventory, prevent out-of-stock concerns with suppliers, and improve contingency planning for shipping delays by standardising your procurement process, approvals, and contract reviews.

Chapter 06: Procurement Process of The City Bank Limited

6.1 Introduction

Purchasing, renting, or leasing goods and/or services for use, as well as acquiring ownership rights, are all considered procurement activities. The procurement process entails verifying actual requirements, developing specifications, researching suppliers, developing and issuing RFQs and RFPs, evaluating proposals and bids, and negotiating, awarding, and administering contracts and POs, including SRM/Supplier Evaluation and warranty issues. By obtaining a reliable and sufficient supply of goods and services at the best possible market rates and circumstances, The City Bank Limited's procurement shall contribute to profitability, quality, development, and value creation for CBL.

The procurement division has been set up to make sure that CBL gets the right products or services that are available in the domestic and international markets in terms of quality, appropriate technology, relevance to CBL's needs, and availability within the required time frame at competitive prices. It has also been established in CBL's organisational structure as a department or division that has the authority to carry out procurement activities in accordance with policy and procedure.

6.2 Objective

All goods and services must be purchased by the procurement department with the appropriate user or process owner department or division and other technical personnel's participation in order to achieve efficient procurement and transparency.

The procurement department's primary goals consist of:

- ✓ Making sure the right things (goods and services) are bought when the time and the pricing are appropriate, using appropriate quality and quantity and in the appropriate place, from the appropriate source(s).
- ✓ Ensure that all procurement actions within the CBL are transparent, accountable, and visible.
- ✓ Ensure that procurement professionals carry out all procurement-related tasks.
- ✓ With honesty and integrity, make sure that compliance and integrity are upheld in all procurement activities, procedural processes, and transactions.

6.3 General Principles

6.3.1 The CBL shall establish a Procurement Committee (PC) and Cross-Functional Team (CFT) to propose any procurement to the appropriate approval authority in accordance with CBL policy and procedure.

6.3.2 Every CBL employee is responsible for ensuring that all procurement tasks are carried out by the authorised procurement personnel.

6.3.3 All employees must be aware of and stick to the procurement policy and procedures of the CBL, according to members of the management committee (MC), the head of each division or department, and any relevant senior managers or managers.

6.4 Definitions of Procurement Terms of CBL

Approval Authority

Approval Authority shall refer to the authorised person, employee, management, or board of directors of the City Bank Limited who are permitted to approve the purchase of goods and services for the bank within the scope of their delegation limit, as determined from time to time by the appropriate authorities.

Automated System

It shall refer to the Supply Chain Management Software System or any other updated Software or System of CBL through which the procurement processes will run and store all of the procurement data of CBL for management reporting and decision-making purposes.

Bidder

A possible supplier, contractor, or service provider who has been chosen and asked to participate in the bidding process in hopes of winning a contract or purchase order (PO) for the supply of goods and/or services.

Contract

It's a written contract that is legally binding and provides for the supply of goods and/or services between CBL and one or more suppliers or service providers (along with all of its annexes and appendices).

Cross Functional Team (CFT)

This team consists of representatives from the user department, the specialised department, and other departments as needed. They have all the necessary skills for the relevant procurement process, such as, but not limited to technical, (subject matter expert), legal, and commercial skills, as well as negotiation and process or project management skills.

Detailed Specification

Each and every component of the goods and/or services to be used to achieve the intended level of performance and purpose is described in comprehensive detail in the specification, which is the chosen answer to the identified needs.

Emergency Purchase

It is an urgent purchase that should only be utilised in certain unexpected situations, including a breakdown that necessitates quick repair work, an unforeseen event of force majeure, or sabotage that interferes with the provision of services.

Goods

Any tangible items, such as tools, written reports, firmware, spare parts, software licences, materials, consumables, tools, and equipment, must be supplied in accordance with a contract or purchase order.

Performance-Based Specification

Specifies the interfaces within which the goods and/or services that must be acquired must work, as well as the performance requirements for those products. It is based on a description of the organisation's essential demands, represented in terms of performance, quantities, capabilities, or any other established units, which assures that the performance is effective and desired under a competitive bidding process at a low cost and low risk.

Purchase Requisition (PR)

A PR is a formal, in-depth request that has been made by the user department or division for a specific requirement in products and/or services that will be purchased. A PR must be submitted and released using automated software or another kind of request, with all necessary information completed.

Purchase Order (PO) / Work Order (WO)

A PO is a valid document sent to an outside supplier requesting the supply of specific goods and/or services in a given amount and quality, at a given price, at a given time, and at a given location. The PO turns into a contract once the supplier accepts it (if it signifies acceptance of the terms contained in the supplier's final and/or negotiated proposals).

Repeat Order

The purchase of more goods or services from previously agreed-upon and approved supplier(s) in volume or quantity.

Request for Information (RFI)

A formal request is submitted to prospective bidders, asking for details about the goods, services, and estimated costs (if necessary). When the user department and procurement department need more information to properly build a functional requirement specification or need to be clear about the potential sources, an RFI is issued early in the procurement process.

Request for Quotation (RFQ)

These are the formal invitation letters that are delivered to prospective bidders to participate in a bidding procedure. Only when the necessary goods and/or services are stated in detail and allow little room for interpretation among bidders is an RFQ permitted.

Total Cost of Ownership (TCO)

This term shall refer to the overall cost of a good or service over the duration of its lifetime or for a specific period. In addition to pricing, these costs are calculated to take into account salvage value at the end of its useful life as well as installation, commissioning, operating, warranty, support, maintenance, upgrading, disposal, and switching costs. Taxes and duties are also taken into account.

User Department/Division

The department or division designated in CBL's organisational structure as having the authority to seek and receive procurement services from procurement or other concerned departments or divisions, utilise products or services to carry out its duties, and who is responsible for allocating budget funds for the purchase made.

6.5 The Process/Steps of the Procurement Division

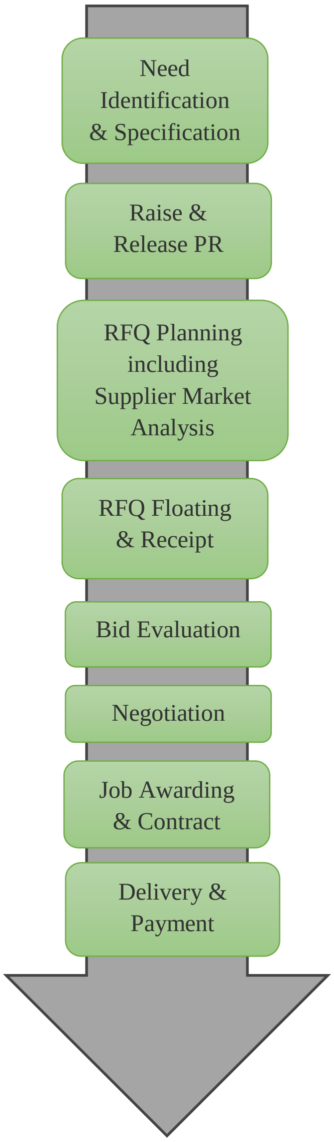

Figure 3: Process/Steps of Procurement Division of CBL

Identification of Needs: The process starts with the identification of the project's or organisation's needs. The amount, quality requirements, and any unique traits or attributes of the desired commodities, services, or works must all be determined.

Identification of Supplier: After a requirement is identified, the next step is to identify potential vendors and providers who may satisfy those demands. It's possible that this will require putting out RFIs, collecting market data, or maintaining a supplier database.

Solicitation of Bids/Proposals: Companies generally issue Invitations to bid (ITB), Requests for proposals (RFP), or Requests for quotes (RFQ) in order to solicit competitive bids from possible suppliers. These documents provide an overview of the project's specifications, evaluation standards, and terms and conditions.

Selection of Supplier: After receiving bids or proposals, a detailed review process is conducted. This involves evaluating aspects like cost, quality, previous performance, delivery capabilities, and adherence to legal standards. Using these evaluations as a guide, the best supplier is chosen.

Negotiation: Contract conditions may occasionally need to be finalised through negotiation, particularly in the event of complicated or expensive purchases. Pricing, delivery dates, warranties, and fines for non-compliance are all topics that might be discussed during negotiations.

Contract Award: The chosen supplier is given a contract when discussions are finished and terms have been agreed upon. This contract acts as both a formal agreement and a definition of the parties' respective rights, duties, and obligations.

Contract management: It's essential to continue managing the contract after it has been awarded. This includes keeping tabs on supplier performance, verifying that the contract's conditions are being followed, handling revisions or disputes, and managing any problems that might develop throughout the contract's length.

Delivery and Recognition of Goods or Services: The provider delivers the goods or services in accordance with the terms of the agreement. The business or project team confirms that the supplied goods adhere to the agreed-upon criteria and quantity requirements.

Processing of payments: The provider submits invoices for the products or services delivered. In compliance with the terms of the contract, the company verifies the accuracy of the invoices before processing payments.

Evaluation of the Performance: Following the delivery of the goods or services and the conclusion of the contract, a post-procurement review is carried out. The evaluation of the supplier's performance in relation to the predetermined performance requirements and the identification of takeaways for future purchases are included in this.

Relationship management with suppliers: Long-term success depends on maintaining good partnerships with suppliers. In order to improve pricing, quality, and collaboration in future procurements, organisations may participate in initiatives to develop and enhance relationships with key suppliers.

Record-keeping and Documentation: For purposes of accountability, transparency, and auditing, it is crucial to properly document all aspects of the procurement process, including contracts, invoices, correspondence, and evaluations.

6.6 General Procedure of the CBL Procurement

6.6.1 Foundations of Purchase

Any purchase must not be executed, remunerated, or compensated unless written consent is acquired in advance from the designated approving authority, following the established format. In accordance with the established procurement policy and procedure, requests for purchases are typically subject to a multi-step approval process. Initially, the consuming department/division, under the guidance of the respective division head, reviews and assesses the purchase request. Subsequently, the Finance Division evaluates the request for budgetary control purposes. Finally, individuals with delegated approval authority, as determined periodically, grant final approval. This action follows the submission of a requisition, which is a significant situational indication. Any purchase amount above the limit assigned to CBL's Managing Director and CEO will be submitted to the Board of Directors for approval.

6.6.2 Procurement Committee (PC)

The Procurement Committee (PC) must approve any purchase with a significant budget. The Procurement Committee (PC) assumes the primary responsibility of thoroughly examining the procurement process. Upon receiving offers, the PC is tasked with choosing a vendor and presenting their recommendations to the approving authority for purchase approval. The procurement committee (PC) has the authority to propose the reinitiation of the process or the renegotiation of the terms of offers if it is dissatisfied with either the procurement policy and procedure or the conditions of the proposals received for a specific purchase.

6.6.3 Quotation Opening Committee (QOC)

The Quotation Opening Committee is assigned the responsibility of both opening and signing the bids that are received through the competitive bidding procedure. A minimum of three individuals, including the relevant department/process owner, are required to initiate the opening of any quotation. Furthermore, it may not always be feasible to use a formal quotation opening when receiving a quotation by email or any other comparable format, as this relies on the nature of the supply or service.

6.6.4 Minor Purchase

The Originating Division may acquire certain things directly if they are unavailable in the warehouse or stores and have a very low transaction value. Any store or supplier will be directly purchased by the responsible official in cash. If a higher authority must approve the purchase, the head of the consuming division must do so. All such purchases must, however, receive the Finance Division's prior clearance via a consolidated summary that the Consuming Division(s) must submit each month. The finance division is responsible for keeping track of all departments' minor purchase histories.

6.6.5 Cash Purchase

Cash purchases may be made by the procurement department in emergency or unavoidable situations and, in rare instances, by the delegated purchasing department or division (but solely for delegated procurement activities). In most situations, a department or division with authorization may use cash purchases for a single procurement activity by withdrawing funds from the finance division in accordance with current finance policy.

6.6.6 Written Offers from the Competitive Bidding Process

Every major purchase must be made after receiving three written quotes from potential vendors in the marketplace. Such offers must be gathered by sending out RFQs, RFPs, and RFTs to reputable and trustworthy vendors in the marketplace. A well-structured RFQ/RFP/RFT format must be used for large-value purchases, and it must include documents and information like an invitation, instructions to bidders, BOQ/Specification, quantity, delivery schedule, payment terms, warranty issue, after-sale support service, and other specific terms & conditions.

6.6.7 Composite Bidding

The composite bidding (one envelope) technique must be used when the items to be purchased are generic in nature and simple to evaluate. The price offer and the item's technical specifications must be enclosed in one envelope.

6.6.8 Two-Envelop Bidding

A two-envelope bidding procedure may be used for purchasing essential machinery, tools, software, civil construction, promotional goods, furniture, and services that are technically or otherwise difficult. The bidders will be instructed to submit two bids, one each for the technical offer, sample, and commercial or price offer. There may be two opening phases for the offers. The technical offer or sample will be examined first after being opened or shown. All participant bidders' commercial or price offers, or only the technically acceptable bidder's, shall be examined and assessed in order to make a purchasing decision.

6.6.9 Frame or Schedule of Rate Agreement

After receiving management permission, a schedule of rate agreements must be made with the agreed-upon suppliers for procurement on a bulk/annual price-fixing basis. Alternatively, a letter to the suppliers may be issued without CBL confirming the quantity and guaranteeing the purchase. According to the agreement, a purchase order will be sent to the agreed-upon supplier within the agreed-upon time frame at the accepted rate as and when necessary.

6.6.10 Service Agreement

As soon as the warranty period expires, service agreements for after-sale support services will be engaged into for the products that need them. It is advisable to close the deal as a package when making the purchase. The PC will recommend that the terms and conditions be authorised, and the approving authority will decide.

6.6.11 Cross Functional Team (CFT)

After researching the supplier market, the purchasing department will work with the user/process owner department to build a CFT for creating the RFQ documents and finalising the list of potential bidders. Before speaking to potential bidders, the CFT must be established. The CFT must have a minimum of two members, including at least one user/process owner representative and one member of the procuring department. The CFT may use resources from another department if a subject-matter expert is needed, particularly in cases involving technological concerns.

6.7 Vendor Awarding Procedures

There are some steps for awarding a vendor for a specific bid that procurement of CBL follows:

1. **Evaluation of Received Bids**

   In order to acquire high-quality goods and services at the most affordable price, all competing bids must be analysed in a fair and transparent manner. A technical review and a commercial evaluation of each bid will be conducted. All bids shall be evaluated both technically and commercially by the concerned personnel of the designated team member(s), and only the evaluation information shall be disclosed to all the CFT members or designated team member(s) when making the final evaluation.

2. **Short Listing of Paticipated Bidders**

Designated team member(s) should evaluate the submitted bids and shortlist the participating bidders based on the extent to which they adhere to the terms and conditions of the Contract or RFQ.

3. Dealing with the negotiation

The department head of procurement will choose who will take the lead in negotiations. If an internal department or division is responsible for making purchases, that department's or division's head will appoint a lead negotiator to handle the case. To carry out any bargaining process, the CFT will be joined by representatives from both the user department or division and the procurement department or division.

4. Prices and Payments

Even if the delivery time is somewhat long, set prices must be agreed upon. Pay Order/Account Transfer is the method of payment. Any payment made by pay order is subject to the fees shown in the schedule. A copy of the purchase order or contract, as well as a copy of the approved purchase request, must be included with each invoice being paid.

5. Recommendation to Purchase

A documented evaluation report with recommendations shall be given to the concerned authority, who will make the final recommendation to the competent approval authority after a bidder has been selected by a designated team. A Letter of Award or Purchase Order or Contract will be issued to the winning bidder(s).

6.8 Vendor Post-Awarding Procedures

After awarding a vendor, there are some procedures to follow:

1. Purchase/Work Order Issuance
2. Contract/Agreement/ SLA Signing
3. Accpectance of the Order
4. Changes and Amendments
5. Quality

6. Third-Party Inspection
7. Acceptance of Goods and Services or User Acceptance Test (UAT)
8. Maintaining Bid Files and Records
9. Supplier's Performance Evaluation

6.9 Supplier Conduct Principles (SCP)

"Ensure respect for community, good governance, and compliance in everything we do" is the City Bank Limited One's mission statement. The parties that are providing the CBL's supplies and support services should make every effort to meet the following minimum compliance standards:

- ✓ **Human Rights of Employees Must Be Recognised and Protected**

  - To foster an environment where all employees are valued and respected, regardless of their race, religion, skin colour, nationality, socioeconomic status, sexual orientation, gender, physical ability, or age.
  - In order to abide by the maximum allowable workweek hours established by law.
  - Ensure that all workers, with a few exceptions, are paid at least the statutory minimum wage.
  - Respect employees' ability to form unions and to treat union members fairly and equally (within the bounds of the law).
  - Pension benefits, paid time off, and vacations are just some of the statutory benefits that must be paid.

- ✓ **Corruption and Bribery are Strictly Forbidden.**

  - Avoid offering or providing any CBL employee with cash or non-monetary gifts to influence their behaviour or for any other unlawful purposes.
  - Avoid doing anything that could get in trouble with the law, such as money laundering or supporting terrorism.

- ✓ **Prohibition of Child Labour**

- Only hire those who are at least 15 years old.
- Ensure child labour is not used for any hazardous work.
- Should follow all rules regarding the employment of minors, such as those that set age restrictions, limit the number of hours an individual can work, and prohibit particular occupations.

✓ **Legal Requirements, Including Laws, Rules, and Regulations**

- Understand all relevant legal obligations.
- Ensure that all employees receive the appropriate wages, benefits, and other compensation in accordance with the Bangladesh Labour Law and any other applicable laws.
- Maintain an up-to-date record of any legal and regulatory developments affecting the supplier's operations.
- Compliance processes and procedures should be reviewed.

✓ **Concern for Employee Safety and Health**

- Maintaining worker safety is the first priority.
- Control hazards.
- Avoid workplace injuries and illnesses as much as possible by taking all necessary safety precautions.
- follow all applicable national and regional health and safety regulations.
- Safety training should be included in the onboarding process.

✓ **Environmental Protection**

- For effective waste management, decreased energy consumption, and ongoing enhancements in environmental protection.
- To follow all relevant legal and international guidelines for environmental protection.

✓ **Privacy and Confidentiality**

- Supliers must keep our private details secret.
- Any disclosure of our confidential information is prohibited.
- To protect the confidentiality of the information, vendors are only allowed to use it for the agreed-upon purposes or as otherwise required by the agreement.

✓ **Product and Service Quality**

- Provide high-quality goods and services in accordance with the terms of the purchase order or contract.
- For the duration of the service agreement, keep the same high standard of quality in both products and services.
- In order to guarantee high-quality after-sales support as per the purchase order or contract.

Chapter 07: Conclusion

Conclusion

When it comes to private commercial banking institutions in Bangladesh, the City Bank Limited is among the best. It has a very specific vision and objective of dominating the Bangladeshi private banking market. They are currently expanding faster than the banking industry's typical market growth rate. In light of this, CBL's performance is excellent in comparison to the other banks in Bangladesh that are commercially private. However, now they're off and running in the right direction to become the market leader.

In conclusion, I can say that CBL has provided a great experience with a cooperative working environment. While the internship period was very short, I am grateful to have learned about the regular processes and insights involved with working as a part of the procurement team. Most importantly, learning about the various procurement policies, guidelines, documentation, and parties involved has enhanced my working experience. Therefore, this internship remains vital for the future opportunities that lie ahead of me in the supply chain management sector.

Giving recommendations is difficult for a business with such great performance. Still, there are a few places where they can do better. So finally, I am recommending some areas for improvement:

Upgradation of the Software System

They need to upgrade their software system, as the software system used for procurement purposes is quite slow. For that reason, sometimes it takes time to create a PO, a bill of the vendors, and other related works. It affects the efficiency of the daily procurement-related tasks of the CBL. So they might need to invest in modern procurement software and technology.

Procurement Policies and Procedures

To ensure compliance with industry best practices and legal obligations, they should evaluate and update their procurement policies and procedures on a regular basis. Ensure that all personnel involved in procurement are informed of these policies and follow them.

Good Relationship with the Finance Department

As most of the work of the procurement team has to do with the finance department, like budgeting and vendor bill clearance, I think that to run the procurement operation smoothly, this is very important to maintain.

Continuous Training and Development

It is essential to invest in the training and development of procurement experts. To ensure that City Bank's procurement staff is up-to-date on the latest industry trends, emerging technology, and best practices, the bank should provide regular training opportunities. Training needs to incorporate keeping up with new regulations.

Adopting New Technologies

Allocate money on innovative software and hardware, such as e-procurement analytics and procurement systems software. These have the potential to simplify procedures, increase transparency, and facilitate better choice-making.

Diversity Among Suppliers

Encourage supplier diversity by reaching out to and working with firms that are owned by underrepresented groups. This promotes social responsibility and may also result in creative outcomes and a competitive edge.

Supplier Relationship Management (SRM)

Improve communication with essential vendors. A supplier relationship management (SRM) programme can help businesses work more closely with key vendors, secure competitive pricing, and develop lasting partnerships.

Create a Sustainable Procuement System

Sustainable purchasing practices should be incorporated into City Bank's purchasing policies. Suppliers' dedication to environmental and social responsibility is a crucial factor to consider in addition to price and quality. Incorporating sustainable procurement practices has the potential to boost the bank's image, lessen its environmental footprint, and better meet the needs of today's consumers.

Strengthen Risk Management

The procurement process at City Bank requires an extensive risk management plan. Risks include new regulations, supply chain interruptions, and international conflicts that need to be identified. The bank ought to make preparations for unexpected events, diversify its supplier base if necessary, and keep an eye on international developments that could affect its purchasing decisions.

Periodic Audits and Compliance Checks

The procurement processes of City Bank should be audited on a regular basis to check for compliance with external regulations and internal policies. Legal and financial risks can be mitigated with this method of early detection and correction of compliance concerns.

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