

**Transcript of the Chartered Banker Institute
147th Annual General Meeting
Thursday 23rd June 2022**

Open address and welcome by the President, Steve Pateman.

The following items as outlined in the agenda were open to a vote:

Adoption of the Annual Report for 2021-22.

All voted in Favour.

Submission of the Accounts for the year to 28 February 2022 and Auditor's Report.

All voted in Favour.

Appointment of Auditor - re-appointment of Messrs Chiene + Tait for 2022/23

All voted in Favour.

Appointment of new Member to the Board of Trustees - Andrew Shiels FCBI

All voted in Favour.

Extension to trustee Terms of Office nominations - Peter McCormack and Stephen Pearson.

All voted in Favour.

Any Other Business

No points raised.

Address and Close by Steve Pateman

Transcription of President's (Steve Pateman) AGM Speech 2022:

I was deeply honoured to be appointed as President of our Institute last year. As your President, I'm proud to have been a Member of our Institute for over 14 years and I'm grateful to the Institute for the knowledge and support it has given me through my career. The Institute, like many organisations, has had to adapt to how Covid-19 has changed not only how we work but where we work, and so this year has moved to new modern premises right in the centre of Edinburgh, and has continued to invest in our digital offering with a broader curriculum, which reflects not only the ongoing rise of digital but sustainability's impact and influence over the world of finance. All this has been achieved with relatively small resources, and with a team that was primarily working remotely throughout the pandemic, which makes this achievement even more remarkable. I start by paying tribute to all the Institute staff for their incredible work and to Simon, Jo and Giles, in particular, for their leadership, guidance and indomitable spirit.

In my AGM address last June, I paid tribute to my predecessor Bill McCall, and all the staff at the Institute for the professional way they successfully managed the transition towards a digital Institute throughout the global pandemic and serving our members extremely well during this challenging period; I also noted that Bill would be an extremely hard act to follow. I then moved on to highlight three areas of focus during my term as President.

First, for our Institute to continue helping the banking sector play its part in supporting the economic and social recovery and changes that will flow from Covid-19. Over the past 12 months, we have continued to support the Institute's growing membership (now standing at 33,000), in the UK and internationally, through the difficulties presented by Covid, and have continued to keep their professional knowledge and skills up to date in a rapidly changing world. A great example of this was building awareness and understanding of vulnerable customers through the unique practitioner insights survey CISI and our Institute carried out with our memberships, and the subsequent innovative event with our Chartered Body Alliance partner.

Second, with our growing membership at the forefront of our minds, we must continue to build a broader and international presence for the Institute. We emphasise that we have members in over 100 different countries around the world, but we want all those members to become advocates for our work, helping us to enhance and strengthen our global profession. As we all know, the world doesn't stand still, so I welcome the fact that fourteen new international partnerships were formed in 2021, and we remain committed to two key international partnerships, supporting our colleagues in the Asian Institute of Chartered Bankers (AICB), Malaysia, and the Financial Services Institute of Australasia (FINSIA), Australia; both partnerships have continued to develop and grow throughout the year. Alongside this, our flagship Annual Banking Conference helped to grow our impact, influence, and profile – especially in terms of reaching a more international audience.

And third, the Institute must help the sector achieve the global commitments on reducing the adverse impact of climate change. The transition to net zero should not be underestimated and we must continue to be at the forefront of helping banks and bankers meet that challenge. Much of our growing impact results from the recognition of the Institute as the leading global voice for responsible and sustainable banking. In this regard, the Institute has been working at the leading edge of sustainable finance education for bankers for some time now, and the biggest news and achievement of the past 12 months, is that the United Nations Environment Programme Finance Initiative (UNEP FI) selected us as the preferred partner to develop a global curriculum and online academy to support the implementation of the UN Principles for Responsible Banking to be delivered in 2022. We celebrate this achievement, which brings together the world's foremost sustainable banking framework with the world's most established professional banking institute.

Meanwhile, whilst these international developments have been key to our success, closer to home, we continue to develop the next generation of responsible bankers through our 2025 Foundation, which has raised over £313,000 to date, to support opportunities for individuals from minority groups and specific socio-economic backgrounds to pursue a career in banking. Another flagship event, Young Banker of the Year, which has been running for over 30 years now, aims to bring true innovation to banking and the high standard of entrants to the Competition never ceases to amaze me. This year's winner, Rosie Lyon from Allied Irish Bank's proposal was to help sufferers and survivors of domestic abuse. It clearly demonstrated a real sense of Rosie wanting to engage with a difficult subject and to be part of the solution, which is where our industry and profession needs to be.

So, these 3 major achievements, in particular of, membership growth at a time of global economic uncertainty; increasing our international reach; and the UN opportunity with the launch of the PRB Academy later this year, which underlined our ongoing core commitment to sustainability should not be underestimated and evidently demonstrate how our global Institute is continuing to go from strength to strength.

As we look to the future, clearly, the pandemic remains a considerable challenge to societies across the globe, with its effects on global growth prospects combined with the impacts caused by geopolitical events, such as the war in Ukraine, are leading to an economic climate of considerable uncertainty and rapidly rising prices. In such uncertain times, it is vital for us all, as bankers, to rise to the challenge by doubling our efforts to support society, by helping our members better connect with a unique community of likeminded professionals and share knowledge and experience. To achieve this ambition, we recognise that we must build on our success through the foundations we have laid and combine those with our agreed strategy, which is acknowledging the need to invest for the future but prudently. In the process of doing so, we must be acutely aware of the challenges all around us – which include, the signs for global growth prospects post Covid; the impact of conflict, wherever that may be, on the prospects for business and people, as the downstream economic impacts flow through to our daily lives, and thus the need for banking to be a profession that can blend empathy and understanding of context with its core principles. Being a responsible banker is not always easy - it comes with ever changing expectations and those expectations are particularly acute in times of economic challenge: we have had many years of low interest rates, government interventions to the economic cycle and these have insulated businesses and individuals from downside economic outcomes and perhaps allowed debt levels to become less sustainable than they apparently seem; we are now heading towards far more challenging times and there will be economic stress for business and individuals. Whilst scorecards and technology will continue to help to play an important part in our industry, this will need to be combined with professionalism, empathy, understanding and engagement if our industry is to emerge from the next few years as one that helped the global economy through these challenges rather than one that made it worse. Our definition of responsible and sustainable has already changed to reflect the demands we have made on our planet; it will need to evolve to reflect the demands on society from the economic challenges we are now facing into.

Finally, thank you to all our Fellows and Members who gave up their time, expertise and experience to support the Institute during the course of the last year. In particular, can I pay tribute to my Vice-President, David May, and Board members who have supported me, our Executive Team and all of us throughout these challenging times. To one of our Board Trustees especially, who is stepping down today, Sheila Gunn. Sheila has been Chair of our Remuneration Committee and a key member of the Audit & Risk Committee, and Sheila received an Honorary Fellowship earlier today, to thank her for her service as a Trustee.

As this is our first hybrid AGM since 2019, then I would also like to take this opportunity to pay tribute to some other former Trustees, who have stepped down since 2020; some of whom are joining us in-person today. First, my immediate predecessor as President, Bill McCall (joining online), plus Brian McCrindle, Hugh McKay, Susan Younger, Robin Bulloch, Lynne Burns (retired November 2020) and Paul Riseborough (retired December 2020)– thank you all for your service.

I would also like to thank two long standing Quality and Standards Committee Members, who have stepped down in the past year; Bill Raynal, who stepped down in August 2021 and Elise Young, who stepped down in February 2022. Thank you, Bill and Elise.

Next, I'd like to thank our Membership Forum, chaired expertly by Helen McKay, which is a true reflection of the 33,000 members we collectively are, in the UK and abroad. Crucially, that Forum provides a pulse beat analysis from our members. To those of you here involved with it and to those watching online, thank you for your service and the very best of fortune in your endeavours.

All of which leaves me to pay a special tribute to our most senior member of the Chartered Banker Institute, who is not only a Fellow of the Institute, but the oldest living holder of the Victoria Cross, Flight Lieutenant John A Cruickshank VC. John recently celebrated his 102nd birthday and John, for those who don't already know him, is a truly remarkable man; a Second World War hero and role model to all our members. Bill McCall, our Past President, knows Mr. Cruickshank well and has persuaded him (as he is a very modest man, and does not like celebrity) to have his portrait painted by Lt. Colonel Stewart Hill. The cost will be covered by the Institute and the portrait, with Mr. Cruickshank's permission, will be presented to the National Portrait Gallery in Edinburgh. Lt. Colonel Hill will also speak at an event for members in the autumn. John - we salute you!

As an Institute, we have been promoting responsible banking delivered by professional bankers for almost 150 years, and I am confident that the strong foundations we have laid in the past year, means that we will continue to support banking professionals throughout the ups and downs of their careers for many years to come.

I look forward to meeting (not just virtually) and serving as many of you as I can in the next year as we continue to create a global community of responsible bankers.

On that note, I'll now conclude proceedings for this AGM. I hope you are as proud of the Institute as I am to be its President. The final words should be for the Institute staff, and our collective thanks to them for the significant effort they put into our Institute – including our move from Drumsheugh House to our new home at No. 39 George Street, where I hope you can all join me now as we close our AGM.

Thank You."