

Review of CSR initiatives of banks-2011



July 2012
Bangladesh Bank



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Abbreviations and Acronyms

BB= Bangladesh bank

BKB= Bangladesh Krishi bank

CAMELS = Capital Adequacy, Asset Quality, Management, Earnings, Liquidity, Sensitivity to Market

CDM = Clean Development Mechanism

CIB = Credit Information Bureau

CKD = Chronic Kidney Disease

CSOs = Civil Society Organizations

CSR = Corporate Social Responsibility

ERM = Environmental Risk Management

ERP = Enterprise Resource Planning

ETPs = Effluent Treatment Plants

FCBs = Foreign Commercial Banks

GoB = Government of Bangladesh

MDGs = Millennium Development Goals

MFIs = Micro Finance Institutions

MRDI = Management & Resources Development Initiative

MOU = Memorandum of Understanding

NBR = National Board of Revenue

NGOs = Non Government Organizations

PCBs = Private Commercial Banks

RAKUB = Rajshahi Krishi Unnayan Bank

RBCA = Risk Based Capital Adequacy

SCBs = State owned Commercial Banks

SDBs = Specialized Development Banks

SEDF = South Asia Enterprise Development Facility

SFD = Salvation for the Deserving

SME = Small & Medium Enterprise

SSFP = Smiling Sun Franchise Program

List of Contents

| | | |
|-----|--|----|
| 1. | Foreword | |
| 2. | Highlights of CSR activities of banks in 2011 | 7 |
| 3. | Trends of sectoral pattern of direct CSR expenditure reported by banks | 9 |
| 4. | Trends of CSR initiatives not involving direct expenditure: promotion of financial inclusion | 11 |
| 5. | Green Banking practices of banks | 15 |
| 6. | Gender Issues in banks | 18 |
| 7. | Progress in deepening of CSR practices in banks | 20 |
| 8. | Annexure 1: Direct CSR expenditures reported by banks | 24 |
| 9. | Annexure 2: CSR expenditures as % of after tax profit & CSR expenditures in Education Sector reported by banks in 2011 | 26 |
| 10. | Annexure 3: Gender Issues reported by banks | 28 |
| 11. | Annexure 4: Salient CSR activities reported by banks | 30 |



Foreword

I have the pleasure of introducing yet another annual review of CSR activities in the banking sector of Bangladesh, the third issue for the year 2011. Readers familiar with the earlier issues will note the steadily increasing depth and diversity of CSR engagements of banks, both in direct budgetary expenditure and in financial inclusion drives, in greening of their internal practices and processes, and in lending to environmentally benign projects. Gender issues related to the work environment in banks gets coverage in the 2011 review for the first time as improving female labor force participation is an important corporate social responsibility.

All banks have by now reported having embraced CSR obligations with decision at board of directors' level. For the first time, some banks have reported having held stakeholder consultations prior to drawing up of their 2011 CSR programs. The spontaneity and enthusiasm of banks in participation in the countrywide financial inclusion drive comes from their commitment to social responsibilities. On this path ahead, I believe that before long our banking sector will earn a reputation of promoting socially and environmentally responsible banking, consciously opting for stable business and income growth from inclusive financing of productive real sector output activities while including a higher share of female employees in staff/management ranks. This is in contrast to seeking quick gains from playing up financial market volatility or from mindless mechanical financing of unproductive wasteful activities, as was seen in advanced financial markets in the run up to global financial crisis.

Banks have much to learn from each other's experiences in diverse areas of CSR initiatives; the compilation of reports of their initiatives in this review should help stimulate interbank dialogue and cooperation. Non-financial corporate and general readers interested in social responsibility issues may also find this review useful.

Dr. Atiur Rahman

Governor

A. Highlights of CSR activities of banks in 2011

- All banks reported implementation of ongoing CSR programs in 2011 adopted with decision at the highest (board of directors) level. *For the first time thus far in our banking sector, four of these banks reported having held stakeholder consultations before drawing up of their CSR programs.*
- As in preceding years, CSR initiatives of banks in 2011 continued focus on i) financial inclusion of less privileged population segments and underserved economic sectors, ii) emergency relief in humanitarian distresses, ii) promotion of health, education and cultural/recreational activities for advancement and well being of underprivileged population segments, iii) financing and promotion of environment friendly projects, iv) adoption of energy efficient, carbon footprint reducing internal processes and practices in own offices and establishments. Besides continuation and expansion of previous engagements in these areas, interesting newer directions/newer thrusts seen in the 2011 CSR reports of banks included:
 - Construction of 144 feet long bridge connecting 18 villages of Rowmari, Kurigram with economic activities in the rest of the district; a physical infrastructure installation with far reaching impact on livelihoods of the villagers.
 - Grant support for construction of sweepers' colony at Shahjalal Science and Technology University in Sylhet, grant supports for Old Peoples' Home in Dinajpur; both physical infrastructures, for benefit of the poor and elderly.
 - Funding of safe drinking water provision initiatives, by installation of arsenic free deep tube wells and rainwater harvesting plants.
 - Funding holding of workshops/training courses for English teachers and Head teachers of some schools.
 - In financial inclusion, cluster based support initiatives for people in specific economic activities, like dairy, handloom, light engineering, poultry, fishery etc.; interest free lending in pilot projects for landless marginal farmers.
 - Beginning phased implementation by banks of the Environmental Risk Management Guidelines issued by BB, introducing environmental risk scrutiny of projects prior to financing decisions. Many of the banks have reported increasing engagement in financing of solar as well as organic waste based energy (biogas) generation.
 - Carbon footprint reduction initiatives in internal practices of banks, like introduction of a paperless 'no print day' and formation of 'no print team' in a bank. Besides such sporadic environmentally beneficial initiatives reported by some of the banks, *for the first time in CSR reporting in Bangladesh's banking sector a (foreign) bank reported in 2011 of incorporating environmental sustainability measures in internal decision making; actively managing their direct environmental impacts by reducing energy and water use, waste and carbon dioxide emission.*

- Besides CSR initiatives involving direct expenditure, financial inclusion initiatives of banks proceeded apace in 2011. All banks participated actively in promotion of lending to SMEs and agricultural; PCBs were particularly active in these areas. FCB lending for agriculture declined rather sharply however, against general trend. For broader, deeper financial inclusion, banks proceeded ahead on multiple fronts including increased rural bank branch presence, mobile phone banking, opening of bank accounts for low income population free of charge with nominal Taka 10 initial deposit.
- Total annual direct CSR expenditure of banks appears to have stabilized in 2011 following sharp increases in three years up to 2010, apparently due to incompleteness of reporting in the earlier years:

| Year | 2008 | 2009 | 2010 | 2011 |
|--------------------------------|--------|--------|---------|---------|
| CSR expenditure (million Taka) | 410.70 | 553.80 | 2329.80 | 2188.33 |

- The modest decline in direct CSR expenditure in 2011 compared to the preceding year is mainly on count of humanitarian and disaster relief, because of fewer distress episodes calling for such relief(cf., Table 1, section B).
- Non Bank Financial Institutions (NBFIs) in Bangladesh have started reporting their CSR practices in 2011. The reports reflect inadequate understanding of the CSR concepts on the part of NBFIs, indicating a need for BB to engage with them further in getting the CSR concepts across.

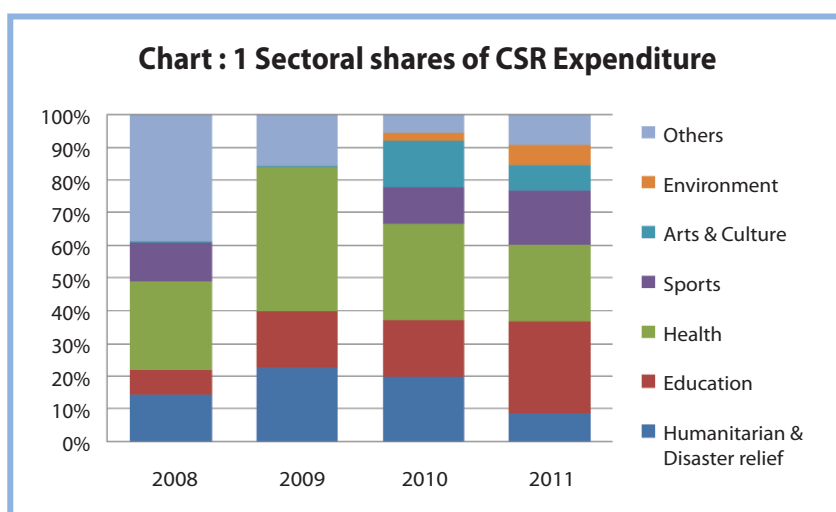
B. Trends of sectoral pattern of direct CSR expenditure reported by banks

Table 1: Trends of sectoral pattern of CSR expenditure reported by banks

Taka in million

| | 2008 | | 2009 | | 2010 | | 2011 | |
|--------------------------------|--------|-------|--------|-------|--------|-------|---------|-------|
| | Amount | % | Amount | % | Amount | % | Amount | % |
| Humanitarian & disaster relief | 58.60 | 14.27 | 125.10 | 22.59 | 460.41 | 19.76 | 188.03 | 8.59 |
| Education | 30.50 | 7.43 | 94.80 | 17.12 | 400.79 | 17.20 | 612.48 | 27.99 |
| Health | 112.10 | 27.29 | 245.50 | 44.33 | 689.07 | 29.58 | 520.42 | 23.78 |
| Sports | 49.80 | 12.13 | 1.20 | 0.22 | 265.23 | 11.38 | 359.07 | 16.41 |
| Art & culture | 0.80 | 0.19 | 0.30 | 0.05 | 328.91 | 14.12 | 171.52 | 7.84 |
| Environment | - | - | - | - | 59.78 | 2.57 | 138.07 | 6.31 |
| Others | 158.90 | 38.69 | 86.90 | 15.69 | 125.58 | 5.39 | 198.73 | 9.08 |
| Total | 410.70 | 100 | 553.80 | 100 | 2329.8 | 100 | 2188.33 | 100 |

It may be seen from the table 1 above that even though CSR expenditure in health sector shrunk from the previous year, education (27.99%), health (23.78%) and sport (16.41%) persistently getting major shares (68.18%) of CSR expenditure, alongside humanitarian and disaster relief (8.59%) continued getting significant share. Expenditure on Art and culture (7.84%) decreased and expenditure on environment doubled in 2011 from 2010. Notable specific features of expenditure in CSR programs of banks in 2011 are summarized below:

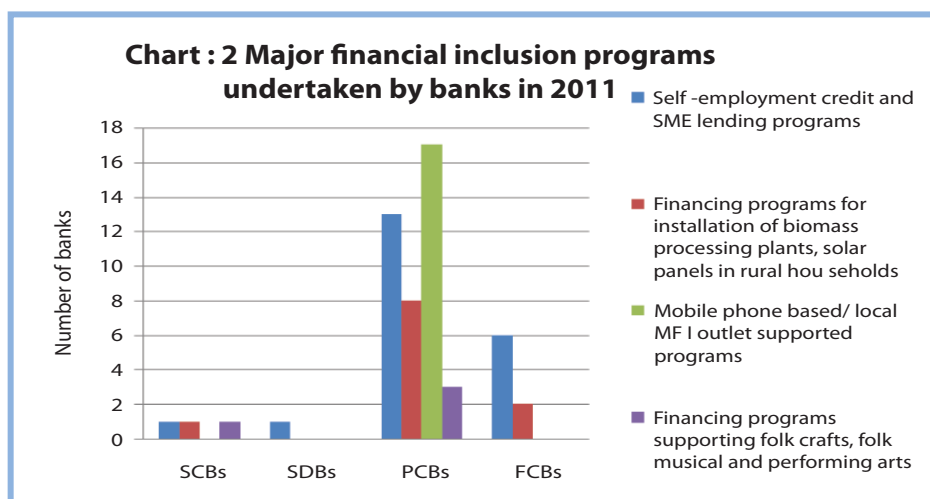


- A number of banks placed high priority on CSR expenditure supporting education of students from lower income group parents. Education sector (27.99%) got the highest weightage as percentage of total CSR expenditure in 2011.
- CSR expenditures of banks in the health sector comprised contributions to established hospitals, clinics etc. as well as running own non-profit hospitals etc. In 2011, health sector got 23.78 percent of total CSR expenditure.
- In terms of a BB guidance circular issued in 2011, banks are paying due attention to gender fairness issues in their internal work environment, recruitment, maternity leave policies etc. and are reporting to BB on gender issues.
- Banks are nominating one official at each branch as key focal person for providing financial services to the disabled. They are helping mentally and physically disabled people of the society through following CSR programs-
 - awarding scholarships and providing educational materials to physically challenged students,
 - arranging free surgical operation for children and adolescents with clubfeet and plastic surgery operation camp,
 - setting up temporary eye treatment project,
 - extending financial assistance to war wounded Freedom Fighters,
 - providing financial aids for the treatment and education of hearing impaired poor people of the society, and
 - building awareness about Autism etc.
- Some banks are incurring CSR expenditure directly from their own budget, while a few others are doing so through separate entities established as foundations/trusts supported by contribution from CSR expenditure allocation of the banks concerned.
- CSR expenditures of banks as percentage of their after tax profit range from 0.06% to 15.87% (Annexure 2). The percentages are generally in lower single digits, but in double digits for 3 PCBs.

C. Trends of CSR initiatives not involving direct expenditure: promotion of financial inclusion

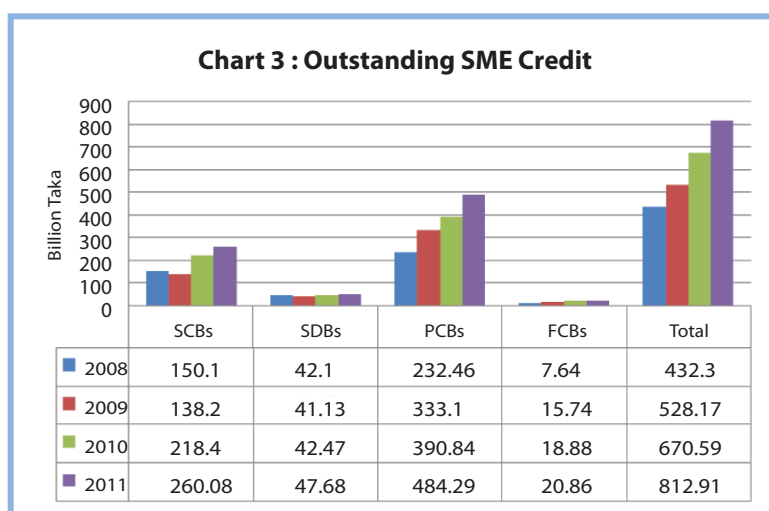
Besides direct expenditure in CSR initiatives, banks have continued enthusiastic engagement in the ongoing financial inclusion campaign launched by BB, reaching out with financial services to excluded population segments and underserved economic sectors. The initiatives include extending branch and ATM networks into rural areas, mass scale opening of no-frills bank accounts with nominal deposits for poorer people (about ten million such new accounts opened by now), adopting new cost saving remote delivery modes for financial services like mobile phone/smart card based banking, agricultural and SME financing, financing schemes for renewable energy generation projects and so forth. BB has supported these initiatives by putting in place necessary enabling infrastructure, including a fully automated interbank clearing and settlement platform for paper based and electronic payment instruments, an upgraded online credit information bureau, and some refinance lines for banks against their SME and environment focused lending.

3 SCBs, 4 SDBs, 24 PCBs and 7 FCBs reported substantial engagement in 2011 in credit programs promoting financial inclusion of socially disadvantaged rural and urban population segments. Besides agricultural credit programs pursued by all banks (with FCBs lending mostly through locally active MFIs), the financial inclusion programs of banks comprised:

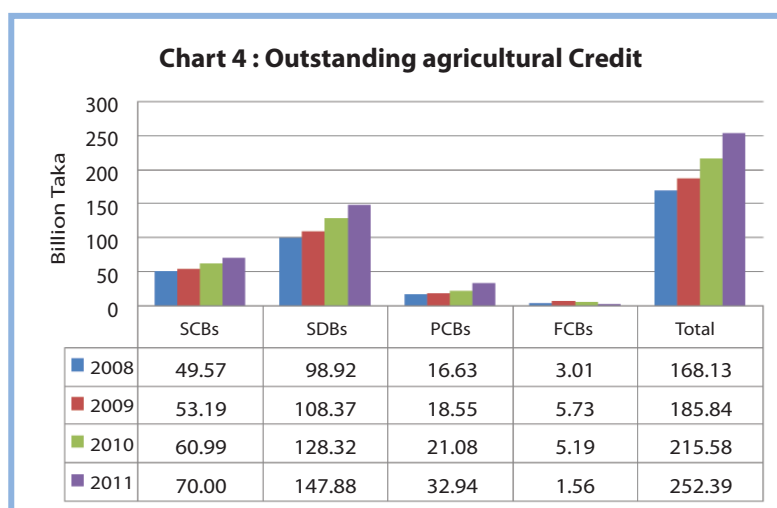


- a) Self-employment Credit and Small and Medium Enterprise (SME) lending programs of 1 SCB, 1 SDB, 13 PCBs and 6 FCBs, taken up solo or in association with locally active Micro Finance Institutions (MFIs).
- b) Financing program for installation of biomass processing plants generating biogas fuel and organic manure, for Effluent Treatment Plants (ETPs) in manufacturing establishments, and for solar energy units in households in off grid rural areas including char lands, of 1 SCB, 8 PCBs and 2 FCBs.
- c) Financing program for rural craftsmen and folk/music/drama groups holding cultural events in tourism sites, taken up by 3 PCBs and 1 SCB.
- d) Initiatives aimed at prompt delivery of remittances of migrant workers to recipients in remote rural households, in programs of card based/mobile phone based delivery of 17 PCBs.
- e) The landless sharecroppers who were otherwise deprived of institutional credit are now financed by banks. Under this scheme, about Taka 3.1 billion was disbursed among 2,70,802 sharecroppers till date. To make the agriculture inputs available and agriculture credit disbursement easy among the farmers, 18.2 million agro-input assistance cards have been distributed across the country and savings accounts of almost 10 million farmers have been opened accepting Taka 10 only as an initial deposit.
- f) To promote cost effective expansion of off-branch banking services, 21 banks obtained mobile banking licenses, out of them twelve have started operation, offering basic banking and financial services such as payment of inward and local remittances, withdrawal and deposit of cash from bank branches, payments of utility bills, payments for purchasing goods and services, payments of salaries of corporate officials, industries and factories and other offices, payments of allowances and pensions, fund transfers, immediate mobile balance recharging and so forth.
- g) In SME financing, banks have focused on clusters of specific activity areas like light engineering and agricultural tools, handicrafts and handloom weaving, agar harvest, chatal business, maze farming, cattle rearing and biogas generation, solar energy etc.

Chart 3 and 4 show increasing trends in both outstanding SME and agricultural credit. Engagements of all bank groups in SME lending are seen to be on rising trend, more prominently so for PCBs and SCBs (chart 3).



Two agricultural SDBs (BKB, RAKUB) and four SCBs traditionally play major roles in agricultural lending; PCBs are seen to be expanding their agricultural lending gradually (Chart 4).



- Banks have disbursed credit at 4 percent concessional interest rate to promote cultivation of different varieties of pulses, oil seeds, spices especially ginger, turmeric, onion, chilly, cumin and maize. Banks are being compensated against the low lending rate with 6 percent govt. subsidy disbursed by BB.
- An SCB extended interest free agricultural loans to landless/marginal farmers in modest volume under a pilot project, compensating the lending branches for cost of fund from the bank's CSR expenditure.

- Agricultural loan disbursement for fish culture, livestock, agricultural and irrigation equipment, salt production increased from Tk. 3823.70 crore to Tk. 4458.33 crore in 2011. Moreover, credit disbursement to farmers of ignored/underdeveloped areas increased from Tk. 0.93 crore to Tk. 9.37 crore in 2011.
- Banks are disbursing credit for different Bio-gas schemes to meet energy requirements of rural households. Such project produces organic fertilizers for higher yields in crops and horticulture increasing milk and meat production to meet nutritional requirements of the population.
- To redress electricity and gas deficiency through using environment-friendly alternative energy sources and for maintaining natural stability and preserving public health, banks have started financing of setting up solar panel in remote rural areas of the country.
- Banks are financing projects for energy generation from bio mass processing (cow dung, poultry waste, garbage etc.). One of the banks has financed the first Compost Plant under CDM.
- Some banks have specially designed project for the vulnerable areas affected by climate change.

D. Green Banking practices of banks

Policy formulation and governance :

Out of 47 scheduled banks, 40 banks have formulated their own Green Banking Policy Guidelines approved by their Board of Directors/Competent Authority while the rest 7 banks are yet to formulate their own policy for green banking.

Budget allocation :

Banks have allocated Tk. 5252.07 million in their annual budget where allocation of (i) Tk. 5052.59 million for Green Finance other than financing the projects having ETP (ii) Tk. 194.35 million for Climate Change Risk Fund and (iii) Tk. 5.13 million by MTBL and DBBL for marketing and capacity building for green banking. Since projects having ETP fall under Green Financing, the total allocation of the annual budget for green banking in fact will be Tk. 10902.15 million.

Green banking unit/cell/desk :

43 banks have formed Green Banking Unit (GBU) for contributing to green banking activities while 4 banks are yet to establish GBU.

Some banks have just started developing Strategic Planning for Sector specific Green Banking Policy

Incorporation of environmental risk in core risk management (CRM) :

Considering EnvRR is necessary in overall credit risk methodology as well as for computation of Adequate Capital under risk Based Capital adequacy and CAMELS rating under off-site supervision. Banks are now assessing EnvRR as per Environmental Due Diligence (EDD) Checklist of Environmental Risk Management (ERM) guidelines.

As of March 2012, Environmental Risk Rating (EnvRR) has been done for 7165 projects and 6896 projects have been financed. The banks have disbursed Tk. 504557.61 million for these projects.

Bank's in-house green activities :

Some common In-house Green Activities reported by banks are as follows:

- Common use of table stationeries instead of individual use
- Use of paper on both sides for internal consumption

- Introduction of e-statement for customers instead of paper statements
- Use of online communication in the best possible manner
- Using more daylight instead of electric light and proper ventilation in lieu of using air conditioning
- Using energy saving bulbs and ensuring maximum utilization of day-light
- Use of Eco Font for printing light impression in both sides of the paper
- Setting defaults like thinking “twice before printing”, “Printing only it really needs,” “Please check your environmental responsibility” etc. in email correspondences
- Video/Audio conference in lieu of physical travel
- Conversion of Bank’s vehicles (pool) into CNG and Use of energy efficient lights and other electronic equipments
- Economic use of light and air conditioners
- Efficient use of printer cartridges, photocopy toner, office stationary etc.
- Sharing electronic files, voice mail and e-mail instead of paper memos
- Use of solar energy/Renewable energy sources
- More concentration on developing Green Office Guide for reducing information gap/reducing hazards/increasing efficiency/awareness/reducing pollution/developing Green banking for sustainable financing.

Green finance :

Banks have disbursed a substantial amount as Green Finance (Table 2).

In million Taka

| Green Projects/Events | SCBs | PCBs | FCBs | SDBs | Total |
|------------------------------|---------|-----------|----------|-------|-----------|
| ETP | 77.68 | 3134.80 | 705.97 | 1.00 | 3919.45 |
| Projects having ETP | 5758.74 | 122694.64 | 19726.55 | 0.00 | 148179.73 |
| Bio-gas Plant | 28.31 | 219.76 | 0.00 | 0.00 | 248.07 |
| Solar/Renewable Energy Plant | 229.77 | 756.02 | 0.00 | 0.00 | 985.79 |
| Bio-fertilizer Plant | 0.00 | 4.50 | 0.00 | 0.00 | 4.50 |
| Hybrid Hoffman Kiln(HHK) | 112.40 | 795.17 | 0.00 | 0.00 | 907.57 |
| Others | 5249.70 | 5.20 | 220.00 | 42.80 | 5517.70 |

Climate risk fund :

Climate Risk Fund is required for precautionary measures for possible safeguards and mitigating hazards due to climate change. Climate Risk Fund may also be required for the banks as part of their CSR activities those relate to Climate Change condition. Banks are making effort to create a database

on utilization of fund for their CSR activities those relate to Climate Change condition and also for the number of projects/events for possible safeguards and mitigating hazards due to climate change. 10 PCBs have allocated budget for Tk.194.35 million for Climate Risk fund.

Introducing green product :

Online banking

Substantial portion of internal works of the bank is done through online banking system-with outlook, e-mail. Access to online banking service for the customers is getting wider day-by-day. Online banking scenario looks promising where 3042 number out of 7998 branches i.e. 38.03% are equipped with online banking services. 37 private and foreign commercial banks are fully automated ensuring online banking services in each of their branches. 89.05% of the total branches of PCBs have been brought under online banking coverage. In case of SCBs, 5.49% of the total branches have been brought under online banking coverage where Sonali Bank comparatively has a better scenario having 9.08% online coverage.

| Table 3 : Online banking coverage | | | |
|-----------------------------------|-----------------------|--|---|
| Type/category of banks | Total No. of branches | No. of branches with Online banking facility | % branches with Online banking facility |
| SCBs | 3442 | 189 | 5.49 |
| PCBs | 3078 | 2741 | 89.05 |
| FCBs | 63 | 63 | 100.00 |
| SDBs | 1415 | 49 | 3.46 |
| Total | 7998 | 3042 | 36.3 |

Banks have started to concentrate on mobile and internet banking. 3.91% and 1.42% of the total number of accounts have been facilitated with mobile banking and internet banking respectably.

Branches powered by Solar Energy

Banks are introducing use of solar energy in their branches. 99 branches of 18 banks have reported installation of solar power panels.

E. Gender issues in banks

Gender discrimination remains a core problem in many countries and is a key constraint to economic growth and improvements in social indicators. One key sphere where gender issues directly impact productivity and growth relates to the low levels of female participation in the labor force. In this regard BB, with a goal of promoting gender equality, sought data from banks on various gender-related policies and staffing (see annex 3 for bank-by-bank details). The data shows that female employment remains concentrated at the entry level: around 13.08% of women work at this level in the banking industry but less at mid (8.58%) and senior management level (4.44%). There are a larger share of women employees in the below 30 age group relative to the older age groups. The percentage of female Board Members totaled only 9.73% in 2011. This cohort of younger, entry level females need to be groomed to become the next generation of bank management. Female attrition levels need to fall further although the 'turnover ratio' in table 4 shows that except for SDBs, the share of departing males is higher than that of females, with SCBs showing the most ability to retain female staff. In this regard policies to retain female employees need to be strengthened- table 5 presents a snap-shot of issues which are important for gender issues.

| Banks | Table 4 : Percent of female personnel | | | | | | | |
|-------|---------------------------------------|-------------|-----------|-------------------|-----------|-------------|-----------|----------------|
| | Board members | Entry level | Mid-level | Senior Management | <30 years | 30-50 years | >50 years | Turnover ratio |
| SCBs | 9.09 | 9.28 | 10.24 | 7.63 | 14.13 | 12.07 | 5.86 | 0.57 |
| SDBs | 7.14 | 8.55 | 7.32 | 5.27 | 8.69 | 10.57 | 6.54 | 1.95 |
| PCBs | 10.54 | 18.98 | 8.33 | 3.41 | 16.41 | 11.80 | 5.47 | 0.97 |
| FCBs | 6.12 | 20.01 | 13.82 | 6.19 | 23.30 | 13.26 | 6.31 | 0.76 |
| Total | 9.73 | 13.08 | 8.58 | 4.44 | 15.57 | 11.78 | 6.04 | 0.83 |

Note: Turnover ratio is the share of departing male staff among total male staff divided by the share of departing female staff among female staff.

| Banks | Table 5 : Gender Issues | | | | | |
|-------|-------------------------|--------|--|-------------------------------------|---|------------------------------|
| | 6 month maternity Leave | Crèche | Transport facility for females working beyond usual working hour | Awareness training on gender issues | Policy for addressing harassment complaints | No. of complaint during 2011 |
| SCBs | 4 | 0 | 4 | 1 | 4 | 0 |
| SDBs | 3 | 0 | 1 | 0 | 0 | 0 |
| PCBs | 10 | 1 | 8 | 3 | 10 | 0 |
| FCBs | 3 | 0 | 2 | 2 | 3 | 0 |
| Total | 20 | 1 | 15 | 6 | 17 | 0 |

Notable issues arising from Table 5 include :

- 20 banks have provisions for 6-month maternity leave; others allow 3/4 months leave. Only 10 PCBs have 6 month maternity leave policy.
- Only 1 PCB (BRAC bank Ltd.) has established crèche facilities.
- 17 banks reported having policies of handling gender related harassment complaints. However, none of the banks has reported receiving any complaints in 2011.
- 1 SCB (Sonali bank Ltd.), 3 PCBs (AB bank Ltd., One bank Ltd., and Mutual Trust bank Ltd.) and 2 FCBs (Commercial Bank of Ceylon and HSBC) reported having awareness training on gender issues in 2011.
- 15 banks have safe transport policies for female workers. Again, PCBs lag behind relative to other banks as only eight PCBs have this policy.

F. Progress in deepening of CSR practices in banks

Institutionalizing CSR at corporate level

All banks reported having embraced CSR in 2011 with decision at the highest corporate level. 16 PCBs, 3 SCBs and 1 FCB have formed separate Foundations or Trusts as non-profitable institutions solely devoted to the cause of charity, social welfare and other benevolent activities towards the promotion CSR objectives. These banks have committed specified percentages of their pre-tax profit/net profit each year towards CSR activities. CSR is thus seen to have been institutionalized at corporate level in banks operating in Bangladesh.

Ingraining CSR practices within the organization & client businesses

| Table 6: Number of banks ingraining CSR practices within own establishment and in their client businesses | | | | |
|---|------|------|------|------|
| CSR objective | SCBs | SDBs | PCBs | FCBs |
| Adopted socially and environmentally responsible practices in own internal operations | 1 | 4 | 30 | 9 |
| Providing a modern, healthy and safe workplace and creating a learning and development environment | 1 | 2 | 24 | 5 |
| Reduce the bank's environmental impact as a result of its operation and business activity. | 1 | 2 | 24 | 5 |
| Foster CSR in their client businesses assessing the social and environmental impacts of the projects seeking finance. | 1 | 2 | 20 | 5 |
| Ensuring compliance of regulatory environmental and social requirements | 1 | 2 | 21 | 5 |
| Engaging with clients in assessing project's social and environmental impacts beyond the regulatory requirements | 0 | 0 | 4 | 3 |

- 44 out of 47 banks (1 SCB, 4 SDBs, 30 PCBs and 9 FCBs) reported having taken steps for adoption of socially and environmentally responsible practices in their own internal operations (Table 6) in 2011.
- 1 SCB, 2 SDBs, 24 PCBs and 5 FCBs reported having taken actions towards providing a healthy and safe workplace and creating an environment conducive to learning and development. 1 SCB, 2 SDBs, 24 PCBs and 5 FCBs reported having taken steps to reduce the adverse environmental impacts of their operations and business activities, including use of recycled materials, minimizing generation of wastes etc.

- 1 SCB, 2 SDBs, 20 PCBs and 5 FCBs reported having taken steps in 2011 to foster CSR in their client businesses in various economic sectors, assessing the social and environmental impacts of the enterprises/projects seeking finance (Table 6). They have mentioned their practices of discouraging projects that are likely to have adverse impact on environment. Some banks have also reported introducing guidelines for assessment of environmental and social impacts of the projects.

CSR engagement through donations to CSOs, NGOs

- Banks reported significant community investments in 2011 by way of donations to initiatives of Civil Society Organizations (CSOs), NGOs and institutions involved in health, education and culture; for social and environmental improvement including nutrition, health and education in the disadvantaged population segments (Table 7).

| Table 7 : Community investment for social & environmental improvement | | | | |
|--|------|------|------|------|
| CSR objective | SCBs | SDBs | PCBs | FCBs |
| Banks having community investments by way of donations to CSOs, NGOs or others | 3 | 3 | 22 | 6 |
| 1. Education | 3 | 2 | 17 | 3 |
| 2. Health | 3 | 3 | 14 | 2 |
| 3. Disaster relief | 2 | 1 | 12 | 1 |
| 4. Sports | 0 | 1 | 6 | 0 |
| 5. Art and Culture | 1 | 0 | 8 | 0 |
| 6. Environment | 0 | 0 | 4 | 1 |
| 7. Others | 0 | 0 | 9 | 2 |

- The large majority of banks are seen to have gone for CSR engagements through contributions to CSOs, NGOs active in the respective fields; across the entire sector spectrum for CSR expenditures appearing at Table 1. These include hospitals, schools etc. run through separate trusts/foundations established by banks.

| Table 8 : Direct social & environmental interventions | | | | |
|---|------|------|------|------|
| CSR objective | SCBs | SDBs | PCBs | FCBs |
| Banks conducting direct social interventions, both as occasional measures or sustainable projects | 4 | 4 | 25 | 7 |
| 1. Education | 2 | 1 | 18 | 6 |
| 2. Health | 2 | 0 | 17 | 6 |
| 3. Disaster relief | 4 | 4 | 25 | 4 |
| 4. Sports | 2 | 1 | 11 | 2 |
| 5. Art and Culture | 1 | 0 | 11 | 2 |
| 6. Environment | 1 | 0 | 6 | 2 |
| 7. Others | 2 | 0 | 17 | 4 |

CSR initiatives undertaken directly by banks themselves

Direct involvement of banks in conducting their CSR programs would be seen from table 8 to be substantial. These include grants/donations/scholarships etc. to individuals and other beneficiary institutions. Most of the grants/ donations are one-off, but some programs like scholarship schemes of some banks continue over the years of study courses for which these scholarships are awarded.

Reporting of CSR initiatives

- All 4 SCBs, 1 out of 4 SDBs and all 30 PCBs have reported their CSR initiatives as supplements to usual annual financial reports.
- 2 SCBs, 1 SDB and 21 PCBs have reported the CSR activities in separate chapters of their annual reports. Most of them have provided details of their programs including expenditure outlays in these reports.
- BRAC Bank Ltd. issued a separate report of their CSR activities in 2011.
- 2 SCBs, 1 SDB and 16 PCBs have included future plans in these chapters on CSR activities.
- HSBC issued a separate report of their CSR activities in Bangladesh in 2011.
- None of the banks operating in Bangladesh have thus far issued separate reports of their CSR programs and activities in comprehensive standard formats such as the GRI.

Support measures/incentives for CSR from BB/GoB

Financial Inclusion:

Bangladesh Bank (BB) has adopted several remedial measures to bridge the gaps in financial inclusion like-

- 6 percent interest subsidy for banks against their concessional lending to pulse/spice growers, corn/oil seed harvesters, salt cultivators etc. paid by BB on behalf of GoB.
- A special refinance scheme for sharecroppers has been continued in 2011, which BB undertook in agricultural credit program in 2010. Under this refinance scheme BB has been refinanced Taka 2.66 billion to more than 1.40 lac share croppers up to 2011.
- For promoting small and medium scale industrial enterprises under some special schemes and programs, BB has some own as well as donor financed SME refinance lines for banks.
- Banks have access to another BB refinance lines against their lending for agro processing projects.
- Under BB refinance line for financing solar energy, bio-gas plant, ETP and Hybrid Hoffman Kiln (HHK) in brick field, banks had received Taka 25 crore refinance and in the meantime, they disbursed around Tk. 50.70 crore on their own.

Direct CSR expenditures reported by banks

Amount in Taka

| Name of Bank | 2008 | 2009 | 2010 | 2011 |
|------------------------------------|-------------|-------------|-------------|-------------|
| Sonali Bank Limited | 10,500,000 | - | 59,90,000 | 18,200,000 |
| Rupali Bank Limited | - | - | 16,700,000 | 61,274,808 |
| Janata Bank Limited | 5,000,000 | - | 141,405,000 | 57,028,000 |
| Agrani Bank Limited | - | 3,500,000 | 51,350,000 | 57,100,000 |
| BKB | - | - | - | 100,000 |
| BDBL | - | - | 3,975,000 | 500,000 |
| RAKUB | - | 500,000 | 1,452,000 | 1,056,000 |
| BASIC Bank Limited | 400,000 | - | 23,700,000 | 31,600,000 |
| Eastern Bank Limited | 1,000,000 | 6,738,669 | 31,317,000 | 11,900,000 |
| Bank Asia Limited. | 6,920,000 | 1,000,000 | 40,550,000 | 33,444,180 |
| Dutch Bangla Bank Limited | 171,016,500 | 159,206,500 | 168,860,000 | 341,830,000 |
| IFIC Bank Limited | 10,559,000 | - | 11,750,000 | 17,700,000 |
| Mutual Trust Bank Limited | - | 3,500,000 | 18,865,000 | 2,900,000 |
| Jamuna Bank Limited | 1,451,338 | 4,576,813 | 17,000,000 | 55,200,000 |
| BRAC Bank Limited | 7,360,000 | 21,569,660 | 38,551,000 | 35,900,000 |
| Pubali Bank Limited | 24,492,600 | 18,883,200 | 49,510,000 | 72,771,135 |
| Premier Bank Limited | 7,507,800 | 11,570,000 | 57,300,000 | 22,000,000 |
| Uttara bank Limited | 8,900,000 | 3,080,000 | 60,000,000 | 14,100,000 |
| South East Bank Limited | 14,654,375 | - | 38,400,000 | 15,100,000 |
| NCC Bank Limited | 11,000,000 | 4,380,000 | 17,700,000 | 8,500,000 |
| National Bank Limited | 47,269,000 | 68,404,000 | 142,350,000 | 36,822,000 |
| Trust bank Limited | 1,000,000 | 46,750,000 | 48,100,000 | 81,200,000 |
| Bangladesh Commerce Bank Ltd. | 100,000 | 2,870,000 | 1,000,000 | 3,687,000 |
| Mercantile Bank Limited | 12,170,000 | 9,276,000 | 92,530,000 | 49,400,000 |
| Dhaka Bank Limited | 22,400,000 | 22,926,000 | 36,041,000 | 36,300,000 |
| AB Bank Limited. | - | - | 50,200,000 | 29,836,000 |
| The City Bank Limited | - | 4,980,000 | 11,703,000 | 1,351,500 |
| Prime Bank Limited | - | - | 291,420,000 | 172,090,000 |
| One Bank Limited | - | 8,609,500 | 15,920,000 | 4,370,000 |
| United Commercial Bank Limited | - | - | 16,059,000 | 46,500,000 |
| Standard Bank Limited | 6,000,000 | - | 38,800,000 | 11,800,000 |
| Social Islami Bank Limited | - | - | 24,689,080 | 24,484,990 |
| First Security Islami Bank Limited | 1,000,000 | - | 43,630,000 | 80,850,500 |
| EXIM Bank Limited | 19,300,000 | - | 231,825,000 | 180,900,000 |

Amount in Taka

| Name of Bank | 2008 | 2009 | 2010 | 2011 |
|---------------------------------------|-------------|-------------|---------------|---------------|
| Islami Bank Bangladesh Limited | - | 116,270,000 | 232,631,000 | 410,700,000 |
| Al-Arafah Islami Bank Limited | 12,500,000 | 8,030,000 | 70,400,000 | 20,900,000 |
| Shahjalal Islami Bank Limited | - | 10,237,000 | 24,033,300 | 10,700,000 |
| ICB Islamic Bank Limited | 125,000 | - | 2,518,000 | 562,500 |
| Standard Chartered Bank | - | - | 41,550,000 | 70,100,000 |
| CITI Bank NA | - | - | 11,003,000 | 12,700,000 |
| HSBC | 200,000 | 16,400,000 | 47,160,000 | 31,800,000 |
| Habib Bank Limited | - | - | 900,000 | 150,000 |
| Commercial Bank of Ceylon | - | - | 1,560,750 | 6,580,000 |
| Woori Bank | - | - | 420,000 | 300,000 |
| Bank Al-Falah Limited | 7,000,000 | - | 4,100,000 | 2,786,000 |
| National Bank of Pakistan | - | - | 550,000 | 400,000 |
| State Bank of India | 875,000 | 525,000 | 400,000 | 2,917,630 |
| Total | 410,700,613 | 553,782,342 | 2,329,778,000 | 2,188,329,743 |

‘-’ = Not reported

Annexure 2

CSR expenditures as % of after tax profit & CSR expenditures in Education Sector reported by banks in 2011

| Name of Bank | CSR Exp. as % of After tax Profit | CSR Exp. In Education Sector as % of Total CSR Exp. |
|--------------------------------|-----------------------------------|---|
| Sonali Bank Limited | 0.34% | 16.48% |
| Rupali Bank Limited | 3.45% | 12.43% |
| Janata Bank Limited | 0.82% | 20.25% |
| Agrani Bank Limited | 0.69% | 60.42% |
| BKB | - | 100% |
| BDBL | 0.07% | 0% |
| RAKUB | - | 0% |
| BASIC Bank Limited | 3.23% | 53.80% |
| Eastern Bank Limited | 0.47% | 47.06% |
| Bank Asia Limited. | 1.81% | 54.99% |
| Dutch Bangla Bank Limited | 15.87% | 62.40% |
| IFIC Bank Limited | 2.12% | 43.50% |
| Mutual Trust Bank Limited | 0.71% | 68.97% |
| Jamuna Bank Limited | 3.70% | 20.83% |
| BRAC Bank Limited | 2.16% | 49.86% |
| Pubali Bank Limited | 2.22% | 5.40% |
| Premier Bank Limited | 3.56% | 34.09% |
| Uttara bank Limited | 0.85% | 13.48% |
| South East Bank Limited | 0.50% | 53.64% |
| NCC Bank Limited | 0.39% | 41.18% |
| National Bank Limited | 0.65% | 25.23% |
| Trust bank Limited | 13.18% | 54.93% |
| Bangladesh Commerce Bank Ltd. | 5.27% | 0% |
| Mercantile Bank Limited | 3.32% | 23.89% |
| Dhaka Bank Limited | 1.68% | 4.13% |
| AB Bank Limited. | 2.25% | 26.14% |
| The City Bank Limited | 0.06% | 24.05% |
| Prime Bank Limited | 4.65% | 16.19% |
| One Bank Limited | 0.29% | 0% |
| United Commercial Bank Limited | 1.48% | 21.51% |
| Standard Bank Limited | 0.90% | 0.85% |

| Name of Bank | CSR Exp. as % of After tax Profit | CSR Exp. In Education Sector as % of Total CSR Exp. |
|---|--|--|
| Social Islami Bank Limited | 1.94% | 2.57% |
| First Security Islami Bank Limited | 13.29% | 15.70% |
| EXIM Bank Limited | 8.71% | 9.20% |
| Islami Bank Bangladesh Limited | 6.49% | 13.71% |
| Al-Arafah Islami Bank Limited | 0.97% | 4.78% |
| Shahjalal Islami Bank Limited | 0.98% | 71.96% |
| ICB Islamic Bank Limited | - | 88.89% |
| Standard Chartered Bank | 1.13% | 6.42% |
| CITI Bank NA | 2.25% | 54.33% |
| HSBC | 0.74% | 31.45% |
| Habib Bank Limited | 0.22% | 0% |
| Commercial Bank of Ceylon | 1.11% | 74.09% |
| Woori Bank | 0.47% | 0% |
| Bank Al-Falah Limited | - | 35.89% |
| National Bank of Pakistan | 0.30% | 37.50% |
| State Bank of India | 0.51% | 4.71% |
| Total | 2.40% | 27.99% |

‘-’ = Net loss

Annexure 3

Gender issues reported by banks

| Name of Bank | % of Female Board Member | % of Female Entry level Staff | % of Female Mid level Staff | % of Female Senior Mgt | 6 Months Maternity Leave | Crèche | Transport Facility for Women Working After normal hours | Gender Discrimination Harassment Policy | Awareness Training on Gender Issues | Turnover ratio |
|--------------|--------------------------|-------------------------------|-----------------------------|------------------------|--------------------------|--------|---|---|-------------------------------------|----------------|
| Sonali | 10.0 | 9.28 | 10.04 | 7.23 | Yes | No | Yes | Yes | Yes | 0.57 |
| Rupali | 0.00 | 9.21 | 10.10 | 6.88 | Yes | No | Yes | Yes | No | 0.59 |
| Janata | 0.00 | 9.43 | 11.06 | 7.37 | Yes | No | Yes | Yes | No | 0.63 |
| Agrani | 8.16 | 9.14 | 10.02 | 6.89 | Yes | No | Yes | Yes | No | 0.48 |
| BKB | 0.00 | 8.90 | 8.11 | 5.83 | Yes | No | No | No | No | NA |
| BDBL | - | - | - | - | Yes | No | No | No | No | - |
| RAKUB | 0.00 | 7.33 | 5.41 | 6.09 | No | No | Yes | No | No | 2.85 |
| BASIC | 20.0 | 20.60 | 10.83 | 2.22 | Yes | No | No | No | No | 2.14 |
| EBL | 9.1 | 17.44 | 14.12 | 0 | No | No | No | No | No | 0.13 |
| Bank Asia | 7.69 | 71.64 | 12.01 | 0 | No | No | Yes | Yes | No | 0.38 |
| DBBL | 12.5 | 23.56 | 0 | 0 | No | No | No | Yes | No | 2.60 |
| IFIC | 0.00 | 16.08 | 18.28 | 8.62 | Yes | No | No | No | No | 1.09 |
| MTBL | 18.18 | 26.38 | 16.22 | 1.31 | Yes | No | Yes | Yes | Yes | NA |
| Jamuna | 0.00 | 18.16 | 19.08 | 3.54 | No | No | Yes | No | No | NA |
| BRAC | 22.22 | 35.35 | 19.75 | 7.7 | No | Yes | No | Yes | No | 0.29 |
| Pubali | 13.33 | 15.98 | 12.21 | 0 | No | No | No | No | No | 0.45 |
| Premier | 20.0 | 21.04 | 11.45 | 4.16 | No | No | No | No | No | 0.47 |
| Uttara | 7.14 | 14.22 | 12.91 | 11.11 | No | No | Yes | No | No | 0.52 |
| SEBL | 36.36 | 35.97 | 12.56 | 0 | No | No | Yes | Yes | No | 0.86 |
| NCCBL | 7.14 | 18.25 | 15.22 | 0 | No | No | No | No | No | 0.31 |
| NBL | 18.18 | 18.15 | 8.86 | 6.03 | No | No | No | No | No | 4.40 |
| Trust | 12.5 | 27.67 | 9.52 | 0 | Yes | No | No | No | No | 0.22 |
| BCBL | 0.00 | 12.11 | 21.00 | 2.00 | Yes | No | No | No | No | 0.81 |
| Mercantile | 10.53 | 31.56 | 9.74 | 0 | No | No | No | No | No | 0.18 |
| Dhaka | 5.88 | 32.96 | 22.20 | 8.0 | No | No | No | No | No | 0.41 |
| AB | 7.69 | 40.64 | 26.80 | 5.0 | No | No | Yes | Yes | Yes | 1.05 |
| The City | 44.44 | 23.62 | 6.75 | 4.76 | No | No | No | Yes | No | 0.45 |
| Prime | 33.33 | 26.18 | 9.94 | 5.0 | Yes | No | No | Yes | No | 0.47 |

| Name of Bank | % of Female Board Member | % of Female Entry level Staff | % of Female Mid level Staff | % of Female Senior Mgt | 6 Months Maternity Leave | Crèche | Transport Facility for Women Working After normal hours | Gender Discrimination Harassment Policy | Awareness Training on Gender Issues | Turnover ratio |
|--------------|--------------------------|-------------------------------|-----------------------------|------------------------|--------------------------|--------|---|---|-------------------------------------|----------------|
| One | 11.11 | 32.74 | 10.05 | 6.98 | Yes | No | Yes | No | Yes | 0.78 |
| UCBL | 10 | 22.46 | 11.05 | 0 | No | No | No | No | No | 0.63 |
| Standard | 0.00 | 40.59 | 21.10 | 7.50 | No | No | No | No | No | 0.50 |
| SIBL | 30.77 | 16.80 | 22.16 | 2.40 | Yes | No | Yes | No | No | 0.25 |
| FSIBL | 33.33 | 22.19 | 15.27 | 2.78 | Yes | No | No | Yes | No | 0.40 |
| EXIM | 15.00 | 20.47 | 13.77 | 2.76 | No | No | No | No | No | 1.40 |
| IBBL | 0.00 | 8.00 | 1.58 | 0.87 | Yes | No | No | Yes | No | 3.10 |
| Al-Arafah | 0.00 | 5.43 | 0.00 | 0.00 | Yes | No | No | No | No | 2.05 |
| Shahjalal | 0.00 | 33.55 | 10.82 | 6.38 | No | No | No | No | No | 0.23 |
| ICB Islamic | - | - | - | - | - | - | - | - | - | - |
| SCB | 10.00 | 26.67 | 16.00 | 11.88 | No | No | No | Yes | No | 0.93 |
| CITI NA | - | - | - | - | - | - | - | - | - | - |
| HSBC | 0.00 | 22.46 | 13.50 | 0 | Yes | No | No | Yes | Yes | 0.95 |
| SBI | 7.69 | 20.83 | 18.75 | 0 | Yes | No | No | No | No | 2.11 |
| NBP | 33.33 | 11.54 | 21.62 | 9.09 | Yes | No | No | No | No | NA |
| Woori | - | - | - | - | - | - | - | - | - | - |
| Al-Falah | 0.00 | 30.19 | 6.00 | 0 | No | No | Yes | No | No | NA |
| Habib | 0.00 | 22.58 | 9.38 | 0 | No | No | No | Yes | No | 3.70 |
| CBCL | 0.00 | 45.10 | 29.11 | 0 | No | No | Yes | No | Yes | 0.83 |

'-' = Not reported

Salient CSR activities reported by banks

AB Bank Limited

Health:

AB Bank Limited has donated two haemodialysis machines to Dialysis and Kidney Transplantation Unit of BIRDEM Hospital Dhaka through its Foundation. BIRDEM, country's one of the largest health research centre has identified that the Chronic Kidney Disease (CKD) is becoming aggressive as a public health problem now. Due to its costly treatment, only 7% - 8% of the kidney patients can afford the expenses. At present BIRDEM offers Dialysis to more than one hundred patients per day. AB Bank's support with two haemodialysis machines will expand the capability of Dialysis and Kidney Transplantation Unit of BIRDEM Hospital to provide better services to ever increasing numbers of Kidney patients especially to the poor & underprivileged.



Al-Arafah Islami Bank Limited

Education:

Al-Arafah Islami Bank Ltd. inaugurated "School Banking" and provided Scholarship to the poor and meritorious students of Kurmitola High School, Dhaka this year. Due to Corporate Social Responsibility the Bank arranged the scholarship program along with the school banking service.

Health:

Al-Arafah bank has signed a deal with Sony Memorial Foundation and Amina-mohammad Ali Foundation jointly to ensure Safe maternal health. Under this program woman of three villages: Bisheshor, Kharompur and Tonki of B.Barua district would be aware of breast cancer and other usual diseases. The bank has donated blood bags with sets for the patients of thalassemia to Bangladesh Thalassemia Hospital.



Environment:

Al-Arafah Islami Bank Ltd. donates free Solar Panels to the poor people of Kolatia in Keranigonj, Dhaka. Due to the responsibility to the society, the Bank continues to distribute these panels among the poor inhabitants, who have school-going children in their family, of Kolatia. Previously, the Bank distributed panels to the poor inhabitants of Hobigonj and Shirajgonj district.

Financial Inclusion:

The bank has introduced a program to let farmers and freedom fighters open bank accounts free.

**Bangladesh Development Bank Limited****Sports**

The bank has donated Tk. 100,000 to Special Olympics Bangladesh Intellectual Disable Sports Team to participate in Athens World Games.

**Bank Asia Limited****Education:**

Bank Asia provided 10 desktop computers and one laptop to Salvation for the Deserving (SFD). About 100 students enjoys IT training from this support.

The bank donated Tk. 1,000,000 to 'Proyash', a school for autistic children, run under the patronization of Bangladesh Army.

Health:

The bank organized a year-long eye camp program in the schools of four upazilas in Kishoregonj district—Tarail, Karimgonj, sadar and Pakundia with the help of Nari uddug Kendra (NUK), an NGO working on prevention of children blindness.

Bank Al-Falah Limited

Health:

The bank has provided Tk. 1000,000 to the Ahsania Mission Cancer Hospital that is capable of offering specialized cancer treatment and other health services where 30% of the services will be made available to the poor patient free of cost.

BRAC Bank Limited

Financial Inclusion:

Under the custody of the refinancing scheme of Bangladesh Bank, to help the eco-friendly project of Mr. Shahidul Islam of Village- Aliar, Upazila- Nangalkot, Zila- Comilla; BRAC Bank, has spread its hand towards this project. South Asia Enterprise Development Facility (SEDF), the technical advisor and aid provider to this project, along with BRAC Bank will work on more projects like this. BRAC Bank financed country's two biggest seed crushing projects. The two green projects belonging to City Group and Meghna Group will help develop backward integration in edible oil and feed industry in the country. It will also reduce import dependency and reduce pressure on foreign currency. The project will produce crude edible oil and also oil cakes to meet huge demand of raw materials of feed for poultry, fish and cattle farms. The project will be a step forward for developing backward linkage for import dependent edible oil and feed industry as well.

Art & culture:

Each year, BANGLA ACADEMY BOOK FAIR has become a fair of life. BRAC Bank is the proud partner of BANGLA ACADEMY BOOK FAIR for the last three years.

'Muktijudhdha Jadughar' (Liberation War Museum) is a national pride. It preserves history and heritage of our liberation war in 1971 that led to the birth of independent Bangladesh. Established in 1996, the museum is run by an independent Board of Trustees and now recognized nationally and internationally as an institution, protecting the heroics and history of the emergence of Bangladesh in world map. The museum is now constructing its full-scale building at its 2.5 bigha premise at Agargaon. BRAC Bank has committed Tk. 1 crore for the construction. BRAC Bank, as a Bangladeshi Bank, has been associated with promoting endeavors of national pride for long and this support to the Liberation War Museum is a part of it.

Health:

To develop an sustainable help for autistic children BRAC Bank is working with Society for Welfare of Autistic Children (SWAC). BRAC Bank is providing help to the schools, operated by SWAC and to develop a nationwide awareness about autism.

Environment:

To provide the Small and Medium Entrepreneurships (SME) loan facilities BRAC Bank has its units all over the country. Already 22 SME units are equipped with the solar-power installments, gradually this will be installed in every unit all over the country. According to the direction of BANGLADESH BANK, BRAC Bank has introduced “Renewable Energy Desk” in its main office, which monitors the bank’s activities in this field. Under the custody of the BANGLADESH BANK’S refinancing scheme BRAC Bank is also financing for solar panel, ETP, light engineering etc.

Education:

Thousands of brilliant students, are getting ahead through their lives following their passion to



study and these brilliant futures are introduced by BRAC BANK-PROTHOM ALO ADAMYA MEDHABI SCHOLARSHIP PROGRAM. Starting from 2010, this scholarship program is in a search of these brilliant minds from every corner of the country who can achieve a bright future through their higher education.

Dutch-Bangla Bank Limited

Education:

Dutch-Bangla Bank, under the program of its social cause and in continuation of this program awarded scholarship to 3008 students as the third phase who passed S.S.C Examination in 2011 and studying at different colleges of the country.

Health:

DBBL decided to donate 320 Net book PCs for 320 clinics of smiling sun Franchise Program (SSFP), a project funded by the USAID intended to complement the wide network of health-care facilities in order to implement an IT based Management Information System (MIS) for all of SSFP's clinics across Bangladesh. Clinic-level MIS will help maintaining electronic medical record and patient tracking, quality of care improvement, clinic performance control, financial monitoring and sharing of patient and disease data with the Government of Bangladesh.



The bank arranged a plastic surgery programme of cleft lip and palate reconstruction free of cost for the poor babies to bring back the endearing smile on their faces. It also organized an 10L operation camp (cataract Operation) at the bank's own cost in Dhaka, which operated a total of 155 cataract patients.

Dutch-Bangla Bank has donated an amount of Tk. 1.00 crore to the Chairman, Governing Body, Mainamoti Cantonment General Hospital, Comilla to expand/upgrade the existing clinic with Operation Theater and indoor facilities including 50 beds with the objective to address and serve the basic medical needs of the people residing in and around the cantonment.

Humanitarian:

DBBL constructed a bridge (144 ft.) at a cost of Tk 6.1 million, links road from chatlakanda to Tura via Shoulmari Rowmari upazila, which would ease sufferings of the rural people and boost business activities under Kurigram district. A newspaper report high-lighting the miserable sufferings of the inhabitants of 18 villages of Rowmari upazilla situated in the North-East frontier point of the country surrounded by Brahmaputra and Zinzirum rivers drew the attention of the Bank and after conducting a field survey, a bridge has been constructed under the supervision of the Bank. The bridge will improve the socio-economic situation of the area.



Financial Inclusion:

DBBL financed the World's First Compost Plant commissioned under the Clean Development Mechanism (CDM) of the Kyoto Protocol. The plant is located in Bulta, in the Narayanganj district and has the objective of reducing the emission of 89,000 tonnes of green house gas (GHG) in the coming years. Vegetable waste will be collected using the project's own transport networks and taken to the compost plants. Normally this organic waste is left behind in the city and on the landfill and causes floodings during the rainy season, health hazards and environmental pollution. The project will reduce methane gas which is 21 times more harmful than Co2 through managing daily waste of 700 tonnes and producing 50,000 tonnes of compost yearly. Besides, the project is said to create employment for 800 urban poor, including women.

Citibank N.A.

Financial Inclusion:

Citibank N.A. Bangladesh honoured three individuals and one institution in recognition of their efforts to start from the scratch and change their lives and the people around them through creativity and job creation. The Citi Micro Entrepreneurship Awards is designed for this purpose.

Commercial Bank of Ceylon

Education:

The bank helps Notre Dame College towards establishment of a scholarship fund for the poorest and meritorious students of the college. CBC has undertaken a two-year program of financial assistance in support of developing the educational skills of 30 meritorious students of the college. Under this scheme, every student will get a financial aid of Tk. 27,500 per annum during the two years of his college education.



EXIM Bank Limited

Humanitarian & disaster relief:

EXIM Bank donated a cheque for Taka 5 Lac to "Shanti Nibash" an aged people home of Dinajpur and handed over a home made on 4 decimals land and an auto rickshaw to Shakila student of class four(IV) of Atoria Upazila. The bank also helped the victims of Bhagolpur slum of Hazaribug by donating Taka 10,000 to each person.

Education :

EXIM Bank has awarded long-term scholarship among meritorious poor students across the country through EXIM Bank Foundation. Till December 2011, the foundation has awarded "EXIM Bank Scholarship" among 2000 students of whom 500 new students enrolled into the process in 2011.

Eastern Bank Limited

Financial Inclusion:

Eastern Bank Ltd. in collaboration with IFC has developed a creative financial product for generating electricity from poultry litter.

Education:

The bank helps children and young people from underprivileged families to build their own social networks through targeted programs. It has donated 10 computers to 'Payash' an institution runs by Bangladesh Army is dedicated to the wellbeing of persons and children with special needs through education and training.

EBL Continued to award scholarships to 300 deserving students from 72 departments of University of Dhaka under "EBL-DUAA Inspiration" financial grant program.

Environment:



EBL initiated Go Green campaign under which the bank has reduced electricity consumption by 33% and paper use by 40% in 2011. EBL has signed a participation agreement with Bangladesh Bank to finance BDT 290 million worth projects under the Refinancing Scheme of Bangladesh bank to support solar energy, bio-gas and ETP projects. The bank is financing a project of Rahimafrooz Renewable Energy Ltd (RREL), a concern of Rahimafrooz Group, to set up a 12 MW PV solar panel assembly plant. Which will contribute

positively to transform the lives of 1 million people of the most remote and off-grid areas by lighting up their homes.

The bank also develops the first Sustainable Energy Finance loan product in the country to help companies implement energy-saving measures and boosting the competitiveness of private enterprises who take out such loans.

HSBC

Education:

HSBC, through its global flagship education fund "Future First", assisted the SCUP project HASAB which aims to offer vocational training and educational scholarships to 200 children's of AIDS patients and sex workers. Recently, the project was launched in both Gazipur and Mymensingh where HSBC Bangladesh provided education materials to 80 children and education allowance to 8 others.

To continue the Meritorious Students Scholarship Programme (MSSP) started on 2008 for the disadvantaged yet talented students studying in Rajarbag Police Line High School, HSBC Bangladesh provided financial assistance to Retired Police Officer's Welfare Association Bangladesh (RPOWAB) this year too.

This year, HSBC Bangladesh donated a total of 6 desktop PCs and 4 laptops to 3 NGOs to aid the learning and training of disabled children. SSDP received 2 Laptops and 4 Desktop PCs; Samannito Janakalyan Kendro (SJK) was given 1 Laptop and 1 Desktop PC; and the Scholars Special School was provided 1 Laptop and 1 Desktop as well. This will support the attempts by these organisations to turn disabled people into assets for the country.

Environment:

To facilitate natural forestry preservation, HSBC Bangladesh became the sole sponsor of the interior decoration of the exhibition hall of Lawachara eco-park - one of the major national reserves in Bangladesh and the only local rainforest. This forest consists of 460 species including 167 plant species, 4 amphibian species, 6 reptile species, 246 bird species and 20 mammal species and is situated in Moulvibazaar, Bangladesh. 8 kilometres east from Srimongal



town, this 1,250 -hectre forest is one of the most beautiful tropical forests in the region. Lawachara is also called a Bird Safari for the abundance of different species of birds found in the range.

With an aim to provide safe drinking water and ensure optimum usage of rainwater, HSBC Bangladesh installed two Rainwater Harvesting (RWH) plants in two schools in Dhaka city namely Banani Bidyaniketon and Viqarunnessa Noon School and College this year. Last year such plants were installed in 2 schools and the head office of HSBC Bangladesh.

Following the setup of two tube-wells in the Jessore district – an arsenic-affected area of the country – HSBC Bangladesh provided BDT 125,000 to setup 15 new arsenic-free deep tube-wells and thus provide pure drinking water to some 30,000 villagers.

Health:

HSBC Bangladesh has extended its helping hand to the poor and disabled children sheltered in the SEID Trust by providing them with school uniform and education materials. Furthermore, at the end of the year, SEID Trust bought wheelchairs and hearing aid for disabled children with HSBC's assistance.

HSBC Bangladesh donated BDT 375,000 to the Centre for Disabled Concern (CDC), a non-profit NGO in Chittagong. Using the fund, CDC bought a

four-stroke CNG taxi, which will be used to provide transport services for disabled children – by carrying them between the shelter and hospital for medical check-ups.

HSBC manages its direct environmental impacts by reducing energy and water use, waste and CO2 emissions. To achieve this, environmental performance is included in business operations and sustainability measures are incorporated into internal decision making.

Art & culture:

To enhance the love for our mother tongue among students from an early age, HSBC Bangladesh sponsored the HSBC-Prothom Alo Language Competition with the country's largest Daily Newspaper – Prothom Alo. The competition is held in 4 categories, including primary school, high school and college level students.



ICB Islamic Bank Limited

Education:

The bank has extended financial grants to under privileged children afflicted with autism and other disabilities who are being taken care of by SEID TRUST. In December 2011, a joint luncheon was held with Bir Muktijoddha Amaunllah Primary School Students and staff and the bank provided reading materials to the students of the school.



Islami Bank Bangladesh Limited

Health:

IBBL handed over a modern dental chair to Bangladesh Diabetics Association.

The bank introduces "Mobile Eye Camp" to give medical treatment for free to the people suffered from various optical diseases. The bank also helps village medical centre by providing financial assistance.

Financial Inclusion:

The bank has started "Women Entrepreneur Investment Project" for women in which investment balance was Tk. 2629.99 million till December 31, 2011.



IFIC Bank Limited

Education:

IFIC Bank Limited handed over a bus to Dhaka University. This initiative will help reduce the transportation problem of the students, because the university has to rent buses from BTRC to commute students, as the number of bus is inadequate in comparison with the number of students.



Health:

IFIC Bank Limited handed over a dialysis machine to BIRDEM Hospital. The Bank had come forward to donate the dialysis machine as it found there is a great scarcity of resources in the hospital to cope with the demand of numerous patients. The machine will help the hospital deliver the dialysis service to patients at a cheaper cost.

Art & culture:

In observing the International Mother Language Day in befitting manner IFIC Bank Ltd. distributed Books among 07 Schools, 01 Madrasa & 04 Colleges located at Setabgonj, Dinajpur District & Poradah, Kushtia District on 21st February, 2011.

Jamuna Bank Limited

Education:

Jamuna Bank computer Training Centre was established in Dhaka.

Jamuna Bank has established Free_Primary School at Saraijafabad, Rayerbazer, Mohammadpur, Dhaka for the poor/distressed students of the slum area.

The bank awarded scholarship to the underprivileged but meritorious students who have got GPA 5 in the SSC examination of 2011.



Health:

Jamuna Bank Foundation financed to set up "Jamuna Bank BSC Nursing Computer Laboratory" at Bangabandhu Sheikh Mujib Medical University.

Environment :

The bank has established a Solar System Village by installation of 105 Solar Home System among the 105 deprived families at Fuluar Chor Terotakia, Pakundia, Kishoregonj.

The bank Foundation introduced a programme of tree plantation and distribution at Tongabari, Ashulia.

Janata Bank Limited**Financial Inclusion:**

Janata Bank Ltd. extended interest free agricultural loans to landless/marginal farmers in modest volume under a pilot project, compensating the lending branches for cost of fund from the bank's CSR expenditure.

Mercantile Bank Limited**Health:**

The bank donated Tk. 1,100,000 to Kidney Foundation Bangladesh for purchasing two medical equipments.

The bank handed over a cheque for Tk. 1,000,000 for purchasing Hematology Analyzer for Cell Screening for Sheikh Hasina Institute of Trasfusion Medicine and Ivy Rahman Blood bank, USTC Project.

Education:

Mercantile Bank awarded scholarship to 384 students, who are poor but meritorious and obtained high academic results in JSC, SSC and HSC.

MBL has donated an amount of BDT 0.5 million (Tk 5.00 lac) to Shahjalal Science and Technology University for construction of a colony for the sweepers, as a part of its CSR.



Mutual Trust Bank Limited

Education:

MTB has signed a deal with Management & Resources Development Initiative (MRDI) on January 15, 2012 to provide funds for renovating Sharifpara Temporary Registered Primary School of Char Fashion, Bhola and payment of two years' salary of teachers of the school. The programme is a part of MRDI & Manusher Janno Foundation's initiative with an objective to use CSR funds as an alternative social development support.



A Memorandum of Understanding (MOU) was recently signed between The Daily Star and Mutual Trust Bank Ltd. for promoting knowledge of the students of the University of Dhaka through complimentary daily distribution of 1,000 copies of The Daily Star for next one year. Under the MOU, 1,000 meritorious students will receive a copy of The Daily Star every day at their respective dormitories from January 1, 2012. The students have been chosen from 18 dormitories of DU in consultation with the Vice Chancellor's

Office; especially those who do not have the ability to subscribe to the newspaper daily were given priority. The objective of this initiative is to help students enrich their general knowledge as well as to help them keep in touch with global affairs, in addition to their textbook knowledge.

Financial Inclusion:

Mutual Trust Bank Ltd. has been provided with Taka 3.8 million refinance facility for a project on **solar irrigation** pumping station in Borguna. Besides, the bank has financed 8 similar projects.

National Bank Limited

Education:



National Bank Limited distributed Scholarship, Certificate of appreciation and Crest among the Scholar Awards of the Employees of the Bank and National Bank Public School & College under NBL Employees Welfare Scheme. Total 107 students who secured outstanding result in the SSC, HSC & Primary Final examinations held in 2009 have been awarded with scholarship.

The bank introduced scholarship for the brilliant students of the employees with a view to inspire them to build up a competitive and bright career for them in future.

Humanitarian & disaster relief:

National Bank Limited shared responsibilities of financial support for five families affected by BDR carnage of 2009 amounting Tk.40 thousand per month for each family totaling two crore and forty lac taka for ten years.

One Bank Limited

Health:

ONE Bank arranged an eye camp at Ataturk Model High School, Dagon Bhuiyan, Feni for the poor people of Dagon Bhuiyan upazilla under Feni district on March 16, 2012. Free treatment, minor operation along with free medicine was given to the patients. Mr. Zahur Ullah. The eye camp was arranged in association of Lions Club of Chittagong Central and Lions Eye Hospital, Chittagong.

The Premier Bank Limited

Health:



The bank donated 5 computers to different schools in Rajapur upazila.

Prime Bank Limited

Education:

Prime Bank Foundation is providing long-term financial support to the underprivileged but meritorious students through Education Support Programme started in 2007. The total recipients of Prime Bank Foundation stipends stood at a total of 891. This year a total of 205 students from different educational institutions of the country are receiving stipends of Tk. 2,000/- per month for the pursuing their studies in graduation level. Their stipends are expected to be continued till the end of their studies as they have applied for.

Health:

Prime Bank Foundation has set a rare milestone by establishing an eye hospital to ensure international standard eye care for the people of the country. Prime Bank Eye Hospital is a state of the art hospital equipped with all sorts of modern eye care technologies. The people of all tiers of the country are allowed to come and have the eye care services of the hospital.

Prime Bank Limited donated Ten Lac Taka to Bangladesh Thalassemia Hospital. As part of corporate social responsibility and the month long activities marking the celebration of its 16th anniversary Prime Bank Limited arranged a voluntary blood donation program on 12th May, 2011 in its Gulshan branch premises in association with Bangladesh Thalassaemia Hospital.

Shahjalal Islami Bank Limited**Education:**

Shahjalal Islami Bank Limited distributed scholarships among 257 poor and brilliant students and a 250 students from different colleges, medical educational institutes and universities in different occasions.

The bank has donated Tk.10,00,000/- (Ten Lac) to University of Dhaka on the occasion of its 46th Convocation Ceremony.

Sonali Bank Limited**Financial Inclusion:**

To bring change in the condition of poor people as well as strengthening the country's economy sonali bank ltd. started "Adarsha Gram Karmasuchi" under which the bank developed a "Dairy Palli" at Baghabari, Sirajganj and provided credit facility to craftsmen for establishing "Pati Palli" in the same districts. The programme has also been introduced in Goplganj, Madaripur, Norsingdi, Cox's Bazar, Tangail and Rajbari.

Southeast Bank Limited**Education:**

Southeast Bank Limited has donated Tk.10,00,000 to University of Dhaka on the occasion of its 46th Convocation Ceremony.

To enhance the quality in the secondary level education in some selected schools, Southeast Bank Foundation (SEBF) has organized a daylong workshop for the respective Head Teachers on 7th May, 2011.

In addition, a total of 339 selected (class VII-class X) students with poor but meritorious background are receiving SEBF Stipend.

SEBF organized a month long English course for the English teachers of these schools in December, 2011.

State Bank of India

Education:

State Bank of India distributed required study materials for one year to the student of keen school, which is run by voluntary organization keen of Shahjalal University of Science & Technology.

Standard Chartered Bank

Environment:

Standard Chartered bank is committed to reducing Operational Impacts through the establishment of long-term targets on energy, paper, water consumption, waste and carbon emissions from business related travel. In Standard Chartered Bangladesh, staffs are committed to print in a responsible manner by adopting simple solutions to use paper. To stop unnecessary printing, they had a 'No Print Day' on 18 August 2011. Under the Stop Print Initiative, very simple process changes by the CIB (Credit Information Bureau) team in Loan Operations resulted in big impact on sustainability and productivity. The team saved at least 30 rims of paper (15,000 sheets) and 17 man-days per month. To achieve this, printing of CIB reports was replaced with use of Microsoft Office clipboard for data-entry. This process saves both paper and time. Moreover, archival of reports will now be electronic, saving physical space and archival cost. The operations team has also created a 'No Print Team', with the responsibility of exploring ideas and suggesting ways for the rest of the staff to reduce the volume of printing.

The Trust Bank Limited

Financial Inclusion:

Trust Bank Ltd has taken a move to expand its business towards diversification aiming to help develop the economic condition of teeming millions of rural areas focusing on small and medium enterprises (SMEs), renewable energy, rural development and remittance to broaden the financial inclusion. The bank has launched a project under which it is trying to bring majority of the rural population under banking umbrella.

Three branches of Trust Bank Ltd. In Gazipur District have financed 287 projects totally amounting tk. 8.57 crore where the total outstanding amount is tk. 6.33 crore as on 06 June, 2012. In the 287 projects there are 1925 cows which provide 9418 litre milk daily and 1377.6 cubic meter bio-gas

which fully meet the cooking demand of these loan recipient households. Among these 287 farms one farm is producing 200 kilogram organic manure per day and two farms are producing 15 kilowatt electricity per day. Ultimate profit of this loan taker is their ownership of these cows which they buy the loan under this refinance scheme and their calves after three years of loan maturity beyond their daily cooking facility with bio-gas and milk intake with net profit of around tk. 3000 per month repaying the monthly installment maintaining the feeding and veterinary cost of these cows.

Bangladesh Bank

Environment:

- BB provided guidelines through BRPD Circular no. 01 on Environmental Risk Management (ERM) and through BRPD Circular no. 02 on green banking to banks and financial institutions in 2011. Banks have been advised to implement the green banking policy in given timeframe segregated into three phases.
- BB issued a circular to make banks more gender sensitive- recruiting more women, implementing maternity leave for 6 months etc.
- No cheques travel to BB from different banks. With electronic fund transfer networks, corporates now can pay salary of their employees electronically without issuing checks.
- Online Credit Information Bureau (CIB) in BB now clears electronic applications of bank's client's credit history in seconds, which used to take weeks.
- The Enterprise Resource Planning (ERP) solution is encouraging paperless accounting, planning, budgeting and payments within BB.
- Environmentally harmful incineration of non re-issuable damaged bank notes is being phased out, resorting instead of shredding

