



মিউচুয়াল ট্রাস্ট ব্যাংক লিমিটেড Mutual Trust Bank Ltd.

you can bank on us



PrintingSecurity & Printing Stationery Department
MTB Infrastructure Division

MUTUAL TRUST BANK LTD. (MTB) IS PRESENTING ITS

4th SUSTAINABILITY REPORT

JANUARY 2017 TO DECEMBER 2017

This report has been prepared in accordance with the Global Reporting Imitative (GRI) Standards: Core option

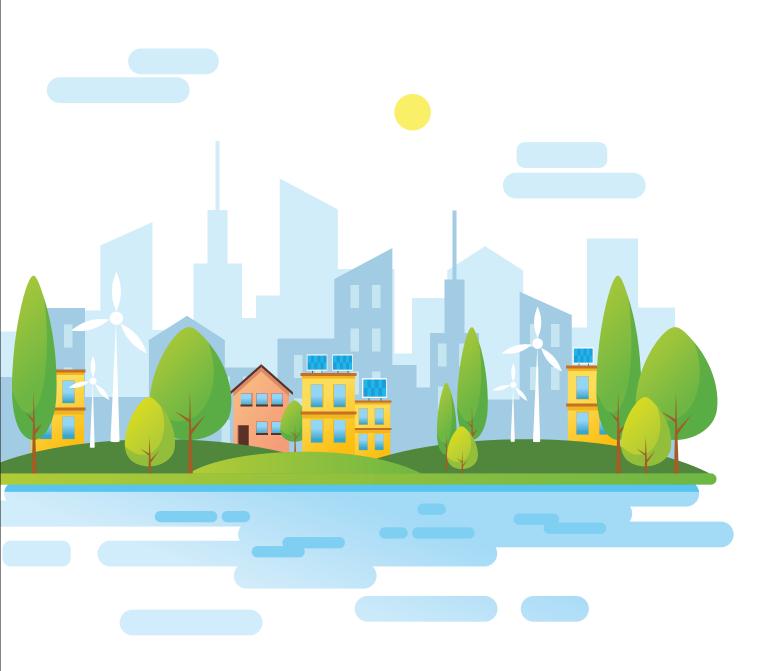


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PREFACE



Mutual Trust Bank Ltd. (MTB) is presenting its 4th Sustainability Report from January 2017 to December 2017.

In this report, MTB has followed its compliance with the reporting framework of Global Reporting Initiative (GRI). The application level of the framework applied in this report is **GRI Standards: Core Option**

MTB is a compliant bank as per compliance standard set by regulatory bodies of the country (Bangladesh). MTB already follows the statutory and reporting guideline prescribed by regulatory bodies. Yet, the present management of MTB envisions the bank to rise up to an international standard in all plausible dimensions and hence the management has decided to bring out Sustainability Report regularly since 2014.

This report serves as a primary instrument of communication regarding the company's philosophy, governance, management, policies and CSR initiatives (Corporate Social Responsibility), resulting to sustainability of its business, the environment and the community. Apart from its vision and mission MTB keeps

a separate annual strategic focus. "MTB Resurgent", is the theme of 2018. Protect means to make banking transactions free from cyber-crime and money laundering activities. Surge means how efficiently a bank can protect its interests as well as its stakeholders by ensuring cyber-security, governance, and the appointment of skilled human resources.

Feedback

We welcome any feedback on this Sustainability Report. For further information and comments, please contact Sustainability Reporting Team of the Bank through the following addresses:

Postal address:

Mutual Trust Bank Limited Corporate Head Office 26 Gulshan Avenue Plot 5, Block SE(D), Gulshan 1 Dhaka 1212, Bangladesh

e-mail:

sustainability@mutualtrustbank.com

Web:http://www.mutualtrustbank.com/ sustainability

ACRONYM

ABB Association of Bankers Bangladesh

ADB Asian Development Bank
ADC Alternate Delivery Channel
AfDB African Development Bank
AGM Annual General Meeting

AmCham American Chamber of Commerce in Bangladesh

AML & CFT Anti-money Laundering & Combating the Financing of Terrorism

BAB Bangladesh Association of Banks

BACH Bangladesh Automated Clearing House

BAFEDA Bangladesh Foreign Exchange Dealer Association

BAMLCO Branch Anti Money Laundering Compliance Officer

BAPLC Bangladesh Association of Publicly Listed Companies

BAS Bangladesh Accounting Standards

BB Bangladesh Bank (The Central Bank of Bangladesh)

BDT Bangladesh Taka

BFIU Bangladesh Financial Intelligence Unit
BFRS Bangladesh Financial Reporting Standards
BEFTN Bangladesh Electronic Funds Transfer Network
BIBM Bangladesh Institute of Bank Management
BRPD Banking Regulation & Policy Department

BSEC Bangladesh Securities and Exchange Commission

BTI Banker to the Issue

CAMLCO Chief Anti Money Laundering Compliance Officer

CAR Capital Adequacy Ratio

CBS Core Banking System / Core Banking Software

CCU Central Compliance Unit
CNG Compressed Natural Gas

CO2 Carbon Dioxide

CRISL Credit Rating Information and Services Limited

CRR Cash Reserve Ratio

CSE Chittagong Stock Exchange
CSR Corporate Social Responsibility

DCCI Dhaka Chamber of Commerce & Industry

DESCO Dhaka Electric Supply Company Limited

DOS Department of Off-site Supervision

DSE Dhaka Stock Exchange

EBRD European Bank for Reconstruction and Development

EC Executive Committee

ESDD External Credit Assessment Institutions
ENDI Environmental Risk Due Diligence

EIB Electronic Fund Transfer
European Investment Bank

EnvRR Environmental Risk Rating

FBCCI Federation of Bangladesh Chambers of Commerce and Industry

GRI Global Reporting Imitative
HHK Hybrid Hoffman Kiln

IBB Institute of Bankers Bangladesh

IBRD International Bank for Reconstruction and Development

ICAAP Internal Capital Adequacy Assessment Policy
ICAB Institute of Chartered Accountants of Bangladesh

ICC Internal Control & Compliance

ICCB International Chamber of Commerce Bangladesh Limited

ICT Information and Communication Technology

IDB Islamic Development Bank

IFC International Finance Corporation

IISD International Institute for Sustainable Development

i-Mail Intranet Mail

LBTI Lead Banker to the Issue
MANCOM Management Committee

MCCI Metropolitan Chamber of Commerce and Industry

MICR Magnet Ink Character Recognition

MoF Ministry of Finance (Bangladesh)

MTB Mutual Trust Bank Limited
MTB UK MTB Exchange (UK) Limited

MTBCLMTB Capital LimitedMTBSLMTB securities LimitedMTBTIMTB Training Institute

N/A Not Applicable

NBFI Non-Bank Financial Institutions

NPL Non-Performing Loan

NPSB National Payment Switch Bangladesh

PCBs Private Commercial Banks

PDBL Primary Dealers Bangladesh Limited

PSD Payment Systems Department RBCA Risk Based Capital Adequacy

REPO Repurchase Agreement
RMG Readymade Garments
RMP Risk Management
RWA Risk Weighted Assets

SMA Special Mention Account / Slow Moving Accounts

SME Small and Medium Enterprise

SWIFT Society for Worldwide Interbank Financial Telecommunication

T_billT_bondTreasury BillTreasury Bond

UNEPFI United Nations Environment Program Finance Initiative

UNSCR United Nations Security Council Resolution

VaR Value at Risk



November 20, 2018

H.E. António Guterres Secretary-General United Nations New York, NY 10017 USA

Dear Mr. Secretary-General,

LETTER OF COMMITMENT

Please accept the best compliments from Mutual Trust Bank Limited (MTB).

I am pleased to reaffirm that Mutual Trust Bank Limited (MTB) supports the ten principles of the Global Compact. With this communication, we express our intent to move on those principles within our spheres of impact. We are committed to making the Global Compact and its principles a part of the strategy, culture and day-to-day operations of our company, and to engaging in collaborative projects, which advance the broader development goals of the United Nations, particularly the Sustainable Development Goals (SDGs).

The Annual submission of a Communication on Progress (COP) that describes our company's efforts to implement the ten principles is on the way to be uploaded at the UNGC website. The COP includes a description of practical actions (i.e., disclosure of any relevant policies, procedures, activities) that the company has taken (or plans to undertake) to implement the Global Compact Principles in each of the four areas (Human Rights, Labor, Environment and Anti-Corruption) and a measurement of outcomes (i.e., the degree to which targets/performance indicators were met, or other qualitative or quantitative measurements of results).

In accordance with the declarations above, we are going to publish the Sustainability Report for the year 2017.

Thank you.

Yours sincerely,

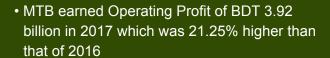
ANIS A. KHAN

MANAGING DIRECTOR & CEO

anis@mutualtrustbank.com Phone: +88 02 988 4922 Fax : +88 02 988 4921



O EXAMPLE 1 EXAMPLE 2 E



- MTB is enjoying a total limit of USD 24 million from Asian Development Bank (ADB) under its trade finance program
- To make MTB Credit Card more beneficial and valuable, MTB Protection Plan (MPP), the unique insurance facility, has launched. Under MPP, Death (Natural/Accidental) and Permanent Total Disability insurance coverage will be provided.
- Net Profit After Tax (NPAT) of MTB stood at BDT 1,916 million in 2017, which was 30.87% higher than 2016 (BDT 1,464 million)
- MTB's loans and advances increased to BDT 145,607 million in 2017 including Offshore Banking Unit (OBU) and margin loans, and this is 27.32% higher than that of 2016

- Return on average shareholder equity went up to 18.35% from the previous year
- MTB Customer liabilities increased to BDT 151,776 million in 2017 registering a growth of 15.62% over 2016
- Net Asset Value (NAV) per share of MTB increased to BDT 23.08 in 2017 which was 19.80% higher than that of 2016
- BDT 176.19 million provided for corporate social responsibility (CSR) events and activities in 2017 which was 155% higher than that of the previous year
- In 2017, MTB launched 40 MTB Agent Banking Centers having a total of 50 centers



O3 ABOUT THIS REPORT

MTB SUSTAINABILITY REPORT

As a part of our sustainability strategy, we are committed to issuing an annual sustainability report that follows the Global Reporting Initiative's (GRI) guidelines.

This is our fourth sustainability report. This report has been prepared in accordance with the GRI Standards: Core option.

This report provides information on our social, environmental and governance achievements and commitments until December 31, 2017, and covers data and activities from Mutual Trust Bank's operations.

This report highlights progress on the Bank's main material topics, which we selected based on our operations, strategy, community needs and sector specifications. A comprehensive overview of our impact and engagement across economic, social and environmental sectors is covered in different chapters of this report with a special emphasis on the role of stakeholders in our sustainability management program.

THE PURPOSE AND SCOPE

This report addresses the economic, environmental and social impacts resulting from Mutual Trust Bank's activities in the financial year 2017. We aim to inform our stakeholders about all of the actions that we have completely committed to undertake as we seek to minimize any potential unexpected impacts which could result from any of our activities. Our stakeholders can now follow the ways of measuring, monitoring and improving required for the betterment of our sustainability report.

There is no significant difference in contents compared to that of the last year. The sustainability report is prepared once in a year describing activities and achievements throughout the year in compliance with the Global Reporting Initiative's Sustainability Reporting Guidelines.

The Subsidiaries and entities mentioned at consolidated financial statements of the bank are listed below. However, the same list of the subsidiaries is excluded from the scope of this sustainability report.

- MTB Securities Ltd. (MTBSL)
- MTB Capital Ltd.
- MTB Exchange (UK) Ltd.

These subsidiaries are further described in this report under the title of Nature of Ownership and Legal Form.

STAKEHOLDER ENGAGEMENT AND

MATERIALITY

Our sustainability reporting approach is to identify material aspects that are important to our stakeholders and our business operation, realign the aspects with our business strategy and prepare ourselves for future challenges while achieving sustainable growth with our stakeholders.

In order to identify the most significant aspects for our bank to report key stakeholders have been involved in engagement sessions to discuss and to review areas of attention which would prepare us for future challenges and help to meet our potential growth.

MATERIALITY ISSUES

"Materiality" means different things to different organizations. Issues about which, MTB stakeholders are concerned, and those may have sound impact on business of MTB, are the "materiality" issues to MTB. In order to define materiality for MTB, we conducted a materiality analysis engaging all groups of stakeholders. In this process, we obtained information from the stakeholders to learn what issues matter most to the business of MTB and how much concerned they are about that particular issue.

ENGAGING OUR STAKEHOLDERS

At MTB, we engage our stakeholders regularly and respond to their priorities and expectations by creating a two-way channel for communicating stakeholder needs and the Bank's impact.

MTB is committed to be engaged regularly with its stakeholders as a way to understand their needs and ambitions that are core

to its sustainability objectives. To better understand our stakeholders' needs, we regularly map their needs with the support of our Sustainable Finance Team to capture our methods of engagement, identify priority issues for both the Bank and the stakeholders, and track the Bank's response to these issues. The results guide the Bank's efforts in fulfilling stakeholders' needs through the strategic objectives and initiatives we implement.

Engaging our Stakeholder

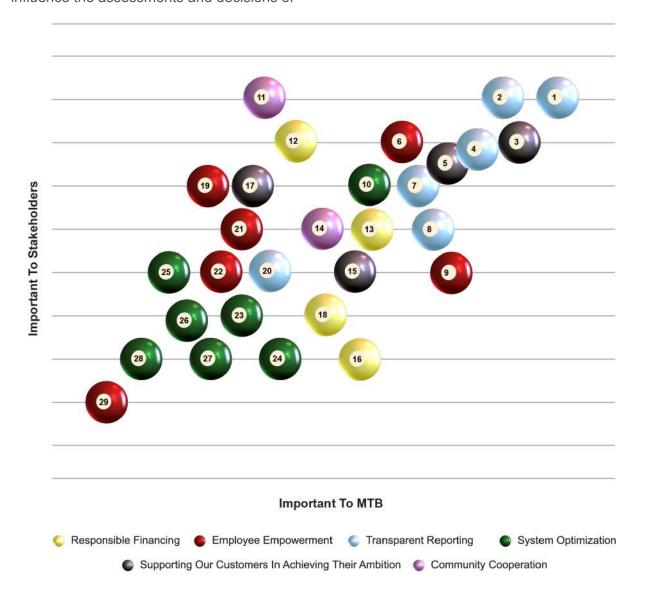
Customers Community Government **Shareholders** Branches Website Media Annual and Volunteering sustainability Regulations campaigns report Regular annual Monthly reporting · Social Media Social Media Sponsorships meetings to regulatory • SMS and events Annual, authorities Service Regulatory Sustainability semi-annual Channels reports and quarterly reviews Feedback tools Annual reports reports Audit and and methods Capacity building Directors compliance Customer care briefings reports programs Restoration initiatives Regular meetings Invitation to Support for MNet Intranet portal Online bidding environmental NGOs Outlook Emails Contracts Operational • Human Resources Manage- Meetings improvements ment Systems (HRMS) Lend environmental Annual reports and friendly infrastructural sustainability reports projects Face-to-face awareness training E-learning web-based **Suppliers** training courses Meetings and workshops Award ceremonies **Environments** · Internal newsletters and circulars Internal committees **Employees**

FOCUSING ON WHAT MATTERS

We focus our efforts on topics that are important to our stakeholders and strategically significant to our business. Prioritizing the sustainability topics enriches our understanding of our stakeholders' needs and focuses our strategic approach.

Material issues are those that reflect our organization's most significant environmental, social and governance impacts, or those that influence the assessments and decisions of

our internal and external stakeholders. To understand the current and emerging issues that matter most to our stakeholders and that will have the most material impact of our business, we conduct regular comprehensive assessment of the Bank's material issues. Same as previous years, we have analyzed all the relevant material issues and examined them with our sustainability team. As a result of our materiality process, we have revised our materiality issues and identified 29 material sustainability issues; presented in our Materiality Matrix below.



MATERIAL SUSTAINABILITY ISSUES

- 1. Legal and Regulatory Compliance
- 2. Governance and Accountability
- Information Security and Data Privacy
- **4.** Transparent Disclosure of Performance
- Customer Experience and Satisfaction
- **6.** Training and Development
- **7.** Anti-corruption Processes
- 8. Responsible and Ethical Behavior
- Communicate Transparently with Customers
- 10. Competitive Benefits
- **11.** Process Digitization
- **12.** Supporting Local Communities
- **13.** Financial Inclusion

- **Based Organizations**
- Accessibility to Products and Services
- 16. ESG Topics in Portfolio
- **17.** Communicate Transparently with Customers
- **18.** Offering Sustainable Products and Services
- **19.** Diversity and Equal Opportunity
- 20. Risk Behavior and Culture
- 21. Employees Wellbeing
- **22.** Employees Engagement
- 23. GHG Emissions
- 24. Water Usage
- 25. Energy Usage
- 26. Material Consumption
- 27. Managing impacts of our Supply Chain
- 28. Waste and Effluent Management
- **29.** Health and Safety of Employees



MATERIAL ASPECTS AND IMPACTS BOUNDARIES

Material Aspects	Impact Location						
		Inside		Outside			
Economic							
Economic performance		$\sqrt{}$					
Social							
Employment		$\sqrt{}$					
Training and education		$\sqrt{}$					
Diversity and equal opportunity		$\sqrt{}$					
Non-discrimination		$\sqrt{}$					
Marketing and labelling		$\sqrt{}$		$\sqrt{}$			
Customer privacy		$\sqrt{}$		$\sqrt{}$			
Socioeconomic compliance		$\sqrt{}$		$\sqrt{}$			
Business-specific Topics							
Product responsibility		$\sqrt{}$		$\sqrt{}$			
Code of ethics		$\sqrt{}$		$\sqrt{}$			
Transparency		V					

REPORT PROFILE

Reporting Period	January 1, 2017 to December 31, 2017
Date of most recent previous report	Sustainability Report 2016 Date: September 13, 2017
Reporting cycle	Reporting cycle: Annual
Contact point regarding the report	We welcome any feedback on this sustainability report. For further information and comments, please contact Sustainability Reporting Team of the Bank through following address: e-mail: sustainability@mutualtrustbank.com
Disclosure	GRI Standards: Core Option
External Assurance	External assurance is under consideration by management
Endorser logo ("We Support the Global Compact")	Approval received on February 23, 2016







O4 COMPANY PROFILE

ORGANIZATIONAL PROFILE



MTB's growth over the past 18 years is attributed to its reputation as a compliant bank, formulation of timely strategy and customer centric culture supported by good governance. The bank has successfully carried on the legacy built by the founders of MTB. The slightest shift in our firm commitment of being responsible in our business activities and accountable to the society has never been an option. And after 18 years, the result is more visible than ever: a bank with a clean image, excellent reputation, enviable structure and a team, which is efficient and dedicated.

With an unyielding attitude towards upholding the notions, upon which the organization has been built, MTB is now all set to focus more on the growth trajectory. Maneuvering the constant shifts in the market, warding off threats in the technology front and becoming a cut above the rest is the new challenge. MTB, with all the resources in its arsenal, is committed to rising to the top as a resurgent force.

Name Of The Organization

Registered name of the company: Mutual Trust Bank Limited

Location Of The Organization's Headquarters

Registered Office

MTB Centre, 26 Gulshan Avenue, Gulshan 1 Dhaka 1212, Bangladesh

GLOBAL PRESENCE

MTB Exchange (UK) Limited (MTB UK)

Bangladesh Bank vides their letter No: BRPD (M) 204/25/2010-289, dated 19 August 2010, has accorded approval to the bank for opening a fully owned subsidiary company in the name of MTB Exchange (UK) Limited. The Company was incorporated on June 14, 2010 under the Companies Act 2006 of UK with the registration number 07282261 as a private company limited by shares. The registered office is located at 25 White Chapel Road, London. The main activities of the exchange house are to carry on the remittance business and to undertake and participate in transactions, activities and operations commonly carried on or undertaken by remittance and exchange houses.

MTB successfully Strong correspondent relationships with different renowned banks of the world. Currently, our SWIFT Relationship Management Application (RMA) network has 589 renowned banks, of which 54 are local and 535 are foreign. MTB has also maintained 38 NOSTRO accounts with different

correspondent banks abroad in US Dollars (USD), British Pounds (GBP), Euros (EUR), Japanese Yen (JPY), Swiss Francs (CHF), Singapore Dollars (SGD), Arab Emirates Dirham (AED) and Asian Clearing Union (ACU) Dollars & Euros. MTB has partnered with 30 exchange houses for channeling inward foreign remittance.

PARTNER EXCHANGE **HOUSES**

COUNTRY	Number of Exchange House
BAHRAIN	1
MALAYSIA	2
KUWAIT	2
QATAR	3
RUSSIA	1
UAE	10
UK	5
GLOBAL	5
OMAN	1
Grand Total	30

NATURE OF OWNERSHIP AND **LEGAL FORM**

The Company was incorporated as a Public Limited Company on September 29, 1999, under the Companies Act 1994, with an Authorized Share Capital of BDT 1,000,000,000 divided into 10,000,000

ordinary shares of BDT 100 each. At present, the Authorized Share Capital of the company is BDT 10,000,000,000 divided into 1,000,000,000 ordinary shares of BDT 10 each. The shares of the bank are listed with the Dhaka and Chittagong Stock Exchanges, as a publicly quoted company since 2003. The Company was also issued Certificate for Commencement of Business on the same day and was granted license on October 05, 1999 by Bangladesh Bank under the Banking Companies Act 1991 and started its banking operation on October 24, 1999. MTB has three fully-owned subsidiaries -

MTB Securities Limited, **MTB Capital Limited** and MTB Exchange (UK) Limited.

MTB SECURITIES LTD.

MTB Securities Limited (MTBSL) has been incorporated on March 01, 2010 as a private limited company with the Registrar of Joint Stock Companies and Firms, Bangladesh under Companies Act, 1994 with the objective to carry out business related to capital market. As a fully owned subsidiary of Mutual Trust Bank Ltd, MTB securities Limited has started its operation as a corporate member of Dhaka Stock Exchange Limited (Member No. 197) since September 23, 2010.

MTB CAPITAL LTD.

MTB Capital Limited (MTBCL) is a fully owned subsidiary of Mutual Trust Bank Limited and a full-fledged Merchant Banker, licensed by

the Bangladesh Securities And Exchange Commission (BSEC) on December 6, 2010 under Bangladesh Securities And Exchange Commission act, 1993. MTBCL has started its operation since April 17, 2011.

COMPANY REGISTRATION NO

C38707 (665)/99 on September 29, 1999

BANGLADESH BANK PERMISSION NO.

BRPD (P) 744(78)/99-3081 on October 5.1999

SWIFT CODE

MTBL BD DH

LISTING INFORMATION

Listed with DSE: July 12, 2003 Listed with CSE: July 12, 2003

TRADE CODE

MTB

MTB EXCHANGE (UK) LTD.

Bangladesh Bank through their letter No: BRPD (M) 204/25/2010-289, dated 19 August 2010, has accorded approval to the bank for opening a fully owned subsidiary company in the name of MTB Exchange (UK) Limited. The Company was incorporated on June 14, 2010 under the Companies Act 2006 of UK with the registration number 07282261 as a private company limited by shares. The registered office is located at 25 White Chapel Road, London.

BRANDS, PRODUCTS, AND SERVICES



MTB PRODUCTS AND SERVICES PRODUCTS

WHOLESALE BANKING

Term Finance

Project Finance

Finance for Importing Capital Machinery

Lease Finance

House Building Finance

Term Loan to NBFI

Term Lending

Working Capital Finance

Secured Over Draft (SOD)

Cash Credit (Hypo)

Cash against Document

Short Term Loan

Loan General

Time Loan

SME BANKING

MTB Bhagyobati

MTB Krishi

MTB Mousumi

MTB Revolving Loan

MTB Small Business Loan

MTB Digoon

MTB Green Energy Loan

MTB Probaho

MTB Buniad

MTB Gunabati

MTB Krishijat

MTB Light Engineering

MTB IT Genius

MTB Microfinance

MTB Youth Line

RETAIL BANKING

Loan Products

MTB Personal Loan

MTB Auto Loan

MTB Home Loan

MTB Home Equity Loan

MTB Professional's Loan

MTB Neer

MTB NRB Home Loan

Deposit Products

Current Account

MTB Regular Savings

MTB Privilege Savings

MTB Senior

MTB Inspire

MTB Junior

MTB Graduate

MTB Rubv

MTB Care

MTB Sanchay

MTB Ankur

Fixed Deposit

Special Notice Deposit

MTB Brick by Brick

MTB Double Saver

MTB Millionaire Plan

MTB Education Plan

MTB Monthly Benefit Plan

MTB Children Education Deposit Scheme

MTB Kotipati

MTB Gift Cheque

OFF-SHORE BANKING UNIT (OBU)

Term Finance

Working Capital Finance

Trade Finance

(Local Bill Discounting, Foreign Bill

Discounting, UPAS)

TRADE FINANCE

Export Finance

Back to Back L/C

Export Bill Discounting (FDBP and IDBP)

Secured Over Draft (SOD-general/export bill)

Packing Credit

Import Finance

Loan against Trust Receipt (LTR)

EDF Loan

Non-funded Trade Finance

L/C Opening (Sight / Deferred / UPAS)

L/C Advising

L/C Transfer

Bank Guarantee

SYNDICATIONS & STRUCTURED FINANCE

Financing to Power, Telecom, Hotels, Aircraft, Steel, Cement, Glass, Petrochemical, Agro-based Project, Micro Financing, etc.

NRB BANKING

NRB Products:

NRB Savings

NRB DPS

NRB FD

NRB Home Loan

Non Resident Investor's Taka Account (NITA)

MTB CARD PRODUCTS

1. MTB Debit Cards

a. Visa Debit Cards

I. MTB Visa Classic

I. MTB Visa Platinum

II. MTB Visa Signature

b. Mastercard Debit Cards

I. MTB Mastercard Gold

II. MTB Mastercard Titanium

III. MTB Mastercard World

2. MTB Credit Cards

a. Visa Credit Cards

I. MTB Visa Classic

II. MTB Visa Gold Local

III. MTB Visa Dual Gold

IV. MTB Visa Platinum

V. MTB Visa Signature

b. Mastercard Credit Cards

I. MTB Mastercard Classic

II. MTB Mastercard Gold

III. MTB Mastercard Titanium

IV. MTB Mastercard World

3. MTB Prepaid Card

I. MTB International Travel Card

4. MTB Co-branded Cards

- I. MTB and Bangla link Easy Payment Local Prepaid Card
- II. MTB and Sonali Life Insurance Limited Debit
- III. MTB and e-commerce Association of Bangladesh Dual Currency Prepaid Card
- IV. MTB and Cadet College Club Limited Visa Signature/Master card World Credit Card

V. MTB and Chittagong Club Limited Master card World Credit Card

SFRVICES

CASH MANAGEMENT UNIT

MTB Nationwide Collection Services MTB Web Based Banking Services MTB Payments Solutions (Clearing Service, BACH, BEFTN) MTB Capital Market Services (IPO LBTI, BTI, Rights Issue) MTB High Value Account Services Motor Vehicle Fee Collection Solution MTB Tuition Fees Collection Service

NRB SERVICES

Disbursement of inward foreign remittance received through globally reputed money transfer companies and MTB's fully-owned subsidiary, MTB Exchange (UK) Ltd.

Banking Service to NRBs through MTB representatives around the globe. Foreign currency exchange facility to passengers travelling to or from abroad through MTB Foreign Currency Exchange Booths at Hazrat Shahjalal International Airport, Dhaka

AGENT BANKING

Account Opening (Savings, Current, DPS, Term Deposit, SME/ Retail/Agriculture Loan)

Cash Deposit

Cash Withdrawal

Fund Transfer to any MTB Account

Electronic Fund Transfer through BEFTN

Electronic Fund Transfer through RTGS

Inward Foreign Remittance Cash Payout

Inward Foreign Remittance in Account

Utility Bill Collection

Receiving Clearing Cheque

Smart Card (NID) Fee Collection

SME Loan File Initiation

Agriculture Loan File Initiation

Retail Loan File Initiation

Debit/Credit Card Request Processing

Mobile Recharge

Insurance Premium Collection

School Banking Solution

(Student Account, Fee Collection & Payroll

for Teachers)

Social Safety-net Cash Disbursement Balance Inquiry Account Statement

MTB CARD SERVICES

Card status checking facility
Endorsement facility
Foreign part enabling and disabling facility
E-commerce enabling facility

MTB ALTERNATE DELIVERY CHANNEL

Internet Baking SMS Banking MTB Smart Banking Kiosk Point of Sale (POS) MTB 24/7 ATM Missed Call Recharge

AIR LOUNGE

Area:	Approximately 2,000 square feet
Seating Capacity:	34 Persons
Operation Timing:	24 Hours a day
Refreshment Type:	Multi-Cuisine Food
Catering Service Provider:	The Westin, Dhaka
General Amenities:	Flight Information Display Library Newspapers & Magazines TV Free Local Call Facility Mobile Charging Ports Separate Restrooms Shower Facility Internet Service through Wi-Fi

MTB CONTACTS

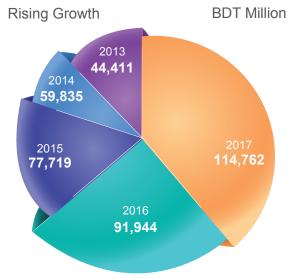
Contact Centre: 24 hours at 16219 or 09604016219

E-mail: customer.service@mutualtrustbank.com



OVERVIEW OF MTB DIVISIONS

WHOLESALE BANKING

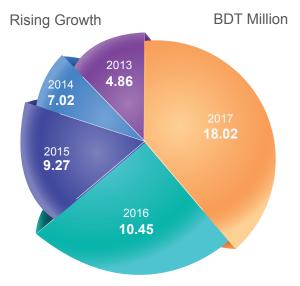


MTB's Wholesale Banking Division

Despite challenges in both the domestic and global markets, MTB's Wholesale Banking Division (WBD) has played a pivotal role in booking and nurturing corporate businesses since its inception characterized by innovative products and dynamic relationship management as well as branch banking network. They are marking their footprints from across a range of industries including RMG, Textiles, Manufacturing Industries, FMCG, Power, Poultry, etc. with wide range of banking and financial services provided to domestic and international operations of large local corporates and local operations of multinationals corporations. Services include access to commercial banking products, including working capital facilities such as domestic and international trade operations and funding, channel financing, and overdrafts, as well as domestic and international payments, term loans (including external commercial borrowings in foreign currency), letters of guarantee, etc.

SME BANKING DIVISION

A powerful combination of new regulation, evolving customer needs and the emergence of new players and technologies is driving an unbundling of SME banking. This has created a clear but short-lived window of opportunity for banks to seize the initiative and grow

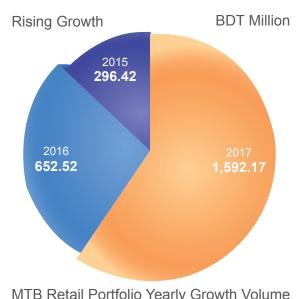


MTB SME Portfolio

SME market share and revenues. MTB SME business growth has been outstanding, which stood at 72.43% at the end of 2017 compared to that of 2016. MTB SME Division has been focusing on business growth along with maintaining the quality of portfolio and strengthening the MTB SME brand in SME financing of Bangladesh. Recognizing the growing competition in the SME banking industry, the division has made significant investments in technology to ensure faster and more efficient services to SME clients.

MTB RETAIL BANKING DIVISION

MTB has been maintaining a swift progress in becoming one of the paramount private banks in the banking industry of Bangladesh. MTB has invested significantly establishing more branches, ATMs, agent banking centres around the country in recent years focusing on the retail market base. Though the bank has been emphasizing the wholesale banking, a number of long term strategies were placed in motion with a view to increasing the retail banking growth keeping in mind the extreme competition in the market. With vigorous and relentless support from Retail Banking Division, MTB Branches, Retail Relationship Managers, Payroll and Privilege Banking



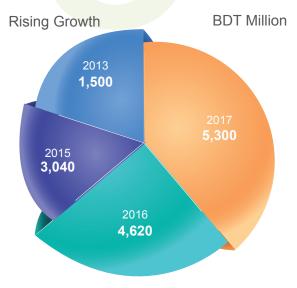
network, MTB has achieved BDT 1592.17 million growth in its retail lending portfolio in YTD 2017.

MTB PRIVILEGE BANKING

MTB Privilege Banking Department with its unique target marketing strategy has been catering affluent clientele for MTB. Since 2014, after facing a lot of challenges and overcoming various hurdles, MTB Privilege Banking Department through MTB Privilege Centers has been trying its best to provide industry best premium services and win customers' satisfaction. The following numeric data and graphs highlight the comparative performance of MTB Privilege Banking Department.

In 2017, MTB Privilege Banking Department experienced a growth of 15.53% in the number of customers compared to that of the last year and it is almost 4.74 times

greater than what the number was in 2014 as a positive impact of revamping the then Privilege Banking System. In addition to that, the total amount of deposit has been increased from the BDT 4,620 Million in 2016 to BDT 5,300 Million, registering about 14.72% growth.



MTB Privilege Banking's Portfolio

MTB CARD DIVISION

MTB Card Division has revamped its card services with state-of-the-art EMV technologies and has also launched premium products in the year 2017. MTB Card always believes in a continuous adaptation of changes and simultaneously new innovation in the market. This is the effective way to penetrate this card market being a late entrant one. Year 2017 was the year of shift of MTB card business and this success history will flourish in the upcoming days or years to come.

With the slogan of 'working towards a cashless society', MTB Card Division with its skilled and dedicated professionals has adopted strategies with dynamism and, sensitivity towards changes. MTB Cards are continuously striving to enhance customer satisfaction with best services and come up with innovations through state-of-the-art

technology and products. The strives MTB Card Division to adopt EMV chip based EUROPAY, MASTERCARD and VISA in 2016, to ensure most secured mode of Electronic Transactions, as the 'Cyber Security' became the major concern due to some mischievous scams during that time. Obviously these allowed MTB Card Division to thrive in the market through providing Safe, Fast and Hassle-free services to the clients throughout the country.

INTERNATIONAL TRADE

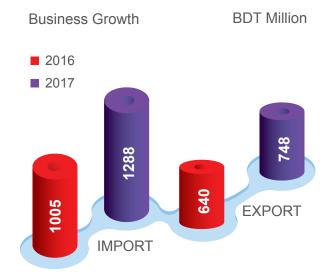
The country's economic growth, which has been stable for several years, is driven by wire transfers from imigrant workers and by revenue obtained from the exporting clothes. Even though the country was little affected by the crisis, the IMF and the World Bank's predictions on the economic growth for the coming five years (around 6%), indicate that this is insufficient performance to get rid of extreme poverty.

In December 2010, the government has signed an accord with the IMF, which should lead to a three-year program under the IMF's Extended Credit Facility. The general aim of the program is to accelerate growth in order to reduce poverty and attain the level of a medium-income country within the next decade. Fiscal reform, promotion of publicprivate partnerships and a reinforcement of the financial system are its main priorities.

Bangladesh is open to foreign trade, which represents around 50% of the GDP. Customs duties in Bangladesh are relatively high, however, the country is implementing a series of measures including concessional tariffs, a customs duty recovery system and export processing zones, in order to reduce these barriers.

Financed by international aid and wire transfers from emigrants, traditionally, the country has shown a significant trade deficit. This trend should continue in the coming years.

The country's main trade export partners are the European Union, the United States and China. The main export products are clothes, unprocessed hessian and its derivative products, leather, fish and frozen seafood. Bangladesh mainly imports machinery and equipment products, medication, iron, steel,



MTB International Trade Business

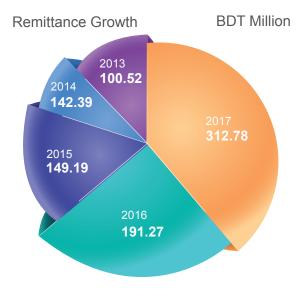
petroleum products, food and cement, from China, India, Kuwait, Singapore and Japan. In 2017, MTB achieved a significant growth in both export and import business. MTB's export volume grew from USD 640 million in 2016 to USD 748.02 million in 2017, an increase of 16.88% MTB's export business facilitation consists of items like ready-made garments, frozen foods, jute products, leather and leather products, etc.

Grew from USD 640 million in 2016 to USD 748.02 million in 2017, an increase of 16.88% MTB's export business facilitation consists

of items like ready-made garments, frozen foods, jute products, leather and leather products, etc.

NON-RESIDENT BANGLADESHI (NRB)

MTB Introduced API (Application Program Interface), an automated process, to receive inward remittance faster from the Exchange Houses abroad. MTB has agency arrangements with 28 overseas Exchange Companies abroad along with the



Non-Resident Bangladeshi (NRB)

International Agencies like -Money Gram, Western Union, and Express Money through which it receives remittances from Kuwait, Oman, Bahrain, UAE, UK and other Middle-Eastern countries.

And plan for emergencies, the first step towards financial inclusion, To bring the NRBs and their families into financial inclusion, we have developed deposit products in accordance with their needs. We help NRBs to open deposit accounts through our own representatives and correspondents abroad. Through our relentless efforts and exemplary services to the NRBs, we have managed to

open 23,279 accounts up to December 2017 and the deposit balance in these accounts now stand at BDT 1.89 billion.

In 2017, MTB received remittance of USD 312 million through 28 overseas exchange houses around the world.

TREASURY OPERATION

In line with the ever increasing pace of change to regulations and the increased globalization of the markets, MTB Treasury played a significant role in the overall fund management of the bank. Treasury performs a lot of functions including fund management, maintaining CRR and SLR, investing in Government securities and bonds, placing fund in the inter-bank market, etc. Apart from liquidity management, interest rate risk management and exchange rate risk management is also crucial for a treasurer due to the fact that a small change in the interest rate in the market causes huge losses on the investment in interest rate sensitive assets resulting in a decline in equity value.





AGENT BANKING

Agent banking is one of the vital moves that Mutual Trust Bank (MTB) has made with a view to providing banking and financial services to the unbanked population across the country and contributing to the financial inclusion countrywide. The journey, which started with setting up the first MTB Agent Banking (MAB) Centre in Jahapur Bazar, Muradnagar, Comilla in June 2016, resulted in reaching the targeted milestone of 50 such centers across the country by the end of 2017. Out of the total 50 centers, 40 were set up in 2017 alone. Agent banking is a fairly new concept in the banking sector of Bangladesh through which customers, who reside outside of the periphery of bank branches, can get a limited scale of banking services. An agent, who is appointed under an agency agreement, acts as the representative of MTB and carries out the transactions on behalf of the bank. Agent banking thus creates an alternative delivery channel that provides convenient and low-cost banking services to places, where a fully equipped branch is difficult, or not viable.

As of December 31, 2017, MTB Agent Banking opened a total of 14071 accounts, the total deposit figure stood at BDT 393 million and BDT 185 million of cash disbursement was made against foreign remittance through this channel.

MTB Agent Banking Department plans to add 75 agent banking centres to its fleet by the end of 2018. It also plans to introduce SME. agriculture and retail loan products and social safety net payment. MTB looks forward to expanding its agent banking network since it enables the bank to extend its services to the underserved people living in the remote regions, where traditional branch banking is difficult to perform. MTB also wants to make its services accessible in a cost effective manner to those who have little formal and financial literacy.

SPECIAL ASSET MANAGEMENT

Striving harder for recovery/regularization of Special Assets i.e., Non-Performing Loans (NPL) A/Cs in order to have a sound and good portfolio, saving the bank from provisioning is the core function of SAMD.

Customer calls, following-up the promises/ commitments made by NPL clients while visiting their business premises/houses/ factories/ eligible securities along with suits filed at different courts against those defaulted borrowers helping concerned branch officials are the important parts of ongoing proactive and pragmatic measures for recovery/ regularization of NPL A/Cs

RISK MANAGEMENT

Risk and return are always inversely proportionate. Making perfect balance between these two aspects is a classical predicament to the successful growth of business. MTB focuses on transparency of contracts between the parties, accountability to the stakeholders and the proper mix of assets and liabilities to make sure that risk and reward are duly balanced.

MTB attaches the highest priority to establish, maintain and upgrade risk management infrastructure, systems and procedures. Adequate resources are allocated in this regard to improve skills and expertise of

relevant employees to enhance their risk management capacity. The risk management guidelines and other policies and procedural guidelines are approved, and regularly reviewed by the Board of Directors of MTB to bring these up to the finest satisfaction level. The capacity to make forward-looking choices about risk in relation to reward, and to evaluate performances, lies at the heart of the management process of MTB.

INFORMATION TECHNOLOGY

Information Technology being the business enabler, focused mostly on the use of technology for the benefit of our customers, communities and our people, delivering what matters to create the best value over the year of 2017. The aim of our efforts was to reduce cost, increase profitability, improve internal efficiencies, use alternate delivery channels where appropriate and, ultimately, improve the internal and external customer service experience.

Through the year of 2017, we invested in our technology to create new ways for our customers to interact with us, generate efficiencies, and protect ourselves and stakeholders from risks of threats that are constantly changing at a global level. A number of standout features were delivered across our digital ecosystem through the financial year.



ALTERNATIVE DELIVERY CHANNEL

Alternate delivery channels are those channels that expand the reach of financial services beyond the traditional branches. MTB ADC has emerged as a result of innovations in information and communication technology and with the vision of the bank's top management to become a world class bank.

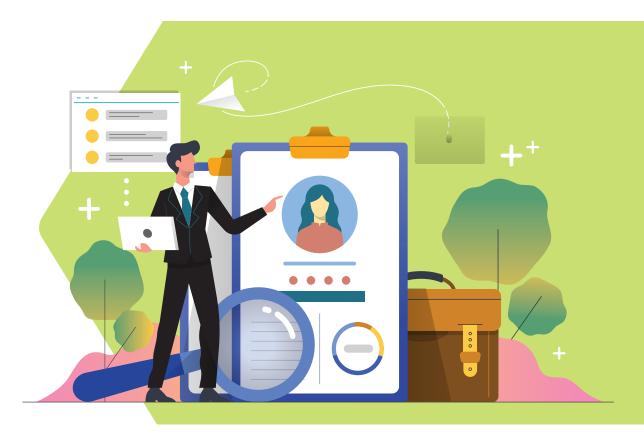
MTB Alternative Delivery Channel offers a broad range of options through which our valued customers can access the bank's financial services without visiting a branch. The channels of MTB ADC are: ATM, Smart banking Booth, Internet Banking & SMS Banking, Point of Sales, Mobile Apps etc.

MTB GROUP HUMAN **RESOURCES**

MTB ensures the right number of people and right kind of people, at the right place, at the right time with the right skills set for doing the right things that are aligned with its mission, vision, and strategy.

At MTB Group Human Resources (GHR), we believe that, successful organizations are made up of passionate leaders who can articulate vision; gain understanding for specific business initiatives; and energize those whom they lead. We know that, delivering our best to MTB's customers takes men and women who give us their best every day. To that end, MTB's Human Resource philosophies and policies are an integral part of MTB's overall business strategies. Here, we pay special attention to managing people as our most important resources and important stakeholders. MTB Human Resources are the critical channel for expressing its brand to its customers and prospects alike.

MTB GHR serves as regular forums to communicate and implement policies, processes and other activities across MTB. from top to bottom. It oversees all activities



that impact hiring talent, entry, mid and late career training and professional development in the search of excellence. It emphasizes performance evaluation, establishes benchmarks for competitive compensation, allocation of right human resources, career development and succession planning.

FINANCIAL PERFORMANCES



MTB FINANCIALS-2017 AT A GLANCE

Table: Growth of Financial Indicators

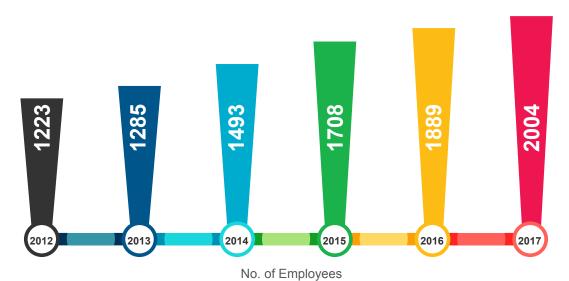
SL	Financial Indicators	2017	2016	2015
1	Earnings per Share (Figure in Taka)	3.89	3.30	3.08
2	Net Asset Value (NAV) per share (Figure in Taka)	22.89	22.15	20.15
3	Market Value per Share (Figure in Taka)	35.00	23.10	19.50

Geographical Location wise Loans and Advances

Location			Amount in BDT
Inside Bangladesh	2017	2016	2015
Urban			
Dhaka Division	101,049,391,578	79,178,134,280	68,265,987,623
Mymensingh Division	691,921,411	562,111,203	492,995,033
Chittagong Division	25,754,190,653	22,474,593,473	18,511,541,543
Rajshahi Division	4,716,804,055	3,908,852,578	3,704,740,334
Sylhet Division	1,075,366,732	845,476,356	742,930,912
Khulna Division	1,632,445,333	1,177,172,773	1,302,235,100
Rangpur Division	2,898,119,496	2,269,236,684	1,720,922,849
Barisal Division	436,166,243	209,242,417	80,882,877
	138,254,405,501	110,624,819,764	94,822,239,272
Rural			
Dhaka Division	2,665,640,514	2,103,806,136	1,472,451,542
Mymensingh Division	122,006,566	2,103,806,136	63,642,233

Chittagong Division	1,548,763,979	2,103,806,136	1,157,934,713
Rajshahi Division	-		
Sylhet Division	131,360,048	128,908,916	72,507,930
Khulna Division	-		
Rangpur Division	97,326,193		
Barisal Division	-		
	4,565,097,300	3,730,943,078	2,766,536,418
Outside Bangladesh	F		
Total	142,819,502,800	114,355,762,842	97,588,775,690

Growth of MTB in Terms of Human Resources



Growth of MTB in Terms of Profit Before provision in BDT Million

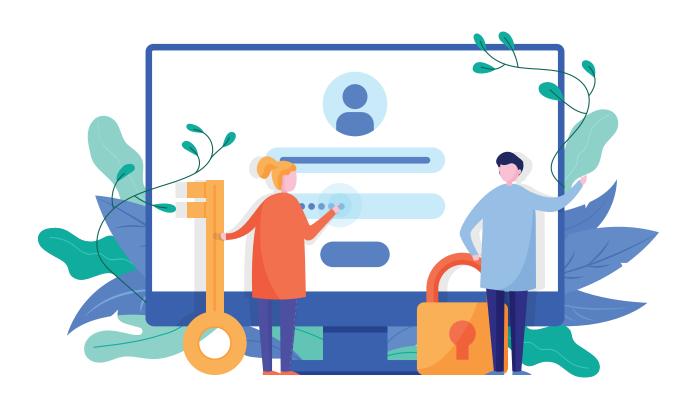


Growth of MTB in terms of Capital, Assets and Liability

	BDT Million					
SL	Items	2017	2016	2015	2014	2013
1	Authorized Capital	10,000.00	10,000.00	10,000.00	10,000.00	10,000.00
2	Paid up Capital	5,097.00	4,431.79	3,693.00	3,078.00	2,798.00
3	Shareholder's Equity	11,762.00	9,818.26	8,929.20	6,770.00	5,449.00
4	Total Capital	19,016.00	13,725.13	12,412.59	8,712.00	8,137.00
5	Total Assets	201,754.00	165,370.69	146,059.30	116,301.00	101,464.00
6	Total Liabilities	189,991.85	155,552.30	137,129.99	109,530.00	96,014.00
7	Total Deposits	151,776	131,272.33	118,404.76	96,065.00	84,373.00

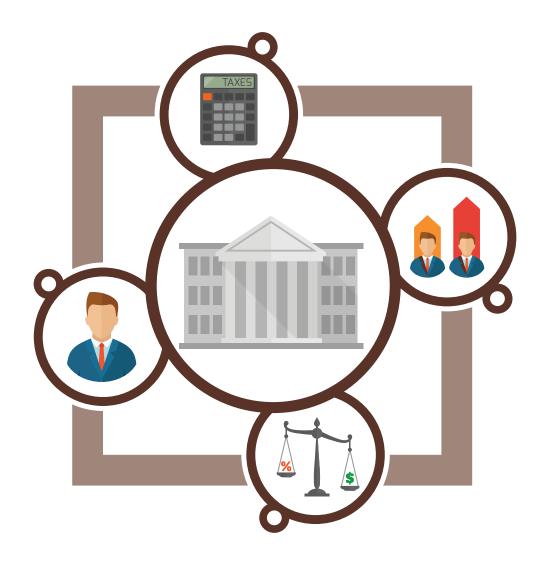
Growth of MTB in terms of Quantity of Products or Services provided

					BDT Million
Current Deposits & Other Accounts	2017	2016	2015	2014	2013
Current Deposits & Other Accounts	14,652	12,301	9,580	8,224	7,014
Bills Payable	2,101	1,751	1,253	1,284	780
Savings A/C	27,479	23,710	17,908	14,384	11,098
Fixed Deposits	67,114	55,803	55,708	49,412	48,281
Deposits-Products	28,708	26,060	20,272	14,764	12,704
Special Notice Deposit	11,722	11,646	13,683	7,997	4,495
Total Deposits	151,776	131,272	118,405	96,065	84,372



Memberships with Chambers and Associations

- Institute of Bankers, Bangladesh (IBB)
- Bangladesh Institute of Bank Management (BIBM)
- Bangladesh Association of Banks (BAB)
- Association of Bankers, Bangladesh Limited (ABB)
- Bangladesh Foreign Exchange Dealer's Association (BAFEDA)
- Bangladesh Money Market Dealers Association (BAMDA)
- Primary Dealers Bangladesh Limited (PDBL)
- Dhaka Stock Exchange Limited (DSE)
- Chittagong Stock Exchange Limited (CSE)
- Bangladesh Association of Publicly Listed Company (BAPLC)
- Metropolitan Chamber of Commerce & Industry (MCCI)
- Dhaka Chamber of Commerce & Industry (DCCI)
- American Chamber of Commerce In Bangladesh (AMCHAM)
- International Chamber of Commerce Bangladesh (ICCB)
- federation of Bangladesh Chambers of Commerce and Industry (FBCCI)
- Reed Business Info Limited, UK
- Society for Worldwide Interbank Financial Telecommunication (SWIFT)



05 EFFECTIVE GOVERNANCE

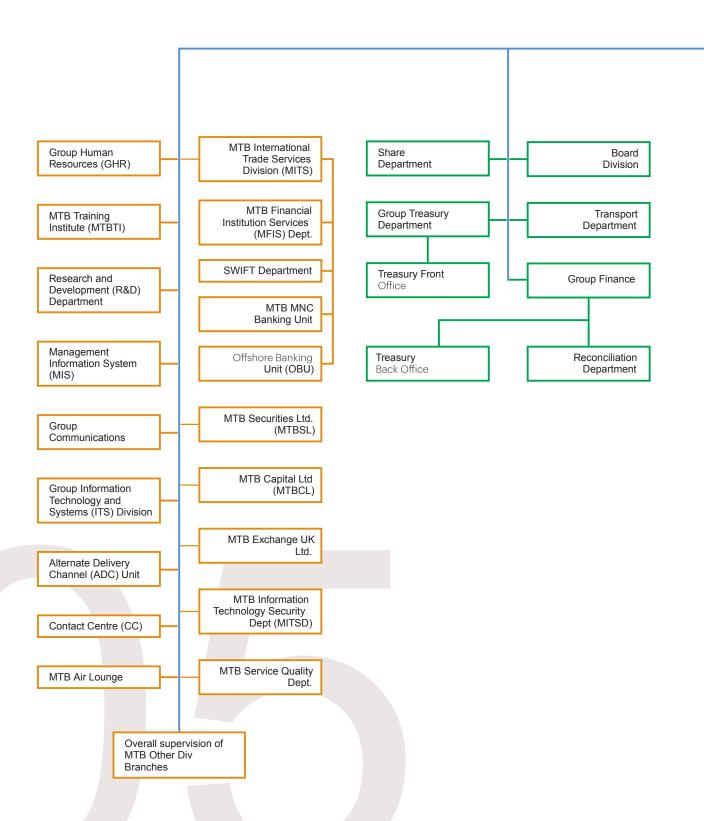


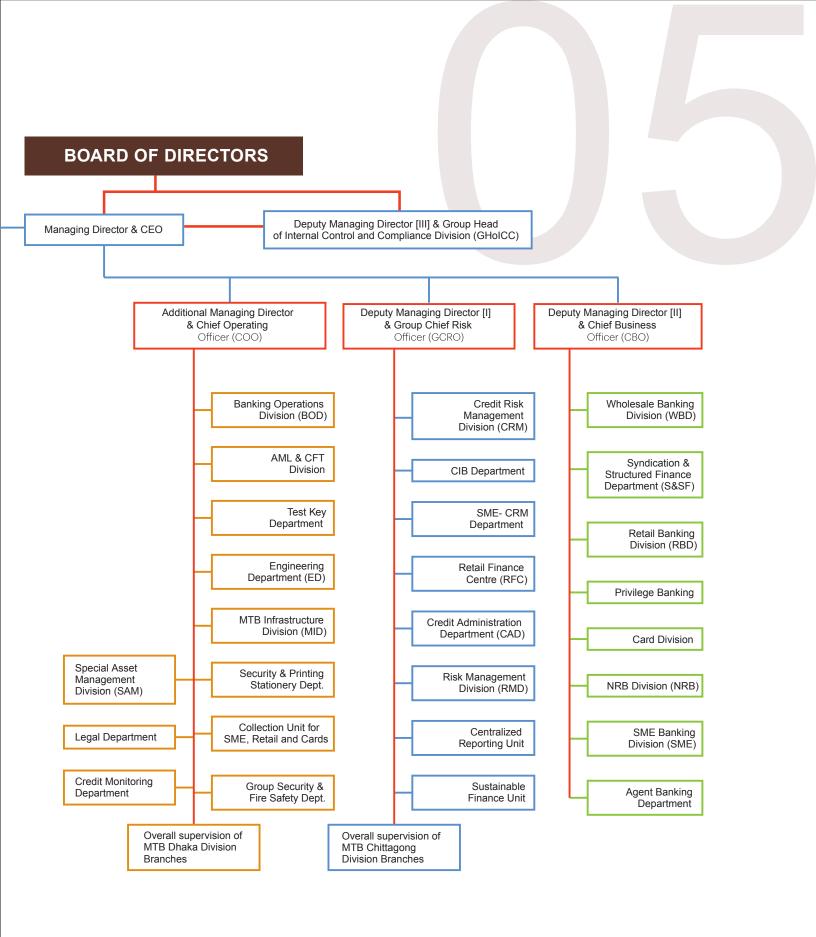
GOVERNANCE BODY

MTB is now a group of financial institutions offering diversified financial services as to the need of its target customers. MTB, the bank is the centre of this group. MTB Offshore Banking Unit, a part of the group, offers to finance at offshore accounts. The group has three (03) subsidiaries, two are inside the country and one is working at the United Kingdom.

The domestic subsidiaries are MTB Securities Ltd. and MTB Capital Ltd. MTB Exchange UK, an exchange house, is the overseas unit of MTB Group.

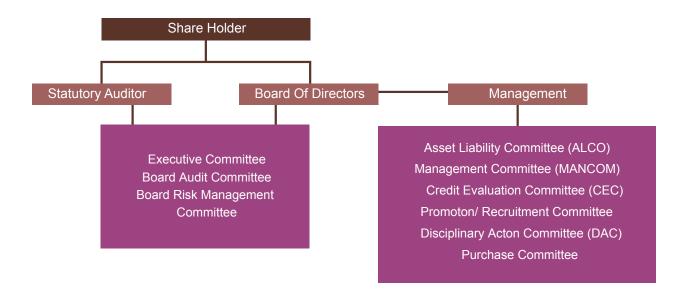
MTB GROUP ORGANOGRAM



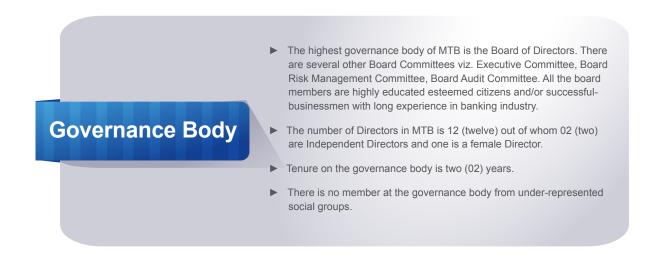


MTB CORPORATE GOVERNANCE **PROCESS**

Following flow chart describes the corporate governance process of MTB:



GOVERNANCE STRUCTURE AND THE COMMITTEES



COMPETENCES RELATING TO ECONOMIC, ENVIRONMENTAL AND SOCIAL IMPACTS

In establishing its governance body MTB conforms to appropriate guidelines of Bangladesh Bank (The Central Bank of the country), Bangladesh Securities and Exchange Commission, and The Companies Act, 1994.

Members of the governance body are also known as Directors of the Board. All of the MTB directors are successful entrepreneurs and have their investments in diversified portfolios.

Therefore it is assumed that they possess a high level of skills, experience and knowledge to set directions and oversee the overall activities of the bank relating to economic, environmental and social impacts.

MTB Board of Directors approves the bank's budget and business plan and reviews those on quarterly basis so as to give directions as per changing economic, environmental and social environments. The board reviews the policies and manuals of the various businesses and processes in order to establish effective risk management in credit and other key areas of operations. It is the responsibility of MTB Board of Directors to endorse the organization's strategy, develop directional policy, appoint and supervise senior executives and to ensure accountability of the organization to its owners and regulatory authorities.

STAKEHOLDER REPRESENTATION

General shareholders participate in AGM

(Annual General Meeting) every year and share their views on banking activities. They participate in different decision making issues.

MTB BOARD AUDIT COMMITTEE

The bank formed its first Audit Committee (AC) on January 18, 2003. Thereafter, lastly it is reconstituted on Thursday, April 28, 2016, comprising 04 (four) members of the Board including two independent directors, one of whom, chaired the meetings, as per prevailing rules/regulations of BB and BSEC. The Audit Committee plays an effective role in building a bridge among the board and management, shareholders, depositors and other stakeholders and helps in ensuring efficient, safe and sound banking practices. The key role of the committee is to assist the Board in fulfilling its oversight responsibilities. The Committee reviews the financial reporting process, the system of internal control and management of financial risks, the audit process, and the bank's process for monitoring compliance with laws and regulations and its own code of business conduct. The Committee ensures conformity of the Financial Statements with the regulations and standard practices. Further the AC reviews process of Audit, effectiveness of Internal Control system & its Compliance thereof, recovery from non-performing assets and any other oversight functions as desired by the Board of Directors i.e. within the purview of its Terms of Reference set by the Board in the light of BB guidelines. During the year 2017, 4 (four) meetings of the MTB Board Audit Committee were held

Table: Meeting Schedule

	3				
SI. No.	Meeting Name	Held in			
1.	1st MTB Board Audit Committee	Monday, April 24, 2017			
2.	2nd MTB Board Audit Committee	Thursday, May 4, 2017			
3.	3rd MTB Board Audit Committee	Wednesday, July 26, 2017			
4.	4th MTB Board Audit Committee	Thursday, October 26, 2017			

Composition of Board Audit Committee

Name	Rank and / or Functonal Designaton	Committee Designaton
Anwarul Amin	Independent Director	Chairman
Rashed Ahmed Chowdhury	Director (Former Chairman)	Member
Khwaja Nargis Hossain	Director	Member
Dr. Sultan Hafeez Rahman	Independent Director	Member

MAJOR AGENDA COVERED IN AUDIT COMMITTEE IN 2017

- The Committee reviewed the Internal Audit Observations and advised the management to remove the irregularities and lapses mentioned in the report
- It reviewed Information Memorandum on the Annual Integrated Health Report
- It reviewed Revised Reporting Format on Self-Assessment of Internal Control System of Banks toward Prevention of Frauds/Forgeries
- Appointing the Head of Internal Audit
- The Committee reviewed compliance status on various issues raised by Internal Auditors and Bangladesh Bank's Inspection Team, respectively, and advised the concerns to rectify those immediately
- The Committee reviewed external Auditors' observations on the financial statements of MTB
- The Committee reviewed the compliances and implementation status of the decisions taken by the Committee at its last meeting
- The Committee reviewed unaudited quarterly financial statements of the Bank
- Any other mater, as deemed fit/expedient

MTB BOARD RISK MANAGEMENT COMMITTEE

To play an effective role in mitigating impending risks arising from strategies and policies formulated by the Board and to carry out the responsibilities efficiently, the MTB Board Risk Management Committee (MBRMC) was formed comprising 5 (five) members of the Board.

The Committee takes various steps to identify risks, which are related to the lending foreign exchange, internal control & compliance, money laundering and other trading and operating activities of the bank. The Committee evaluates risk on a comprehensive basis including, among others, balance sheet management, capital adequacy, credit and operational risk. During the year 2017, 4 (four) meetings of the MTB Board Audit Committee were held:

Table: Meeting Schedule

SI. No.	Meeting Name	Held in
1.	13th MTB Board Risk Management Committee	Sunday, February 19, 2017
2.	14th MTB Board Risk Management Committee	Thursday, July 7, 2017
3.	15th MTB Board Risk Management Committee	Sunday, August 20, 2017
4.	16th MTB Board Risk Management Committee	Thursday, September 9, 2017

As per decision taken by the Board at its 191st meeting held on Thursday, April 28, 2016, the MTB Board Audit Committee has been re-constituted with the following Directors of the Bank:

Composition of MBRMC

Name	Rank and/or Functional Designation	Committee Designation
Dr. Arif Dowla	Director (Representing Advanced Chemical Industries Ltd.)	Chairman
Mr, Md. Hedayetullah	Director	Member
Mr. Md. Abdul Malek	Director	Member
Mr. Q. A. F. M. Serajul Islam	Director (Representing Pioneer Insurance Company Ltd.)	Member

MTB MANAGEMENT COMMITTEE (MANCOM)

MTB has a Management Committee (MANCOM) consisting of Twenty Four (24) members from senior management. MANCOM is responsible for the overall management of MTB's operations. It ensures optimum utilization of three key resources of the bank namely (a) Human Recourses (b) Financial Resources and (c) System Resources. MANCOM appraises the Bank's financial data, position in the sector, profitability of business units, and new business developments. Head of Human Resource Division is the member secretary for MANCOM. The MANCOM meeting held 12 times in 2017, once a month.

Composition of MANCOM

SL	Name	Rank and / or Functional Designation	Committee Designation
1	Mr. Anis A. Khan	Managing Director & CEO	Chairman
2	Mr. Md. Hashem Chowdhury	Additional Managing Director & COO	Member
3	Mr. Md. Zakir Hussain	Deputy Managing Director & GCRO	Member

4 Mr. Syed Rafiqul Haq Deputy Managing Director & CBO Member 5 Mr. Goutam Prosad Das Deputy Managing Director & GHOICC Member 6 Mr. Md. Nurul Islam SEVP & GHOHR Member 7 Mr. Syed Rafiqul Hossain SEVP & HoMTB Dhaka Division Branches Member 8 Mr. Md. Khurshed UI Alam Branches SEVP & HoMTB Ctg. Division Branches Member 9 Mr. Swapan Kumar Biswas SEVP & HoBOD Member 10 Mr. Tarek Reaz Khan SEVP and HoSME & Retail Member 11 Mr. Azad Shamsi SEVP & Project Director, MCT Project Member 12 Mr. Sayed Abul Hashem SEVP & GCFO Member 13 Mr. Khondaker Rahimuzzaman SEVP & Corporate Head of SAMD, Collection Unit, CMD and MODB Member 14 Mr. Nurul Maruf Khan EVP & HoCRM Member 15 Mr. Md. Shah Alam Patwary EVP & GCIO Member 16 Mr. Md. Shahteyer Hossain EVP & GGIO Member 17 Mr. Md. Nazrul Islam Mazumder EVP & GHOT Member 18 Mr. Md. Nazrul Islam Mazumder EVP & CEO, MTBCL Mem	SL	Name	Rank and / or Functional Designation	Committee Designation
6 Mr. Md. Nurul Islam SEVP & GHoHR Member Secretary 7 Mr. Syed Rafiqul Hossain 8 Mr. Md. Khurshed UI Alam 9 Mr. Swapan Kumar Biswas SEVP & HoMTB Dhaka Division Branches Member 9 Mr. Swapan Kumar Biswas SEVP & HoBOD Member 10 Mr. Tarek Reaz Khan SEVP & HoBOD Member 11 Mr. Azad Shamsi SEVP & Project Director, MCT Project 12 Mr. Sayed Abul Hashem SEVP & GCFO Member 13 Mr. Khondaker Rahimuzzaman Mr. Khondaker Rahimuzzaman SEVP & GOFO Member 14 Mr. Nurul Maruf Khan SEVP & HoCRM Member 15 Mr. Md. Shah Alam Patwary 16 Mr. Md. Bakhteyer Hossain T Mr. Md. Nazrul Islam Mazumder 18 Mr. Khairul Bashar Abu Taher Mohammed Mr. Md. Abdul Latif SVP & GCS Member EVP & GCS Member EVP & GEO, MTBSL Member Member	4	Mr. Syed Rafiqul Haq	Deputy Managing Director & CBO	Member
7Mr. Syed Rafiqul HossainSEVP & HoMTB Dhaka Division BranchesMember8Mr. Md. Khurshed Ul Alam BranchesSEVP & HoMTB Ctg. Division BranchesMember9Mr. Swapan Kumar BiswasSEVP & HoBODMember10Mr. Tarek Reaz KhanSEVP & HoBODMember11Mr. Azad ShamsiSEVP & Project Director, MCT ProjectMember12Mr. Sayed Abul HashemSEVP & GCFOMember13Mr. Khondaker RahimuzzamanSEVP & Corporate Head of SAMD, Collection Unit, CMD and MODBMember14Mr. Nurul Maruf KhanEVP & HoCRMMember15Mr. Md. Shah Alam PatwaryEVP & GCIOMember16Mr. Md. Bakhteyer HossainEVP & GHOTMember17Mr. Md. Nazrul Islam MazumderEVP & GHOTMember18Mr. Md. Nazrul Islam MazumderEVP & CEO, MTBSLMember19Mr. Khairul Bashar Abu Taher MohammedEVP & CEO, MTBCLMember20Mr. Malik Muntasir RezaEVP & GCSMember21Mr. Md. Abdul LatifEVP & GCSMember22Mr. Mohammad Anwar HossainSVP & HoCardsMember23Mr. Azam KhanSVP & GCCOMember	5	Mr. Goutam Prosad Das		Member
7Mr. Syed Rafiqui HossainBranchesMember8Mr. Md. Khurshed Ul AlamSEVP & HoMTB Ctg. Division BranchesMember9Mr. Swapan Kumar BiswasSEVP & HoBODMember10Mr. Tarek Reaz KhanSEVP and HoSME & RetailMember11Mr. Azad ShamsiSEVP & Project Director, MCT ProjectMember12Mr. Sayed Abul HashemSEVP & GCFOMember13Mr. Khondaker RahimuzzamanSEVP & Corporate Head of 	6	Mr. Md. Nurul Islam	SEVP & GHoHR	Member Secretary
Branches Mr. Swapan Kumar Biswas SEVP & HoBOD Member Mr. Tarek Reaz Khan SEVP and HoSME & Retail Member Mr. Azad Shamsi SEVP & Project Director, MCT Project Mr. Sayed Abul Hashem SEVP & GCFO Member SEVP & Corporate Head of SAMD, Collection Unit, CMD and MODB Mr. Md. Shah Alam Patwary Mr. Md. Shah Alam Patwary Mr. Md. Bakhteyer Hossain Mr. Md. Shamsul Islam Mr. Md. Nazrul Islam Mazumder Mr. Md. Nazrul Islam Mazumder Mr. Khairul Bashar Abu Taher Mohammed Mr. Malik Muntasir Reza Mr. Md. Abdul Latif Mr. Md. Abdul Latif Mr. Md. Abdul Latif Mr. Md. Abdumar Hossain Mr. Mohammad Anwar Hossain Mr. Azam Khan SVP & GCCO Member	7	Mr. Syed Rafiqul Hossain		Member
10 Mr. Tarek Reaz Khan SEVP and HoSME & Retail Member 11 Mr. Azad Shamsi SEVP & Project Director, MCT Project 12 Mr. Sayed Abul Hashem SEVP & GCFO Member 13 Mr. Khondaker Rahimuzzaman SEVP & Corporate Head of SAMD, Collection Unit, CMD and MODB 14 Mr. Nurul Maruf Khan EVP & HoCRM Member 15 Mr. Md. Shah Alam Patwary EVP & GCIO Member 16 Mr. Md. Bakhteyer Hossain EVP & HoMITS Member 17 Mr. Md. Shamsul Islam EVP & GHOT Member 18 Mr. Md. Nazrul Islam EVP & CEO, MTBSL Member 19 Mr. Khairul Bashar Abu Taher Mohammed 20 Mr. Malik Muntasir Reza EVP & GCS Member 21 Mr. Md. Abdul Latif EVP & HoMTB Other Division Branches 22 Mr. Mohammad Anwar Hossain SVP & HoCards Member 23 Mr. Azam Khan SVP & GCCO Member	8	Mr. Md. Khurshed UI Alam	<u> </u>	Member
11 Mr. Azad Shamsi Project 12 Mr. Sayed Abul Hashem SEVP & GCFO Member 13 Mr. Khondaker Rahimuzzaman MODB 14 Mr. Nurul Maruf Khan EVP & HoCRM MEmber 15 Mr. Md. Shah Alam Patwary 16 Mr. Md. Shamsul Islam Mr. Md. Shamsul Islam Mr. Md. Nazrul Islam Mazumder 18 Mr. Khairul Bashar Abu Taher Mohammed 20 Mr. Malik Muntasir Reza Mr. Md. Abdul Latif Mr. Md. Abdul Latif Mr. Md. Abdum BSVP & GCO SEVP & GCIO Member		Mr. Swapan Kumar Biswas		
Mr. Azad Shamsi Project Mr. Sayed Abul Hashem SEVP & GCFO Member SEVP & Corporate Head of SAMD, Collection Unit, CMD and MODB Mr. Nurul Maruf Khan EVP & HoCRM Member Mr. Md. Shah Alam Patwary Mr. Md. Bakhteyer Hossain FVP & GCIO Member Mr. Md. Nazrul Islam Mr. Md. Nazrul Islam EVP & GHOT Mr. Md. Nazrul Islam Mazumder Mr. Khairul Bashar Abu Taher Mohammed Mr. Md. Abdul Latif EVP & GCS Member Mr. Md. Abdul Latif SVP & HoMTB Other Division Branches Mr. Mohammad Anwar Hossain Mr. Azam Khan SVP & GCCO Member	10	Mr. Tarek Reaz Khan		Member
Mr. Khondaker Rahimuzzaman Mr. Nurul Maruf Khan EVP & HoCRM Member Member Mr. Md. Shah Alam Patwary Mr. Md. Bakhteyer Hossain Mr. Md. Shamsul Islam Mr. Md. Shamsul Islam Mr. Md. Nazrul Islam Mazumder Mr. Md. Nazrul Islam Mazumder Mr. Khairul Bashar Abu Taher Mohammed Mr. Malik Muntasir Reza EVP & GCS Member Member EVP & CEO, MTBCL Member	11	Mr. Azad Shamsi	•	Member
13Mr. Knondaker RahimuzzamanSAMD, Collection Unit, CMD and MODBMember14Mr. Nurul Maruf KhanEVP & HoCRMMember15Mr. Md. Shah Alam PatwaryEVP & GCIOMember16Mr. Md. Bakhteyer HossainEVP & HoMITSMember17Mr. Md. Shamsul IslamEVP & GHoTMember18Mr. Md. Nazrul Islam MazumderEVP & CEO, MTBSLMember19Mr. Khairul Bashar Abu Taher MohammedEVP & CEO, MTBCLMember20Mr. Malik Muntasir RezaEVP & GCSMember21Mr. Md. Abdul LatifEVP & HoMTB Other Division BranchesMember22Mr. Mohammad Anwar HossainSVP & HoCardsMember23Mr. Azam KhanSVP & GCCOMember	12	Mr. Sayed Abul Hashem	SEVP & GCFO	Member
15 Mr. Md. Shah Alam Patwary 16 Mr. Md. Bakhteyer Hossain 17 Mr. Md. Shamsul Islam 18 Mr. Md. Nazrul Islam Mazumder 19 Mr. Khairul Bashar Abu Taher Mohammed 20 Mr. Malik Muntasir Reza EVP & GCS EVP & GCS EVP & GCS Member Member EVP & CEO, MTBCL Member EVP & GCS Member EVP & GCS Member EVP & GCS Member EVP & HoMTB Other Division Branches SVP & HoCards Member Member Member Member Member Member Member	13		SAMD, Collection Unit, CMD and	Member
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17Mr. Md. Shamsul IslamEVP & GHoTMember18Mr. Md. Nazrul Islam MazumderEVP & CEO, MTBSLMember19Mr. Khairul Bashar Abu Taher MohammedEVP & CEO, MTBCLMember20Mr. Malik Muntasir RezaEVP & GCSMember21Mr. Md. Abdul LatifEVP & HoMTB Other Division BranchesMember22Mr. Mohammad Anwar HossainSVP & HoCardsMember23Mr. Azam KhanSVP & GCCOMember	15		EVP & GCIO	Member
18Mr. Md. Nazrul Islam MazumderEVP & CEO, MTBSLMember19Mr. Khairul Bashar Abu Taher MohammedEVP & CEO, MTBCLMember20Mr. Malik Muntasir RezaEVP & GCSMember21Mr. Md. Abdul LatifEVP & HoMTB Other Division BranchesMember22Mr. Mohammad Anwar HossainSVP & HoCardsMember23Mr. Azam KhanSVP & GCCOMember	16	Mr. Md. Bakhteyer Hossain	EVP & HoMITS	Member
Mazumder Mr. Khairul Bashar Abu Taher Mohammed Mr. Malik Muntasir Reza EVP & GCS Member Member EVP & GEO, MTBCL Member Member EVP & GCS Member Member EVP & HoMTB Other Division Branches Member Member Member Member Member Member Member Member Member SVP & HoCards Member Member Member Member	17	Mr. Md. Shamsul Islam	EVP & GHoT	Member
Taher Mohammed 20 Mr. Malik Muntasir Reza EVP & GCS Member 21 Mr. Md. Abdul Latif EVP & HoMTB Other Division Branches 22 Mr. Mohammad Anwar Hossain 23 Mr. Azam Khan EVP & CEO, MTBCL Member Member Member Member Member Member Member Member Member	18		EVP & CEO, MTBSL	Member
21 Mr. Md. Abdul Latif EVP & HoMTB Other Division Branches Member 22 Mr. Mohammad Anwar Hossain SVP & HoCards Member Member SVP & GCCO Member	19		EVP & CEO, MTBCL	Member
21 Mr. Md. Abdul Latif Branches 22 Mr. Mohammad Anwar Hossain 23 Mr. Azam Khan Branches SVP & HoCards Member Member Member	20	Mr. Malik Muntasir Reza	EVP & GCS	Member
Hossain SVP & HoCards Member SVP & GCCO Member	21	Mr. Md. Abdul Latif		Member
	22		SVP & HoCards	Member
24 Mr. Iqbal Mahmud VP & HoRMD Member	23	Mr. Azam Khan	SVP & GCCO	Member
	24	Mr. Iqbal Mahmud	VP & HoRMD	Member

MTB FATCA COMPLIANCE COMMITTEE

MTB FATCA Compliance Committee consists of Thirteen (13) members. MTB Additional Managing Director & Chief Operating Officer is the chairman of the committee.

Composition of FATCA Compliance Committee

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SL	Name	Functional Designation	Committee Designation
1	Mr. Md. Hashem Chowdhury	Additional Managing Director & COO	Chairman
2	Mr. Md. Zakir Hussain	Deputy Managing Director & GCRO	Member
3	Mr. Goutam Prosad Das	Deputy Managing Director & GHoICC	Member
4	Mr. Md. Nurul Islam	SEVP & GHoHR	Member
5	Mr. Swapan Kumar Biswas	SEVP, HoBOD and CAMLCO	Member Sec- retary
6	Mr. Sayed Abul Hashem	SEVP & GCFO	Member
7	Mr. Md. Shah Alam Patwary	EVP & GCIO	Member
8	Mr. Md. Bakhteyer Hossain	EVP & HoMITS	Member
9	Mr. A.T.M. Nesarul Hoque	VP, MFIS	Member
10	Mr. Md. Baker Hossain	SAVP, CCU	Member
11	Mr. Mohammad Kamruzzaman	SAVP and Head of Legal	Member
12	Mr. Syed Towhid Hossain	SAVP, BOD	Member
13	Ms. Israt Jahan	AVP, CCU	Member

MAJOR AGENDA COVERED IN FATCA COMPLIANCE COMMITTEE IN 2017

- Updating and renewal of Foreign Financial Institution (FFI) agreement
- FATCA Compliance Synopsis and requirement of MTB
- FATCA Reporting Requirements & Forms
- U.S. Person(s) maintaining accounts with MTB to be reported

MTB SENIOR MANAGEMENT TEAM (SMT)

The responsibility of the senior management team will include the monitoring of the adequacy and effectiveness of the internal control system based on the bank's established policy and procedures.

The Senior Management Team (SMT) will review on a yearly basis of the overall effectiveness of the control system of the organization and provide certification on yearly basis to the Board of Directors on the effectiveness of Internal Control policy, practice, and procedure.

The management will enrich audit teams with adequate skilled manpower and proper IT support as per requisition of the Audit Committee of the Board (ACB) for purposeful and effective audit. The management will ensure compliance with all laws and regulations that are circulated by various regulatory authorities, such as, Bangladesh Bank, Ministry of Finance, Bangladesh Securities and Exchange Commission, etc. During the audit period, if the present audit team finds any lapse or irregularity, which was not detected or identified by the previous auditors, that will also be reported to the Audit Committee.

Table: Executives of corporate Head Office comprise the SMT of MTB

SL	Name	Functional Designation	Committee Designation
1	Mr. Anis A. Khan	MD & CEO	Chairman
2	Mr. Md. Hashem Chowdhury	AMD & COO	Member
3	Mr. Md. Zakir Hussain	DMD & GCRO	Member
4	Mr. Syed Rafiqul Haq	DMD & CBO	Member
5	Mr. Goutam Prosad Das	DMD & GHoICC	Member Secretary
6	Mr. Md. Nurul Islam	SEVP & GHoHR	Member
7	Mr. Swapan Kumar Biswas	SEVP, HoBOD and CAMLCO	Member
8	Mr. Sayed Abul Hashem	SEVP & GCFO	Member
9	Mr. Md. Shah Alam Patwary	EVP & GCIO	Member

MTB IT RISK MANAGEMENT COMMITTEE

MTB IT Risk Management Committee is governing overall IT risks and relevant mitigation measures. The committee defines the Risk Appetite in terms of combinations of frequency and magnitude of a risk to absorb loss e.g., financial loss, reputation damage. It reviews and approves risk appetite and tolerance change over time; especially for new technology, new organizational structure, new business strategy. This committee consists of Ten (10) members. The member secretary of the committee had placed the IT Risk Management Framework to the committee.

Composition of IT Risk Management Committee

SL	NAME	Functional Designation	Committee Designation
1	Mr. Md. Zakir Hussain	Deputy Managing Director & GCRO	Chairman
2	Mr. Syed Rafiqul Haq	Deputy Managing Director & CBO	Member
3	Mr. Goutam Prosad Das	SEVP & GHoICC	Member
4	Mr. Swapan Kumar Biswas	SEVP & HoBOD	Member
5	Mr. Md. Shah Alam Patwary	EVP & GCIO	Member Secretary
6	Mr. Md. Bakhteyer Hossain	EVP & HoMITS	Member
7	Mr. Sayed Abul Hashem	EVP & GCFO	Member
8	Mr. Monwar Hossain	SVP, New CBS Team	Member
9	Mr. Iqbal Mahmud	VP, RMD	Member
10	Mr. Suvash Chandra Biswas	VP & Head of IT Operations	Member

MTB IT SECURITY COMMITTEE

MTB IT Security Committee is formed in March 2016 to ensure development and implementation of ICT security objectives, ICT Security related policies and procedures. This committee provides ongoing management support to the Information security processes and ensures continued compliance with the business objectives, regulatory and legal requirements related to ICT security. This committee also supports to formulate ICT risk management framework/ process and to establish acceptable ICT risk thresholds/ ICT risk appetite and assurance requirements. This committee consists of Fourteen (14) members.

Composition of MTB IT Security Committee as on September 25, 2017

SI	Functional Designation	Committee Designation
01	Additional Managing Director & COO	Chairman
02	Deputy Managing Director & GCRO	Member
03	Deputy Managing Director & Head of Group ICC	Member
04	Head of MTB Dhaka Division Branches	Member
05	Head of Banking Operations Division	Member
06	Head of SME Banking Division	Member
07	Group Chief Information Officer (GCIO)	Member
80	Head of Card Division	Member
09	Head of IT Operations	Member
10	Head of Risk Management Division (RMD)	Member
11	Group Chief Security Officer (GCSO)	Member
12	Head of Process Innovation & Software Development	Member
13	Head of Alternate Delivery Channel (ADC)	Member
14	Group Chief Information Security Officer (GCISO)	Member Secretary

TERMS OF REFERENCE OF MTB IT SECURITY COMMITTEE

- Ensure development and implementation of ICT security objectives, ICT Security related policies and procedures
- Provide ongoing management support to the Information security processes
- Ensure continued compliance with the business objectives, regulatory and legal requirements related to ICT security.
- Support to formulate ICT risk management framework/ process and to establish acceptable ICT risk thresholds/ ICT risk apatite and assurance requirements
- Periodic review and provide approval for modification in ICT Security Processes
- Any other matter that may arise from time to time

MTB DISCIPLINARY ACTION COMMITTEE (MDAC)

MTB Disciplinary Action Committee (MDAC) examines the explanations asked for/Charge Sheet framed and replies of the accused Executives/Officers. The Committee reviews the findings of the Enquiry Officer. The Committee recommends action to be taken/initiated against the accused executives/Officers. MDAC is consisting of four (04) members. During the reporting year four (04) meetings were held by the committee.

Composition of MDAC

Name	Rank and / or Functonal Designaton	Committee Designaton
Md. Hashem Chowdhury	Additional Managing Director & COO	Chairman
Md. Zakir Hussain	Deputy Managing Director & GCRO	Member
Syed Rafiqul Haq	Deputy Managing Director & CBO	Member
Nurul Maruf Khan	EVP & HoCRM	Member Secretary

HIGHEST GOVERNANCE BODY & RELATED ISSUES

CHAIR OF THE HIGHEST GOVERNANCE BODY

Chair of the highest governance body is the Chairman of the Board of Directors. Chairman is elected among the members of the Board every two (02) years. Chairman does not take part in the day-to-day business of the bank. Chairman presides over the monthly meeting of the Board of Directors and provides strategic guidelines and directions for the business of the bank.

NOMINATION AND SELECTION OF THE HIGHEST GOVERNANCE BODY

DIRECTORS APPOINTMENT

Appointment of a new director is made with the consent of all directors at the immediate Annual General Meeting (AGM). A detailed biography, a declaration of his or her non engagement with other financial institutions and that he/ she is not a loan defaulter is required to be submitted to Bangladesh Bank.

RETIREMENT AND RE-ELECTION OF THE DIRECTORS

According to the Articles of Association of the bank and the Companies Act 1994, each Director other than Managing Director & CEO, retires by rotation once every three years and is required to stand for re-election by shareholders at the AGM.

INDEPENDENT DIRECTORS

Two Independent Directors at the Board of Mutual Trust Bank Ltd. have been appointed in compliance with the Bank Companies Act 1991 (Amended 2013) by the Central Bank.

ENSURING CONFLICTS OF INTEREST ARE AVOIDED AND MANAGED CONFLICTS WITH **GENERAL SHAREHOLDERS**

The annual report, including financial statements and the notice of the meeting, are sent to shareholders at least 14 days prior to the AGM. The primary means of communication between the bank and shareholders are the MTB annual report and the AGM. Required information is received by the shareholders prior to the AGM, which gives them an opportunity to exercise their prerogative to raise any businessrelated issues, either verbally or in written at the AGM. The Directors remain present at the AGM to answer any queries of the shareholders.

ROLE OF THE HIGHEST GOVERNANCE BODY

The highest governance body plays a key role in corporate governance. It is their responsibility to endorse the organization's strategy, develop directional policy, appoint and supervise senior executives and to ensure accountability of the organization to its owners and regulatory authorities. The highest governance body approves the bank's budget and business plan and reviews those on quarterly basis so as to give directions as per changing economic, environmental and social environment.

HIGHEST GOVERNANCE BODY'S ROLE IN REVIEWING RISK MANAGEMENT

The highest governance body of the bank is MTB Board of Directors (mentioned as "Board" hereafter). The Board itself does not interfere with the day-to-day business of the bank. However, it sets directions and oversees the overall activities of the bank. The Board approves the bank's budget

and business plan and reviews those on a quarterly basis. Further the Board reviews the policies and manuals of the various businesses and processes in order to establish effective risk management in credit and other key areas of operations. The Board also appoints and supervises senior executives and formulates ToR for different committees that work on behalf of the Board in mitigating the risk and maximizing the returns.

The Board has constituted MTB Executive Committee (EC) in order to ensure efficient, competent, compliant and secured structure for approval of credit proposals and business decisions. MTB Board Audit Committee is constituted by the Board for reviewing financial reporting process, the system of internal control and management of financial risks, the audit process, and the bank's process for monitoring in compliance with laws and regulations and its own code of business conduct. MTB Board Audit Committee also reviews process of Audit, effectiveness of Internal Control system & its Compliance thereof, for the recovery from non-performing assets.

The Board has constituted MTB Board Risk Management Committee (MBRMC) that takes various steps to identify risks, which are related to the lending foreign exchange, internal control & compliance, money laundering and other trading and operating activities of the bank. The Committee evaluates risk on a comprehensive basis including, among others, balance sheet management, capital adequacy, credit and operational risk

FREQUENCY OF THE HIGHEST **GOVERNANCE BODY'S REVIEW**

The highest governance body of the bank is MTB Board of Directors. Meeting of the Board of Directors is usually held once in a month at



the premises of MTB Centre, MTB Corporate Head Office. 15 meetings of the Board of Directors of MTB were held in 2017

HIGHEST COMMITTEE OR **POSITION APPROVING SUSTAINABILITY REPORT &** MATERIAL ASPECTS

MTB Board of directors after the 185th meeting of the board, which was held on November 08, 2015, approved the resolution to publish MTB's Sustainable Finance Report annually.

PROCESS FOR **COMMUNICATING CRITICAL CONCERNS TO THE HIGHEST GOVERNANCE BODY**

MTB has defined process of communication with the concerned authority. The process and reporting authority are specified in an organogram. The primary process of communicating with the highest governance body is through the line manager of every department/division/branch. The line manager will transfer the critical concern of the organization according to the organogram. Besides, Customers can reach their concerning issues through email or feedback box located at the MTB premises.

Communication between the bank and general shareholders is arranged in every Annual General Meeting (AGM). Required information is received by the bank from the shareholders at the AGM, which gives them an opportunity to exercise their prerogative to raise any business related issues, either in verbal or in written at the AGM. The directors remain present at the AGM to answer any gueries of the shareholders. No Critical concerns communicated to the highest governance body in 2017. MTB follows the remuneration guideline provided by Bangladesh Bank, the central bank of the country for any remuneration or fees to be payable to the Directors of the Board.

RETIREMENT AND RE-ELECTION OF THE DIRECTORS

According to the Articles of Association of the bank and the Companies Act 1994, each Director other than Managing Director & CEO, retires by rotation once every three years and is required to stand for re-election by shareholders at the Annual General Meeting.



REMUNERATION

The directors do not receive any type of remuneration or incentive. The board members only receive fees as prescribed by Bangladesh Bank for attending each Board and Committee meeting. The remuneration package of the Managing Director is determined by the Board duly approved by Bangladesh Bank. Managing Director is entitled to incentive bonus as per the central bank's guidelines.

Employee remuneration is overseen by MTB Group Human Resources Division (GHRD) in consultation with Deputy Managing Directors, Additional Managing Director and Managing Director & CEO. GHRD defines pay scale (remuneration packages) based on market information as well as adjustment of the cost of living that is subsequently approved by the Board of Directors.

There is no variable remuneration at MTB. There exists an incentive Bonus to which all employees are entitled to subject to their annual performance as recommended by respective line managers, which is defined based on Board approved "Incentive Bonus Policy". Line managers send the recommendations for incentive bonus to Regional Heads and / or Divisional Heads and subsequently the recommendations are submitted to a "Bonus Committee". The Bonus Committee, after scrutiny and evaluation, sends its recommendations to the Managing Director and CEO who may review it and stamps the final approval.



O6 UPHOLDING OUR ETHICS



CODE OF CONDUCT

As an employee of MTB, one must observe the highest standards of impartiality, integrity, objectivity and honesty in relation to the work, one undertakes at all times. The Code of Conduct provides guidance to employees on how to ensure that their actions and behavior are consistent with both MTB's values and its high standards of conduct required to maintain banking compliance.

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Code I: Our Vision

Our code of conduct is in alignment with the bank's Vision MTB3V!

Code II: Uphold organizational mission

We aspire to be one of the most admired banks in the nation and be recognized as an innovative and client focused company, enabled by cutting-edge technology, a dynamic workforce and a wide array of financial products and services.

Code VII: Protecting business assets & information

We are responsible and accountable for using the goodwill and assets of MTB and its customers, whether tangible, intangible, intellectual or electronic, in a manner both responsible and appropriate to the business and only for legal and authorized purposes.

Code VIII: Respecting others

We treat colleagues, customers and anyone with whom we do business, with respect, dignity, fairness and courtesy; we commit to maintain a work environment that is free from discrimination or harassment based on race, religion, creed, sex, disability, age or any other relevant category.

Code III: Adhere to the highest ethical standards

We ensure that our employees act with integrity, competence, dignity, and in an ethical manner when dealing with customers, prospects, colleagues, agencies and the public.

Code IV: Compliance with the laws & regulations

We maintain knowledge of and comply with all applicable laws, rules and regulations of any government, governmental agencies, regulatory organizations, licensing agencies, or professional associations governing the employee's professional activities.

Code V: Relationship with & responsibilities to MTB

We prioritize the bank's interest above personal interest. As an objective, employees are required to: Disclose the conflicts of interest including beneficial relationship with customers of any of its associates; State only MTB's view and not her/his own, when speaking in a forum in which audiences would reasonably expect that one is speaking as a representative of MTB

Code VI: Relationship with & responsibilities to customer

Deliver service professionally, respect customers and treat them courteously and consistently: Respect the confidentially and privacy of customers, or anybody with whom they do business.

Code IX: Misconduct

We commit to avoid any professional conduct involving dishonesty, fraud, deceit or misrepresentation or carry out any act that reflects adversely on our honesty, trustworthiness or professional competence; we also commit to support international and local efforts to eliminate corruption and financial crime.

Code X: Insider trading

We are committed to not utilize position for personal gain or for gain of another person. All of us must ensure that any information in our possession that is not publicly available and may have a material effect on the price or value of objectives is not provided to anyone who may be influenced to subscribe, buy or sell shares or conduct any other business transactions with another person including family and friends.

Code XI: Control

The Code is designed to provide practical assistance in performing our daily tasks and resolving situations, which may present potential ethical conflicts. Our Code of conduct has eleven core elements supporting a self-regulatory approach to the way we do business. Also, the Management monitors the compliance of the code of conduct.



SERVICE QUALITY

SUPERIOR SERVICE-THE KEY TO TIE IT ALL TOGETHER

In a service industry, customer service is what differentiates us from other players. New technology, excellent products and innovations are important attractors for customers but superior service is the key to tie it all together. There has been a high correlation between customer satisfaction and profitability in a range of industries. Customer satisfaction is still one of the single strongest predictors of customer retention.

Customer perception of service and quality of product determines the success of the product or service in the market. With better understanding of customers' perceptions,

organizations can determine the actions required to meet the customers' needs. Having this belief in heart, MTB Service Quality Department (SQD) has been formed with a view to elevating the already superior service-standard of the bank to a height, where MTB's service quality would be considered the benchmark in the entire financial services industry. In line with that, MTB SQD is working towards further improving and upholding the overall customer service standard of the Bank. Developing a customer-centric workforce is one of the key strategies of this department. To attain the MTB3V, the philosophy upon which the vision of the bank is based, MTB SQD has sketched a roadmap – the scope of work.

To deliver superior quality customer service, continuous monitoring is essential in identifying the flaws and gaps so that corrective measures can be taken accordingly. MTB SQD has adopted an in-house mystery shopping survey as an effective tool to measure the current service standard of the Bank, as a part of its scope of work.

MYSTERY SURVEY ON BRANCHES AND CONTACT CENTER

Mystery surveys are being conducted in different branches by MTB SQD employees on a monthly basis. These surveys mainly focus on measuring employee soft skills (service etiquette), product knowledge as well as overall ambience such as cleanliness. dress code and branding of the customer touch points. The department also plans to engage third-party surveyors from time to time to perform such mystery surveys to get comparative views.

CUSTOMER SATISFACTION SURVEY

This survey is being done over the phone. Customers who recently availed services from MTB touch points, are contacted by MTB SQD and requested to evaluate the services and rate the same from 0 to 10, where 0 is the lowest and 10 is the highest score. Finally, an elaborate report derived from the collected feedback is submitted to the management for yearly performance appraisal.

BENCHMARK SURVEY

Leading competitors' services will be evaluated through this survey, which will be conducted by MTB SQD. An elaborate report will be presented to the management to adopt the best practices from the competitors.

TRAINING ON PRODUCT **KNOWLEDGE AND SERVICE EXCELLENCE**

This is a comprehensive learning and development framework to build an appropriate and long-term mindset about delivering superior service excellence.

MTB SQD has been conducting workshops for the employees so that they follow the service standard, mentioned in MTB Winning, an in-house guideline for etiquette and service excellence

This training program intends to create the right mindset and to build the competency of the frontline employees who serve the customers face-to-face to ensure superior customer experience through their day to day activities. Our goal is to make our customer interactions consistently professional, efficient and productive. MTB is committed to investing in every employee in order to help them develop the skills they need and hone those skills so that they can consistently deliver the best-in-class service.

An e-learning module is underway for the frontline employees where all types of information such as product detail, FAQ, policies, processes, SLA (service level agreement) will be available. There will be a web based guiz module, where every frontline employee will appear in the quiz on monthly basis to update and enhance their product knowledge.

COMPLAINT MANAGEMENT SYSTEM

Having a structured complaint management system is of paramount importance for addressing complaints with specific emphasis on resolving such complaints fairly and expeditiously. The complaint management is a series of activities such as facilitating complaint lodgment, developing complaint recording system, complaint resolution process, root cause analysis of the complaints raised and necessary policy formulation. MTB SQD has a separate wing to handle and manage all types of complaints received through different channels. The complaint management team follows a systematic procedure to settle the complaints against any product or service of the Bank.

Customers' feedback, information and complaints actually reveal the flaws or gaps in existing products, policies, system and services of a bank. On this stance, effective root cause analysis can be an important tool to identify the problem areas and need for improvement.

MTB SQD is constantly working on identifying the loopholes through in-depth root cause analysis from the complaints' data mining and places those findings to the management for taking remedial actions. Future turns positive when effort is given to create it. We put our best efforts in 2017 and will continue to do so in the coming years to establish a culture, where people will move around with a mindset and purpose of delivery that will reflect the established culture. Our dream will be shaped up with the creation of a culture of accountability, and, SQD, with the assistance of other departments and guidance from the senior management, will put all sincere efforts to build the culture to make our customers as repeat customers with full satisfaction, always!

As part of our commitment to differentiate ourselves from other competitors, we designate 2018 as the "Year of Action". We have empowered our team of experts not only to create strong relationships with our customers, but also to find new ways to act on feedback in order to enhance the customer experience.

Your suggestions, comments and criticisms are what will help us better understand the areas in which we can act in order to truly bring you the best-in-class level of support and service.

INTERNAL AND EXTERNAL MECHANISMS

Customers can send complain or feedback to any MTB branch, this feedback is generally processed by respective department/division. The unethical/unlawful matters of MTB employees are managed as per the MTB Code of Conduct.

M.J. Abedin & Co. one of the leading Chartered Accountancy (CA) firms of the country, and an Independent Member Firm of Moore Stephens International Ltd., is the External Auditor of MTB and acts as the external whistle blower

Besides, MTB has a full-blown ICC Department (Internal Control and Compliance) which deals with control and compliance issues. ICC acts as the internal whistleblower of the bank. ICC has 05 units, namely, as Audit and Inspection, Compliance, Monitoring, ISS Cell, System Audit Unit, which are wellequipped with experienced bankers and system auditors.

ANTI-CORRUPTION

COMMUNICATION AND TRAINING ON ANTI-CORRUPTION POLICIES AND PROCEDURES

As part of the effort of combating corruption, promoting integrity and establishing good governance, the Government of Bangladesh has adopted National Integrity Strategy (NIS) of Bangladesh. A high-level National Integrity Advisory Council has been constituted for its implementation. Bangladesh Bank has been entrusted with the responsibility of implementing the National Integrity Strategy (NIS) in the country's financial sector. In line with the implementation of NIS, MTB has established MTB Integrity Strategy Implementation Unit. Additionally, the Committee is mandated with the task

of identifying ways to protect the culture of loan defaults and promote consciousness with a view to reducing frauds, forgeries, irregularities and other sources of corruption across the Bank.

MTB, as a compliant bank, is firmly determined not to let money launderers and terrorists or perpetrators to use it as a channel to launder money or finance terrorism in any possible way. Hence, MTB has its own Anti Money Laundering (AML) & Combating Financing of Terrorism (CFT) compliance program which is designed considering the size & range of activities, complexity of operations and the nature & degree of Money Laundering & Terrorist Financing risks faced by the bank.

PREVAILING LAWS AND RULES **CONSIDERED AT MTB AML AND CFT POLICY**

- Money Laundering Prevention Act, 2012 (Amended 2015)
- The Anti-Terrorism Act, 2009 (Amended 2012 & 2013)
- Money Laundering Prevention Rules, 2013
- Anti-Terrorism Rules, 2013
- Money Laundering and Terrorist Financing Risk Management Guidelines by BFIU
- Other international standards

MTB applies risk sensitive Customer Due Diligence (CDD) measures, monitors business relationships and records suspicious transactions pursuant to the national regulations and international standards.

COMPOSITION OF CENTRAL COMPLIANCE UNIT (AML COMMITTEE)

As per para (2), section 1.3 of Bangladesh

Financial Intelligence Unit (BFIU) Circular no. 10 dated December 28, 2014, bank is required to set up a Central Compliance Unit (CCU) with senior executives including the Chief Anti Money Laundering Compliance Officer (CAMLCO) and DCAMLCO. Afterwards, BFIU issued Money Laundering & Terrorist Financing RiskManagement Guidelines on September 10, 2015 wherein BFIU instructed (section 5.2.1) to establish CCU as a permanent setup with specific organogram like other department or division of a bank.

MTB formed Central Compliance Unit as a separate department at the organogram vide MTB Circular Letter # GHR/207/2015 dated November 03, 2015. The unit comprises of 10 members as under:

members as under.	
Name	Designation
Swapan Kumar Biswas	SEVP & CAMLCO
Md. Baker Hossain	SAVP & DCAMLCO
Israt Jahan	AVP
Touhid Imrose Khalidi	FAVP
Farhana Akhter	JAVP
Md. Safikul Islam	Officer
Md. Abdus Salam Talukder	Officer
Md. Arafat Choudhury	Officer
Mofizur Rahman Gazi	Officer
Sk. Mohidul Islam	Officer

NUMBER OF MEETING HELD AT **CENTRAL COMPLIANCE UNIT** (AML COMMITTEE) IN 2017

Meetng No.	Meetng Date
Meetng 1 (Quarterly)	22.03.2017
Meetng 2 (Quarterly)	20.06.2017
Meetng 3 (Quarterly)	25.09.2017
Meetng 4 (Quarterly)	07.12.2017

HIGHLIGHTS OF THE MEETINGS

- AML and CFT Training and Workshop
- Conducting Branch Inspection
- Review and approve the KYC of **Correspondent Banks**
- Ensuring post Facto approval of IP Account
- · Off-site Monitoring

ANTI-MONEY LAUNDERING (AML) & COMBATING THE FINANCING OF TERRORISM (CFT) TRAINING

No. of training on AML-CFT in 2017

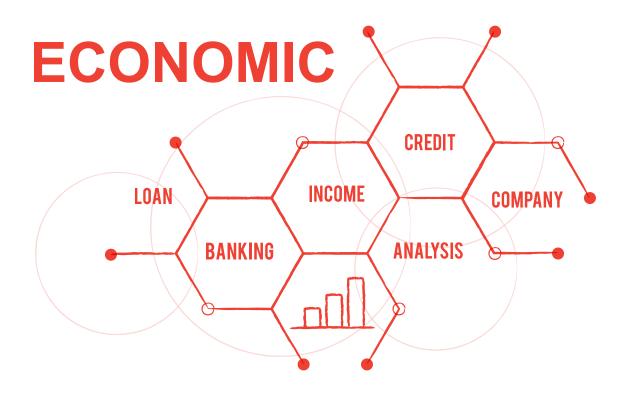
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TABLE: EMPLOYEES RECEIVED **TRAINING**

Category	Nunmber
Executve	242
Non- Executve	1421
Total	1663

PRODUCT AND SERVICE **LABELING**

- · Product information and recent rates and updates are circulated vide electronic notice through intranet called MNet among the employees.
- Product information for customers is served both at branch premises and the website. Branch premises also display different brochures and leaflets on product information, contents. limitation etc.
- Customers can call MTB's 24/7 Contact Centre for personal query.
- Following information are displayed in prominent and visible places of the branch premises:
- » Interest rates on all deposit and loan products
- » Latest schedule of charges
- » Buying and selling rates of foreign currencies
- » Credit rating and financial information of the bank
- » Contact details of the bank's Central Customer Service and Complaints Management Cell
- » Banking hours and holiday notices







ECONOMIC PERFORMANCE

ECONOMIC VALUE ADDITION

Economic Value Addition (EVA) by the bank has been estimated at BDT 3,878.76 million for the reporting year. EVA includes payments to suppliers, employees and shareholders (investors)

TOTAL ECONOMIC CONTRIBUTION

Total Economic Contribution by the bank has been estimated at BDT 6,820.32 million for the reporting year. This includes EVA, total payments to the government and social investments.

STATEMENT OF MARKET VALUE ADDITION

Market value added (MVA) is a calculation that shows the difference between the market value of a company and the capital contributed by investors, both bondholders and shareholders. In other words, it is the sum of all capital claims held against the company plus the market value of debt and equity. As of end of the reporting year, Market Value Addition is estimated BDT at 12,741.40 million which was BDT 5805.65 million in the previous year.



Table: Market Value Addition of MTB

			BDT Million
Particulars	Number of Shares	Value per Share	Total Value
Market Value	509,656,034	BDT 35	17,837.96
Book Value	509,656,034	BDT 10	5,096.56
Market Value Added		BDT 25	12,741.40

COVERAGE OF THE ORGANIZATION'S BENEFIT PLANS

A) PROVIDENT FUND

Provident fund benefits are given to the permanent employees' of the Bank in accordance with Bank's service rules. Accordingly a trust deed and provident fund rules were prepared. The Commissioner of Income Tax, Taxes Zone 3, Dhaka has approved the Provident Fund as a recognized provident fund within the meaning of section 2(52), read with the provisions of part-B of the First Schedule of Income Tax Ordinance 1984. The recognition took effect from April 30, 2001. The Fund is operated by a Board of Trustees consisting of 5 (five) members. All confirmed employees of the Bank contribute 10% of their basic salary as a subscription to the Fund. The Bank also contributes equal amount of the employees' contribution. Interest earned from the investment is credited to the members' account on a yearly basis.

B) GRATUITY

The Bank operates a funded gratuity scheme approved by the National Board of Revenue. The Gratuity Fund is managed separately by "MTBL Employees Gratuity Fund" and any investment decision out of this fund is also made by this trust. As per gratuity scheme every permanent employee will get gratuity benefit as per following policy that rendering their service without break:

Completed years of Service	Payment of Gratuity
8 years & above	2.00 basic for each year of service in MTB
7 years	1.70 basic for each year of service in MTB
6 years	1.35 basic for each year of service in MTB
5 years	1.00 basic for each year of service in MTB

C) MTB EMPLOYEES' WELFARE FUND

The welfare fund is subscribed by monthly contribution of the employees. The Bank also contributes to the fund from time to time. The fund has been established to provide a token of appreciation or financial assistance to the employees and their family members for education, funeral function, etc. The fund is governed and administered by the Board of trustees consisting of four (04) members.

D) MTB EMPLOYEES' MEDICAL **ASSISTANCE FUND**

Medical Assistance fund is subscribed by monthly contribution of the employees as per policy. The Bank also contributes to the fund from time to time. The fund has been established to provide medical assistance to the employees with dependents. The fund is governed and administered by the Board of trustees consisting of four (04) members.

E) MTB EMPLOYEES' DEATH BENEFIT **PLAN**

The plan has been formed to provide financial benefit to the bereaved family of a deceased employee. The Bank contributes to the fund from the annual profit of the Bank on requirement basis. The fund is governed and administered by the Board of trustees consisting of four (04) members.

In case of death of an employee while in active service, financial benefit is paid to the nominee of the deceased employee at a prescribed amount ranging from 3 (three) lacs to 10 (ten) lacs.

F) MTB FOUNDATION

The Bank, as part of corporate social responsibility, has established MTB Foundation for the benefit of the community in which it operates and as part of its said responsibility it commits itself to human development, poverty alleviation and overall national economic development. The Bank contributes to the fund from the annual profit of the Bank on requirement basis. The fund is governed and administered by the Board of trustees consisting of four (04) members.

G) INCENTIVE BONUS

Mutual Trust Bank Limited has started an incentive bonus scheme for its employees. This bonus amount is distributed among the employees based on their performance. The bonus amount is paid annually and costs are accounted for the period to which it relates.

It is worth to be mentioned that MTB's wages do not vary by gender or location of operation & MTB offers equal opportunity to all employees irrespective of location of operation.

INDIRECT ECONOMIC IMPACTS

During the year 2017, through financing the existing and new clients MTB has created economic impact in the three dimensions:

- a)Generation of Job in market
- b)Contribution to economic growth
- c)More revenue to the national exchequer from growth of businesses of MTB and its clients

SME INVESTMENT BY MTB

Keeping rural development in mind, MTB has developed a strong footprint in financing women entrepreneurs, providing collateral free loans to SMEs and financing rural SMEs in Bangladesh.

Table: MTB SME Disbursement

Concentration of Loans and Advances (Disbursement)	BDT Million	
	2017	2016
Agriculture	3,152.22	2,875.00
SME	13,303.88	1,351.00
Total	16,456.10	4,226.00

Table: MTB SME Outstanding

Concentration of Loans and Advances (Outstanding)	BDT Million	
	2017	2016
Agriculture	3,545.37	7,771.00
SME	14,443.92	2,681.00
Total	17,989.29	10,452.00

Total MTB disbursement in SME and agriculture has increased by 289% to 16,456 million and outstanding has increased by 72% to 17,989 million.

MTB SME PRODUCTS

Varieties of products are prepared for the clients of MTB SME banking Division. The products are designed to fulfill the different needs of the cottage, micro, small and medium enterprises as well as to extend support to agriculture and inclusive banking.









MTB AGRI FINANCING AND INCLUSIVE **BANKING**

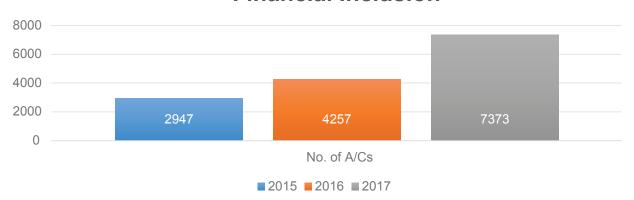
MTB has a dedicated agri-cell through which the bank provides financial support to the farmers at preferential rate assigned by Bangladesh Bank from time to time. As recognition for the agriculture support, MTB received appreciation letter from Bangladesh Bank for achieving agri loan disbursement target for the FY 2014-2015.

FINANCIAL INCLUSION

Table: Number of 10 tk Accounts

	2017	2016	2015
Number of 10 tk. (for farmers) acc	7,373	4,257	2,947

Financial Inclusion



MTB SCHOOL BANKING

MTB has designed its school banking products for the students. MTB organizes school banking campaigns in different local schools throughout the year.





you can bank on us



১৮ বছর বা তার বেশী যেকোন ছাত্র/ছাত্রীর জন্য এই সেভিংস একাউন্টে রয়েছে:





এই সেভিংস একাউন্টে রয়েছে:

www.mutualtrustbank.com

During these campaigns, children can open accounts and have a hands-on banking experience. This eventually helps the students to cultivate the habit of savings from an early age. Any school going child can open a School Banking Account with his/her parent and start saving for the future. This account is meant to help our future generation to grow up with a savings habit along with being accustomed to the banking culture. So let the savings grow along with your children.

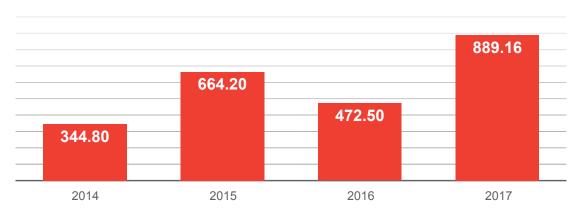
Table: Division wise School Banking Campaign

School Banking Campaign in 2017						
Division	Number of Schools	Boys' Participation	Girls' Participation			
Dhaka	43	1,757	1,982			
Chittagong	36	1,938	2,910			
Other	22	761	1,156			
Total	101	4,456	6,048			

SME Financing: Sector Specific Disbursement

SL.	Sector	2017 (Jan - Dec, 2017) BDT Million		2016 (Jan - Dec, 2016) BDT Million	
		Disbursement	Outstanding	Disbursement	Outstanding
1.	Crops	1,862.24	1,955.87	734.35	1234.23
2.	Fisheries	330.55	428.19	144.22	303.81
3.	Livestock	773.47	828.44	219.9	665.66
4.	Irrigation Tools	-	21.72	57.82	49.87
5.	Agricultural Tools	-	48.28	28.39	110.15
6.	Crop Storage	1.34	15.33	17.26	28.64
7.	Poverty Alleviation	48.09	124.16	69.03	221.07
8.	Spices & Others	1.57	1.11	0.7	1.83
9.	Others	134.96	122.27	79.54	65.49
	Total	3,152.22	3,545.37	1,351.21	2,680.75





MTB Green Financing

GREEN FINANCING THROUGH MTB GREEN ENERGY

MTB has its own developed green finance product named MTB Green Energy loan. It promotes investment in renewable energy sectors with the aim of reducing carbon footprint in the country. In the reporting year, MTB disbursed Green Finance of BDT 889.16 million to its customers.

SMART TECHNOLOGY FOR PROTECTING ENVIRONMENT **POLLUTION**

Hybrid Hoffman kiln, the modern technology in brick production, helps protect the environment from carbon emission. In the reporting year MTB financed BDT 5.8 million in Hybrid Hoffman kiln.

Green Energy: Financing Renewable and Sustainable Energy Efficiency

Total Disbursement in BDT Million			
Green Projects	2017		
Hybrid Hoffman Brick Field (Environment friendly technology)	5.8		
Solar Home System	0		
Solar Irrigation Plant	0		
Effluent Treatment Plant (ETP)	0		
Production of Burnable Oil from Waste Tire by the Process of Pyrolysis	0		
Other Projects	883.36		
Total	889.16		

Other Green Banking Initiatives at MTB

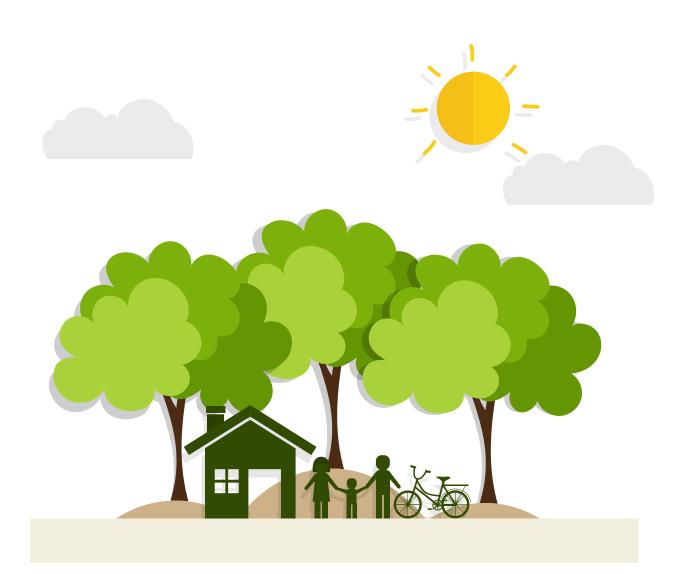
1. Automated Banking	2017	2016
Number of ATM	247	226
Number of Branches with Online Banking	111	110
Number of Internet Banking Users	20,912	17,468
Number of MTB App Users	8,234	5,286
2. Number of Branches powered by solar Energy	9	9
3. Number of ATM Booths Powered by Solar Energy	9	9

PROCUREMENT PRACTICES

MTB has its own procurement manual which was created by MTB Infrastructure division. This manual aims to set the parameters for contributing towards sustainable development of the Bank through the application of a sustainable procurement policy and explains the key issues and principles associated with this object. The general objectives of this manual are:

- To ensure standardize procurement procedures
- To ensure proper purchase documentation
- To enable efficient, judicious and timely purchase
- To streamline, consolidate and where possible improve on procurement practice
- To ensure that the Bank's Procurement Manual is known and observed by all employee's involved in the procurement process
- To comply with the Laws & Regulations applicable to the Bank in this regard.





08 ENVIRONMENT

ENERGY ENERGY CONSUMPTION

The bank consumed 14.111.37 million mega joules of energy in the year 2017 by using fuels, natural gas and electricity.

Table: Energy Consumption of MTB

Fuel / Source Type	Total Unit	Megajoules
Electricity (KWH)	3,185,727.00	11,468,141.09
Diesel (LTR)	14,346.97	549,349.84
Octane (LTR)	62,403.00	2,095,409.88
Kerosene (LTR)	0	-
Natural Gas (m3)	0	-
Total	-	14,112,900.83
Conversion source: http:// www.epa.gov/cmop/ resources/converter.html and http://www.convertworld.		

The car pool of the bank has 34 cars and 04 motor bikes that consumed 2,346.97 litres of diesel, and 62,402.93 litres of octane for running a total of 373,067 KM in the year 2017.

In banking business, there is no scope as of date to consume energy outside of the organization's premises.

ENERGY INTENSITY

Fuel / Source Type	Mega joules		Pov	ployee wer mption joules)	Consu	y Power mption joules)
	2017	2016	2017	2016	2017	2016
Electricity (KWH)	11,468,141.09	8,270,120.26	5,722.63	4,378.04	31,419.56	22,657.86
Diesel (LTR)	549,349.84	563,214.00	274.13	298.15	1,505.07	1,543.05
Octane (LTR)	2,095,409.88	1,860,390.74	1045.61	984.85	5,740.85	5,096.96
Natural Gas (m3)	0.00	0.00	-	-	-	-
Total	14,112,900.83	10,693,725.00	7,042.37	5,661.05	38,665.48	29,297.88

CORPORATE HEAD OFFICE PREMISES

For ensuring a greener and an environment friendly bank in a true sense, MTB Centre & MTB Tower, Corporate Head Offices of the bank, have been designed as truly green buildings requiring less electric lighting facility to illuminate the premises. Motion censored lightings are using in those premises where no human intervention is needed to turn lights off and on.

SOLAR POWER & RAINWATER

Solar Power and rainwater harvesting systems are installed on the roof top of MTB Tower. MTB Centre is partially powered by solar energy. Eco-friendly carpets, a carpet made of natural fibers without any chemical treatments, are used in both the building premises. Total environment is designed in a way that can reduce energy consumption significantly. MTB has installed 09 (nine) solar-powered branches and 09 (nine) solar powered ATMs which save energy consumption significantly compared to other conventional banking outlets.

REDUCTIONS IN ENERGY REQUIREMENTS OF PRODUCTS AND **SERVICES**

BANKING THROUGH SMS

SMS Banking service provides instant notification about clients' transactions as and when it happens. It helps them to keep a watch on their accounts with a round-the-clock service. Every debit or credit in their accounts over a limit desired by them is intimated by SMS. MTB SMS Banking services offer basic banking services to customers for a very little use of energy. In 2017, a total of 24,965 text messages were sent by MTB in response to customer's balance checking and 4,632 text messages were sent in response to checking transactions, through push-pull service. This enabled MTB to send and its customers to get their account information by using little energy compared to the traditional way of getting account information by visiting branches.

Table: SMS Banking charge collection

SL	Description	2017
01	No. of Customers (Realized Charge)	48,238
02	Realized Amount	BDT 1,44,71,400/- (40% increased)
03	Reactivation Realization	BDT 2,62,500

Table: SMS sent for information

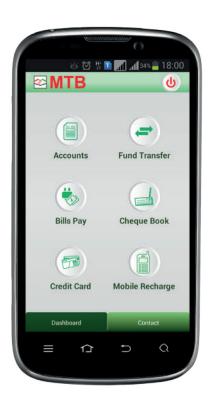
Торіс	2017	2016
Number of Balance Check Messages Sent	24,965	18,221
Number of Transaction Check Messages Sent	4,632	4,199

INTERNET BANKING FACILITIES

MTB Internet banking enables its customers to avail various services such as Fund Transfer to MTB as well as other banks. Credit Card bill payment, Utility bill payment, account statement checking, etc. through the bank's website. Our Internet Banking platform is secured by state-of-the-art two factors authentication system. In 2017, the total number of Internet banking user increased by 20% over previous year to 20,912.

MTB MOBILE BANKING

MTB has its own App for Internet banking through smartphones or similar devices that run on Android OS or OSX. The App is freely available for download at Google Play Store and iTunes. Apart from fund transfer, the App enables the customer to pay bills and recharge mobile balance, which reduces energy consumption remarkably compared to traditional methods. Use of the App involves less energy usage compared to conventional



banking. In 2017, the total number of MTB App users increased by 56% over previous year to 8,234.

MTB'S SOLAR POWER CAPACITY

MTB has installed solar power panels at its Corporate Head Offices, branches and ATM booths. By 2017, total capacity installed is 44.6 KW of solar panel that reduces total power consumption by the bank.

Table: Solar Power Capacity of **Branches**

	2017
Name of the Branch	Solar Power Capacity (KWH)
MTB Centre	5000 W
MTB Tower	36000 W
MTB Ishwardi SME / Agri Branch	720 W
MTB Belkuchi SME / Agri Branch	720 W
MTB Hasnabad SME / Agri Branch	720 W
MTB Sarulia SME / Agri Branch	720 W
MTB Syedpur SME / Agri Branch	720 W
Total	44600 W = 44.6 KW

ENHANCEMENT OF THE CORPORATE INTRANET (MNET) HAS REDUCED ENERGY CONSUMPTION

The bank has an exclusive and very effective intranet system, called M-Net which is one

ofthe best solutions for internal communication, information sharing, employee education and electronic recording process. It has features like e-notice board, online leave management facility, e-dispatch, and e-attendance for the employees. All the Bangladesh Bank (BB) and MTB circulars are instantly circulated through i-mail. Most of the communications within the bank have become absolutely online. Electronic communication substantially reduces paper consumption thereby reduce deforestation.

To further reduce paper consumption, various information is posted on the intranet with the aim to increase employee awareness on the subject. All MTB outlets across the country send e-cards on festivals, e-statement, electronic format of vouchers and other necessary documents through e-mails. MTB encourages its clients to communicate and to send documents through e-mails with a view to avoiding papers. MTB Corporate Intranet was officially launched on 21 Aug 2007 and holds various applications.

Table: Various Facilities Provided by MNet

rable. Various racinites riovidea by mixet				
■ MTB Circulars with trackers	■ E-Attendance			
■ Bangladesh Bank Circular	■ MTB News			
■ Training Management	■ MTB Notice-board			
> E- Nomination	■ External News (RSS integrated)			
> Training Calendar	■ Staff News			
> Training Attendance	■ Event Photo Albums			
> Training Invitation	■ Department Homepages			
> Training MIS	■ Branch Homepages			
■ Leave management	Dictionaries			
Online Requisition	■ E-Signature Booklet			
■ Business Card Requisition	■ Forex-Rates			
■ Auxiliary Staff Bill Management	■ MTB Trivia (Quiz)			
■ AML & CFT Screening	■ MTB E-Learning			
■ E-Requests with documentation	■ Branch Reporting with monitoring			
Core Banking S/W User Management	■ iMail with message readability tracking			
> Lien Marking	■ Employees Salary Statement, Tax Statement, PF Statement, A/C Statement, Engagement statistics etc.			

> Interest Rate Change	■ Dashboards (Staff Anniversary, Staff on Leave, BACH-EFT Dashboard, EFT Pending, etc.)
■ Performance Management System (Objectives settings & Acceptance, Midyear Review, Yearly Review & ACR Management)	■ Deposit Contribution Tracker
■ Participation: Naming Competitions	■ Contractual Staff Management
■ ATM/ POS Register	■ Deposit Dash Board
■ ATM Low Cash Alert	■ UN Sanction Screening
Open Account Online	and many more

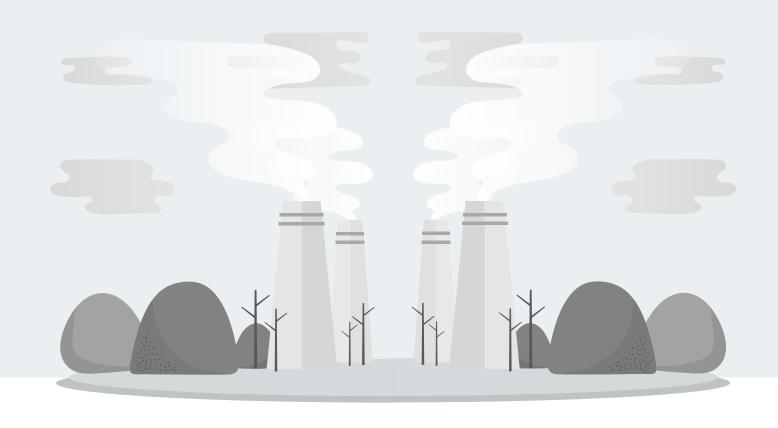
MNet saved a large number of paper works equivalent to 3,802,726 sheets or 7,605.45 reams of A4 paper. Saving 7,605.45 reams of A4 paper is equivalent to saving 137.66 MWH of embodied energy and 85.90 tons of associated CO2 emissions.

Reductions in Energy Requirements of Products and Services

Item	2017	2016	2015	Unit
Automation in Services Saved Paper by	57.58	46.97	35.02	Tons
Total Embodied Energy of the Paper Saved	416,849.90	340,079.78	253,517.18	KWH
Carbon Dioxide (CO2) Saved in Producing the Above Energy	260.11	212.21	158.19	M. Tons
Total Paper Saved by Automation, Equivalent to	199.79	162.99	121.51	Tons of Woods
Total Paper saved by Automation, Equivalent to	1,398.52	1,140.96	850.54	Trees
Total Paper Saved by Automation, Equivalent to	2,228.19	1,817.83	1,355.13	btu Energy

Table: Ecological Footprint Saved

	2017	2016	2015
Land & Forest Ecological Footprint	The global hectare		
Saved Land Equivalency Factor	69.19	56.45	42.08
Saved Forest Footprint	660.17	538.58	401.50
Total Ecological Footprint	729.36	595.03	443.58



Emissions

DIRECT GREENHOUSE GAS (GHG) EMISSIONS

Metric Tons of CO2 or CO2e (Carbon dioxide Equivalent) Emitted			
	2017	2016	2015
Electricity	2,239.56	1,615.04	2,277.73
Diesel	38.40	39.37	42.01
Octane	146.50	130.07	94.42
N Gas	-	-	8.66
Total	2,424.47	1,784.48	2,422.82

Conversion Standards:

http://www.epa.gov/cmop/resources/converter.html http://www.convertworld.com/en/

GREENHOUSE GAS (GHG) EMISSIONS INTENSITY

	Greenho (GHG) E		
	2017	2016	% Change
M Tons of CO2 / Employee	1.21	0.94	28.72%
M Tons of CO2 / Day	6.64	4.89	35.78%

REDUCTION OF GREENHOUSE **GAS (GHG) EMISSIONS**

	Per Employee GHG Emissions (CO2 Tonnes)				
	2017	2016	Change %		
Electricity	1.11	0.8550	29.82%		
Diesel (LTR)	0.019	0.0208	-8.65%		
Octane (LTR)	0.0731	0.0689	6.17%		
N Gas (meter-cube)	-	-	-		
Total	1.20	0.9447	27.02%		

USE OF IT BASED INFRASTRUCTURE TO PROVIDE **AUTOMATED SERVICE**

MTB provides online banking services through its core banking system. Now banking is paperless and faster. MTB Internet Banking allows customers to pay bills and transfer funds, none of which generates any paper receipts. MTB ATM machines offer 24/7 services to the customers. Alternative Delivery Channels like ATM, Debit/Credit Card, Internet Banking, SMS Banking etc. are ensuring modern banking facilities. MTB thrives to be ahead of technology to offer services and protect environment.

Table: Pollution Saved By **Automated Services**

	2017	Unit
Total CO2 Reduction	260.11	M Tons
Total Woods	199.79	Tons of Wood
Total Number of Trees	1,369.98	Trees
Total Ecological Footprint	729.36	gha=The Global Hectare

MTB'S GREEN INITIATIVE



MTB'S GREEN FINANCE

MTB, one of the leading compliant commercial banks of the country, always try to comply with economic, environmental, social regulation for the betterment of our planet and the living being residing on it. In compliance with Bangladesh Bank guidelines, MTB formed Sustainable Finance Unit under the Credit Risk Management Division.

To ensure Green Banking practices in the bank, MTB has formulated Green Office Guide as well as Environmental and Social Risk Management (ESRM) Policy as instructed by Bangladesh Bank, covering areas that ensure sustainable environment, i.e. in house environment management, green financing and awareness building among the employees and stakeholders of the Bank.

MTB Green Energy is a green financing product designed to finance renewable energy sources. MTB Green Energy is designed for financing installation of solar power plant, biogas plant and other renewable energy plants.

	BDT Million				
Sector	2017	2016	2015		
Hybrid Hoffman Brick Field (Environment- friendly)	5.8	33	0		
Effluent Treatment Plant (ETP)	0	400	520.2		
Other Projects	883.36	39.52	0		
Total	889.16	472.52	664.17		

MTB GREEN OFFICE GUIDE

As part of Bank's continuous effort for upholding Green Banking initiatives, MTB developed Green Office Guide to facilitate Green Banking objectives of the bank. The Green Office Guide comes up with pictorial demonstration for better understanding of the readers. This Guide is used in the offices to determine the style of the daily functional behavior of all tiers of workforce.

INCLUSION OF ENVIRONMENTAL AND SOCIAL RISK **MANAGEMENT (ESRM) POLICY**

The Executive Committee of the Board of Directors at its 98th meeting held on 04.12.2017 approved "Environmental & Social Risk Management (ERSM) Policy and Procedure of MTB – 2017". This policy and procedure is a modification / amendment of our existing "Environmental Risk Management (ERM) Guidelines".

Unlike the ERM guidelines issued in 2011, this document is more dynamic and comprehensive in nature and accommodates social risk management issues in addition to covering latest developments in environmental risk management. This paper is based on the "Guidelines on Environmental" & Social Risk Management (ESRM) for banks and financial institutions in Bangladesh" issued by Bangladesh Bank (BB) vide their SFD Circular No. 02 dated February 08, 2017.

MTB'S GREEN MARKETING SYSTEM

MTB emphasizes selling products and/ or services based on their environmental benefits. A number of such products and services like Debit Card, Credit Card, Internet banking, Internet recharge for mobile, SWIFT, Call center, Online banking, SMS banking, etc. are being promoted through vigorous advertisements in both the electronic and the print media. The virtual world of communication is also being used as the means of promoting the bank's environment-friendly products and services. Brochure, leaflets, banners, flags, hard boards, festoons, danglers, billboards, and alike means of advertising are also used to popularize the Green products of the bank. MTB also uses the occasion of opening ATM booths and branches to popularize the bank's environment-friendly products and services.

Clients are also encouraged to modify their product lines, set up modern machinery from the environmental viewpoint.

MTB GREEN BUILDING

MTB has designed its two corporate Head Office buildings named "MTB Centre" and "MTB Tower" as fully green buildings with motion sensor lighting system. Lights are automatically turned off if there is no human movement in the room. Solar power system has also been installed on the rooftop of the buildings. Both buildings are designed to reduce energy consumption significantly and make MTB a green and environment friendly bank in the true sense. MTB Tower has introduced the facilities of rain-water harvesting and eco-friendly carpet, a carpet made of wool, a natural fiber processed without using any chemical treatment. The state of the art rain-water harvesting plant has a capacity of 10,000 liters.

MTB'S WAY FORWARD FOR **GREEN BANKING**

MTB is devoted to building a sustainable business environment for the country that brings benefit to the society, its inhabitants and the economy. Some future planning regarding green banking is:

- Increase both direct and indirect green financing. Special emphasis shall be given on Bangladesh Bank's listed 52 green finance products and banks own upcoming green finance products.
- Creating Climate Risk Fund for supporting the environmental disaster like flood, cyclone, etc. MTB shall finance in the affected areas at the regular interest rate without charging additional risk premium. Regular financing flows shall also be ensured in these vulnerable areas and sectors.
- Organize Green Events like observing World Earth Day, World Environment

- Day, etc. in a befitting manner for awareness and compliance.
- Adopt Biometric Smart Card in near future.
- Introduction/addition of more Alternative Delivery Channel products and services.
- Bringing remote branches under Video Conferencing rather than undertaking physical visits.
- Emphasize increased usage of alternate available energy sources.
- Continue to provide training and workshop on Green Banking to employees.
- Arrange more seminars to create customer awareness regarding Green Banking and to promote the Green Products.
- Continuously monitor through inventories and records of the consumables like water, paper, electricity, gas, fuel, etc. to reduce consumption in an effort to protect environment.
- Arranging regular Training/Workshop, Seminars related to Green Banking activities and products for the employees and the entrepreneurs.

COVERAGE AND FREQUENCY **OF AUDITS**

The frequency of audits depends on the risk vulnerabilities of the clients. MTB keeps in touch with its clients on regular basis. Green finance does not require regular audits to assess implementation of environmental and social policies and to measure risk associated with them. But the Orange A, Orange B and Red category finances require more frequent audit facilities. Usually clients are required to report back to MTB twice a year regarding their E&S issues, for instance, how they are managing their social and environmental matters.



OS INVESTING IN OUR EMPLOYMENT

EMPLOYMENT

Total Number of Employees in 2017 by Age, Gender & Managerial **Position**

Total	Executive		Non- Executive		Total		Percentage of Total	
employees	Male	Female	Male	Female	Male	Female	Male	Female
Below 30 years	1	0	275	106	276	106	13.77%	5.29%
30 years to 40 years	39	8	916	219	955	227	47.65%	11.33%
40 years to 50 years	135	9	187	35	322	44	16.07%	2.20%
50 years and above	63	1	10	0	73	1	3.64%	0.05%
Total	238	18	1388	360	1626	378	81.14%	18.86%

Total New Recruitment in 2017 by Gender, Age Group

Age Group	Male	Female	Total	Percentage
Below 30 years	72	21	93	52.54%
30 years to 40 years	62	13	75	42.37%
40 years to 50 years	6	1	7	3.95%
50 years and above	2	0	2	1.13%
Total	142	35	177	100%

Total New Recruitment in 2016 & 2017 by Gender & Region (of posting)

Place of Posting	M	ale	Fem	ale	T	otal	Perc	entage
	2016	2017	2016	2017	2016	2017	2016	2017
Dhaka	86	124	29	30	115	154	85.82%	87.01%
Chattogram	13	14	02	01	15	15	11.19%	8.47%
Rajshahi	00	02	00	00	00	02	0.00%	1.13%
Rangpur	01	02	00	00	01	02	0.75%	1.13%
Khulna	01	00	00	00	01	00	0.75%	0.00%
Sylhet	02	03	02	00	02	03	1.49%	1.69%
Barisal	00	00	00	01	00	01	0.00%	0.56%
Total	101	145	33	32	134	177	100%	100.00%



TOWARDS ATTRACTING AND RETAINING MOST QUALIFIED AND TALENTED PEOPLE

MTB, aspiring to be a world-class bank, ensures the inclusion of all cultures along with diversity of employees, clients and communities. It aims to attract, develop and retain the most capable employees from all beliefs, backgrounds and experiences. Assortment in the workforce is central to MTB's culture and MTBians are expected to foster an inclusive and reverential working environment, where all employees can contribute their best and flourish based on merit.

MTB views human resources as fundamental to the success of its business. They are the lifeline to deliver excellent customer care and high quality products and services, and, without them, the bank cannot run smoothly. MTB is a melting-pot of people from a diversified backgrounds, cultures and gender. The bank's quest is to upgrade its human resources pool with talented, dynamic, proactive and committed people who possess the drive to excel and help MTB achieving its vision and mission.

COMPENSATION AND BENEFITS

MTB offers core long-term health offering including preventive medical examinations for its employees. All relevant fields of prevention: medicine, mental health, fitness and nutrition are covered in the examinations. Reports show that the inspections contribute to improvements in physical fitness, nutrition habits and so on.

MTB has fixed salary structure approved by the authority and a job applicant has the bargaining power to negotiate during the recruitment session. The benefits to the full-time employees are equal for everyone irrespective of location. MTB does not employ on part time basis.

Apart from Monthly Salary Employees are Entitled to Following Benefits

Employee House Building Loan	Gratuity Scheme
Incentives for IBB Diploma Holders	Employee Provident Fund
Rewards for Good Deeds in Terms of Integrity	Mandatory Medical Checkup
MTB Welfare Fund	MTB Employee Death Benefit Plan
Employee Car Loan	Reward to Employees' Meritorious Children
Medical Assistance Fund	Day-Care facilities to Employee Children

MTB Employees' Service Benefit Fund-2017

Name of the Funds	No. of Employees Benefited	Total Disbursement in BDT
Employees' Provident Fund	49	29,543,139
Employees' Gratuity Fund	24	20,470,906
Employees' Welfare Fund	33	597,000
Employees' Medical Assistance Fund	343	68,13,732
Employees' Death Benefit Plan	-	-
MTB Foundation	42	18,294,691
Total	491	75,719,468

MTB Employees' Other Perks & Benefits

Company car for Top Level Executives	Employee loan at reduced interest rate
Car loan scheme for Executives	Mobile phone allowance (handset & tariff)
Car maintenance allowance	Festival bonus
Employee Provident Fund	• Reward to Employees' Meritorious Children
Employee House Building Loan Scheme	Leave fare assistance

Retention Rates After Parental Leave, by Gender

Parental Leave at MTB	Female	Female
	2016	2017
Number of employees that were entitled to parental leave	45	38
Number of employees that took parental leave	45	38
Number of employees who returned to work after parental leave ended	45	37
Tentative percentage of employees who were still employed 12 months after their return to work	100%	97%

Employee's Length of Company Service as of December 31, 2017

Length of Service	No. of Employees	No. of Employees
	2016	2017
Up to 4 years	824	773
4 years to 10 years	773	937
More than 10 years	292	294

HEALTH AND SAFETY ISSUES

Occupational Health and Safety Program

Bank employees are not usually exposed to work-related injury and occupational hazards because of their operating nature. Nevertheless, MTB also remains cautious so that hazardous work conditions can be avoided by standard procedures and policies.

MTB has formed a rescue team comprised of members from every floor at the head office premises. The team works in line with MTB's Group Security & Fire Safety Department. Fire drill takes place twice a year. MTB has:

Team	Number of Members
First Aid Team	07
Fire Wardens	09
Deputy Fire Wardens	09
Rescue Team Members	09

Team	Number of Members
Fire Marshal (Group Chief Security Officer)	01
Assembly Point Manager	01

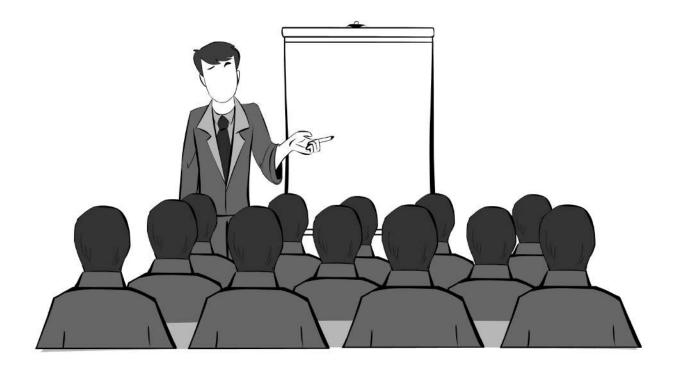
Fire Fighting & Security & Emergency Situation Management

	•
	2017
No. of training program conducted on Fire Fighting And First Aid	02
No. of participants	73
Number of fire drills	03
No. of employees received formal training on security & emergency situation management	186

Health and Safety Policy

Name of Policy	Approved on/ Signed on
MTB Security Policy	March 25, 2013
MTB Fire Safety and Firefightng Policy	February 12, 2013
Earthquake Emergency Procedure	April 24, 2013

TRAINING AND EDUCATION



Average Hours of Training per Year per Employee by Gender, and by **Employee Category**

Employee Category	Gender	Average hours of training per Employee 2017
Evocutivo	Male	3.92 hours
Executive	Female	7.50 hours
Non-Executive	Male	2.02 hours
	Female	4.60 hours

TREND OF TRAINING PROGRAM

MTB Training Institutes (MTBTI) provides in-house trainings. MTB also arranges domestic and foreign trainings for employees.

Table: Year wise Training Participants

Training & Learning	2017	2016	2015	2014	2013	2012
MTBTI Training	114	113	131	74	70	52
Outsourced Training (Local)	132	140	80	70	66	33
Outsourced Training (Foreign)	35	10	18	13	3	5
No. of Participations	1786	1626	1530	1467	1187	858

Expenses for Training Program in BDT

	2017	2016	2015	2014	2013
Total Training Expenses (BDT)	22,500,000	21,578,459	10,244,364	12,534,198	7,785,898
Per Employee Cost (BDT)	11,228	7,067	5,688	7,903	5,650

PERFORMANCE AND CAREER DEVELOPMENT REVIEWS, BY GENDER AND BY EMPLOYEE CATEGORY

Group Human Resource Division (GHRD) of MTB has a vigorous Performance Management System (PMS) for evaluating employees in terms of performance and install a performancebased culture within the organization, for all employees irrespective of gender. This is applicable for all full time employees.

In order to reduce carbon emission, increase efficient usage of time, and eliminate the complexity; MTB has automated the entire performance appraisal process.

DIVERSITY, EQUAL OPPORTUNITY & REMUNERATION

MTB is an equal opportunity employer. MTB does not discriminate based on gender, religion or job location.

Gender Diversity among Members of the Board of Directors, MTB in 2017

Gender	Number	Percentage
Male	11	91.66%
Female	1	8.34%
Total	12	100.00%





10 SUPPORTING OUR COMMUNITY

MTB CORPORATE SOCIAL RESPONSIBILITY (CSR)

A business can only become sustainable when it conducts its operations keeping in mind the development of the environment and the community in which it operates. MTB's model for sustainability is based on the 3P approach: People, Planet and Profit.

CSR is a way towards sustainable business by creating long-term value for the stakeholders, the environment and the community as a whole MTB believes that a responsible and sustainable business organization is one that does its business responsibly by keeping in mind the interests of its stakeholders-both internal and external. We believe our conscious choice of protecting the environment today will lead us to a better and sustainable tomorrow.

The MTB's priority sectors for initiative are education, healthcare, environment and disaster management. Our CSR strategies are based on the fundamental conviction of sustainable business that integrates good governance and social priorities with a view to enhancing community empowerment in a sustainable manner.

CSR INITIATIVES:

Description of Initiatives	Amount (BDT)	No. of Beneficiaries
i. Education	50,653,246	10,144
ii. Health	9,958,980	7,006
iii. Disaster Management	100,094,304	7,000
iv. Environment	1,000,000	2,000
v. Sports	50,000	1
vi. Art & Culture	2,00,000	1
vii. Others	14,232,821	5,012
Total	176,189,351	31,164

CHARITY ACTIVITIES IN 2017

"SWAPNO SARATHI" (THE DREAM CHARIOT):



Pic: MTB's Free Bicycle Distribution Program for Underprivileged Meritorious Students (Female & Male)

In accordance with the bank's policy to nurture the primary education sector in the rural hard-toreach areas, MTB launched a special campaign titled "Swapno Sarathi" in 2015.

The campaign aims at motivating students (mainly female) with the motto "School-e jete durotto jeno badha na hoy" (Distance should not be a barrier for going to school) by providing them with bicycles with a view to facilitating their movement to and from school. Till date almost 1,581 bicycles have been distributed in different regions of the country, namely: Panchagar, Bogra, Dhorkora Bazar, Dinajpur, Joypurhat, Kadair Bazar, Ramchandrapur Bazar, Rangpur, Sirajganj, Thakurgaon, Lalmonirhat, Tangail, Comilla, Ishwardi and Feni in addition to different former enclaves of Bangladesh.

MTB "BRAVERY & COURAGE" AWARD:

The bank had presented "Bravery & Courage" award in 2012 and since then, has been recognizing different acts of bravery.

MTB, with a view to recognizing acts of bravery and rewarding selfless individuals and their families, provides financial support to self-sacrificing individuals and / or their family members. In 2017, following act of courageousness has been recognized.

5TH "BRAVERY & COURAGE AWARD" TO LATE BADAL MIA



Mutual Trust Bank Limited (MTB) has recently handed over its 5th "MTB Bravery & Courage Award" to the family of Late Badal Mia at a simple ceremony held at the bank's Corporate Head Office, MTB Centre, Gulshan 1, Dhaka 1212. The fifth award was posthumously endowed to Late Badal Mia for saving a five-year-old girl and her mother from being hit by a fast-approaching train near Kuril Bishwa Road in Dhaka on Friday, January 27, 2017

A crest and cheque were handed over to Late Badal Mia's family in the presence of Rashed A. Chowdhury, former MTB Chairman, MTB Directors, Md. Abdul Malek and Q.A.F.M. Serajul Islam, Managing Director & CEO Anis A. Khan and other senior bank officials. Rashed A. Chowdhury, in his address, reiterated the bank's pledge to recognize selfless individuals and expressed deep satisfaction for the bank getting the

opportunity to stand beside the bereaved family.

6TH "MTB BRAVERY & COURAGE AWARD" TO LATE NABI HOSSAIN



Mutual Trust Bank Limited (MTB) has handed over its 6th "MTB Bravery & Courage Award" to the family of Late Nabi Hossain at a simple ceremony held at Chittagong Club, Chittagong on August 2017. The sixth award was posthumously endowed to Late Nabi Hossain for saving most of his community people by alerting them about the landslides in Rangamati. Unfortunately, he could not save him and his family during the landslides.

7TH "BRAVERY & COURAGE AWARD" TO HOSSEIN ALAMGIR



Mutual Trust Bank Limited (MTB) has recently handed over its 7th "MTB Bravery & Courage Award" to the family of Hossein Alamgir at a simple ceremony held at the bank's Corporate Head Office, MTB Centre, Gulshan

1, Dhaka 1212. Hossein Alamgir, an NRB flower seller, was bestowed the award for displaying exemplary bravery and courage in saving Gaia Guarnotta, a 25-year old Italian female photographer from indecent attacks by a group of unruly men in Florence, Italy in October 2017.

THE MANGROVE CHILDREN

This CSR activity aims at creating awareness among children about the importance of mangrove forests and also educating them about the impacts of climate change, disaster management and giving vocational training and developing them to be involved in making consciousness in the community.

This ground-breaking project aims at raising awareness amongst the secondary level students of Kolbari Nekjania High School in Munshigani under Shyamnagar upazila in Satkhira district who reside near the world's largest mangrove forest- The Sundarbans, to conserve and sustain this natural habitat, and mitigate the challenges faced due to climate changes. An Eco-Library has also been set up at the school in addition to solar-powered teaching aids like laptop, multimedia projector etc. The library, the first of its kind and the only one in the area, will feature books and publications related to ecology, biodiversity etc.

"Shobuj Ishkool Gori" (সবুজ ইশকুল



'Poriborton Chai' is a social organization that has been working towards mobilizing the youth of Bangladesh to help improve the environment and cleanliness in the suburban and urban areas of the country. "Shobuj Ishkool Gori" or "Greening 100 Schools of Bangladesh" is a significant initiative of the organization, through which it aims to bring about an environmental makeover at the schools through active participation of the students and teachers as well as their volunteers. The students are taught about



waste management, making organic compost, the use of dustbins and greening of their playing fields.

MTB is the first bank to partner with 'Poriborton Chai' and launch the "Shobuj Ishkool Gori" campaign in the city. MTB's unique CSR campaign aims to bring about an environmental makeover at schools



through active participation of the students and teachers by educating them about waste management, making organic compost, the use of dustbins and greening of their playing fields. MTB inaugurated the project with Pallabi Majedul Islam Model High School in Mirpur. The project will be implemented in three (3) other schools across the country in upcoming days.

LIVELIHOOD PROGRAM FOR THE WOMEN AND HEALTH CLINIC FOR THE COMMUNITY OF CHAR PATILA AT CHAR KUKRI MUKRI OF BHOLA

Mutual Trust Bank Limited (MTB) has signed an agreement with Management and Resources Development Initiative (MRDI) to provide livelihood and health care services to the people living in the offshore areas of the country. MTB will provide BDT 17 million for setting up a women's training cum health centre at Char Patila of Char Fashion, Bhola.

The adverse impact of climate change hampers Bangladesh's efforts at breaking the cycle of poverty that traps thousands of people living in the country's off-shore chars. MTB wants to contribute to the betterment of those people. So MTB is providing fund for setting up a women's training cum health centre at Char Patila of Char Fashion, Bhola. Through this project, women of the remote villages will be provided training on sewing and stitching through the training centre, so that they can contribute to the well-being of their families. The health care centre will provide primary services including knowledge on safe motherhood practices to the villagers. The centre will also be linked with Char Fashion Upazilla health complex for referral services.

"With the support of MTB and with our own efforts, we want to turn this locality into a model village in terms of education, health, food security, employment and access to resources."

Hasibur Rahman, executive director of MRDI

MTB PRESENTS AMBULANCE TO DR. ZAHED MEMORIAL CHILD HOSPITAL, FARIDPUR

MTB, as part of its Corporate Social Responsibility (CSR) program, has recently presented an ambulance to Dr. Zahed Memorial Child Hospital, Faridpur. MTB Chairman, M. A. Rouf, JP, handed over the key of the ambulance to the President, Dr. Zahed Memorial Child Hospital, Shahidul Hasan at a simple ceremony held at the bank's Corporate Head Office, MTB Centre, 26 Gulshan Avenue, Dhaka 1212 on Thursday, December 07, 2017. The hospital has been established with a view to providing treatment to the ailing poor children in 1980.



MTB SUPPORTS STUDENTS THROUGH FARIDPUR MUSLIM MISSION

MTB, as a part of the bank's CSR activities, has been supporting the underprivileged meritorious students of Faridpur for the last couple of years. The bank handed over an amount of BDT 1,200,000 to Faridpur Muslim Mission for one year starting from July 2016 to June 2017.

MTB HANDS OVER CHEQUE OF BDT 30 MILLION TO THE PRIME MINISTER'S RELIEF FUND



Mutual Trust Bank Ltd. (MTB) Chairman, M. A. Rouf, JP and Director, Md. Wakiluddin are seen handing over a cheque of BDT 30 million to the Honorable Prime Minister of Bangladesh, Sheikh Hasina, for the Prime Minister's Relief Fund to support the flood-

affected people of the country at a simple ceremony held at Prime Minister's Office in Dhaka in 2017.

MTB HANDS OVER CHEQUE OF BDT 40 MILLION TO THE PRIME MINISTER OF BANGLADESH

Mutual Trust Bank Ltd. (MTB) Chairman, M. A. Rouf, JP and Vice Chairman, Md. Hedayetullah are seen handing over a cheque



of BDT 40 million to the Honorable Prime Minister of Bangladesh, Sheikh Hasina, for the "Prime Minister's Education Assistance Trust" and the "Jatir Janak Bangabandhu Sheikh Mujibur Rahman Memorial Trust" at a simple ceremony held at Gonobhaban in Dhaka on May 16, 2017.

MTB ESTABLISHES GIRLS' RIGHTS TO EDUCATION BY SUPPORTING THE "GIRLS NOT BRIDES" CAMPAIGN OF ACTION AID INTERNATIONAL BANGLADESH

The education sector of the country has always been a priority for MTB's initiatives related to Corporate Social Responsibility (CSR). Mutual Trust Bank Limited (MTB) and Action Aid International Bangladesh (AAIB) signed a Memorandum of Understanding (MoU) on July 20, 2017 to bear the expenses for education and vocational training of vulnerable girls residing in the "Happy Homes" hostel supervised by AAIB. Farah Kabir, Executive Director, Action Aid International Bangladesh (AAIB) and Anis A. Khan, Managing Director & CEO, MTB signed the MoU on behalf of their respective organizations. As pad of the MoU, MTB will be engaging in participatory development and empowerment of women in Bangladesh through quality education.



SCHOOL FOR INTELLECTUAL DISABLED AT TARASH (CHALANBIL AREA), SIRAJGANJ

MTB is supporting autistic children ensuring their access to education in a remote area like Tarash (Chalanbil Area), Sirajganj through School for Intellectual Disabled. MTB is providing School for Intellectual Disabled with financial aid for purchasing various supportive medical and education items for the autistic children.

ANNUAL CONTRIBUTION TO TWO FAMILIES OF MARTYRED ARMY OFFICERS KILLED IN BDR CARNAGE

MTB has been providing two suffered families during BDR tragedy namely: Mrs. Kamrun Nahar Maksum, widow of Shaheed Major Mohammad Maksum Ul Karim and Mrs. Shirin Akhter Mukta, widow of Shaheed Major Md. Khalid Hossain with an annual contribution of BDT 9,60,000.00 since 2010 through Bangladesh Association of Banks (BAB).

MTB DONATED BDT 50 MILLION FOR THE INCOMING ROHINGYA REFUGEES TO THE PRIME MINISTER'S RELIEF FUND





MTB SUPPORTS ROHINGYA REFUGEES THROUGH JHENIDAH EX-CADETS ASSOCIATION (JEXCA) AND OLD FAUJIANS ASSOCIATION (OFA)

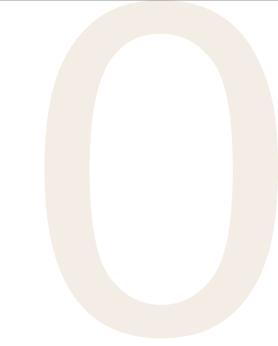
MTB has recently distributed relief items at different Rohingya refugee camps situated mainly at the country's Cox's Bazar region through Jhenidah Ex-Cadets Association (JEXCA) and Old Faujians Association (OFA). The bank, as part of its Corporate Social Responsibility (CSR) initiatives, provided financial support for distribution of food items and drinking water in addition to providing health support to expectant Rohingya mothers.

MTB DISTRIBUTES SCHOLARSHIPS AMONGST STUDENTS OF **KUSHTIA THROUGH MEDHA**

Mutual Trust Bank Ltd. (MTB) recently distributed scholarships of BDT 200,000 among the underprivileged meritorious students of Kushtia through MEDHA, under the bank's CSR activities. Haji Md. Robiul Islam, Chairman, Kushtia Zilla Parishad & President, Kushtia Chamber of Commerce & Industry, handed over the scholarships as the Chief Guest at a simple ceremony held at a local restaurant at Kushtia. Engineer Khondker Salauddin, President, MEDHA, Md. Abul Bayes Mia, Chief Executive Officer, Kushtia Zilla Parishad, Mohammad Atiar Rahman, Branch Manager, MTB Kushtia Branch, students, guardians and local dignitaries along with other senior officials of both the organizations were also present at the occasion.

MTB, as a part of the bank's CSR activities, has been supporting the underprivileged meritorious students of Kushtia for the last couple of years.





MTB DISTRIBUTES BLANKETS TO THE COLD- AFFECTED PEOPLE

As part of its Corporate Social Responsibility (CSR) Program, MTB, like previous years, distributed blankets amongst the cold-affected people of various regions of the country.





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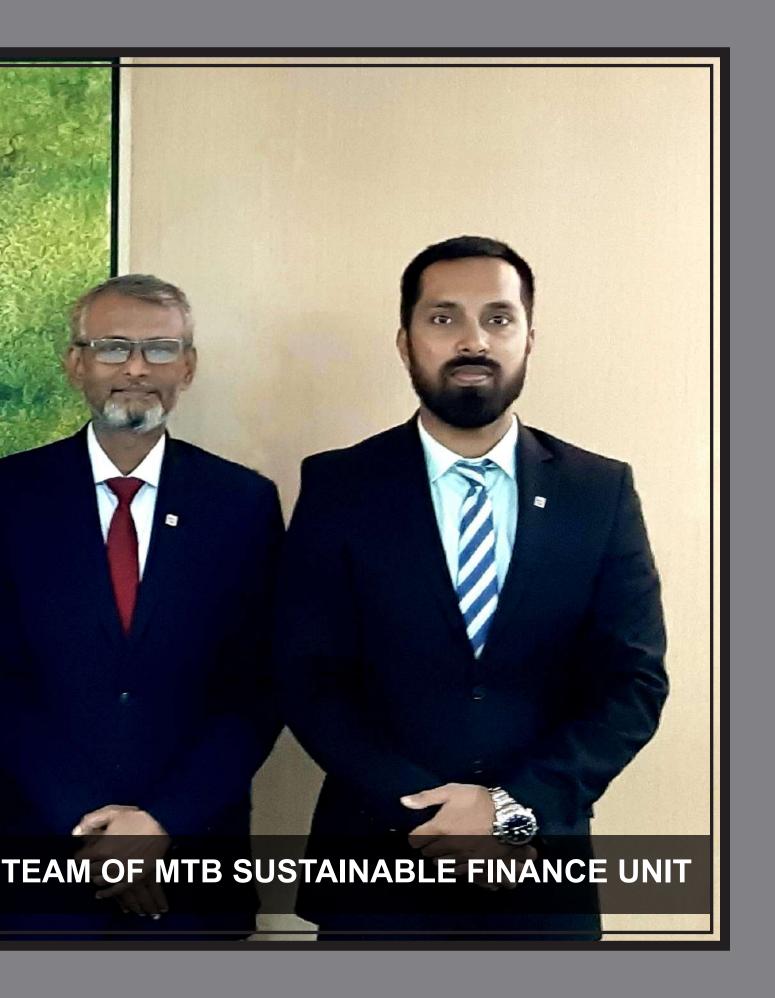
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GRI 200: ECONOMIC STANDARD SER	GRI 200: ECONOMIC STANDARD SERIES				
GRI 201: ECONOMIC PERFORMANCE					
201–1 Direct economic value generated and distributed	P-65	Economic performance			
201–2 Financial implications and other risks and opportunities due to climate change.	P-83	MTB's way forward for green banking			
201–3 Defined benefit plan obligations and other retirement	P-66	Coverage of the organization's benefit plans			
GRI 203: INDIRECT ECONOMIC IMPACTS					
203-1 Infrastructure investments and services supported	P-68	Indirect economic impacts			
203-2 Significant indirect economic impacts	P-68	Indirect economic impacts			
GRI 205: ANTI-CORRUPTION					
205–2 Communication and training about anti-corruption policies and procedures	P-61	Communication and training on anti-corruption policies and procedures			

GRI 300: ENVIRONMENTAL STANDAR	D SERIES	
GRI 301: MATERIALS		
301–1 Materials used by weight or volume		Due to service industry, bank does not use raw material
301–2 Recycled input materials used		Due to service industry, bank does not use raw material
301-3 Reclaimed products and their packaging materials		Due to service industry, bank does not use raw material
GRI 302: ENERGY		
302–1 Energy consumption within the organization	P-75	Energy consumption
302–3 Energy intensity	P-75	Energy intensity
302–4 Reduction of energy consumption	P-76	Reductions in energy requirements of products and services
GRI 303: WATER		
303–1 Water withdrawal by source		Due to service industry, mtb does not use water for producing something
303–2 Water sources significantly affected by withdrawal of water		Due to service industry, mtb does not use water for producing something
GRI 305: EMISSIONS		
305–1 Direct (Scope 1) GHG emissions	P-80	Direct greenhouse gas (ghg) emissions
305–4 GHG emissions intensity	P-81	Greenhouse gas (ghg) emissions intensity
305–5 Reduction of GHG emissions	P-81	Reduction of greenhouse gas (ghg) emissions
GRI 306: EFFLUENTS AND WASTE		
306–2 Waste by type and disposal method		Due to service industry, mtb does not dispose waste

306–3 Significant spills		No signifacant spills		
GRI 400: SOCIAL STANDARD SERIES				
GRI 401: EMPLOYMENT				
401–1 New employee hires and employee turnover	P-85	Total new recruitment in 2016 & 2017 by gender & region (of posting)		
GRI 402: LABOR/MANAGEMENT RELATIONS				
402–1 Minimum notice periods regarding operational changes		Minimum notice periods is 30 days		
GRI 403: OCCUPATIONAL HEALTH AND SAFETY				
403–1 Workers representation in formal joint management–worker health and safety committees	P-88	Health and safety issues		
GRI 404: TRAINING AND EDUCATION				
404–1 Average hours of training per year per employee	P-90	Average hours of training per year per employee by gender and by employee category		
404–2 Programs for upgrading employee skills and transition assistance programs	P-90	Trend of training program		
404–3 Percentage of employees receiving regular performance and career development reviews	P-90	Performance and career development reviews, by gender and by employee category		
GRI 405: DIVERSITY AND EQUAL OPF	ORTUNITY			
405–1 Diversity of governance bodies and employees	P-91	Gender diversity among members of the board of directors		
405–2 Ratio of basic salary and remuneration of women to men		MTB does not discriminate based on gender, religion or location		

GRI 406: NON-DISCRIMINATION				
406–1 Incidents of discrimination and corrective actions taken		No such discriminatory event occured		
GRI 408: CHILD LABOR				
408–1 Operations and suppliers at significant risk for incidents of child labor		MTB does not allow child labor		
GRI 409: FORCED OR COMPULSORY LABOR				
409–1 Operations and suppliers at significant risk for incidents of forced or compulsory labor		MTB does not have forced or compulsory labor		
GRI 411: RIGHTS OF INDIGENOUS PE	OPLES			
411–1 Incidents of violations involving rights of indigenous peoples		Operations of mtb do not deal with indigenous people		
GRI 413: LOCAL COMMUNITIES				
413–1 Operations with local community engagement, impact	D 00			
assessments, and development programs	P-92	Supporting our community		
	P-92	MTB does not approve any action that may have negetive impacts on local community		
programs 413–2 Operations with significant actual and potential negative impacts		MTB does not approve any action that may have negetive impacts on		
programs 413–2 Operations with significant actual and potential negative impacts on local communities		MTB does not approve any action that may have negetive impacts on		
programs 413–2 Operations with significant actual and potential negative impacts on local communities GRI 417: MARKETING AND LABELING 417–1 Requirements for product and	P-63	MTB does not approve any action that may have negetive impacts on local community		







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