

# MTB SUSTAINABILITY

## REPORT 2020

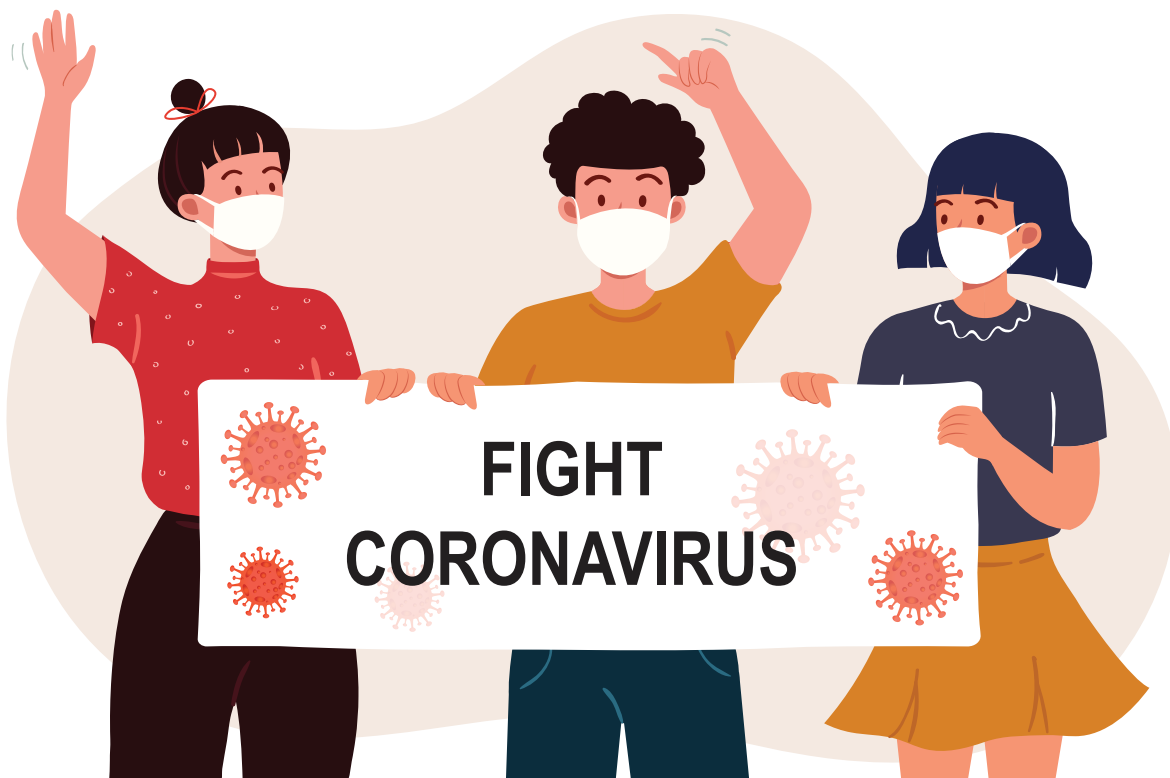


**TOWARDS**  
A SUSTAINABLE  
REVIVAL 2021



মিউচুয়াল ট্রাস্ট ব্যাংক লিমিটেড  
**Mutual Trust Bank Ltd.**

*you can bank on us*



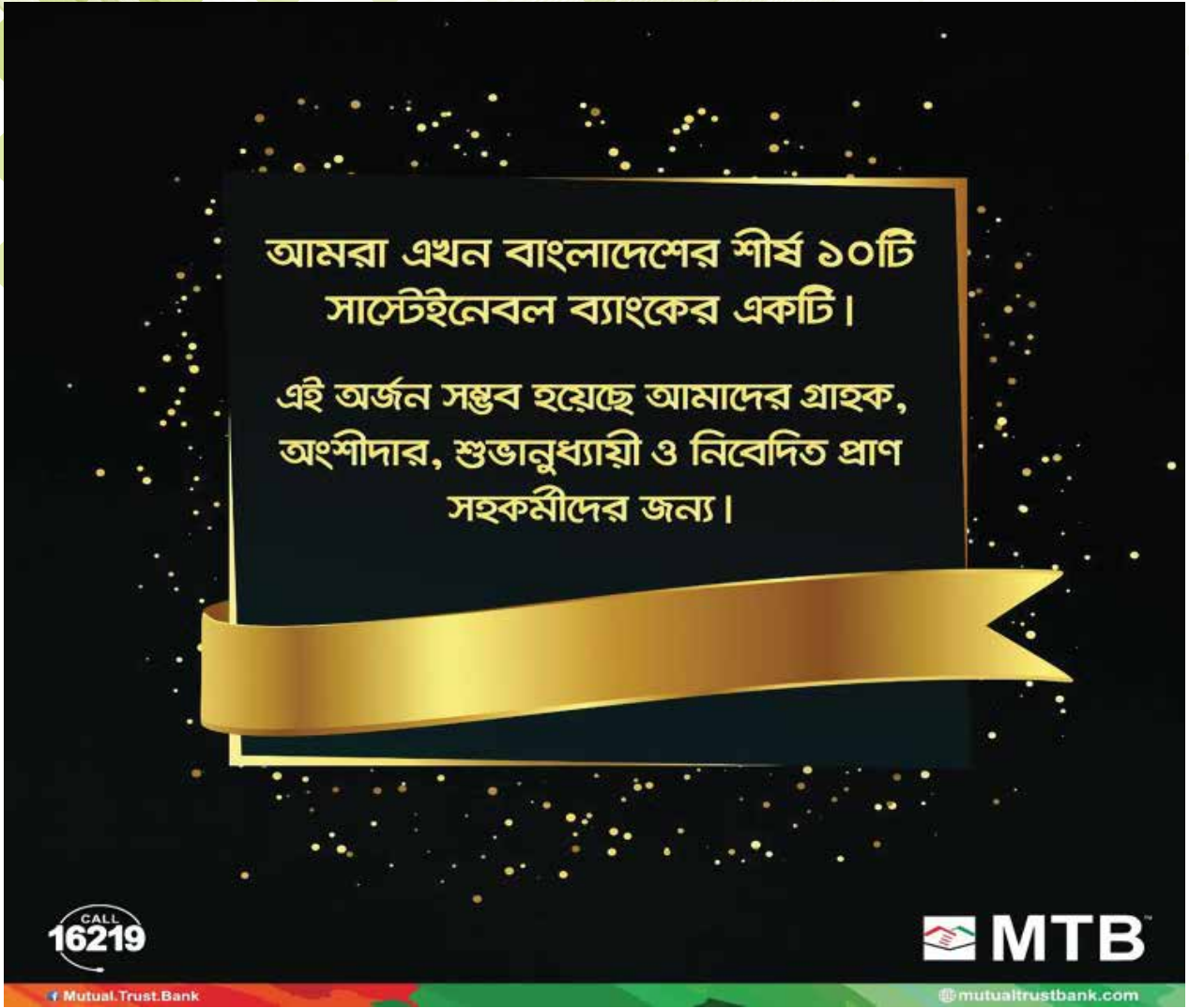
**MUTUAL TRUST BANK LTD. (MTB) PRESENTS ITS  
7th SUSTAINABILITY REPORT**

For the period from

**JANUARY 2020 TO DECEMBER 2020**

This report has been prepared in accordance with the  
GRI Standards: Core option





Mutual Trust Bank Limited has been recognized as one of the top ten sustainable banks of the country by Bangladesh Bank based on its performance in 2020. Bangladesh Bank's Sustainable Finance Department prepared a list of top 10 sustainable banks and five non-bank financial institutions and published their names on its official website based on sustainability rating.

This is the first time Bangladesh Bank has published such a rating based on four indicators such as Sustainable Finance, Green Refinance, Corporate Social Responsibilities and Core Banking Sustainability.



## PREFACE

Mutual Trust Bank Ltd. (MTB) presents its **7th Sustainability** Report for the period from January 2020 to December 2020.

In this report, MTB has followed its compliance to the reporting framework of 'Global Reporting Initiative' (GRI). 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 the regulatory bodies of Bangladesh. MTB follows the statutory and reporting guidelines prescribed by regulatory bodies. Yet, 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.

### Feedback

We welcome any feedback on this sustainability report. For further information and comments, please contact 'Sustainable Finance Department' of the bank through following addresses:

#### Postal Address:

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Corporate Head Office  
26 Gulshan Avenue  
Plot 5, Block SE (D), Gulshan 1, Dhaka 1212, Bangladesh.

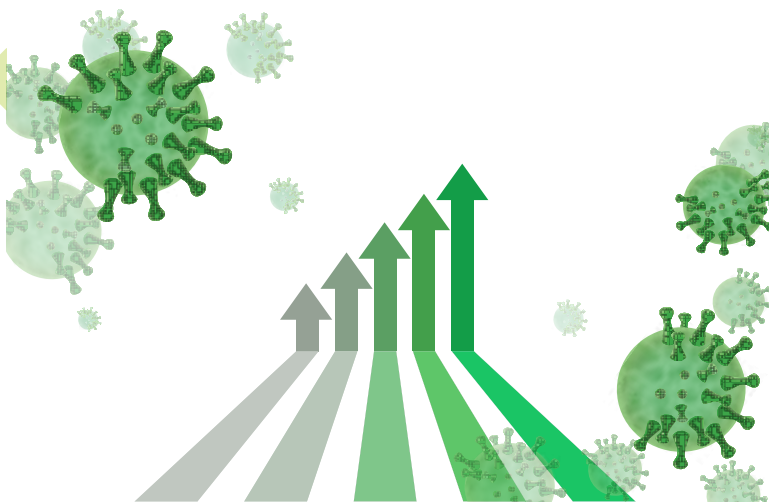
#### Web:

<https://www.mutualtrustbank.com/sustainability/>

#### E-mail:

[sustainability@mutualtrustbank.com](mailto:sustainability@mutualtrustbank.com)

## Towards a Sustainable Revival



The year 2020 will be a historically remarkable year for the mankind because of the pandemic of unprecedented magnitude namely COVID-19 that rocked the whole world. Apart from direct infections from the deadly virus, almost every human on earth got affected by this pandemic in one way or the other. The pandemic has inflicted huge economic damages and the impact has been far-reaching even for the banking sector. But this is not the first novel pathogen to hit us and not going to be the last one. So, a fresh perspective is required to address the crisis caused by the pandemic; as well as a fresh start is required to recover from the financial losses that we are facing.

Therefore in 2021, Mutual Trust Bank Ltd. has taken up the motto of 'Towards a Sustainable Revival' to continue its banking operations with a new hope of revival and growth in days ahead. MTB believes in sustainable economic recovery riding on digital innovation, ease of customer service delivery and doing business in a more resilient manner. It is evident, the banks that invested in customer experience tend to have a larger wallet share, higher rates of recommendations and are more likely to cross-sell products and services to existing customers. While banking, customers expect their interactions to be seamless and spontaneous. With a view to keeping up with the changing customer expectations, the bank of the future will need to embrace emerging technologies and accordingly adopt to the evolving business models.

Since the outbreak of COVID-19 pandemic, MTB strived to build a sustainable infrastructure of digital framework. To make MTB banking services easily accessible during the time of lockdown, MTB has introduced digital solutions for the stakeholders with its various banking facilities such- MTB internet banking facilities, MTB Smart Banking App, MTB Simple, MTB Green Pin, MTB 24/7 ATMs and CDMs, MTB Call Center, MBot etc. We believe, to restore and have a resilient recovery, our value proposition must be fit for purpose, ensure customer satisfaction, and in turn help the bank to propel with steadfast business growth.

Sustainability means meeting our own needs without compromising the ability of future generations to meet their own needs. In addition to natural resources, we also need social and economic resources. Sustainability is not just environmental we also need to ensure social equity and economic development. And revival means an improvement in the condition, strength, or fortunes of someone or something. Hence, for us "Sustainable Revival" means improving the economic condition of all with sustainable business practices without compromising natural, social, and environmental resources for future use. In 2021, MTB looks forward to achieving a sustainable recovery from the economic losses faced by pandemic, revitalize its persistent growth momentum, and finally reviving with renewed force to address the fallout of the pandemic crisis via efficiency improvement, business strategy alignment and prudent human capital management. Thus, MTB marches 'Towards a Sustainable Revival' in 2021

## GRI CONTENT INDEX (GRI 102-55)

CONTENT (GRI STANDARDS & DISCLOSURES)	LOCATION	INFORMATION DETAILS
GRI 101: Foundation 2016	23	Principles for defining report content, Principles for defining report quality, Using the GRI Standards for Sustainability Reporting
<b>GRI 102: General disclosures 2016</b>		
<b>Organizational Profile</b>		
102-1 Name of the organization	35	Registered name of the company
102-2 Activities, brands, products and services	39	Activities, brands, products and services
102-3 Location of headquarters	35	Location of Organization's Headquarter: Registered Office
102-4 Location of operations	35	Location of MTB Operations
102-5 Ownership and legal form	35	Nature of Ownership and Legal Form (Including subsidiaries of MTB)
102-6 Markets served	35	Regional & Global Presence
102-7 Scale of the organization	46	Total Number of Employee in 2020, Financial Highlights of MTB in 2020, Financial Performance of MTB in 2020, Geographical Location wise Loans and Advances in 2020
102-8 Information on employees and other workers	104	Investing in our employees: MTB Group Human Resources
102-9 Supply Chain	48	Supply Chain Practice in MTB
102-10 Significant changes to the organization and its supply chain	49	Significant Changes to MTB & Its Supply Chain
102-11 Precautionary Principle	49	Precautionary Principle
102-12 External Initiative	50	External Initiative
102-13 Memberships of associations	51	Memberships with Chambers and Associations
<b>Strategy</b>		
102-14 Statement from senior decision-maker	10	Statement of The MD & CEO, Statement of The AMD & Group Chief Risk Officer
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102-16 Values, principles, standards, and norms of behavior	65	MTB Core Values
102-17 Mechanisms for advice and concerns about ethics	66	MTB Code of Conducts
<b>Governance</b>		
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102-19 Delegating authority	52	MTB Group Organogram
102-20 Executive-level responsibility for economic, environmental, and social topics	55	Board Executive Committee, Roles, Duties and responsibilities of the board, Authorities of the Board of Directors,



		Establishment of High Level of Ethics & Compliance, Board Audit Committee, Board Risk Management Committee (BRMC)
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<b>102-23 Chair of the highest governance body</b>	<b>53</b>	Governance Body and the Committees
<b>102-24 Nominating and selecting the highest governance body</b>	<b>55</b>	Appointment of Directors
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<b>102-29 Identifying and managing economic, environmental, and social impacts</b>	<b>63</b>	Competences Relating to Economic, Environmental And Social Impacts
<b>102-30 Effectiveness of risk management processes</b>	<b>61</b>	Highest Governance Body's Role In Reviewing Risk Management
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<b>102-36 Process for determining remuneration</b>	<b>64</b>	Remuneration
<b>102-37 Stakeholders' involvement in remuneration</b>	<b>64</b>	Remuneration
<b>Stakeholder engagement</b>		
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<b>102-42 Identifying and selecting of stakeholders</b>	<b>27</b>	Stakeholder Identification, Expectation & Impact
<b>102-43 Approach to stakeholder engagement</b>	<b>31</b>	Engaging Our Stakeholders
<b>102-44 Key topics and concerns raised Reporting practice</b>	<b>33</b>	Focusing On What Matters
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<b>102-45 Entities included in the consolidated financial statements</b>	<b>31</b>	Entities Included in the Consolidated Financial Statements of MTB
<b>102-46 Defining report content and topic Boundaries</b>	<b>34</b>	Material Topics and Impact Boundaries (Economic, Social & Business Specific Topic Checklist)



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<b>103-2 The management approach and its components</b>	<b>59</b>	MTB Senior Management Team
<b>103-3 Evaluation of the management approach</b>	<b>56</b>	Evaluation of the Management Approach
<b>GRI 200: Economic Standard Series</b>		
<b>GRI 201: Economic Performance 2016</b>		
<b>201-1 Direct economic value generated and distributed</b>	<b>73</b>	Economic performance of MTB: Economic Value Addition, Statement of Market Value Addition
<b>201-3 Defined benefit plan obligations and other retirement</b>	<b>110</b>	Compensation & Benefits: MTB HR Benefits, MTB Employee Benefit Scheme
<b>GRI 203: Indirect Economic Impacts 2016</b>		
<b>203-2 Significant indirect economic impacts</b>	<b>74</b>	Indirect Economic Impacts
<b>GRI 205: Anti-corruption 2016</b>		
<b>205-2 Communication and training about anti-corruption policies and procedures</b>	<b>70</b>	Communication and training on anti-corruption policies and procedures: Money Laundering & Terrorist Financing Risk Management, Compliance for Sustainability, Highlights of 2020, Outlook 2021
<b>GRI 300: Environmental Standard Series</b>		
<b>GRI 301: Materials 2016</b>		
<b>301-1 Materials used by weight or volume</b>	<b>-</b>	Since MTB belongs to service industry, the bank does not use raw material
<b>301-2 Recycled input materials used</b>	<b>-</b>	Since MTB belongs to service industry, the bank does not use raw material
<b>301-3 Reclaimed products and their packaging materials</b>	<b>-</b>	Since MTB belongs to service industry, the bank does not use raw material

<b>GRI 302: Energy 2016</b>		
<b>302-1 Energy consumption within the organization</b>	<b>82</b>	Energy Consumption within MTB in 2020
<b>302-3 Energy intensity</b>	<b>82</b>	Energy intensity in MTB in 2020
<b>302-4 Reduction of energy consumption</b>	<b>83</b>	Reductions In Energy Requirements of Products And Service
<b>GRI 303: Water and Effluents 2018</b>		
<b>303-1 Interaction with water as a shared resource</b>	-	Since MTB belongs to service industry, the bank does not use water to produce anything and thus have no significant water-related impacts in the value chain
<b>303-2 Management of water discharge-related impacts</b>	-	Since MTB belongs to service industry, the bank does not use water to produce anything and thus have no significant water discharge-related impacts
<b>303-3 Water withdrawal</b>	-	Since MTB belongs to service industry, the bank does not use water for producing anything
<b>303-4 Water discharge</b>	-	Since MTB belongs to service industry, the bank does not use water for producing anything
<b>303-5 Water consumption</b>	<b>88</b>	Water Consumption in MTB
<b>GRI 305: Emissions 2016</b>		
<b>305-1 Direct (Scope 1) GHG emissions</b>	<b>87</b>	Direct Greenhouse Gas (GHG) Emissions
<b>305-4 GHG emissions intensity</b>	<b>87</b>	Greenhouse Gas (GHG) Emissions Intensity
<b>305-5 Reduction of GHG emissions</b>	<b>87</b>	Reduction of Greenhouse Gas (GHG) Emissions
<b>GRI 306: Waste 2020</b>		
<b>306-2 Management of significant waste-related impacts</b>	<b>88</b>	Waste Management
<b>GRI 400: Social Standard Series</b>		
<b>GRI 401: Employment 2016</b>		
<b>401-1 New employee hires and employee turnover</b>	<b>105</b>	Trends of MTB Workforce
<b>401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees</b>	<b>110</b>	Benefits provided to full-time MTB employees that are not provided to temporary or part-time employees
<b>401-3 Parental leave</b>	<b>110</b>	Parental leave at MTB
<b>GRI 402: Labor/Management Relations 2016</b>		
<b>402-1 Minimum notice periods regarding operational changes</b>	<b>112</b>	Minimum Notice Periods regarding Operational Change in MTB
<b>GRI 403: Occupational Health and Safety 2018</b>		
<b>403-1 Occupational health and safety management system</b>	<b>109,112</b>	Employee Health and Safety, Health and Safety Issues
<b>403-3 Occupational health services</b>	<b>112</b>	Safety and Security Initiative/Measures Taken by MTB GS&FSD In 2020

<b>GRI 404: Training and Education 2016</b>		Since MTB belongs to service industry, the bank does not use raw material
<b>404-2 Programs for upgrading employee skills and transition assistance programs</b>	<b>108</b>	Training and Development Programs for Enhancing Capacity of Human Resources
<b>404-3 Percentage of employees receiving regular performance and career development reviews</b>	<b>108</b>	Performance and Career Development Reviews, by Gender and by Employee Category
<b>GRI 405: Diversity and Equal Opportunity 2016</b>		
<b>405-1 Diversity of governance bodies and employees</b>	<b>54,104</b>	Gender Diversity among Board of Directors, Gender-wise position of MTBians
<b>405-2 Ratio of basic salary and remuneration of women to men</b>	-	MTB does not discriminate based on gender, religion or location
<b>GRI 406: Non-discrimination 2016</b>		
<b>406-1 Incidents of discrimination and corrective actions taken</b>	-	No such discriminatory event occurred
<b>GRI 408: Child Labor 2016</b>		
<b>408-1 Operations and suppliers at significant risk for incidents of child labor</b>	-	MTB does not employ child labor
<b>GRI 409: Forced or Compulsory Labor 2016</b>		
<b>409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor</b>		
<b>GRI 411: Rights of Indigenous Peoples 2016</b>		
<b>411-1 Incidents of violations involving rights of indigenous peoples</b>	-	Operations of MTB do not deal with indigenous people
<b>GRI 413: Local Communities 2016</b>		
<b>413-1 Operations with local community engagement, impact assessments, and development programs</b>	<b>114</b>	Supporting Our Community: Corporate Social Responsibility (CSR), MTB's CSR Activities to Support SDG Goals, Glimpse Of MTB's CSR Initiatives In 2020
<b>413-2 Operations with significant actual and potential negative impacts on local communities</b>	-	MTB does not approve any action that may have negative impacts on local community
<b>GRI 416: Customer Health and Safety 2016</b>	<b>69</b>	Customer Awareness Program
<b>GRI 417: Marketing and Labeling 2016</b>		
<b>417-1 Requirements for product and service information and labeling</b>	<b>73</b>	Product & Service Information & Labeling
<b>GRI 418: Customer Privacy 2016</b>		
<b>418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data</b>	<b>67</b>	Complaint Management in MTB, Internal and External Mechanisms for Reporting Concerns on Whistle blowing Mechanisms or Hotlines
<b>GRI 419: Socioeconomic Compliance 2016</b>		
<b>419-1 Non-compliance with laws and regulations in the social and economic area</b>	-	No such incidence occurred during the reporting year of 2020



## STATEMENT OF THE MD & CEO (GRI 102-14)

**Dear Valued Shareholders, Customers and Other Stakeholders,**

**Assalamu 'Alaikum Wa Rahmatullah.**

It is my privilege to present the performance report of Mutual Trust Bank Limited (MTB) 2020 before you. I am truly honored to have this opportunity to share my thoughts on overall activities of MTB. 2020 marks the 21st year of our progressive journey, during which we have won multiple accolades. This would not have been possible without you. So, let me start by thanking each one of you for the immense trust and confidence you have shown in co-creating this great institution. It goes without saying that 2020 has been an extraordinary year. Like every other company, we have faced substantial challenges as business operations and supply chains were disrupted and normal

work routines and social structures were interrupted. The COVID-19 pandemic is having a devastating effect on lives and livelihood across the horizon. The Governments and Central Banks across the world have responded with massive fiscal, monetary, and regulatory measures to counter the outbreak of virus and protect their respective economies that have come to a near standstill state. Economists are skeptical that global economy will take longer time to recover than expected earlier. The Government and the Central Bank of Bangladesh have responded timely, announcing wide measures to aid weaker sections of the society and facilitate credit flow to the economy; and I expect further measures from them to consistently support the economy during the prolonged recovery phase. As the economy continues to combat the unprecedented uncertainty arising from COVID-19 pandemic since the start



of this calendar year, we have lived up to our promise to the nation of being a responsible corporate citizen, being 'Open' to address the needs of our customers, employees, and communities.

The Bank has been agile and responsive to the ever-changing situation. We had proactively strengthened the operational and technological infrastructure needed, to ensure continuity of normal operations. MTB ensured unhindered services to customers during the lockdown, while respecting all directives given by the Local Administration, Government, Industry bodies, and Regulators. Despite the disruption to our normal office operations, we have continued to deliver high levels of service to our customers. The Bank's staff members remained in touch with their customers through phone calls and ensured that there was no disruption in services being provided to them. We have never dropped our sharp focus on execution and getting the job done. The Coronavirus pandemic and economic distress have tested all of us in many different ways. It has also been a year of learning for all of us, either at the collective or individual level. Matter of optimism is availability of vaccines heralds the end of a very difficult period and offers hope and perspective of our lives returning to normal. While we are still learning and adjusting, we will step up and respond to each new challenge as it comes. As a responsible Bank, from the beginning of the COVID-19 pandemic, the MTB Management remained steadfast in ensuring safety to all MTBians. MTB took few drastic measures including closures of few branches and corporate offices in rotation to stem the growth of infection. We have taken a lot of measures to ensure the safety of the lives of our MTBians like Risk Management Guidelines, Work from Home (WFH), recommending Social Distancing, COVID-19 Reporting App and so on. I appreciate the courage and the fighting spirit of MTBians those who all have fought COVID-19 very boldly remaining at the front line in serving our valued customers. I am immensely proud of our team of 2300+ who came together as one, working fearlessly from branches, corporate offices and from their homes to reach out and serve the customers in their most difficult times. The Bank has navigated this unprecedented and challenging period, well assisted by our capital position, adequate liquidity buffers and stable deposits franchise. I feel a great sense of pride in what MTB has achieved this year, particularly in

the second half of 2020. Central Banks injected emergency liquidity into financial markets and cut policy rates. This upheaval had an immediate effect on our business operations. As a result of the regulatory lending rate cap our yield on loans and advances declined sharply, ended the year down by 237 basis points. Consequent upon the impact of COVID-19 on our core businesses, earnings per share (EPS) has been down by TK. 0.50 per share compared to 2019, across the year our headline revenue was down by 11.16%, though Net Income was grossly shrunk by 27.46%. Despite activity levels across the group were subdued in the fourth quarter, the business performed in line with the revised expectations, and we saw continuing improvement. 2020 has been an extraordinary year, witnessing TK. 3,518.46 million operating profit with a degrowth of 32.85% over 2019. However, the Bank's Return on Equity (ROE) of 5.83% remained impressive, despite pressure for increased provisions against Non-Performing Loans and advances (NPLs). Due to payment pause facility & extra provisioning requirement to shield against COVID-19 related financial hazards in 2020, our balance sheet maintained a moderate growth, where risk assets grew by 7.46% and customer deposit dropped slightly by 0.43% compared to its preceding year. At the same time, the Bank maintained capital adequacy ratio of 12.92%, which is well above the regulatory requirement under current Basel-III regime. Being Digital was a new strategy for many organizations to be more competitive but now Digital Banking is no more a buzz word, it is a necessity and the financial institutions across the globe are embracing Digital Banking services to better serve the customer need and striving to be sustainable with the changing customer demand. In the current 'New Normal' and 'New Reality' situation, customers' aspiration for getting services and information from their convenient location and devices or through social networking without visiting Bank branches is a reality now. We need to be close to the customer but without physical presence, give better experience to customer through omni-channel presence. Now these are all a part of our Banking processes that we are doing every day to cater the same to our customers' ever-growing needs. In our aspiration to become the "Digital Bank of Choice", in 2020 we formed Digital Banking department. We continued to deliver high-quality services and innovative



products through our well-managed digital channels. We have taken many digital initiatives to address the need for better customer services, enhanced customer experience with innovative products.

We have developed a state-of-the-art online account opening platform named as “MEasy - Banking on the Go” which shall be the face of our Bank in the coming years to our customers, where our customers shall choose the products of their choice and can self-onboard or open account by themselves with their mobile or sitting at home through any preferred devices. This is the first-of-its kind in the Bangladesh Banking industry having such platform, where customers can choose their own product type and can apply online. We have automated the Internet Banking registration from physically visiting the Branch to automated self-registration through our Internet Banking page. Now, customers need not come to Branches or fill out forms, any existing customers can self-register themselves without any hassle through their Credit or Debit Card. They can also add their credit card into internet Banking account instead of visiting Branches or calling the call center. Under our Digital Transformation Plan, we have also prepared state-of-the-art virtual assistant “MBot” through which customers can get information easily about MTB products & services, nearby ATMs and branches and even apply for credit cards and loans. This year, we have revamped our Mobile Banking application (MTB Smart App). MTB Smart App is now all set to provide the customers with a completely new experience with greater array of services. Our aim is to make it the onestop shop for all the Banking needs of our clients. Keeping mobility restriction under COVID-19 into our consideration, we launched “Green PIN” for our valued MTB cardholders to enable our cardholders generate their PIN, anytime and anywhere. Green PIN is a Contact Centre IVR-based, instant and secure PIN generation service for all MTB cards. A Cardholder can generate PIN for new card, reset the old PIN, in case lost/stolen card. Fraud risk for Green PIN is minimal as customer’s identity is verified and entire conversation is recorded in the system. Throughout our journey, we focused on re-calibration of customer centricity, while revitalizing the digitally enabled workforce, mitigating cyber risks, and ensuring excellent

Corporate Governance. We plan to accelerate the transformation to turn our Bank into a more strategically focused, technologically modern, and operationally agile institution, so that we remain dominant in a rapidly evolving financial ecosystem. With this aspiration, we had transformed our Core Banking System (CBS) from legacy Flora System to TCS BaNCS. In the history of MTB, CBS is the most expensive & most prestigious project. The new core Banking solution will empower us to deal with a large number of customers, and quickly analyze reliable data, and which will allow us to come up with customized solutions to our valued clientele. The solution will not only integrate functional areas of business, operations, and support services, it will also be able to merge various other systems and sub-systems as well. As part of the Bank’s brand promise, we believe in empowering our customers to advance towards their ambitions and goals at every stage of their lives. With that end in view, we relentlessly strive to provide our existing and potential customers with the right solutions that are simple yet innovative and competitively priced. In alignment with the current COVID situation, we launched ‘MTB Shield’, the country’s first-ever fixed deposit with COVID – 19 along with life insurance coverage. We have developed a comprehensive Women Banking segment suite under the title of “MTB Angona”, comprising of Retail, SME, Cards value proposition. MTB Angona is a tailored segmental approach designed only for women to empower our women customers with financial independence and simplified Banking. Our target is to become a “Bank of Choice” for women through enabling today’s independent women to enjoy hassle-free Banking services. We have got the license for Shariah based Islami Banking branded as “MTB Yaqeen” from Bangladesh Bank. Hopefully, we will start its full-fledged operation from this ongoing year. A shining financial brand with strong market existence, MTB aims to become a household name by offering services at the customers’ doorsteps through its 118 Branches, 27 Sub branches, over 300 strategically located ATM Booths, 15 Smart Banking Kiosks and 3,000+ POS Machines. During the year, a good number of Branches were relocated to convenient and best locations with the view to ensuring a conducive environment to the customers. With a view to serving the unBanked population and being aligned with the government’s financial inclusion

policy, MTB initiated its Agent Banking services in 2016. Within a very short span of time, the Bank has successfully been able to set up 162 MTB Agent Banking Centres 63 (MABC), serving around 74,135 customers, significantly contributing to the inflow of remittances, and achieving a phenomenal growth in terms of customer deposit amounting to TK. 2582.50 million. In addition to the physical network, the Bank encourages the customers to avail its other alternate delivery channels like the Internet Banking and SMS Banking services. With our vast and growing network and three fully owned subsidiary companies, MTB, today, has an extensive array of products and services across multiple product lines including Wholesale, SME and Retail Banking. The Bank not only expanding its network by opening branch outlets, but also regularly mystery shopping to the existing outlets to ensure the quality of customer service in all aspects. To value the customer's need for fast Turn Around Time (TAT), we are continuously implementing process improvements that impress TAT while maintaining the high-quality customer service. If the TAT is not met, we are compensating the customers by refunding the service charge levied. With a view to extending the Bank's Retail Banking and Credit Cards reach and ensuring greater comfort and convenience for its customers and valued stakeholders, MTB has set up MTB Air Lounge at the international departure area of Hazrat Shahjalal International Airport (HSIA) in Dhaka, Shah Amanat International Airport (SAIA) in Chattogram, Osmani International Airport (OIA) in Sylhet and Cox's Bazar Airport in Cox's Bazar (CXB). MTB has the highest Air Lounge facilities to cater the needs of its privileged customers. The Bank is offering 'Priority Pass', 'Diners Club' and 'DragonPass' to allow MTB customers to access international Air Lounges. For us, 'Open' is more than a sign that is displayed at our Branch doors. It is a sign of what our customers can expect when they walk in through our doors. Over the last 21 years of our operations, it has been a priority for the Bank to stand by our customers as a trustworthy and supportive partner, helping them fulfil their financial needs and realise their life ambitions. In order to keep abreast of customer needs, provide quality service to fulfilling the needs and improve customer service, MTB conducts customer satisfaction survey regularly and takes necessary steps to resolve the issues identified.

We are not merely a financial intermediary; we are also a welfare-oriented Bank that is portrayed through our CSR activities. CSR is an integral part of our mission and business. We promote various initiatives that encourage community growth and development mainly through MTB Foundation, which was established specifically for the purpose of providing CSR. In 2020, the Bank spent TK. 201.02 million as a part of its CSR activities, out of which TK. 7.67 million had been spent for education purposes, TK. 125.77 million had been spent for the environment and disaster management and the rest amount had been spent for other various social causes. Operating in full compliance with the legal and regulatory requirements by managing the core risks has always been our top priority. Over the years, MTB has sufficiently equipped itself with extensive policy guidelines on risk management. The Bank has made substantial investments in human resources and technological developments to ensure compliance with prevailing acts, rules, policy guidelines and circulars issued by the government and regulatory authorities. Environmental sustainability will remain a global priority. MTB's values, strategies and actions position us well to navigate the period ahead and to play a role in the recovery process. We have structured our business to thrive through changing times, and we are set up well to deal with near-term market uncertainty and to prosper as the world returns to its trajectory of long-term growth. With interest rates projected to remain depressed over the year ahead, we expect our 2021 results will continue to be affected by reduced margin income. Fundamentally, that is a reflection of where we are in the global economic cycle. However, our core businesses remain robust and well-positioned. Excluding margin income, our Net Income is expected to be up in the year ahead, and we expect to see transactional revenue pick up as confidence returns to markets. We also have good counter-cyclical prospects in Business Services. Overall, we remain focused on the things we can control – building stronger businesses with diversified revenue pools and greater exposure to structural growth trends over the longer term. We will recapture some of the deferred revenue in the year ahead. In these challenging times, we continue to remain cautious and conservative in our approach, and will focus on having adequate surplus liquidity, be prudent in managing credit and

operations risk, conserve capital, current situation will eventually speak in favour of bigger financial institutions with healthy operational performance and strong capital base. Working with, and for, an organization of such extensive inheritance is a matter of esteem pride for me also. I express my own gratitude to all the fellow Employees of our Bank for their continuous support for achieving the goal of the Organization. In the end, I would like to express my sincere thanks to our customers who continue to put their trust on our Bank. I would also like to thank and appreciate our brave and hardworking colleagues who have been tirelessly providing Banking services amidst COVID-19 pandemic. I also appreciate valuable guidance and strategic advice from our experienced and prudent Board of Directors. My sincere thanks to Bangladesh Bank, Bangladesh Securities & Exchange Commission, external auditors and other regulatory authorities for their prudent guidance and assistance. And, to our shareholders, we want to assure that our resilience will take us ahead, and we will be able to overcome the challenging economic climate and able to create value for all our stakeholders. In shaa Allah we shall overcome all adversaries. Together as a team, MTB has faced into many challenges over the years and we will rise to the challenges of the current situation in much the same way, working together to put customers first. Together, we can do this.

Thank you.



SYED MAHBUBUR RAHMAN  
MANAGING DIRECTOR & CEO





## STATEMENT OF THE ADDITIONAL MANAGING DIRECTOR & GROUP CHIEF RISK OFFICER



### **Risk is inherent in Business**

Risk management is proactive, peering around corners to identify uncertainties that may impact the ability of an organization to achieve its objectives. Whereas, Crisis management is reactive, marshalling resources to respond to a risk that has already manifested and requires immediate attention. Both require senior leadership engagement to be effective, but the roles and methods can be very different. And that underscores the paramount significance of the role of Chief Risk Officer (CRO). Many CROs have had to manage through crises but the unprecedented nature of the current pandemic is stretching everyone into uncharted territories. The challenge (and opportunity) for us is to pursue actions that can add value to the Bank, both in the immediacy of the moment and for the long-term. Risk Management functions bring a different lens to the crisis management table, advising our leadership colleagues on the riskbased implications of the rapid decisions leaders are being compelled to make. CROs can help anticipate unintended consequences, proactively

plan for them, and maintain a record for the future, all without distracting from the immediate demands on management for timely action in the midst of the crisis. Another perspective uniquely suited for a CRO during a crisis such as the current pandemic is to anticipate the risks that its organizations may encounter when the crisis ebbs and it is time to ramp up normal operations. The vast majority of the leadership team is almost exclusively focused on dealing with the current organizational stresses from a vantage point that may not extend beyond a few years. Organization will likely to face risks across the full gamut from operations to compliance to financial to human capital and even to the very essence of the enterprise. Strategies may need adjustments based on new market realities. Internal operations and even organizational culture may require modifications, trying to maintain consistency with the mission, vision, and values of the organization. Growing societal fragmentation manifested through persistent and emerging risks to human health, rising unemployment, widening digital divides and youth disillusionment can have severe consequences in an era of compounded economic, environmental, geopolitical and technological risks.

### **Impact of COVID-19 on humanity**

The immediate human and economic cost of COVID-19 is severe. It threatens to scale back years of progress on reducing poverty and inequality and to further weaken social cohesion and global cooperation. Job losses, a widening digital divide, disrupted social interactions, and abrupt shifts in markets could lead to dire consequences and lost opportunities for many. The ramifications, in the form of social unrest, political fragmentation and geopolitical tensions will shape the effectiveness of our responses to the other key threats of the next decade: cyber-attacks, weapons of mass destruction and climate change. As COVID-19 continues to threaten lives, communities, and industries around the world, everyone is facing profound disruptions. No one knows when the crisis will truly end, when safe vaccines will be used at scale, or whether they will stop the pandemic for good. Its ultimate

impact on public health and the global economy will be measured in the months and years to come. Underwriters are struggling to calculate their exposure to pandemic-generated vulnerabilities. Economists are trying to anticipate the direct and indirect impact of massive new government debt. Managers are wondering how long people can work productively from home and maintain healthy organizational and risk cultures. And in a long-lasting low-interest-rate environment, strategists and product leaders are contemplating future very differently. The COVID-19 crisis will have a significant impact on Bank's capital ratios and overall capital adequacy. On the one hand, deteriorating credit quality may lead to a massive rise in credit impairments, and on the other hand, Banks are expected to continue lending and supporting the economy leading to higher exposures in the downturn of the credit cycle. In response, many regulators across the globe are allowing Banks to use their capital buffers to cover the losses while continuing to lend. However, eventually Banks will need to refill their capital buffers and return to a sustainable capital level. To navigate this crisis, Banks need to make sure that their management instruments are fit for purpose and having the recovery plan and the respective governance activated for a prolonged period of time might not be the best option. Once a viable 12-month strategy to navigate the crisis has been identified, Banks should consider re-adjusting their risk appetite statement and recovery thresholds to support the plan and return to business as usual governance to execute the plan.

#### **Impact on the Banking Industry- Operational Resilience, Compliance and Non-Financial Risks**

Economic fragility and societal divisions are set to increase. Our Banking sector will be one of the hardest hit sectors of the economy, owing to the broad-based slowdown in the economy as a whole combined with its exposure to the hardest hit sectors of the economy, such as foreign trade, RMG and the capital market. Having remittance being channeled via Banks, it seems to have a bleak outlook too. Besides, Bank's internal control system is under extreme stress, leaving a margin for potential losses due to crisis-driven measures. Almost overnight, COVID-19 has become the single greatest threat to the continuity and existence of many businesses. Businesses are

faced with crisis situations whether they're cyber risks (such as fraud, remote working), IT risks, employees, project quality, scope and resources risks and reputational impacts. The CRO's central task is to raise awareness of these risks for all stakeholders such as customers, shareholders as well as the employees. It is mentionable, the After Tax Profit (ATP) in the Banking industry plunged drastically. This plunge was expected as a result of the business slowdown stemming from the COVID-19 pandemic. Consequently Banks had to face historic low credit growth as businesses adopted self-preservation strategies instead of expansion of their enterprises due to the economic hardship. Lending rate ceiling effective from April last year swelled the wound further. It was a major set-back as almost 70% income of the Banks are generated as interest income from the fund disbursed. However the effect was not as severe as expected initially as BB had offered a payment holiday facility and provisioning freeze throughout last year. This helped to contain the upward trend of default loans and give breathing space to Banks to keep provisions against expected loan losses. Tech-driven, retail focused Banks and Banks that shifted focus to 92-days treasury investment shined mostly in the darkness, made Y-o-Y higher profits. The Central Bank, however, instructed Banks in December 2020 to keep aside an additional 1% in provisions against unclassified loans aiming to improve financial health along with the shock-absorbing capacity of Banks, preventing some Banks from announcing higher profits which could put the Banking industry in jeopardy in the longer run. The COVID-19 crisis has significantly exacerbated the risks and problems in the sector. Not being able to price loans effectively will essentially force commercial Banks to turn the tap off to the segments of economy—small and medium sized enterprises—most affected by the crisis, exactly when liquidity is much needed. The high level of non-performing loans in the Banking sector in Bangladesh has been an area of concern even before the pandemic. With the pandemic, the risk profile of the borrower has deteriorated across the world and Bangladesh is no exception. With lending cap policy that take away the ability to cover the risk to the full extent created an ill-timed curse. The NPL problem leaves Bangladesh poorly prepared to withstand the coronavirus fallout, while the pandemic's implications will increase the number of bad loans. Tight liquidity



scenario is a risk despite BB's measures and government's high borrowing from Banking sector is likely to see large crowding out effects.

### **Managing Risk through COVID-19 uncertainties**

Managing risk through uncertainties can be a daunting task yet some specific actions can prove to be beneficial.

- **Develop high-frequency stress tests and business plan forecasts:**

To reveal vulnerabilities and develop strategic implications, advanced stress-testing for profit and loss (P&L) and befitting tactics should be developed. The Programme should be scenario-based and refined through iteration. Globally, Risk leaders are gaining new insights into market dynamics in metropolitan statistical areas by combining customer projections with epidemiological and economic scenarios. This can help improve the accuracy of projections of customer default or renewal rates: projections can become more precise with stronger links between risk identification, economic scenarios, and overall Bank's strategy.

- **Review the credit strategy:**

Pressure on industry performance is coming from several sources, including equity-market volatility, the low-interest-rate environment and sometimes the re-pricing of assets associated with climate risk. Given these pressures, CRO is to ensure that the credit strategy is reviewed and realigned according to the results based on economic scenarios and resulting risk capacity and risk appetite. Addressing the nonfinancial-risk profile, prudent measures to strengthen cyber risk practices must be taken upon aptly addressing fraud and other operational risks, adapting and remediating models.

- **Strengthen cyber risk practices:**

The new working environment has increased network exposures to cyber risk. As employees use personal devices for work, for example, they can become more vulnerable to phishing. Traffic volumes are rising sharply on virtual private networks as employees work from home, straining IT systems and personnel. Sensitive data and systems must be protected against access through insecure networks or devices. As a CRO,

it is mandatory to take account of these new strains and vulnerabilities and strengthen cyber security and cyber practices across the organization. CRO must prioritize and reprioritize assets as needed, protecting critical assets and closing critical control gaps as they appear.

- **Pay more attention to fraud:**

Fraud and financial crime seem to be on the rise as a result of the new remote working environment and the economic downturn. As CRO strengthens essential controls and the technology infrastructure, he should also push to improve analytics capabilities for fraud risk management.

- **Address other operational risks resilience:**

Rising levels of digital interaction and remote work have also changed Banks' overall operational risk profiles, which CRO must monitor and assess accurately. His team can then build tools to mitigate these and other nonfinancial risks and quickly address emerging concerns. Development of Key Risk Indicators (KRI)s for every crucial functions, monitoring of Risk appetite against the set threshold, escalating and putting effective control measure have become even more important under the current normal. Tools like risk registers, various internal and regulatory risk reporting may aid for prudent risk identification and mitigation.

- **Adapt and remediate strategies:**

The CRO should lead a full review of critical business strategies used across the organization since they could have been compromised in this changed environment. The assessment should include the rapid triage and remediation of various strategies most affected by the pandemic.

### **MTB's Re-alignment of Risk Profile and Prudent Risk Appetite**

We aim to build an organization of the future. So, riding on the strong partnership with the senior management we revisited the risk appetite and strategy, with an honest intention to inculcate a candid risk culture, build reputational resilience and improve insights about systemic risks. The COVID-19 crisis also highlighted the need for greater coordination on financing to improve resilience and expedite recovery. We strive to attain our strategic objective in the following manner.

- **Partner with senior management to revisit the risk appetite and strategy:**

By becoming thought partners with the Board and the top management, the CRO helps steer the organization, identify and selectively commit to strategic opportunities. Proactively, engages in dialogue with regulatory bodies and key external stakeholders to better anticipate the regulatory landscape, thereby playing a key role to play in shaping the risk appetite.

- **Transform the risk conduct and culture framework:**

In the current environment, Banks have to make decisions quickly for existing governance and guardrails. Thus, an appropriate framework for risk conduct and culture creates a safe environment for speaking up about dangers, fosters adherence to MTB's values, and therefore help us to make sustainable decisions swiftly. Spearheaded by the CRO, MTB ensures inculcating a sound risk culture that can be measured and actions are taken to enhance it where improvements are most needed.

- **Build reputational resilience:**

The pandemic is creating unprecedented challenges to organizational culture. In the work-from-home model, maintaining that culture among the Bank staff as well as transmitting it to new hires can be more difficult. Furthermore, as MTB addresses their customers' changing needs, we also take into account the heightened public scrutiny and societal impact of the ongoing crisis. The CRO therefore strives to ensure that robust governance is in place and works to strengthen risk culture and organizational resilience.

- **Significantly improve MTB's insights about systemic risks:**

The pandemic is a reminder that low probability, high-consequence events do indeed happen. Pandemic scenarios were heretofore mostly considered as extreme cases in advanced modeling exercises. That no longer works. With the right mandate from the rest of the organization, the central risk functions have become a center of excellence to protect the Bank by developing and defining better insights on systemic risk, upon duly aligning with international best practices like Basel accords.

## Way Forward

Sound risk management framework enables managers to take risks knowingly, devise mitigation plan appropriately and strategize business through a driveway to better prepare for future uncertainties. Risk management in Banking has been transformed over the past decade, largely in response to regulations that emerged from the global financial crisis and the fines levied in its wake. However, important trends are afoot that suggests risk management will experience even more sweeping changes in the next decade. Global risks such as COVID 19 crystallize differently, but cross-cutting capabilities and systemic approaches to strengthen the overall resilience of countries, businesses and the international community are possible. Every organization, irrespective of size or shape, requires an organizational resilience framework that addresses components as diverse as governance, risk management, change management, business continuity, crisis management and disaster recovery. Therefore, at first, we need a robust policy and framework to operate efficiently in a disruptive environment. Formulating detailed analytical frameworks that take a holistic and systems-based view of risk impacts will help to surface potential dependencies at a fitting moment, spill-over consequences, vulnerabilities and blind spots. Holistic analysis provides a foundation for realistic stresstesting assumptions, identifying and comparing the tradeoffs required by different mitigation proposals and examining responsive capabilities against emerging crises and forward-looking scenarios. Secondly, we must strive to develop a sound risk culture and ensure seamless Communication across the organization as well as with external stakeholders. This helps in improving the clarity and consistency of risk communications and combating misinformation. Most crises require all-of-society responses and there is enormous goodwill and energy to leverage but confusion and frustration can undermine efforts to build trust and align responsibilities between the public sector, private sector, communities and households. Resilient and agile organizations are those that can move quickly, innovate and respond to the current crisis. These organizations will flourish in the new normal. Agile transformation planning provides a Bank with an adaptive philosophy

towards change, in place of the grand plan. In agile environments, all work is broken down into short cycles. Agile change planning can help get the cadence of new value delivery right and mitigate the extreme risk of creative destruction. To get there, risk managers need to embrace the generative operating model. The goal of the generative operating model is to acknowledge that we do not know enough about the precise direction change 117 should take. Instead of a transformation plan, we have discrete sprints that target different functions within the operating model. Prior to COVID-19, a majority of companies were attempting some form of transformation. That could be a digital transformation (digitizing processes), an agile transformation (creating more flexible work processes), the introduction of AI and other forms of data analytics, or even adapting to fourth industrial revolution technology. Against this backdrop, effective risk oversight has become a strategic imperative for every Bank's Board given that their main activities involve the setting up of a strategy, monitoring of financials, management of key people and evaluation and integration of potential risks. All these activities deal directly or indirectly with risk. The pandemic, but particularly the recovery, poses interesting challenges for risk management because of the difficulty in predicting future economic activity. For the last couple of years Bangladesh maintained an impressive GDP growth rate. However, in the face COVID 19, GDP growth is expected to slow down significantly. On the brighter side, global CO2 emissions fell by 9% in the first half of 2020, when COVID-19 forced most economies to shut down for weeks. A similar decrease is required every year for the next decade to maintain progress towards limiting global warming to 1.5°C and avoid the worst effects of climate change. A shift towards greener production and consumption cannot be delayed until economies are revived. Although slow-down in investment activities and consumption in the Banking sector might be weighing down on the continuous rise in NPL ratios, regulatory tangle regarding loan rescheduling and re-categorization will tend to create moral hazard issue among good or able borrowers to willfully default their loans to take get their loans rescheduled at better terms. Apparently, these policy offers a solution for cleaner balance sheets than a remedy to improve risk management. In short-term, it might help the Banks clean the book but in the long run the result

might be even worse than current scenario. With governments still deliberating how to pivot away from emergency to recovery and with companies anticipating a changed business landscape, there are opportunities to invest in smart, clean and inclusive growth that will improve productivity and delivery of sustainable agendas. Last but not the least, climate adaptation is at risk of serious setbacks in the coming years. Adaptation has also never been more important, as climate shocks are happening now, intersecting with and exacerbating impacts of COVID-19, so building resilience to climate impacts will be critical to response and recovery efforts. We now live in a world of new and unfamiliar risks thanks to swift changes to the climate, unsustainable development patterns, and other fast-paced changes of today's globalized and highly digital world. As we look to develop a climate resilient future, what we need is a climate adaptation action agenda to ensure global development progress stays on track and that nobody will be left behind. The decade to 2030 is the make-or-break decade for our society. Either we pass a point of no return on climate, or we hold the line. Either we alter the pace of efforts to adapt to the accelerating climate emergency and keep up, or we fall behind and become engulfed in climate chaos. Bearing the brunt of any failures will continue to be the world's poorest and most vulnerable nations and groups. The good news is that adaptation and climate resilience are an extraordinary opportunity. There is an economic opportunity related to the benefits of smarter investments that avoid risk and ensure resilience to upcoming threats. There is also opportunity in the efficiency and restorative power of harnessing nature as a solution. So let us all work together and make this decade our decade of transformation.

Thank you.

Sincerely



Chowdhury Akhtar Asif  
Additional Managing Director & GCRO  
Chairman, Sustainable Finance Committee



## ABOUT SUSTAINABILITY ANALYSIS

### MTB's Approach to Sustainability

At Mutual Trust Bank (MTB), our path towards sustainable banking is driven by the commitment to creating economic and social stability in parallel with conserving the environment. To achieve this goal, MTB seeks to provide financial services that meet evolving customer needs, promote financial inclusion and sustainable products, as well as creating shared value and building stakeholder trust.

MTB recognizes that its existence and aspiration to achieve "MTB 3V- 1) One of the best performing banks in Bangladesh, 2) The bank of choice and 3) A truly world-class bank"- must rest on an ethical foundation that incorporates sustainability into its path ahead.



MTB's sustainable strategy is built on concrete ambitions in the area of climate change, the global as well as national economy and social impact. And that is how MTB is supporting the United Nations (UN) Sustainable Development Goals (SDGs). By integrating sustainability into business practices based on good governance, the bank has been earning recognition in Bangladesh. MTB acknowledges that competitiveness is not measured in financial terms alone but also in how the organization fulfills its responsibility to society and the environment. MTB always looks forward to helping its clients carry out sustainable business practices. MTB provides its expertise towards its clients while doing so since in MTB, we make a positive impact doing what we do the best: banking.





## MTB Green Vision



### Supporting UN Sustainable Development Goals

The United Nations Sustainable Development Goals (SDGs) are targets for global development adopted in September 2015, set to be achieved by 2030. All countries of the world have agreed to work towards achieving these goals.

The objective of the cumulative goals is to achieve a better and more sustainable future for all. MTB, through its operations, focuses on social impact and creates positive influences in its surrounding since inception. The bank identifies how its activities have contributed to the 17 SDG goals and incorporates structured planning to further strengthen its contribution towards SDG objective.

UN Sustainable Development Goals	MTB Implementation	Related Sustainability Topics
<p><b>7 AFFORDABLE AND CLEAN ENERGY</b></p>  <p>Goal 7: Ensure access to affordable, reliable, sustainable, and modern energy for all</p>	<p>Promote sustainable energy production in Bangladesh through responsible lending for renewable energy sector and energy efficiency projects as well as providing loans to businesses on green products as stated by Bangladesh Bank</p>	<p>Climate change risks, Responsible lending, Green finance.</p>
<p><b>8 DECENT WORK AND ECONOMIC GROWTH</b></p>  <p>Goal 8: Promote sustained, inclusive, and sustainable economic growth and productive employment</p>	<p>Offer comprehensive financial products and services that satisfy the needs of every customer segment to facilitate economic growth and employment. In addition, the Bank also has fair employment practices ensuring equal treatment and safe work environment for employees.</p>	<p>Talent attraction and retention, Customer experience, Culture and mindset, Community and society empowerment.</p>
<p><b>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</b></p>  <p>Goal 9: Build resilient infrastructure, promote inclusive and sustainable industrialization, and foster innovation</p>	<p>Develop interfaces-Mobile Apps, Internet Banking Services for digital banking, promote business financial innovation on digital platforms, and build on existing innovation through joint venture investments with local and global leading companies.</p>	<p>Digital transformation, Customer experience, Data governance and cyber security, Community and society empowerment.</p>
<p><b>13 CLIMATE ACTION</b></p>  <p>Goal 13: Take action to combat climate change</p>	<p>Committed to mitigating climate change impact through maximizing operational eco-efficiency as well as raising employee awareness and interest through CSR activities. Moreover, the Bank collaborates with external organizations time to time to address environmental concerns</p>	<p>Climate change risks, Responsible lending, Operational eco-efficiency, Green finance, Community and society empowerment.</p>



## NAVIGATING THROUGH THIS REPORT



As part of our sustainability strategy, we are committed to issuing an annual sustainability report that follows the GRI Standards. This is our seventh 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, 2020, and covers data and activities from Mutual Trust Bank's operations.

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

### Social and Relationship Capital

Social and relationship capital is an integral component of the value of MTB's business. It involves the business itself, the formal and informal entities and institutions associated with it, as well as the relationships with and between employees, communities, and other stakeholders.

Our social and relationship capital involves the relationships we have created and nurtured with our stakeholders as well as the inter-relationships between them that enable greater value creation for all.



Eradicating poverty in all its forms remains one of the greatest challenges facing humanity. MTB strives to work unitedly for this cause



MTB's commitment to gender equality is evidenced at every level of the bank, from our Board through our senior leadership to our new hires. MTB is focused on engaging both women and men across the organization to attract, develop and retain women at all levels.



In MTB, we believe that we have an opportunity through our business to advance SDG 10 on Reduced Inequalities.

## REPORTING PRINCIPLE (GRI 101)

### Section-1: Principles for Defining Report Content

#### 1.1 Stakeholder Inclusiveness

In this sustainability report, MTB has identified its stakeholders, described how MTB seeks to engage its stakeholders. Furthermore, MTB explained how MTB has responded to their reasonable expectations and interests. MTB has also drawn up the outcomes of stakeholder engagement processes used by MTB in its ongoing activities, and as required by the legal and institutional framework in which it operates. The first step in engaging MTB's stakeholders is to identify them. Then as a bank, MTB needs to have a firm understanding of stakeholders' expectations. Our strategies are formulated according to the material matters for the stakeholders so that 2visible outcomes can be achieved for the stakeholders. We have a firm understanding of the expectations of our stakeholders and the values, we can generate as a bank, an employer, an investor and a responsible business entity via regular internal and external discourse.

#### 1.2 Sustainability Context

MTB Sustainability Report 2020 presents the reporting organization's performance in the wider context of sustainability. Moreover, in this report-

- MTB has presented its understanding of sustainable development, drawing on objective and available information, and authoritative measures of sustainable development, for the topics covered;
- MTB has presented its performance with reference to broader sustainable development goals, as reflected in recognized local and global instruments
- MTB has presented its performance in a manner that communicates its impacts and contributions in appropriate geographic contexts
- MTB has described how economic, environmental, and/or social topics relate to its long-term strategy, risks, opportunities, and goals, including in its value chain.

#### 1.3 Materiality

This report covers topics that reflect the reporting organization's significant economic, environmental, and social impacts; or substantively influence the assessments and decisions of stakeholders, such as-

- Reasonably estimated environmental and social impact
- Broader economic, social, and/or environmental interests and topics raised by stakeholders such as local community
- Material topics are appropriately prioritized in the report
- Our belief that digitization of our operation will transcend us to a new height and will create an atmosphere for safe and secure multi-channel banking experience for our customers.
- Our promise to safeguard the trust of our customers by embracing integrity and sincerity.
- Our responsibility to our customers, our stakeholders, our country and its community and to the planet
- Performance driven culture embodying transparency in the governance

#### 1.4 Completeness

This report has included coverage of material topics and their boundaries, sufficient to reflect significant economic, environmental, and social impacts, and to enable stakeholders to assess MTB's performance in the reporting period of 2020

- The report takes into account impacts MTB causes, contributes to, or is directly linked to through a business relationship, and covers and prioritizes all material information on the basis of the principles of Materiality, Sustainability Context, and Stakeholder Inclusiveness

- The information in the report includes all significant impacts in the reporting period of 2020
- The report does not omit relevant information that substantively influences stakeholder assessments and decisions, or that reflects significant economic, environmental, and social impacts

## **Section-2: Principles for Defining Report Quality**

### **1.5 Accuracy**

Information presented in MTB Sustainability Report 2020 is sufficiently accurate and in detailed form for stakeholders to assess MTB's performance. Such as-

- MTB Sustainability Report 2020 indicates the data that have been measured;
- The measurements for data, and bases for calculations, are adequately described, and can be replicated with similar results
- The margin of error for quantitative data is not sufficient to influence substantially the ability of stakeholders to reach appropriate and informed conclusions;
- The report indicates which data have been estimated, and the underlying assumptions and techniques used for the estimation, or where that information can be found;
- The qualitative statements in the report are consistent with other reported information and other available evidence

### **1.6 Balance**

The overall presentation of the MTB Sustainability Report 2020's content has provided an unbiased picture of the organization's performance. The report has been prepared in a manner that avoids selections, omissions, or presentation formats that are reasonably likely to unduly or inappropriately influence a decision or judgment by the report reader.

### **1.7 Clarity**

MTB acknowledges it is important that stakeholders are able to find the information they want seamlessly. Therefore, in this report, MTB has made information available in a manner that is understandable and accessible to stakeholders who have a reasonable understanding of the organization and its activities. While preparing the report, graphics and consolidated data tables have been used since they help to make information in the report accessible and understandable. Furthermore-

- This report contains the level of information required by stakeholders, but avoids excessive and unnecessary detail
- Stakeholders can find the specific information they want without much effort through tables of contents, maps, links, or other aids
- The report avoids technical terms, acronyms, jargon, or other content likely to be unfamiliar to stakeholders, and includes explanations (where necessary) in the relevant section or in a glossary

### **1.8 Comparability**

MTB has selected, compiled, and reported information consistently while preparing this report. The reported information is presented in a manner that enables stakeholders to analyze changes in the organization's performance over time. Furthermore, the report and its information can be compared on a year-to-year basis; MTB's performance can be compared with appropriate benchmarks; any significant variation between reporting periods in the list of material topics, topic Boundaries, length of reporting period, or information covered in the report can be identified and explained. Besides, this sustainability report utilizes generally accepted protocols for compiling, measuring, and presenting information, including the information required by the GRI Standards.

### **1.9 Reliability**

MTB has gathered recorded, compiled, analyzed and reported information and processes used in the preparation of the report in a way that they can



be subject to examination, and that establishes the quality and materiality of the information.

### **1.10 Timeliness**

MTB has prepared this report on a regular schedule so that information is available in time for stakeholders to make informed decisions. The information in the report clearly indicates the time period (January 01, 2020 to December 31, 2020) to which it relates

## **Section-3: Using the GRI Standards for Sustainability Reporting**

### **Applying the Reporting Principles**

MTB has applied all Reporting Principles from Section 1 to define report content and quality.

### **Reporting General Disclosures**

MTB has reported all the required disclosures from GRI 102: General Disclosures.

### **Identifying Material Topics and their Boundaries**

MTB has identified its material topics using the reporting principles for defining report content. In addition, MTB has identified the boundary for each material topic.

### **Reporting on Material Topics**

For each material topic, MTB has reported the management approach disclosures for that topic, using GRI 103: Management Approach and also reported the topic-specific disclosures in the corresponding GRI Standard for material topics which are covered by an existing GRI Standard (series 200, 300, and 400)

### **Presenting information**

While reporting required disclosures using references, MTB has reported the required disclosures using a reference to another source where the information is located by ensuring the reference includes the specific location of the required disclosure and the referenced information is publicly available and readily accessible, wherever necessary. Since MTB prepared the report in accordance with the GRI Standards, MTB also included a GRI content index in one location and included the page numbers or URLs for all disclosures report.

## **SCOPE OF THE REPORT (GRI 103-1)**

In our view, the scope and boundary of MTB sustainability report addresses all significant economic, environmental and social impacts resulting from MTB's activities in the financial year 2020. Our aim is to fully inform our stakeholders about all the activities that we have 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 to be made in our sustainability report. The sustainability report is prepared once in a year describing activities and achievements throughout the year in compliance with GRI Standards.

### **Pillar III Disclosure**

The Risk Based Capital Adequacy framework applies to all banks on 'Solo' and 'Consolidated' basis. The framework on 'Solo' basis refers to all positions of the bank, its local and overseas branches/offices, and 'Consolidated' basis includes subsidiary companies, if any. Mutual Trust Bank Limited (MTB) applies both

the frameworks on “Solo” and “Consolidated” basis, as the bank has three subsidiaries, namely

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

However, the same list of subsidiaries is excluded from the scope of this sustainability report.

## Stakeholder Engagement and Materiality

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

To identify the most significant aspects for our bank to report on, 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 the 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 issue.

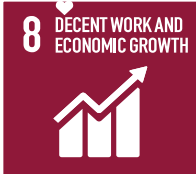

## CREATING VALUE FOR OUR STAKEHOLDERS

### Stakeholder Identification, Expectation & Impact (GRI 102-40, 102-42)






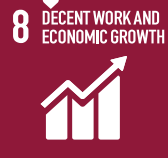
The first step in engaging MTB's stakeholders is to identify them. Then as a bank, MTB needs to have a firm understanding of stakeholders' expectations. Our strategies are formulated according to the material matters for the stakeholders so that visible outcomes can be achieved for the stakeholders. We have a firm understanding of the expectations of our stakeholders and the values, we can generate as a bank, an employer, an investor and a responsible business entity via regular internal and external discourse.








### 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 the 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 issue.

Stakeholders (Who are our stakeholders and how we contribute to SDGs with respective stakeholders?)	Type of Engagement (How we engage stakeholders?)	Expectations (What do stakeholders expect of us?)	Impact (Where we create value)	Outcome 2020									
<div><b>Shareholders</b><ul style="list-style-type: none"><li>Individual</li><li>Institution</li><li>Bondholders</li></ul></div> <div></div> <div></div>	<ul style="list-style-type: none"><li>Annual general meeting</li><li>Annual report</li><li>Press release</li><li>Quarterly financial report</li><li>Roadshow event</li><li>Credit rating</li><li>Price sensitive information (PSI) on newspapers</li></ul>	<ul style="list-style-type: none"><li>A sustainable growth</li><li>Attractive returns based on moderate risk profile while maintaining sound governance system.</li><li>Good governance that incorporates environmental and social consideration</li><li>Long-term value creation</li><li>Holistic risk management</li></ul>	<ul style="list-style-type: none"><li>Investors receive regular dividends and interest payments.</li><li>We add value by delivering positive financial results and ensuring that MTB has a strong balance sheet, management with vision and leadership, and a business model that can adapt quickly to changing market conditions.</li><li>Timely repayment of debt with stated return</li><li>Fair establishment of risk management culture</li><li>Transparency &amp; integrity in financial reporting</li><li>Maintain consistent ratings through financial commitment.</li></ul>	<p>The following table describes outcome 2020 for MTB shareholders- (In BDT)</p> <table><tr><th></th><th>Conso.</th><th>Solo</th></tr><tr><td>EPS</td><td>1.31</td><td>1.22</td></tr><tr><td>NAV per share</td><td>23.03</td><td>22.44</td></tr></table>		Conso.	Solo	EPS	1.31	1.22	NAV per share	23.03	22.44
	Conso.	Solo											
EPS	1.31	1.22											
NAV per share	23.03	22.44											



<p><b>Customers</b></p> <ul style="list-style-type: none"> <li>Retail &amp; SME customers</li> <li>Wholesale &amp; corporate customers</li> <li>Private banking customers</li> <li>Public sector clients</li> <li>Intermediaries and distributors</li> </ul> 	<ul style="list-style-type: none"> <li>A bank that excels and goes beyond traditional banking and delivers valuable services, any time, any place while securing customer interests first.</li> <li>Access to loans, financing and quality advice</li> <li>Positive, seamless customer experience</li> </ul>	<ul style="list-style-type: none"> <li>A bank that excels and goes beyond traditional banking and delivers valuable services, any time, any place while securing customer interests first.</li> <li>Access to loans, financing and quality advice</li> <li>Positive, seamless customer experience</li> </ul>	<ul style="list-style-type: none"> <li>Customers derive value from MTB products and services – from round-the-clock banking, digital access to finances, continuous improvements of operational activities, innovative product offering and smooth and convenient banking services.</li> </ul> 	<ul style="list-style-type: none"> <li>Total number of customer accounts- 983,135</li> <li>118 Branches, 163 Agent Banking Centers, 306 ATMs, 3,198 POS.</li> </ul>
<p><b>Employees</b></p> <ul style="list-style-type: none"> <li>All full-time employees</li> <li>Contract employees</li> </ul>    	<ul style="list-style-type: none"> <li>Meetings and online channels such as MNet and intranet for policy and news announcement</li> <li>Employee meetings, seminars and CSR activities</li> <li>Annual performance evaluation</li> <li>Employee engagement survey</li> <li>Employee development programme</li> <li>Employee recognition programme</li> <li>Business conferences, teleconferences, video conference etc.</li> <li>Training, workshops, and orientation program</li> <li>Team meeting.</li> <li>Management Trainee (MMT) Program for future leadership</li> <li>Safe and Clean working environment</li> </ul>	<ul style="list-style-type: none"> <li>An employer that empowers and offers opportunities to make the most of people's potential for career growth and excel.</li> <li>Fair salaries and benefits</li> <li>Award for good performance</li> <li>Training, development and career opportunities</li> <li>Co-operative working environment</li> <li>Clean and sanitized working environment</li> <li>Skill and capability development</li> <li>Internal mobility and career advancement</li> <li>Stress management</li> </ul>	<ul style="list-style-type: none"> <li>Employees benefit from salaries, training and leadership development and also from a work environment that fosters involvement and brings in new talents</li> <li>Group Health Insurance-Guardian Life</li> <li>Sports Tournament-Football, Cricket and Table Tennis</li> <li>Clean MTB Movement on every Thursday</li> <li>Yearly performance Bonus for employee motivation</li> <li>Well set KPIs for performance and inherent quality analysis</li> <li>Ensure continuous learning and application ground for career build-up.</li> <li>All sorts of safety measures such as fire extinguishers, separate stairs are available and smoke free premise.</li> <li>Formulation of 'MTB anti-harassment Policy' and 'MTB Speak Up Policy' to resolve complaints in a fair manner.</li> </ul>	<ul style="list-style-type: none"> <li>151 training programs for 1933 participants</li> <li>MTB Speak Up Policy</li> </ul>

<p><b>Government</b></p> <ul style="list-style-type: none"> <li>Central Bank of Bangladesh (Bangladesh Bank)</li> <li>Other regulatory government bodies/ organizations</li> </ul>  	<ul style="list-style-type: none"> <li>Assign Compliance unit to serve as the Bank's regulatory liaison.</li> <li>Attend meetings on regulatory policies and guidance from relevant authorities.</li> <li>Attend forums on regulatory compliance</li> <li>Seek feedback and guidance on regulatory compliance</li> <li>Offer feedback on regulations through customer survey.</li> <li>Prepare and provide support for regulatory audit</li> </ul>	<ul style="list-style-type: none"> <li>Proper and appropriate compliance of applicable rules and regulations</li> <li>Good governance that incorporates environmental and social impact mitigation management</li> <li>Responsible lending</li> <li>Data privacy and cyber security</li> <li>Financial accessibility and financial literacy</li> </ul>	<ul style="list-style-type: none"> <li>Government obtains value when MTB proactively adopt and apply latest laws and regulations and also when internal control processes of MTB are constantly ensured with proper due diligence. MTB also complies with regulations and acts to deter corruption and other financial crime</li> </ul>	<p>No penalty incurred due to non-compliance since its inception.</p>
<p><b>Suppliers</b></p> <ul style="list-style-type: none"> <li>External suppliers</li> <li>External Consultants</li> </ul> 	<ul style="list-style-type: none"> <li>Procurement management, training, and communication</li> </ul> 	<ul style="list-style-type: none"> <li>An organization that has transparent procurement system which provides equal scope for every participant and has the ability to repay on timely basis.</li> </ul>	<ul style="list-style-type: none"> <li>MTB suppliers extract value when MTB adheres to the well-defined procurement regulations while maintaining strong business relationships with suppliers.</li> </ul>	<ul style="list-style-type: none"> <li>MTB Procurement Manual</li> <li>Pool of reliable enlisted suppliers</li> </ul>
<p><b>Environment</b></p> <ul style="list-style-type: none"> <li>Surrounding environment</li> </ul>   	<ul style="list-style-type: none"> <li>Climate change risks management</li> <li>Ensure Environmental and Social Due Diligence (ESDD)</li> <li>Strict maintenance of ESDD checklist sustainable banking practices</li> </ul>	<ul style="list-style-type: none"> <li>Conduct business in harmony with the environment</li> <li>Propagate a culture in which MTB stakeholders, especially employees, are deeply aware of the importance of environmental preservation and sustainable banking practices</li> </ul>	<ul style="list-style-type: none"> <li>MTB always invests and lends to support clean energy and manages own power consumption and carbon footprints for providing a sustainable and green environment.</li> </ul>	<ul style="list-style-type: none"> <li>Green Banking Initiatives</li> <li>In-House Environmental Management System</li> <li>Environmental and Social Safeguard Policy</li> <li>Sustainable Finance Help Desk</li> <li>IIDFC providing Carbon Credits to Environment-friendly Brick Kilns for Saving GHG emissions to Bonolota Refractory, a valued client of MTB.</li> </ul>

				<ul style="list-style-type: none"> <li>Capacity building on sustainable finance and environment-friendly finance.</li> </ul>
<p><b>Community</b></p> <ul style="list-style-type: none"> <li>Local communities</li> <li>Non-government organizations</li> </ul>      	<ul style="list-style-type: none"> <li>Promoting financial inclusion for unbanked people</li> <li>CSR contribution</li> <li>Scholarship</li> <li>Health programs</li> <li>Disaster Management</li> </ul>   	<ul style="list-style-type: none"> <li>An engaged financial institution that invests in the future sustainably and responsibly.</li> </ul>	<ul style="list-style-type: none"> <li>MTB contributes to community by investing responsibly, ensuring MTB behaves with integrity. MTB also pays taxes, supports local communities and finances non-government environment. Through responsible financing, MTB thus drives sustainable economic growth.</li> </ul>	<ul style="list-style-type: none"> <li>BDT 201.02 million contribution in CSR in 2020.</li> </ul>



## COLLECTIVE BARGAINING AGREEMENTS (GRI 102-41)

In MTB, no employee is covered under collective bargaining agreement.

## ENTITIES INCLUDED IN THE CONSOLIDATED FINANCIAL STATEMENTS OF MTB (GRI 102-45)

Entities included in the consolidated financial statements in are –Mutual Trust Bank Limited, MTB Securities Limited, MTB Capital Limited & MTB Exchange (UK) Limited.

However, MTB Sustainability Report 2020 has been prepared on solo basis and includes data regarding Mutual Trust Bank Limited, only. The entities that have been included in the annual report are MTB and all its subsidiaries.



## ENGAGING OUR STAKEHOLDERS (GRI 102-43)

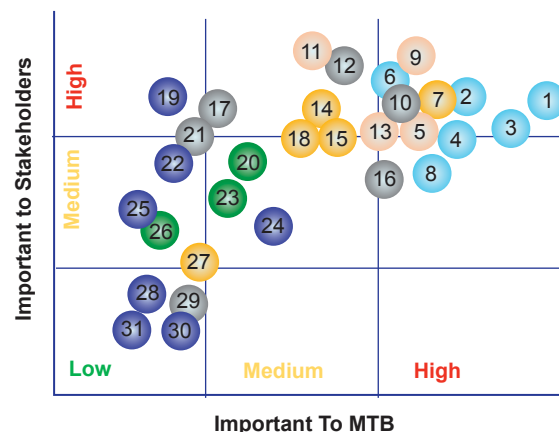
At MTB, we engage our stakeholders regularly and respond to their priorities and expectations by creating a two-way channel for communicating stakeholder needs and the Bank's impact. MTB is committed to engaging regularly with its stakeholders to understand their needs and ambitions that are core to 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.



## FOCUSING ON WHAT MATTERS (GRI 102-44)

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 31 material sustainability issues; presented in our Materiality Matrix below



Material Issues	Material Sustainability Issues (GRI 102-47)
<b>GOVERNANCE &amp; TRANSPARENCY</b>	<ul style="list-style-type: none"> <li>1. Legal and Regulatory Compliance</li> <li>2. Governance and Accountability</li> <li>3. Combating Corruption and Money Laundering-GRI 205</li> <li>8. Responsible and Ethical Behavior</li> <li>4. Transparent Disclosure of Performance</li> <li>6. Economic Contribution-GRI 201, GRI 203</li> </ul>
<b>SUPPORTING THE CUSTOMERS IN ACHIEVING THEIR OBJECTIVES</b>	<ul style="list-style-type: none"> <li>13. Information Security and Data Privacy-GRI 418</li> <li>11. Customer Experience and Satisfaction-GRI 416</li> <li>9. Accessibility to Products and Services</li> <li>5. Communicate Transparently with Customers</li> </ul>
<b>RESPONSIBLE FINANCING</b>	<ul style="list-style-type: none"> <li>7. Diversified Customer Range</li> <li>14. Supporting Local Communities- GRI 413</li> <li>15. Financial Inclusion</li> <li>27. Measurement of Environmental &amp; Social Risk in Financing</li> <li>18. Offering Sustainable Products and Services</li> </ul>
<b>EMPLOYEE EMPOWERMENT</b>	<ul style="list-style-type: none"> <li>10. Competitive Benefits</li> <li>21. Training &amp; Development- GRI 404</li> <li>12. Diversity &amp; Equal Empowerment- GRI 405</li> <li>29. Employees Engagement- GRI 406</li> <li>17. Health and Safety of Employees- GRI 403</li> <li>16. Child Labor/ Forced or Compulsory Labor- GRI 408, GRI-409</li> </ul>
<b>SYSTEM OPTIMIZATION &amp; RESOURCE EFFICIENCY</b>	<ul style="list-style-type: none"> <li>31. Process Digitization</li> <li>22. Emissions-GRI 305</li> <li>24. Water Usage- GRI 303</li> <li>25. Energy Usage-GRI 302</li> <li>30. Material Consumption- GRI 301</li> <li>19. Managing impacts of our Supply Chain- GRI 308</li> <li>28. Waste and Effluent Management- GRI 306</li> </ul>
<b>ENVIRONMENTAL COMPLIANCE &amp; COMMUNITY ENGAGEMENT</b>	<ul style="list-style-type: none"> <li>26. Engaging with our Community Based Organizations- GRI 413, GRI 419</li> <li>23. Behavior and Culture of Community- GRI 413, GRI 419</li> <li>20. Environmental Compliance- GRI 307</li> </ul>



## MATERIAL TOPICS & IMPACT BOUNDARIES (GRI 102-46)

Material Topics	Impact Location	
	Inside	Outside
<b>Economic</b>		
Economic performance	√	
<b>Social</b>		
Employment	√	
Training and education	√	
Diversity and equal opportunity	√	√
Non-discrimination	√	
Marketing and labeling	√	√
Customer privacy	√	√
Socioeconomic compliance	√	√
<b>Business-specific Topics</b>		
Product responsibility	√	√
Code of ethics	√	√

## EFFECT OF ANY RESTATEMENT OF INFORMATION PROVIDED IN PREVIOUS REPORTS (GRI 102-48)

There has been no significant restatement of any information during the compilation of this report. All information is relevant for the reporting year of 2020.

## SIGNIFICANT CHANGES FROM PREVIOUS REPORTING PERIODS IN THE SCOPE AND TOPIC BOUNDARIES (GRI 102-49)

In pursuit of continuous improvement, we have some changes in the list of material topics and topic boundaries in this sustainability report for the reporting year of 2020 from the previous reporting year. They are as follows;

GRI 303-5: Water Consumption

GRI 306: WASTE 2020

\*\*The details under this GRI Standards have been discussed in respective chapters.

## REPORT PROFILE (GRI 102-50,102-51,102-52,102-53,102-54)

<b>Reporting Period</b>	January 1, 2020 to December 31, 2020
<b>Date of the most recent previous report</b>	Sustainability Report 2019 Date: December 20, 2020
<b>Reporting Cycle</b>	Annual
<b>Contact point regarding the report</b>	We welcome any feedback on this sustainability report. For further information and comments, please contact Sustainability Finance Department of the Bank through following address: e-mail: sustainability@mutualtrustbank.com
<b>Disclosure</b>	This report has been prepared in accordance with the GRI Standards: Core option
<b>External Assurance</b>	External assurance is under consideration by management
<b>MTB's Engagement Tier with United Nations Global Compact (UNGC)</b>	Signatory since 05 January,2016

## EXTERNAL ASSURANCE (GRI 102-56)

MTB has been preparing sustainability report since 2014. MTB Sustainability Report 2020 is our seventh sustainability report. The Sustainable Finance Department of the bank has been preparing the report following the standards and ensuring the following-

- The level of accuracy of data included in the reports is fair and acceptable.
- The overall report content and quality were well established and articulated.
- The level of sustainability performance information in the report was found to be satisfactory.
- The information has been presented in a correct and prudent manner.
- Most of the personnel responsible were able to reliably demonstrate the origin (s) and interpretations of data contained in the report. It has been based on the publicly available annual report as well.
- The report provides reasonable and balanced presentation of the sustainability performance of the bank.

However, the sustainability report has not been externally assured.

## COMPANY PROFILE



### Name of the Organization (GRI 102-1)

Registered name of the company: Mutual Trust Bank Limited

### Location of the Organization's Headquarters (GRI 102-3)

#### Registered Office

MTB Centre, 26 Gulshan Avenue, Gulshan 1

Dhaka 1212, Bangladesh

### Location of MTB Operations (GRI 102-4)

MTB carries out its activities from MTB branches and head office. All MTB operations are centrally monitored by MTB Operations Division from MTB Corporate Head Office.

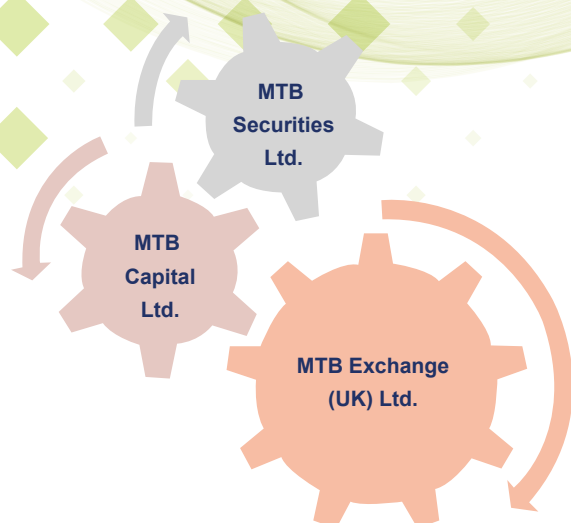
### Regional & Global Presence (GRI 102-6)

MTB has got 118 branches and 9 sub-branches in Bangladesh with a strong regional presence. Apart from that MTB has also got a global presence with the activities of MTB Exchange (UK) Limited. These are the markets served by MTB.

### Nature of Ownership and Legal Form (GRI 102-5)

MTB 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 billion divided into 1 billion ordinary shares of BDT 10 each. The shares of the bank are listed with the Dhaka and Chattogram 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 –**



**Figure: MTB Subsidiaries**

#### **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:	BANGLADESH BANK PERMISSION NO:	LISTING INFORMATION:	SWIFT CODE:	TRADE CODE:
C38707 (665)/99 on September 29, 1999	BRPD (P) 744(78) /99-3081 on October 5, 1999	Listed with DSE: July 12, 2003 Listed with CSE: July 12, 2003	MTBL BD DH	MTB



## GLOBAL PRESENCE

MTB successfully maintains strong correspondent relationships with different renowned banks of the world. By going beyond the adversaries of COVID-19 and to uphold the nation's economy MTB brought USD 442.49 million in the year 2020. MTB received remittance of USD 442.49 million through our esteemed remittance partners around the world in year 2020.

## MTB REMITTANCE NETWORK

With a view to contributing to the national growth achievements through facilitating smooth remittance flow, we are serving expatriate Bangladeshis by offering modernized payment solution to their convenient using the emergent remittance network around 4 continents (Asia, Europe, North America & Africa) of the world.



**ASIA** | Afganistan | Bahrain | China | Combodia | Hong Kong | India | Indonesia | Japan | Korea | Kuwait | Kyrgystan

| Lebanon | Malaysia | Macau | Nepal | Oman | Pakistan | Philippines | Qatar | Saudi Arabia | Singapore | Sri Lanka  
| Taiwan | Thailand | United Arab Emirates | Uzbekistan | Vietnam | Jordan

**EUROPE** | Austria | Belgium | Belarus | Bulgaria | Croatia | Czech Republic | Denmark | Estonia | France | Finland | Germany

| Greece | Hungary | Iceland | Ireland | Italy | Latvia | Liechtenstein | Lithuania | Luxembourg | Norway  
Malta | Netherland | Poland | Portugal | Russian Federation | San Marino | Serbia | Spain | Slovakia | Switzerland | Sweden  
| Turkey | Turkmenistan | United Kingdom | Ukraine

**AFRICA** | Egypt | Mauritius | South Africa | Tunisia

**NORTH AMERICA** | Cayman Islands | Canada | Dominica | Mexico | United States of America | Panama

**SOUTH AMERICA** | Argentina | Brazil |

**AUSTRALIA** | Australia | New Zealand

## MTB Touchpoint & Customer Experience

## Number

Branches and Sub\_Branches

145

Point of Sale (POS) Machines

3,137

ATM Network

306

Debit Card

373,128

Credit Card

75,071

Customers

981,587

SMS Banking Customers

404,384

Internet Banking Customers

40,009

## Financial Inclusion

Agent Banking Centres

162

Deposits in 10 Taka Account (BDT in million)

11.20

Loan Outstanding to Women Entrepreneur (BDT in million)

1,086

## Employee Engagement

Employees

2,362

Training Programs Held

151

Training Participants

1,933

## ACTIVITIES, BRANDS, PRODUCTS AND SERVICES (GRI 102-2)



### WHOLESALE BANKING

#### Term Finance

Term Loan  
Project Finance  
Lease Finance  
House Building Finance  
Term Loan to NBFI

#### Working Capital Finance

Over Draft (OD)  
Secured Over Draft (SOD)  
Short Term Loan  
Loan General  
Time Loan



### SME BANKING

#### Deposit Product & Transactional A/C

MTB Probaho  
MTB Bunlad

#### Loan Products

MTB Small Business Loan (SBL)  
MTB SME CC (Hypo)  
MTB Bhagyobati  
MTB Gunabati  
MTB Light Engineering  
MTB Krishijat  
MTB Mousumi  
MTB Green Energy Loan  
MTB IT Genius

MTB Youth Line  
MTB Digoon  
Commercial Space Finance  
MTB Shachal - Vehicle Financing  
MTB Supply Chain Financing  
MTB Abason  
Microfinance Scheme  
MTB Microfinance Enterprise  
MTB Krishi  
MTB CMSME Stimulus Loan

#### Other Products and Services

Loan General  
Lease Finance  
PAD  
Loan against TR  
Loan to 10 TK A/C Holders  
Letter of Credit (sight/deferred/UPAS)  
Bank Guarantee  
Bank Guarantee  
Performance Guarantee  
Bio Bond Guarantee  
SOD (General), SOD (Work Order)



### RETAIL BANKING

#### Deposit Products

Current Account  
MTB Regular Savings  
MTB Privilege Savings  
MTB Senior  
MTB Inspire  
MTB Junior  
MTB Graduate  
MTB Ruby  
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  
MTB Quarterly Benefit Plan  
MTB FDR In Days  
MTB Shield  
MTB Extreme  
Instant

#### Loan Products

MTB Personal Loan  
MTB Auto Loan  
MTB Home Loan  
MTB Home Equity Loan  
MTB Progressive Equity  
Build-up Home Loan  
MTB Profesional's Loan  
MTB Neer  
MTB NRB Home Loan  
MTB EDU Finance  
MTB Cash-line  
MTB Grameen Griho Reen





## OFF-SHORE BANKING UNIT (OBU)

Term Finance

Working Capital Finance

Trade Finance (Local Bill Discounting,  
Foreign Bill Discounting, UPAS)



## SYNDICATIONS & STRUCTURED FINANCE

Financing to  
power  
Telecom  
Hotels  
Aircraft  
Steel  
Cement

Glass  
Petrochemical  
Agro-based Project  
Micro Financing  
Petrochemical, LPG  
RMG  
Other Infrastructure Project



## NRB BANKING

### NRB Products

NRB Savings

NRB DPS

NRB FD

NRB Home Loan

Non Resident Investor's  
Taka Account (NITA)



## MTB CARD PRODUCTS

### MTB Debit Cards

#### a. Visa Debit Cards

MTB Visa Classic  
MTB Visa Platinum  
MTB Visa Signature  
MTB Visa Business Debit

#### b. Mastercard Debit Cards

MTB Mastercard Gold  
MTB Mastercard Titanium  
MTB Mastercard World

#### c. UnionPay Debit Cards

MTB UnionPay Debit

### MTB Credit Cards

#### a. Visa Credit Cards

MTB Visa Classic  
MTB Visa Gold  
MTB Visa Platinum  
MTB Visa Signature

#### b. Mastercard Debit Cards

MTB Mastercard Classic  
MTB Mastercard Gold  
MTB Mastercard Titanium  
MTB Mastercard World

#### c. UnionPay Credit Cards

MTB UnionPay Platinum

### MTB Contractless Credit Cards

MTB Visa Platinum  
MTB Visa Signature  
MTB Mastercard Titanium  
MTB Mastercard World  
MTB UnionPay Platinum

### MTB Prepaid Cards

MTB Visa International Travel Card  
MTB Local Prepaid Card  
MTB Payroll Card  
MTB Gift Card



## 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  
Shipping Guarantee

### Guarantee

Bank Guarantee [Bid  
Bond, Performance  
Guarantee, Advance  
Payment Guarantee, etc.]

### MTB Co-branded Cards

#### a. Co-branded Debit Cards

MTB Sonali Life Insurance Visa  
Platinum Debit Card

#### b. Co-branded Credit Cards

MTB Apex Rewards Visa  
Platinum Credit Card

MTB Baridhara Cosmopolitan  
Club Limited Visa Signature  
Credit Card

MTB Cadet College Club  
Limited Credit Card

MTB Chittagonj Club Limited  
Mastercard World Credit Card

MTB Sylhet Club Limited  
Credit Card

MTB Sylhet Station Club  
Limited Credit Card

MTB University of Dhaka  
Credit Card

#### c. Co-branded Prepaid Cards

MTB e-CAB Visa Prepaid Card  
My Easy Payment Card  
MTB Sheba.xyz Prepaid Card



## STUDENT FILE SERVICES

(One stop banking solutions for the students going abroad for higher education)

Gulshan Center  
Panthapath Center  
Principal Branch Center  
Banani Center



## 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  
MTB Tution Fees Collection Service



## 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  
Social Safety-net Cash Disbursement  
Hajj fee collection  
Balance Inquiry  
Insurance fee collection  
Account Statement  
Payroll Management



## 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 Boots at Hazrat Shahjalal International Airport, Dhaka.



## MTB ALTERNATE DELIVERY CHANNEL (ADC)

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



## MTB CARD SERVICES

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



## MTB AIR LOUNGE

Hazrat Shahjalal International Airport, Dhaka  
Shah Amanat International Airport, Chattogram  
Osmani International Airport, Sylhet



## MTB CONTACTS

### Contact Center

24 hours at 16219 or 09604016219

### Email

customerservice@mutualtrustbank.com

### Walk In

MTB Cards Centre, MTB Tower(4th floor) 111,  
Kazi Nazrul Islam Avenue, Dhaka

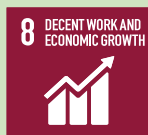
## WHOLESALE BANKING DIVISION

2020' – A year to be remembered for its uniqueness and impact on the Human Race. A year that has changed the thought process of each and every individuals living on earth. It has simultaneously changed and modified the financial industry and its associates to think and review their stand from a different viewpoints. Financial institutions were ought to go out of their conventional thought process for ensuring sustainability of their business. The changes that the pandemic brought in to every single individual and industry were immensely reflected in the way they acted over that period. The positivity that has been encrypted in the Business DNA has proven that nothing is bigger than the sustainability of the Human Race which eventually ensures breathing of all other

### SDG RELEVANCE

Our energy is directed at creating an environment for responsible & sustainable development

Our Wholesale business contributes to the following SDG goals



parameters where Business is just one. Mutual Trust Bank Limited strives for excellence in business keeping the tagline in mind “You can Bank on us”. Over last few years, MTB was in the process of centralizing its business and operations. It was an enormous task to accomplish; however the year 2020 became remarkable for the Bank which converted the Wholesale Banking Division business into full centralization. Finally, the Wholesale Banking Division (WBD) is Centralized; constituted with Corporate Banking and Commercial Banking. The challenge was more on changing the mind set as MTB had carried the legacy of Branch Banking since its inception. Synchronizing the Centralization of Business with the Operations had been a bigger challenge starting from Account Opening to CAD Operations and adopting the process flow to support the Business front line. By June 2020, all Corporate and Commercial customers fall under the internal set definition by the Bank Management were taken over from the branches by WBD; while SME and Retail Business remained at the branches. MTB now serves the Wholesale Banking customers from a single relationship point. Keeping the

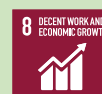
convenience of the customers located in another most important business location of the country, the portfolio of Chattogram has been kept under the WBD Chattogram Team where customers are served from that geographical location reporting to the Center. The biggest challenge to a financial institution has always been coping up with the new traditions, technologies and expertise where change is inevitable and intrinsic to every organization. In line with that, MTB had yet another memorable year 2020, where more focus on the digitalization was given which helped WBD Customers to grow its book over 2019. Connecting the Government facilitation to big Corporate Houses and to ensure end usage of the fund was in the forefront of WBD Relationship Team while in the process MTB executed salary payment of almost 80,000 garments workers for continuous four months. Apart from the workers' salary, WBD has extended other stimulus packages to its customers as per the guidelines of Bangladesh Bank and successfully accomplished the disbursement. Wholesale Banking Division offering a wide array of generic products through its Credit, Cash Management, Trade and Treasury while the Retail and SME support the supply and distribution channels of the WBD customers. Based on the requirement of customer, WBD provides tailor-made and sophisticated solutions to our clients using its Off-Shore Banking Unit, Structured Finance Unit (SFU) and Financial Institute Capabilities. Our key value proposition comprises our deep local presence, strong reputation in innovative financing and a wide range of platforms and solutions all over the globe.

## SME BANKING DIVISION

Cottage, micro, small and medium enterprises are playing a pivotal role in growing economies like Bangladesh. Their role is crucial for the economy

### SDG RELEVANCE

Our business is aligned with achievement of SDG goals. Through our SME division, we contribute to the following SDG goals



in terms of employment generation, value addition, financial inclusion as well as creation of internal demand for goods and services. Quite



relevantly, the regulators and financial institutions like Banks and NBFIs have been keen enough to channelize adequate financing in the CMSME sector. In the coming years, CMSME's are being considered as the growth drivers for Bangladesh economy. With an extensive network of 118 branches, 27 sub branches and 162 agent outlets, MTB is properly staged to cater the diversified Banking needs of the CMSME sector. With a wide range of tailor-made product offering and dedicated relationship management at the branch level, MTB has already accelerated its CMSME financing activities and expects to launch ambitious and challenging endeavors in the coming years. With a view to creating sustainable impact in CMSME landscape of the country, MTB SME Banking division is staunchly working for reengineering process and practice to provide better Banking services. With the fourth industrial revolution knocking at the door, MTB is ready to embrace the technological advancements in its CMSME loan origination and regular operations. With cutting edge technology in place, MTB expects that CMSME clients shall have delightful and convenient experience. The magical touch of technology shall make it robust and easier for CMSME clients as far as account opening, loan origination, loan approval, documentation, disbursement and loan monitoring is concerned. The onslaught of COVID-19 pandemic has taken a heavy toll on CMSME sector in the year 2020. To overcome the negative economic impact, Government has declared stimulus package for an enormous amount of BDT 120,000 crore out of which BDT 20,000 crore has been allocated for CMSME sector. MTB has participated in three refinance schemes with Bangladesh Bank & now providing low cost financing to the clients who need it the most. Also being one of the participating Banks in disbursing stimulus loans provided by Government of Bangladesh to fight the impact of novel coronavirus breakout, MTB is playing a vital role in resilient recovery of Bangladesh economy. Financial inclusion is a major agenda of SME Banking Division for the coming years. Study reveals, there are enormous opportunities to expand Banking services to the doorsteps of the unbanked population through agent Banking. SME Banking Division is eyeing on expanding its financing and other Banking facilities to the CMSME clients through agent banking in the year 2021

## RETAIL BANKING DIVISION

### SDG RELEVANCE

Our business is aligned with achievement of SDG goals. Through our retail banking, we contribute to the following SDG goals



The year 2020 was an unprecedented year, something the entire world have not witnessed before due to the impact of COVID-19 pandemic. Every sphere of our Banking industry had to adopt to this change and Retail Business was also not insulated from this adverse impact. With the new business environment on the horizon, Retail Banking Division at MTB adopted their strategy accordingly so that they can continue to contribute to Bank's lending and deposit portfolio. The division made sustainable growth in all business segments, including push towards technological innovation, motivating business frontliners to ensure optimum business and ensuring low-cost deposit mobilization to strengthen the Bank's core deposit base. Thus, today MTB's Retail Banking Division is being able to offer more vibrant customer value proposition with a view to improving customer experience.

### Key Highlights from 2020

- Launching Digital Onboarding Platform to self-onboard Customer called M-Easy
- Country's First Ever Virtual Platform based "MTB Digital Lifestyle Fair"
- Country's First Ever Insurance Backed Deposit Product for COVID 19– MTB Shield and MTB Extreme
- Revamping Student Banking Product Suite with Opt-in based Insurance Coverage.

Treasury Department provides treasury solutions in an integrated manner to both internal and external stakeholders. Besides managing the liquidity of the bank, meeting regulatory requirements, administering financial assets of the bank, and acting as a market maker, the

Our business is aligned with achievement of SDG goals. Through our treasury, we contribute to the following SDG goals-



## RISK MANAGEMENT IN MTB

Risk is an integral part of banking business, and Mutual Trust Bank (MTB) aims at delivering superior stakeholder value by achieving an appropriate trade-off between risks and returns.

Our business is aligned with achievement of SDG goals. Through our risk management division, we contribute to the following SDG goals



MTB SUSTAINABILITY REPORT 2020

## OTHER MTB DIVISIONS/DEPARTMENTS

Share Department	Group Finance	Group Human Resources	Research & Development Department	Communications Department	ITS Division
Digital Banking Division	Information Technology Security Department	International Trade Services & Offshore Banking Division	Agent Banking	Card Division	Contact Center
Credit Risk Management	Group Legal Affairs Division	Special Asset Management	Credit Monitoring Department	Collection Department	Operations Division
	Group Security & Fire Safety Department	AML & CFT Division	Infrastructure Division		

## MTB GERMAN DESK



Mutual Trust Bank Limited (MTB) and Deutsche Investitions- und Entwicklungsgesellschaft (DEG) have jointly launched “German Desk – Financial Support and Solutions” at a local hotel in the capital on Tuesday, April 17, 2018. DEG is a Development Finance Institution (DFI) based in Germany and a subsidiary of KFW Group. The rapidly growing financial sector of Bangladesh is becoming increasingly significant for its global partners like Germany. With a view to boosting bilateral trade volumes between these two countries, MTB and DEG will be offering products and services with the help of the German Desk for German SMEs and Bangladeshi companies. The German Desk will enable companies to gain access to financial solutions through a single point-of-contact that combines all the products and services offered by MTB with the network and support of DEG. The range of services extend from setting up a bank account through to trade finance products and transaction banking, credit lines or investment financing for local companies wishing to acquire German equipment and services.

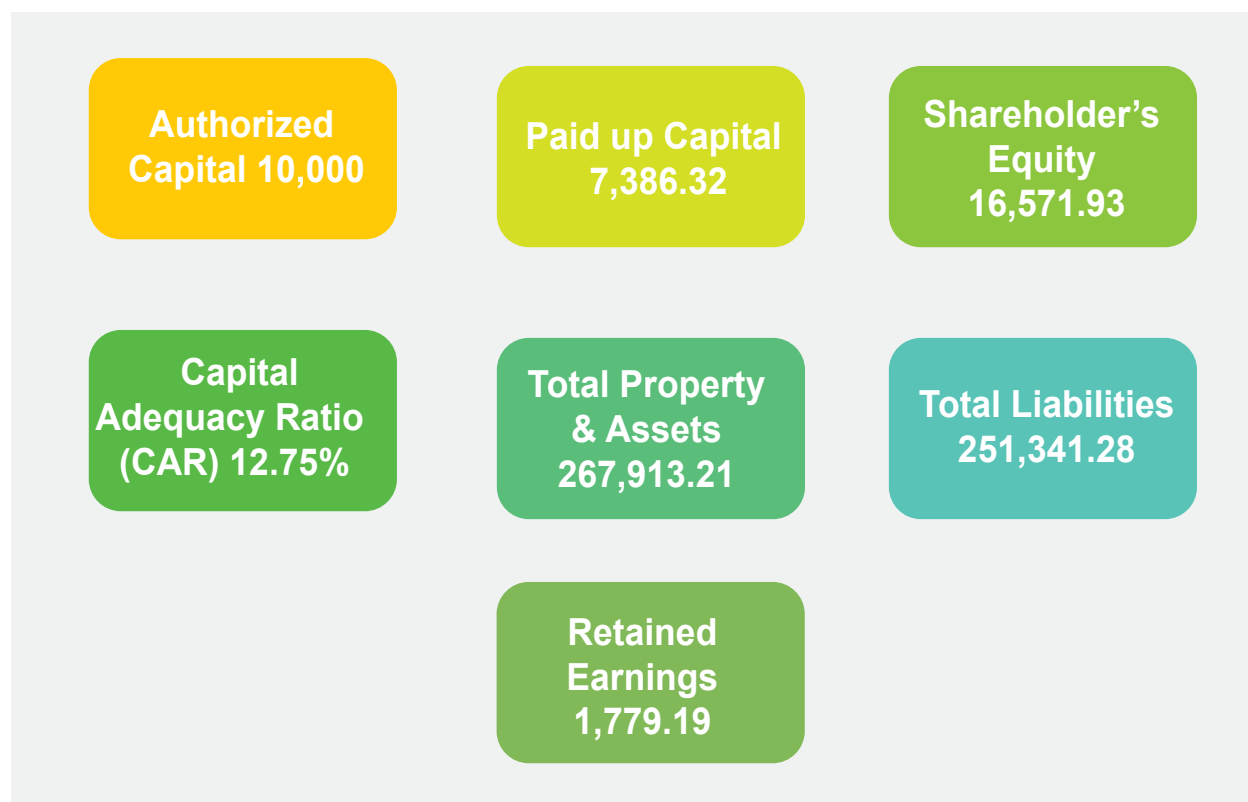


## SCALE OF THE ORGANIZATION (GRI 102-7)

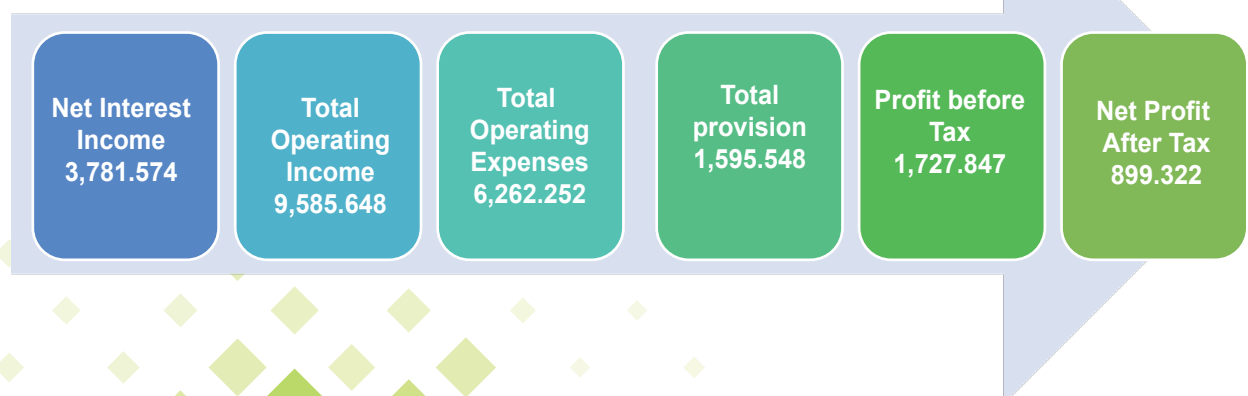
### Total Number of Employees in 2020

MTB ended the year 2020 with a workforce of 2,362 people, 464 of whom are female. The gender distribution rate (20%) shows an upward trend which highlights an effort to insure more inclusivity & participation. This workforce is our driving force that runs our widespread network of 118 branches & 27 sub-branches.

### Financial Highlights of MTB in 2020 (IN BDT MILLION)



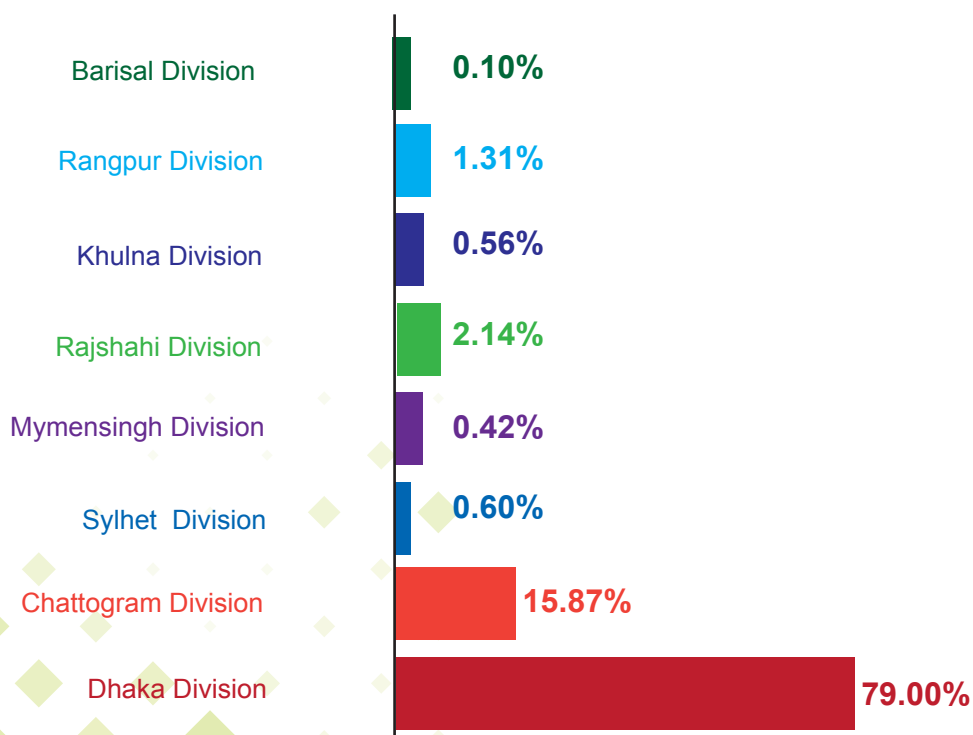
### Performance of MTB in 2020 (IN BDT MILLION)



## GEOGRAPHICAL LOCATION WISE LOANS AND ADVANCES (IN BDT MILLION)

Particulars	Amount (Solo)
Dhaka Division	158,780,338,247
Chattogram Division	31,890,307,076
Sylhet Division	1,206,291,441
Mymensingh Division	842,817,865
Rajshahi Division	4,306,456,067
Khulna Division	1,125,166,165
Rangpur Division	2,642,028,796
Barisal Division	198,515,673
<b>Total</b>	<b>200,991,921,331</b>

## GEOGRAPHICAL DISTRIBUTION OF THE PORTFOLIO



## SUPPLY CHAIN PRACTICE IN MTB (GRI 102-9)

Supply chains are the engines for today's global economy: accounting for an estimated 80% of global trade they are one of the most important levers for business to create positive impact in the world. At the same time, at every stage of the supply chains there are ethical, social and environmental impacts: for example, supply chain impacts can include modern slavery and child labor, environmental pollution and land degradation as well as unethical conduct. Through Supply Chain Sustainability, by working together, buyers and suppliers in global supply chains can advance nearly every aspect of sustainability.

MTB realizes sound supply chain and procurement practices have both economic and environmental impacts on communities. MTB is therefore committed to supporting local and environmentally responsible suppliers. Regulators have taken significant steps toward transparency in the supply chain by mandating disclosure of labour practices and supply chain due diligence for companies meeting certain criteria. Transparency is a key element to achieve supply chain sustainability. Publicly disclosing supply chain information builds the trust of all stakeholders- employees, consumers, business partners, and investors. It also sends a strong message that the company has a clear picture of its current stage in supply chain sustainability, and is ready to mitigate the potential risks. Traceability is the ability to identify and trace the history, distribution, location and application of products, parts and materials, in the supply chain. In the context of sustainability, traceability enables the reliability of sustainability claims, in the areas of human rights, labour (including health and safety), the environment and anti-corruption. Traceability can:

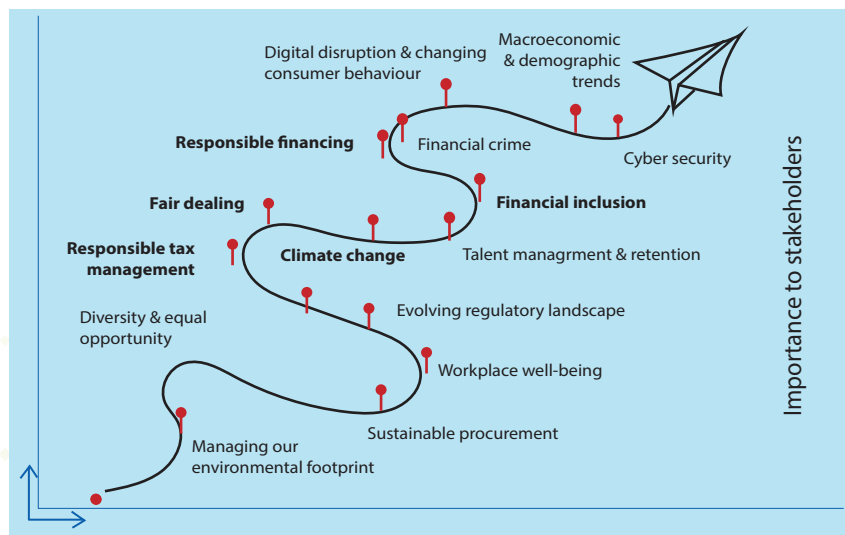
- Enable proof of good business practices
- Unite companies and stakeholders around a common purpose

MTB has set out parameters for contributing towards sustainable development of the bank through the application of a sustainable procurement policy (MTB Procurement Manual) and explains the key issues and principles associated with this object.

### Distribution of Value Created:

We distribute value to our stakeholders in several ways. Some manifest themselves in financial value while others bring about intangible benefits. We define distributable financial value as net profit before discretionary bonus, taxes (direct and indirect) and community investments. In addition, we distribute non-financial values to our stakeholders in the following ways:

- **Customers:** Delivering the right product in innovative, easily accessible and responsible way.
- **Employees:** Training, reskilling and development of our people as well as health and other benefits
- **Society:** Taking shared responsibility and promoting financial
- **Regulators:** Active engagement with local and foreign regulators and policy makers on reforms and new initiatives that help to maintain the integrity of the banking industry



## SUSTAINABILITY SCREENING OF OUR SUPPLIERS

The engagement and scrutiny of a substantial number of suppliers requires considerable resources, however, MTB looks forward to introducing checkpoints through its procurement processes so as to ensure a minimized impact on environment in addition to cost reductions. The board frames policies and procedures for Bank's purchase and procurement activities and accordingly approves the distribution of power for making such expenditures.

The decision on matters relating to infrastructure development and purchase of land, building, vehicles etc. for the purpose of Bank's business are adopted with the approval of the board. MTB suppliers extract value when MTB adheres to the well-defined procurement regulations while maintaining strong business relationships with suppliers. There is well developed Procurement Manual and a Pool of reliable enlisted suppliers to serve the bank with transparency and accountability.

MTB Infrastructure Division often engages with suppliers to achieve these objectives and values through raising awareness to sustainable procurement and moreover through supporting them in their social and environmental contributions. In July 2019, MTB reviewed its procurement policy and outlined the requirements for suppliers to conduct their business in alignment with the bank's ethical standards. This policy includes codes of ethics for MTB suppliers/ tenderers as well for MTB personnel engaged in supply chain management of MTB.

## SIGNIFICANT CHANGES TO THE ORGANIZATION & ITS SUPPLY CHAIN (GRI 102-10)

No significant change occurred during the reporting period.

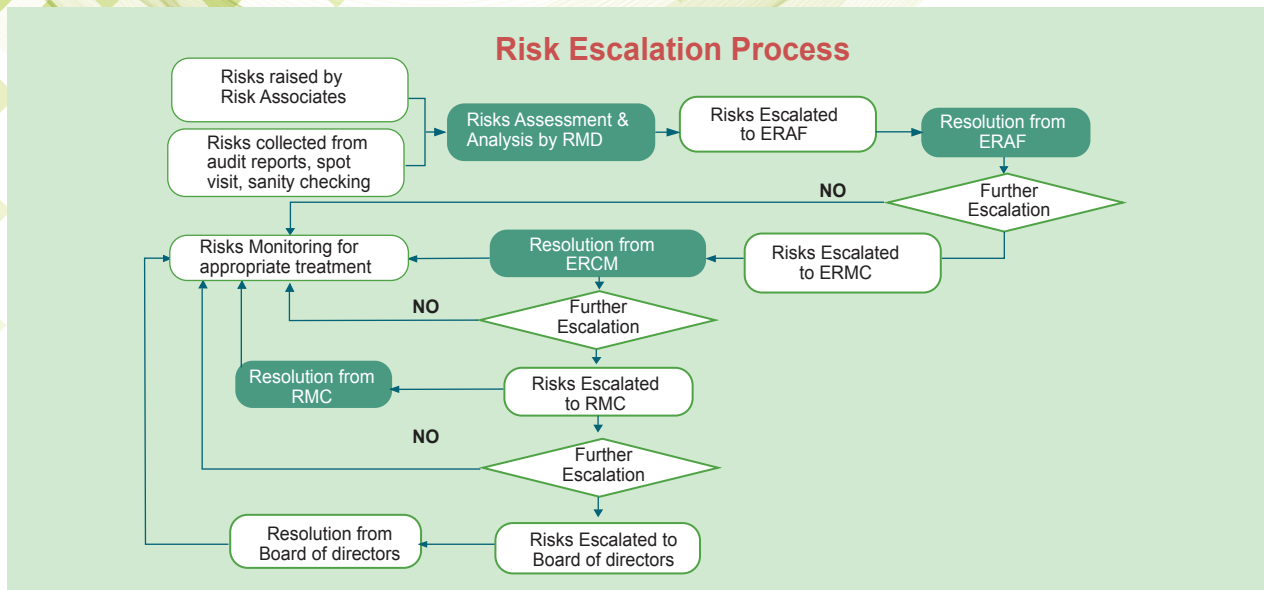
## PRECAUTIONARY PRINCIPLE (GRI 102-11)

The precautionary approach is not applied directly throughout the organization instead MTB assesses loans regarding their impact on the environment or other social factors. The bank has a lot of contribution towards Corporate Social Responsibility (CSR), and always tries to help preserve the environment and enhance communities throughout the entire country. Therefore, MTB takes into environmental, social and economic factors into account when it does business with clients.

MTB follows Environmental & Social Due Diligence (ESDD) properly. MTB also follows an exclusion list developed in accordance with national and international laws and regulations. On that basis, MTB screens loans of the prospective clients and assesses their Environmental & Social Risk Rating (ESRR), categorizes loans and finally provides an action plan or provide covenants (if necessary) to clients to further finance in their business. MTB strongly discourages the engagement of child labor both in its business as well as in its clients' business.

Furthermore, MTB also follows the following Risk Escalation Process while doing business-





## EXTERNAL INITIATIVE (GRI 102-12)

MTB is a participant of United Nations Global Compact (UNGC) since January 05, 2016. UNGC has over 12,000+ signatories in over 160 countries, both developed and developing, representing nearly every sector and size. MTB endorses 10 UNGC principles while screening loans of its clients as a promise to uphold MTB's corporate sustainability. This means operating in ways that, at a minimum, meet fundamental responsibilities in the areas of human rights, labour, environment and anti-corruption. By incorporating the Ten Principles of the UN Global Compact into strategies, policies and procedures, and establishing a culture of integrity, MTB is not only upholding its basic responsibilities to people and planet, but also setting the stage for long-term success.

The Ten Principles of the United Nations Global Compact are derived from: the Universal Declaration of Human Rights, the International Labour Organization's Declaration on Fundamental Principles and Rights at Work, the Rio Declaration on Environment and Development, and the United Nations Convention Against Corruption.

**The principles are stated below:**

### Human Rights

Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights; and

Principle 2: make sure that they are not complicit in human rights abuses.

### Labour

Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;

Principle 4: the elimination of all forms of forced and compulsory labour;

Principle 5: the effective abolition of child labour; and

Principle 6: the elimination of discrimination in respect of employment and occupation.

### Environment

Principle 7: Businesses should support a precautionary approach to environmental challenges;

Principle 8: undertake initiatives to promote greater environmental responsibility; and

Principle 9: encourage the development and diffusion of environmentally friendly technologies.

### Anti-Corruption

Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.

## MEMBERSHIPS WITH CHAMBERS AND ASSOCIATIONS (GRI 102-13)

- The Institute of Bankers Bangladesh (IBB)
- Bangladesh Association of Banks (BAB)
- Bangladesh Foreign Exchange Dealer Association (BAFEDA)
- Bangladesh Institute of Bank Management (BIBM)
- Bangladesh Association of Publicly Listed Companies (BAPLC)
- Metropolitan Chamber of Commerce and Industry, Dhaka (MCCI)
- International Chamber of Commerce Bangladesh Limited (ICCB)
- Dhaka Stock Exchange Limited (DSE)
- Dhaka Chamber of Commerce & Industry (DCCI)
- Federation of Bangladesh Chambers of Commerce and Industry (FBCCI)
- American Chamber of Commerce in Bangladesh (AmCham)
- Primary Dealers Bangladesh Limited (PDBL)
- Bangladesh Business and Disability Network (BBDN)
- Bangladesh Employers' Federation
- SAARC Chamber of Commerce and Industry (SAARC CCI)

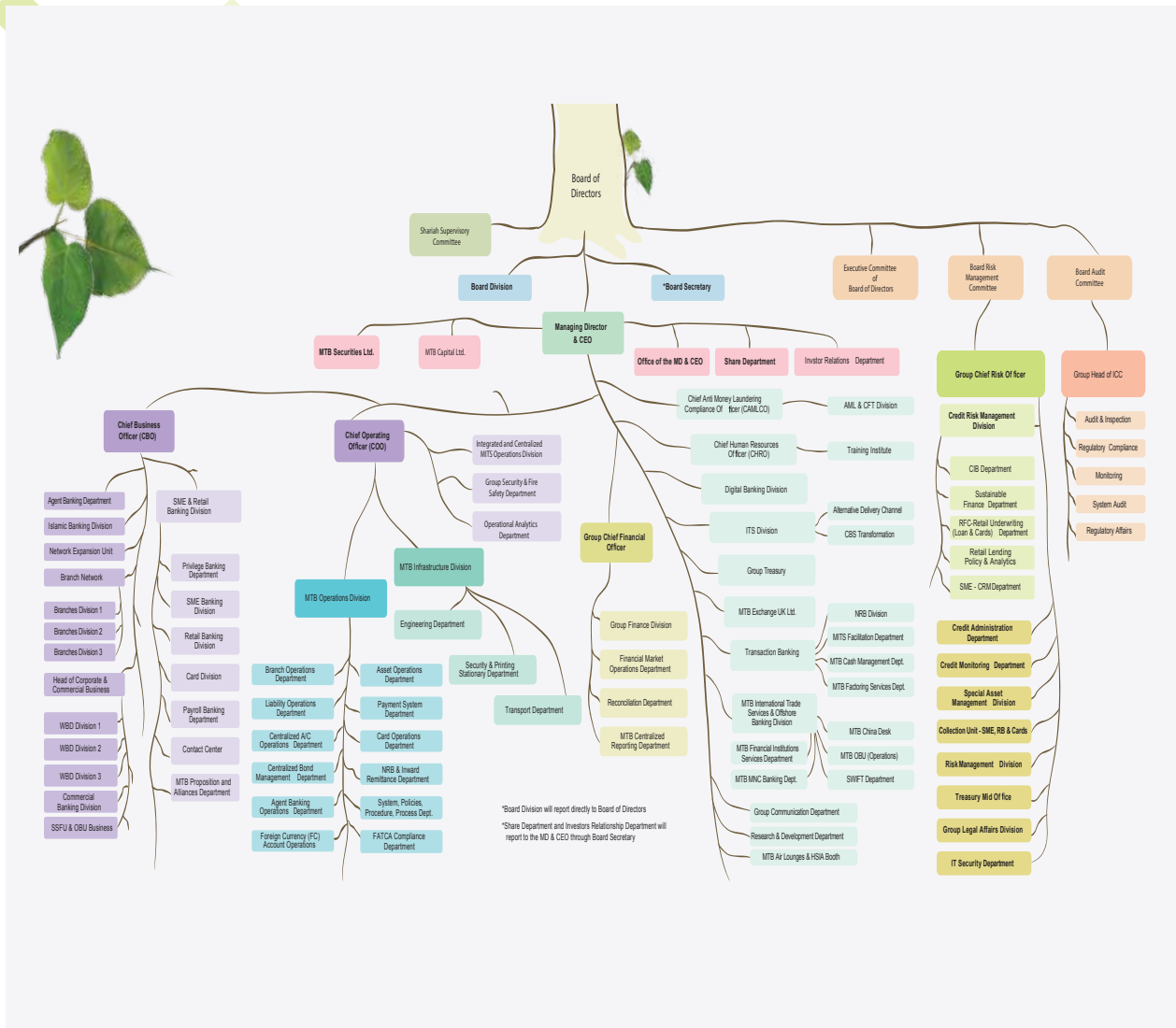
## Effective Governance

### GOVERNANCE STRUCTURE (GRI 102-27)



Mutual Trust Bank Limited (MTB) believes that its ongoing commitment and efforts in ensuring a strong corporate governance structure and culture across the organization will help it deliver value to all its stakeholders. Therefore, the Bank has strived to have good corporate governance practices along with knowledgeable and highly experienced board and employees.

## MTB GROUP ORGANOGRAM (GRI 102-19)



(Refer to Page 164 of MTB Annual Report 2020)

## MTB CORPORATE GOVERNANCE PRINCIPLES (GRI 102-18)

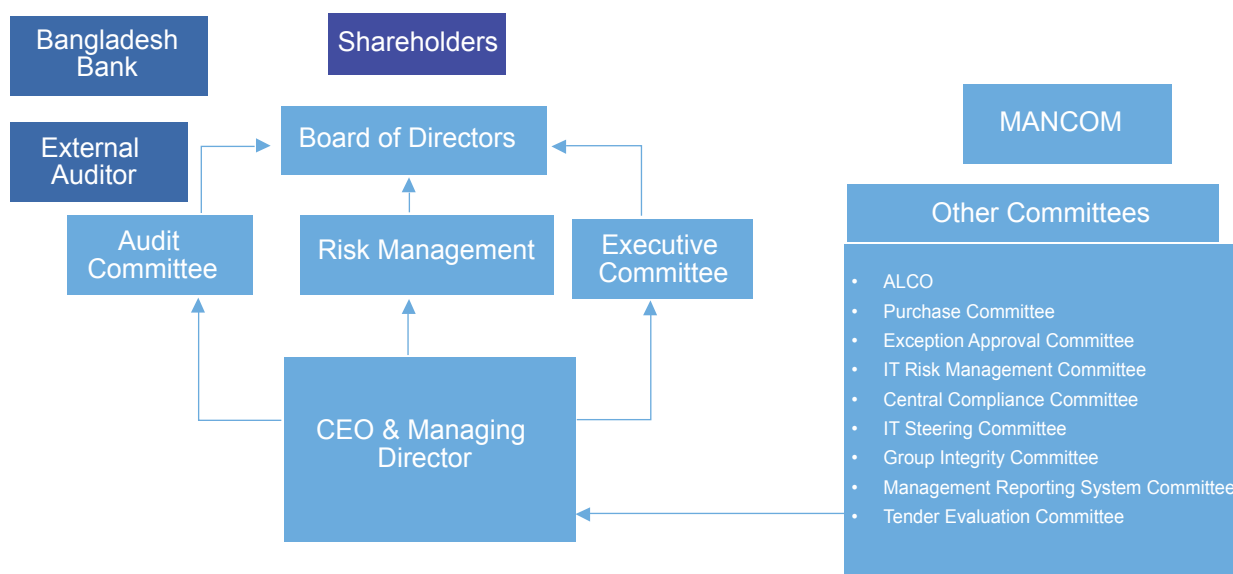
MTB has developed processes for identifying, assessing and managing the significant risks and uncertainties may pose as a threat to the bank. Internal control processes have been established to ensure efficiency and effectiveness of business operations and controls in all areas including finance and operations, as well as compliance with relevant laws and regulations. The Group Internal Control and Compliance Division has been tasked to provide oversight and support to ensure that individual business units conduct their businesses and affairs in a manner that drives forward the bank's strategic objectives, while complying with applicable laws and regulatory requirements.



A strong focus is placed on educating and increasing awareness among directors, executive officers and employees on the bank's codes of conduct, the relevant laws and regulatory requirements as well as disciplinary procedures. The bank's corporate governance policy, which contains guidelines for directors, executive officers, and employees, has been formulated as per the guidelines of regulators. With adherence to this policy in its operations, the bank aims to build trust and confidence among investors and stakeholders, thereby improve its competitiveness, enhance value and promote stability. The policies are updated time to time in order to comply with the proper governance principles and relevant regulatory requirements.

## MTB CORPORATE GOVERNANCE STRUCTURE

Following flow chart describes the corporate governance process of MTB:



## Governance Body and the Committees (GRI 102-23)

	<b>Highest Governance Body</b>	<ul style="list-style-type: none"> <li>Board of Directors</li> </ul>
	<b>Other Board Committees</b>	<ul style="list-style-type: none"> <li>Executive Committee</li> <li>Board Risk Management Committee</li> <li>Board Audit Committee</li> </ul>
	<b>Tenure of Governance Body</b>	<ul style="list-style-type: none"> <li>Two years</li> <li>No member in governance body from under-represented social group.</li> </ul>

## MTB BOARD STRUCTURE (GRI 102-22)

At present, there are 14 Board members, including two independent Directors and Managing Director & CEO. The Board of Directors consists of:

Sl.	Name of Director	Position
1.	Mr. Md. Hedayetullah	Chairman
2.	Mrs. Khwaja Nargis Hossain	Vice-Chairman
3.	Mr. Syed Manzur Elahi	Director (Founding Chairman)
4.	Dr. Arif Dowla (Representing Advanced Chemical Industries Ltd.)	Director
5.	Mr. Rashed Ahmed Chowdhury (Representing Associated Builders Corporation Ltd.)	Director
6.	Mr. M. A. Rouf, JP	Director
7.	Mr. Md. Abdul Malek	Director
8.	Mr. Md. Wakiluddin	Director
9.	Mr. Anika Chowdhury (Representing ASTRAS Ltd.)	Director
10.	Mr. Md. Manirul Islam (Representing Pioneer Insurance Company Ltd.)	Director
11.	Mr. Herbert Ludwig Jaeger ( Representing NORFUND)	Director
12.	Ms. Nasreen Sattar	Independent Director
13.	Mr. M. Mokammel Haque	Independent Director
14.	Mr. Syed Mahbubur Rahman	Managing Director & CEO

The Board of MTB is composed of individuals from diverse professional backgrounds with a broad spectrum of experience and expertise in finance and accounting, economics as well as business ethics. There are Non-Executive Director and Independent Director. Non-Executive Director means a director, who does not hold any position in the bank other than being a member of the Board and its Committees. Independent director means a director who does not have any related business, hold any managerial position or have any beneficial interest in financial institutions that may affect his/her independent decision.

## Gender Diversity among Board of Directors (GRI 405-1)

Gender	Number	Percentage
Male	11	78.57%
Female	3	21.43%
Total	14	100%

## **Appointment of Directors (GRI 102-24)**

The Board of Directors elects/re-elects directors and submits recommendation to the meeting of the shareholders for approval and appointment/re-appointment, subject to compliance of Articles of Association of the Bank and fulfillment of regulatory procedures.

Whenever any person vacates his/her seat as a Board member for any reason other than expiry of term of office, the remaining members, at the next Board meeting appoint another qualified and suitable Director to fill that position for the remainder of the term of office of his/her predecessor.

### **Election/Re-election of the Directors**

As per The Companies Act, each year one-third of the Directors retire from office at the AGM, except Independent Directors, and, if eligible, as per the Bank company act, may offer themselves for re-election by shareholders at the AGM. In 2021, Mr. M. A. Malek, Vice Chairman, Dr. Arif Dowla, Director, Mr. M. A. Rouf, Director, and Mr. Tarik Ur Rahman, Director will retire and be eligible for re-election. Mr. Faruq Ahmad Siddiqui, Independent Director joined MTB in December, 2020. As per Corporate Governance Code issued by the Bangladesh Securities and Exchange Commission (BSEC), the proposal for appointment of Mr. Siddiqui will be placed at the ensuing AGM for confirmation.

### **Vacation of Office of Director**

The office of director to be vacated according to the instructions specified in section 108 (1) of the Companies Act, 1994. Besides, when a Bank director becomes defaulter and does not repay the loan within two months after getting a notice under section 17 of the Bank Company Act, 1991; provides false statement at the time of appointment; or fails to fulfill the minimum eligibility criteria, the office of the director to be vacated. iii. Removal of Directors from Office According to section 108 (2) of the Companies Act, 1994, with the prior approval of Bangladesh Bank, a director of any Bank, other than specialized Banks, can be removed from his office for the reason specified in its Articles of Association. For this purpose, the reason and grounds of the dismissal/removal and copy of the decision of the board and list of directors should be submitted to Bangladesh Bank. In this case, the removal becomes effective from the date of Bangladesh Bank's approval.

### **Appointment of Alternate Director**

Subject to compliance of section 101 of the Companies Act, 1994, an alternate director can be appointed to act for a director, during his absence for a continuous period of not less than three months from Bangladesh.

## **Board Executive Committee (GRI 102-20)**

The Board has established the Board Executive Committee, the Board Audit Committee and the Board Risk Management Committee to assist in screening and scrutinizing specific operations and support the performance of duties of the Board to ensure efficiency and effectiveness and maintain a good corporate governance system. MTB Board Executive Committee formed with 5 (Five) members of the board nominated by the board of directors from themselves to take all necessary decisions and to approve cases within the power delegated by the board.

### **Roles, Duties and Responsibilities of the Board**

To ensure good governance in the bank management, it is essential to have specific demarcation of responsibilities and authorities among the controlling bodies over bank affairs. In the bank company act, Section 15 (kha) and (ga) give responsibility to the board of directors for establishing policies for the bank company, for risk management, internal controls, internal audit and compliance and for ensuring their implementation.



## Authorities of the Board of Directors

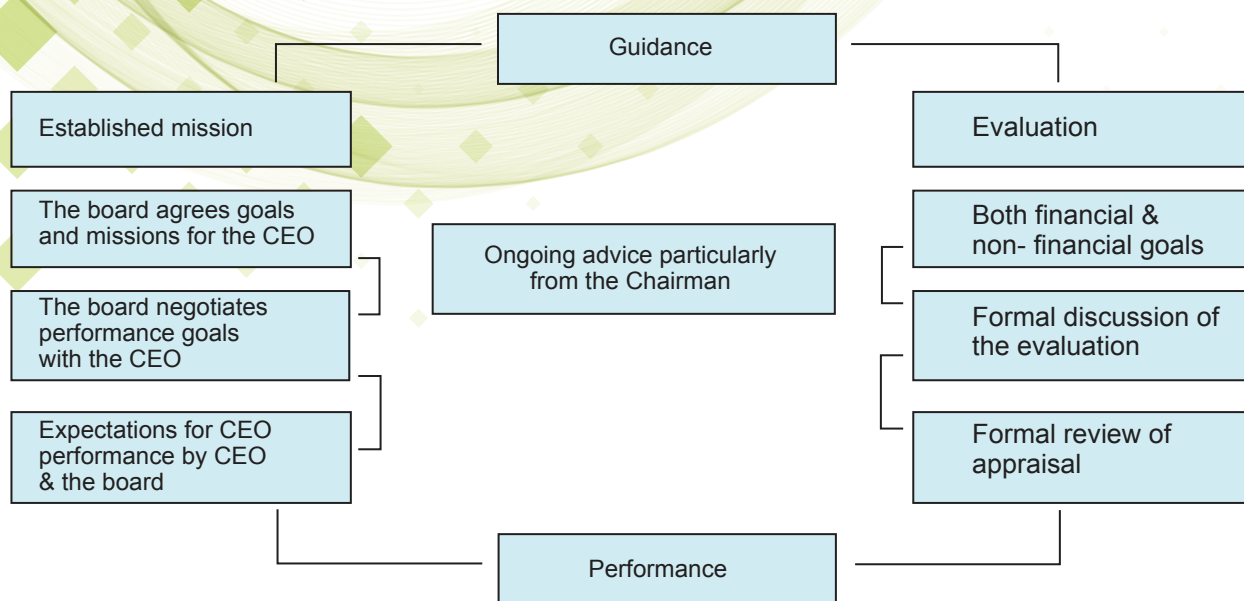


## Evaluation of the Management Approach (GRI 103-3)

Mutual Trust Bank Limited (MTB) believes that its ongoing commitment and efforts in ensuring a strong corporate governance structure and culture across the organization will help it deliver value to all its stakeholders. Therefore, the Bank has strived to have good corporate governance practices along with knowledgeable and highly experienced board and employees.

## Evaluation of the CEO by the Board

The responsibility of the senior management team includes 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) reviews on a yearly basis of the overall effectiveness of the control system of the organization and provides certification on yearly basis to the Board of Directors on the effectiveness of Internal Control policy, practice, and procedure. The management enriches 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 held liable for ensuring compliance off 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, that was not detected or identified by the previous auditors, then that would also be reported to the Audit Committee.



### Establishment of High Level of Ethics and Compliance

MTB's Board of Directors has always been committed and adamant when it comes to establishing a high level of ethical & compliant practices among all the employees of the bank. The Board of Directors constantly encouraged & empowered the administration to ensure that everyone maintains a high ethical standard within the bank.

### Board Audit Committee

The board approves the objectives, strategies and overall business plans of the bank and the Audit Committee assists the board in fulfilling its oversight responsibilities. The committee reviews the financial reporting process, the system of internal control & management of financial risks, the audit process and the bank's process for monitoring compliance with laws & regulations and its own code of business conduct.

### Organizational Structure

- Members of the Committee are nominated by the board from the directors;
- The Committee consists of directors, who are not executive committee members;
- Company Secretary of the bank is the secretary of the Audit Committee.

### Roles and Responsibilities



## Meetings

- The Committee met 4 times in 2020;
- Detailed memoranda are distributed to the members well in advance before each meeting;
- All decisions/observations of the Committee are noted in the minutes.

## Board Risk Management Committee (BRMC)

The Bank realizes the significance of risk management covering both internal and external risk factors. Risk Management Committee of MTB is appointed by the Board of Directors with relevant and clearly defined roles, duties and responsibilities and performance of which is assessed to ensure conformity with the risk management plan in place.

To play an effective role in mitigating impending risks arising out of strategies and policies formulated by the Board and to carry out the responsibilities efficiently, the Board Risk Management Committee of MTB, being in charge, formulates risk management policy and procedures of the Bank as well as sets up the risk control and monitoring mechanisms with a view to continuously strengthening risk governance. After risk factors are identified and assessed for credit risks, foreign exchange risks, internal control and compliance risks, money laundering risks, information and communication risks, management risks, interest risks, liquidity risks, etc.; the Committee scrutinizes whether appropriate risk management measures are being put in place and applied and whether adequate capital and provision is being maintained against the risks identified.

## Organizational Structure

- Members of the Committee are nominated by the board from themselves;
- The Committee consists of 5 (five) members;
- Company Secretary of the bank is the secretary of the Board Risk Management Committee.

Risk Identification and Control Policy

Construction of Organizational Structure

Analysis and Approval of Risk Management Policy

Human Resources Management and Development

Storage of Data and Reporting System

Monitoring the Implementation of Overall Risk Management Policy



## Roles and Responsibilities of BRMC

### Meetings

- The Committee met 4 times in 2020;
- To ensure active participation and contribution by the members, detailed memoranda are distributed to Committee members well in advance before each meeting
- All decisions/observations of the Committee are noted in the minutes.

## THE MANAGEMENT APPROACH & ITS COMPONENTS (GRI 103-2)



## MTB Senior Management Team

### Senior Management Team



**01 Mr. Mohammad Aminul Haque, FCA**  
Group Chief Financial Officer

**02 Mr. Rais Uddin Ahmed**  
Deputy Managing Director & CAMLCO

**03 Mr. Chowdhury Akhtar Asif**  
Additional Managing Director & GCRO

**04 Mr. Tarek Reaz Khan**  
Deputy Managing Director & COO

**05 Mr. Goutam Prosad Das**  
Deputy Managing Director & Group Head of ICC

**06 Mr. Md. Khalid Mahmood Khan**  
Deputy Managing Director,  
Corporate & Commercial Business

**07 Mr. Syed Rafiqul Haq**  
Additional Managing Director & CBO

**08 Mr. Syed Mahbubur Rahman**  
Managing Director & CEO

### **Anti-Harassment Policy**

The bank has established Anti-Harassment Policy. The MTB Group has grown large and is now a family of four separate companies in Bangladesh and the United Kingdom. As the MTB network and the number of MTBians grow, it is important, that we go about our everyday working lives in a safe, secure, responsible, dignified and happy manner. It is the desire of the Bank's Board and Management to make MTB a happy place to work in, where people feel a sense of belongingness and loyalty, and contribute to taking the Group towards MTB3V. It is the policy of MTB to prohibit racial, gender, sexual and other forms of unlawful harassment.

### **Ensuring conflicts of interest are avoided (GRI 102-25)**

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 business-related issues, either verbally or in written at the AGM. The Directors remain present at the AGM to answer any queries of the shareholders. Every stakeholder of MTB can check MTB website for MTB annual report and other relevant information.

### **Role of the Highest Governance Body (GRI 102-26)**

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.

The highest governance body of the bank is MTB Board of Directors (mentioned as "Board" hereafter).

### **Highest Governance Body's Role in Reviewing Risk Management (GRI 102-30)**

- The Board itself does not interfere into the day-to-day business of the bank. However, it sets directions and oversee the overall activities of the bank. The Board approves the bank's budget and business plan and reviews those on 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 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, 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

### **Highest Committee or Position Approving Sustainability Report & Material Aspects (GRI 102-32)**

The highest committee to approve it Board. All the sustainability initiatives must be governed by BRMC. 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. MTB updated "Environmental & Social Safeguard Policy 2020" in November 2020, the policy was approved in 257th meeting of MTB Board of Directors on January 26, 2021.

In 2020, MTB reformed its Sustainable Finance Committee (SFC) which was approved in 252nd Board Meeting of MTB. MTB SFC is chaired by Mr. Chowdhury Akhtar Asif, AMD & GCRO of MTB.

### **Process for Communicating Critical Concerns to the Highest Governance Body (GRI 102-33)**

MTB has defined process of communication with the concerned authority. The process and reporting authority are specified in 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. If any customer faces any problem, he/she can lodge a complaint by communicating through the following mail address-

**Email Address:** [complaint@mutualtrustbank.com](mailto:complaint@mutualtrustbank.com)

Apart from that, customers can contact at [sustainability@mutualtrustbank.com](mailto:sustainability@mutualtrustbank.com) for any sustainable banking issues. MTB has established Sustainable Finance Help Desk (SFD HELP DESK) in 75 MTB branches. Customers can easily contact designated officials from MTB SFD help desk in branches for sustainability related queries and issues.

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 queries of the shareholders. No Critical concerns communicated to the highest governance body in 2020.



## COMPETENCES RELATING TO ECONOMIC, ENVIRONMENTAL AND SOCIAL IMPACTS (GRI 102-29)

BRMC is the supreme authority to oversee the sustainability initiatives including economic, environmental and social impacts of the bank in MTB. In this respect, roles of Board Risk Management Committee (BRMC) of MTB in addition to but not excluding the role defined in the related BRPD circular) are stated below

- Formulating and reviewing (at least annually) risk management policies and strategies for sound risk management
- Monitoring implementation of risk management policies & process to ensure effective prevention and control measures
- Ensuring construction of adequate organizational structure for managing risks within the bank
- Supervising the activities of Executive Risk Management Committee (ERMC)
- Ensuring compliance of BB instructions regarding implementation of core risk management
- Ensuring formulation and review of risk appetite, limits and recommending these to board of directors for their review and approval
- Approving adequate record keeping & reporting system and ensuring its proper use
- Holding at least 4 meetings in a year (preferably one meeting in every quarter) and more if deemed necessary
- Analyzing all existing and probable risk issues in the meeting, taking appropriate decisions for risk mitigation, incorporating the same in the meeting minutes and ensuring follow up of the decisions for proper implementation
- Submitting proposal, suggestions & summary of BRMC meetings to board of directors at least on quarterly basis
- Complying with instructions issued from time to time by the regulatory body
- Ensuring appropriate knowledge, experience, and expertise of lower-level managers and staffs involved in risk management
- Ensuring sufficient & efficient staff resources for RMD
- Establishing standards of ethics and integrity for staffs and enforcing these standards

Again, in MTB, Environmental & Social Due Diligence (ESDD) is an integral part of every loan. If the rating acquired from ESDD is high, sanctioning of loans requires approval of board. In MTB, an integrated Environmental and Social Management (ESMS) compact tool is used to screen the environmental and social impacts of every loan.

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 to give directions as per changing economic, environmental and social environments. The board reviews the policies and manuals of the various businesses and processes 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 (GRI 102-21)

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

## REMUNERATION (GRI 102-35, 102-36, 102-37)



The directors do not receive any type of remuneration or incentives. 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 for incentive bonus as per 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 cost of living that is subsequently approved by the Board of Directors. (Ref- Basel disclosure Page-209)

There is no variable remuneration at MTB. There exists an incentive Bonus to which all employees are entitled of 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.



## UPHOLDING OUR ETHICS

### Our Mission

We aspire to be the most admired financial institution in the country, recognized as a dynamic, innovative and client focused company that offers an array of products and services in the search for excellence and to create an impressive economic value.



### Our Vision

**Mutual Trust Bank's vision is based on a philosophy known as MTB3V. We envision MTB to be:**

- One of the best performing banks in Bangladesh
- The bank of choice
- A truly world-class bank



## MTB Core Values (GRI 102-16)

### Commitment:

- Shareholders – Create sustainable economic value for our shareholders by utilizing an honest and efficient business methodology.
- Community – Committed to serve the society through employment creation, support community projects and events and be a responsible corporate citizen.
- Customers – Render state-of-the-art service to our customers by offering diversified products and by aspiring to fulfill their banking needs to the best of our abilities.
- Employees – We rely on the inherent merits of the employee and honor our relation as a part of this renowned financial institution. We work together to celebrate and reward unique backgrounds, viewpoints, skills and talents of everyone at the workplace, no matter what their job is.
- Accountability: As a bank, we are judged solely by the successful execution of our commitments; we expect and embrace this form of judgment. We are accountable for providing the highest level of service along with meeting the strict requirements of regulatory standards and ethical business practices.
- Agility: We can see things from different perspectives; we are open to change and not bound by how we have done things in the past. We can respond rapidly and adjust our mode of operation to meet stakeholder needs and achieve our goals.
- Trust: We value mutual trust, which encompasses transparent and candid communications among all parties.



## MTB CODE OF CONDUCTS (GRI 102-17)

As an employee of MTB, one must observe the highest standards of impartiality, integrity, objectivity and honesty in relation to the work, one always undertakes. 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.

### 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 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 confidentiality and privacy of customers, or anybody with whom they do business.

### 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 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.

## COMPLAINT MANAGEMENT IN MTB (GRI 418-1)

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. 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 2019 and will continue to do so in the coming years to establish a culture, where people will move ream 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!

**If you have a grievance, please feel free to contact our Complaint Cell at the following address:**

To,  
Complaints Management Cell  
Banking Operations Division  
Mutual Trust Bank Ltd.  
Corporate Head Office, MTB Centre, 26  
Gulshan Avenue Gulshan 1, Dhaka  
1212. Bangladesh

**Email Address:**  
complaint@mutualtrustbank.com

At MTB, we are committed to providing our valued customers with the best possible services. We believe that complaint is the direct voice of customers. Complaints give us opportunities to improve and put things right. We strive to ensure that our customers have easy access to information, products and services, as well as the means to get their grievances, if any, redressed.

Customers can also lodge complaints from the customer complaints page on our website through the following link: <http://www.mutualtrustbank.com/complaints/index.php>

E-mail: [complaint@mutualtrustbank.com](mailto:complaint@mutualtrustbank.com), Hotline: +880 17088 08420; +880 17088 08421 (these hotlines numbers are available to receive complaints from 10:00 AM to 06:00 PM, except holidays).

Channels	Actions to be taken by customers
24x7 ContactCentre	Dial 16219 to reach MTB Contact Centre
Branch	Lodge written complaints via complaint form
Website	Lodge complaint through website: <a href="http://www.mutualtrustbank.com/about-us/feedback/">http://www.mutualtrustbank.com/about-us/feedback/</a>
Email	<a href="mailto:Complaint@mutualtrustbank.com">Complaint@mutualtrustbank.com</a>
Hotline	Reach us through hotline numbers:01708808420, 01708808421
Letter	Letters to Head office or branches



### **Internal and External Mechanisms for Reporting Concerns on Whistle blowing Mechanisms or Hotlines**

A customer can send complaint 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. A. Qasem & Co., one of the leading Chartered Accountant (CA) firms of the country, and an independent member firm of Ernst & Young LLP (EY), 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, Audit and Inspection, Compliance, Monitoring, ISS Cell & System Audit Units, which are well-equipped with experienced bankers and system auditors.

### **MTB Customer Charter**

MTB Customer Charter of is a general statement of commitments for providing world class banking services and necessary information to customers. The objective of the Customer Charter is to make the customers conscious about their general rights, obligations, grievance approach process and thereby help them make informed decisions.

#### **Customers' Rights:**

1. Know the bank's rates of deposits and advances which are displayed on the notice board of the respective branches and also available on the bank's website **[www.mutualtrustbank.com](http://www.mutualtrustbank.com)**
2. Know the latest schedule of charges, fees and commission which is displayed on the notice board of the respective branches and is available on the bank's website **[www.mutualtrustbank.com](http://www.mutualtrustbank.com)**
3. Decide which value added services, such as, Internet banking, SMS banking, ATM services, etc. he/she would like to avail.
4. Know about the buying and selling rates of foreign currencies. 5. Information regarding financial statements, banking hours and holidays.

#### **Customers' Obligations:**

1. Customers shall follow the banking norms, practices, functional rules, etc.
2. Customers shall abide by the terms and conditions prescribed for each banking product and service.
3. Customers shall maintain disciplinary arrangement at the customer service points.
4. Customers shall convey their grievance to the bank in proper way or in prescribed form.
5. Customers shall convey the bank any changes in their address, contact numbers and in any other information including Transaction Profile (TP).
6. If the customers have any query, they should ask at prescribed desks, such as Customer Service Desk, Help Desk, Information Desk or Enquiry Desk.



For any queries on our products and services, please contact:

## MTB Contact Centre



**HOURS**  
a day



**DAYS**  
a week



**DAYS**  
a year

**AT YOUR SERVICE, ALWAYS**

just dial **16219** or **096040 16219**  
from overseas **+880 966040 16219**

## CUSTOMER AWARENESS PROGRAM (GRI-416)

Customer awareness is a huge priority for MTB. The bank has been taking regular awareness training program in different branches and locations regarding different threatening issues such as internet banking securities, identity theft, check book usage, credit and debit card usage, password protection, secured website and mobile app use etc.



Photo: Customer Awareness Program of MTB

## ANTI-CORRUPTION

### COMMUNICATION AND TRAINING ON ANTI-CORRUPTION POLICIES AND PROCEDURES (GRI 205-2)

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 reduce 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.

### MONEY LAUNDERING & TERRORIST FINANCING RISK MANAGEMENT

#### Compliance for Sustainability

Money laundering (ML) and terrorist financing (TF) are global phenomena, apparent in almost every part of the world. Emerging sophisticated techniques of moving illicit money are compelling the financial intermediaries to make their compliance Programme more rigorous. MTB, as a compliant Bank, is determined not to let money launderers and terrorist financiers or perpetrators use the Bank as a channel to launder money or finance terrorism in any possible way. Financial institutions across the country are dealing with the effects of the COVID-19 pandemic since the beginning of 2020. It is also critical to mitigate the risk of money laundering through financial channels by hackers or fraudsters in times of such crisis. In order to do so, MTB has stepped up its off-site monitoring to fight money launderers. Besides, MTB also launched several application-based facilities and launched 'MEasy' digital account opening services on September 1, 2020 with a view to offer on the go account on-boarding facility considering the current pandemic as well as the future.

The MTB Board of Directors and senior management treat non-compliance of AML&CFT measures with "Zero Tolerance". The management emphasizes that no Bank-customer or Bank-employee relationship is worth compromising our commitment to combat money laundering and the financing of terrorism activities. Hence, MTB has equipped itself by investing substantially in human resources development, technology as well as with an extensive policy guideline, which is updated every year to keep up with the international standards and regulatory requirements. The Bank applies risk-based approach during Customer Due Diligence (CDD) that includes completing KYC of customers and monitoring transactions pursuant to the national regulations and international standards.

#### Highlights 2020

Some of the highlights of 2020 are as follows:

- The Central Compliance Committee (CCC), consisting of 14 members met 4 times during the year, discussed AML&CFT measures and provided key guidance to stakeholders.
- Under the direct supervision of the CAMLCO and as instructed by the CCC, MTB Anti Money Laundering and Combating Financing of Terrorism Division (AML&CFT Division) discharged their responsibilities throughout the year. AML&CFT Division revamped its organogram along with the policies and processes to improve risk fundamentals. The pillars of the revamped organogram are Strategic AML&CFT, Tactical AML&CFT, Operational AML&CFT and Customer Due Diligence (CDD) Project for existing MTB Customers.

- Every year, the Managing Director & CEO of the Bank issues a statement of commitment in writing to all the employees of the Bank. In 2020, the Managing Director & CEO issued his statement of commitment regarding strategy, action plan, compliance and consequence of non-compliance in March and also issued a special message regarding implementation of the decisions of CAMLCO Conference 2020.
- MTB revised its policy guideline in line with the laws of the land, guidelines, circulars and instructions issued by Banking Regulation and Policy Department (BRPD), Bangladesh Financial Intelligence Unit (BFIU) and international standard. The revised guideline, which was approved by the Board of Directors, includes updated MTB Customer Acceptance Policy and MTB ML & TF Risk Assessment Guideline.
- MTB developed its own “Prevention of Trade Based Money Laundering Guidelines”, which is approved by its board of directors.
- Branches and some of the divisions/departments exposed to money laundering and terrorist financing risks have branch/divisional/departmental anti money laundering compliance officers with specific roles & responsibilities defined by AML&CFT Division.
- In March 2020, MTB arranged BAMLCO Conference, which is a congregation of the Branch Anti Money Laundering Compliance Officers, heads of divisions/ departments/units and senior management to discuss the achievement in terms of AML&CFT compliance during the past year and strategies to overcome the challenges in future.
- MTB conducted 22 workshops/training Programmes where a total of 2028 employees received training on ‘Money Laundering and Terrorist Financing Risk Management’ in 2020. These workshops/training Programmes includes Trade Compliance Conference, Based Financial workshops/training Programmes on ML & TF Risk Management for new joiners, existing employees and agent & agent employees, workshops/training Programmes on Trade Based Money Laundering (TBML) for relevant employees, 3 (three) stage role based Programme (role based, intermediate and advanced) for sensitive roles such as Branch Heads, Branch Operations Managers & BAMLCOs, RMs of branches and divisions/departments who are directly exposed to ML & TF risks.
- MTB initiated Socialization sessions for branches/ departments focusing on key AML&CFT compliance requirements, common challenges and mitigations.
- AML&CFT Division initiated risk based AML&CFT Assurance Review on Branches and Offices focusing on AML&CFT compliance areas. The AML&CFT Assurance Framework entails identification of key control areas for AML & CFT risk, assessing the key controls through Control Sample Testing (CSTs) periodically.
- MTB continued sanction screening against sanction lists and adverse media through automated screening tool. MTB also uses SWIFT Sanction Screening tool and Accuity Online Compliance tool for screening SWIFT messages and counter party information against extensive sanction lists.
- In order to understand the underlying health of account documentations, assess the gaps and mitigate those a project was initiated named Customer Due Diligence Project.
- AML&CFT Division reviewed the adverse media news sent by Hawker Limited on a daily basis, searched the alleged names in internal system and took necessary steps, as applicable.
- Designed AML&CFT awareness poster/banner and displayed the same on a conspicuous (noticeable) place of the branches and agent Banking centers. In addition, video message on due diligence requirements during over the counter transactions is displayed on TV screens of MTB branches.
- To understand the AML & CFT knowledge base of the employees, MTB arranged AML & CFT



Compliance Evaluation under Annual Judgment Week on AML & CFT (AJWA) Programme in December 2020.

- The MD & CEO reviewed the half yearly evaluation reports submitted by CCC and gave recommendations on improvements. Subsequently the report was placed in front of the board of directors.
- Group Internal Control & Compliance Division (GICCD) performed on-site visit of branches and divisions to examine the AML & CFT compliance status.

#### **Outlook 2021**

The fight against money laundering and terrorist financing is an evolving and never-ending process, with new challenges every day. MTB shall continue its Endeavour in such fight in 2020 with a strategy and program to

- Ensuring implementation of MTB ML & TF Risk Management Policy Guideline and Prevention of Trade Based Money Laundering Guidelines approved by the Board of Directors and revision of the policy guideline as appropriate.
- Ensuring that ML & TF risks of customers, products, services, delivery channels and jurisdictions have been identified, assessed and treatment plan has been assigned and the same has been incorporated in the respective Product Programme Guideline/ Memorandum.
- Conducting workshop/training on ML & TF management, trade based money risk laundering (TBML), account opening & operating procedure for relevant employees including new joiners, existing employees, agent and agent employees and contractual employees.
- Arranging Branch Anti Money Laundering Compliance Officers' (BAMLCO) Conference and Annual Trade Based Financial Compliance Conference.
- Ensuring compliance to Guidelines on Prevention of Trade Based Money Laundering (TBML) by deploying solutions for automated sanctions screening, vessel tracking, dual-use of goods tracking and independent price verification.
- Improving AML & CFT risk fundamentals by deployment of AML&CFT compliance solution covering risk based CDD, automated transaction monitoring, automated and real-time sanction screening, case management and automation of returns and reports.
- Ensure risk based control function through
- AML&CFT assurance reviews on different divisions/ departments/units
- Under Monitoring
- Conducting Branch AML&CFT Assurance Reviews. AML&CFT compliance activities of branches and relevant divisions/departments/units, both on-site and off-site, under the guidance and supervision of the Central Compliance Committee.
- Ensuring due diligence for foreign trade and transactions as per Guidelines for Prevention of Trade Based Money Laundering, Guideline Exchange Transaction and Bank's own policy for Foreign • MTB Securities Ltd., MTB Capital Ltd. and MTB Off- shore Banking Unit to comply with the provisions of Money Laundering Prevention Act, 2012 (including amendment), Anti-Terrorism Act, 2009 (including amendments), relevant rules, BFIU guidelines, circulars and instructions, and any other statutory obligation applicable to them.
- Branch/Division/Department to aware
- Internal stakeholders by socialization of risk culture in the Bank through multifaceted steps such as teleconference, videoconference, etc.
- External stakeholders by displaying posters, distributing leaflets and arranging customer awareness Programme.



## PRODUCT AND SERVICE INFORMATION AND LABELING (GRI 417-1)

- MTB provides loans to various sectors and in some sectors, i.e., agricultural sector, green loans, SME sectors, loans to women, MTB loans have zero or less ecological impacts but more societal benefits such as job creation, protection of environment, women empowerment etc.
- Apart from that all MTB 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 notice

## ECONOMIC



## ECONOMIC PERFORMANCE OF MTB (GRI 201-1)

### ECONOMIC VALUE ADDITION

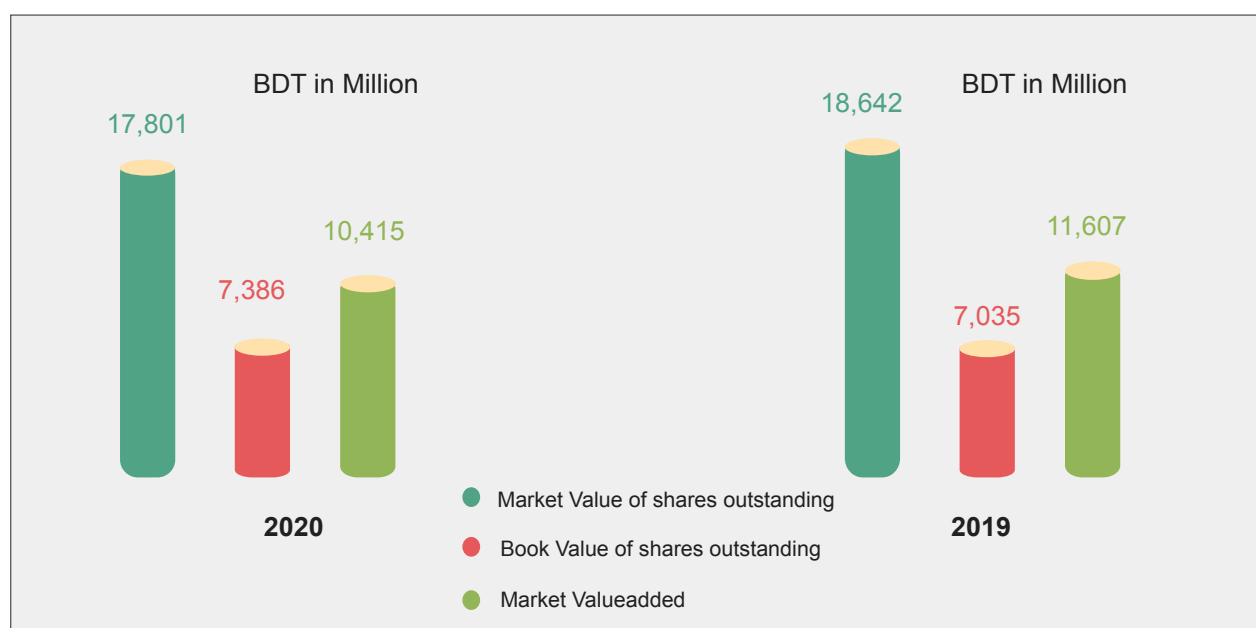
Economic Value Added (EVA) is the financial performance measure that attempts to measure that true economic profit of an organization. It provides a measurement of the bank(s) economic success (or failure) over a period. Economic Value Addition (EVA) by the bank has been estimated at BDT 1,578 million for the reporting year of 2020

### 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 reporting year 2020, Market Value Addition is estimated BDT at 10,415 million.

**Table: Market Value Addition of MTB (In BDT Million)**

Particulars	Number of Shares	Value per Share	Total Value
Market Value of Shares Outstanding	738,632,418	BDT 24.10	17,801
Book Value of Shares Outstanding	738,632,418	BDT 10.00	7,386
<b>Market Value Added</b>		<b>BDT 14.10</b>	<b>10,415</b>



## INDIRECT ECONOMIC IMPACTS (GRI 203- 2)

During the year 2020, through financing the existing and new clients MTB has created economic impacts in the following dimensions:

- Contribution to economic growth by providing loans to both industries, development sectors and individuals.
- More revenue to the national exchequer from growth of businesses of MTB and its clients
- Empowerment of women by providing MTB Gunoboti, MTB Bhaggoboti and MTB Ava loans to run their own businesses.
- Contribution to the financial inclusion with agent banking, school banking and 10-taka account services etc.

## FINANCIAL INCLUSION

Financial inclusion means that individuals and businesses have access to useful and affordable financial products and services that meet their needs – transactions, payments, savings, credit and insurance – delivered in a responsible and sustainable way. Financial inclusion wants everybody in the society to be involved and participate in financial management judiciously.

There are many poor households in Bangladesh that do not have any access to financial services in the country. Even if they are aware of banks, many of the poor people do not have the access to get services from banks. They may not meet minimum eligibility criteria laid by banks and hence, they will not be able to secure a bank's services. These economically underprivileged people of the society may also not have proper documents to provide to the banks for verification of identity or income. Every bank has certain mandatory documents that need to be furnished during a loan application process or during a bank account creation process. Many of these people do not have knowledge about the importance of these documents. They also do not have access to apply for government-sanctioned documents.

Financial inclusion aims to eliminate these barriers and provide economically priced financial services to the less fortunate sections of the society so that they can be financially independent without depending on charity or other means of getting funds that are actually not sustainable. Financial inclusion also intends to spread awareness about financial services and financial management among people of the society. Moreover, it wants to develop formal and systematic credit avenues for the poor people.

### Financial Inclusion Initiatives of MTB

- MTB School Banking
- MTB 10 Taka Account
- MTB Agent Banking
- MTB SME Financing for Women Entrepreneurs

### MTB Financial Inclusion Initiatives

#### MTB School Banking

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

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 with the banking culture.



#### MTB 10 TAKA ACCOUNT

In September of 2010, Bangladesh Bank instructed public banks to help the ultra-poor open the Tk-10 accounts so that they can get the benefits of the safety net programs. Private commercial banks later followed suit of their state-owned peers. The use of the account has helped underprivileged people engage in various economic activities and change their lives.

The marginal and landless farmers, small shop owners, hawkers and people affected by river erosion now take loans under a Taka 200-crore refinance scheme of the central bank by using the accounts for an interest rate of 9.5 percent. MTB also has initiated MTB 10 Taka account for providing financial assistance to the underprivileged groups of Bangladesh.



Total Deposit amount in 10 Taka Account as on December 2020 is given below

No. of 10 Taka Account Opened	2020	2019	2018
10 Taka Deposit Account number	6,456	5,987	4335
Deposit amount in 10 Taka Accounts (BDT)	17504448.60	11787817.57	9531451.00

### MTB Agent Banking



Agent banking is a system of providing banking and financial services on a limited scale to the underserved population by way of agents under an agreement rather than a teller.

The central bank decided to promote this complimentary channel to extend a range of banking services to the unbanked and underserved segments of society, especially in geographically dispersed locations, as well as existing bank customers. The convenience of agent banking outlets and various kinds of products and services such as loans, deposits, bill payments and foreign remittance disbursement etc. encourages more customers to banking under agent banking system.

Particulars	2020	2019	2018
Number of agent banking outlets	163	40	50

Inauguration Ceremony of MTB Putiakhali Agent Banking Center, Rajapur, Jhalokati, Barishalon November 15, 2020. Mr. Goutam Prosad Das, Deputy Managing Director & Head of group ICC inaugurated the Centre as Chief Guest Inauguration of MTB Kakna Agent Banking Center, Borohatkora, Doulatpur, Manikganj on September 30, 2020. During the Programme Bicycles were distributed among the School students of the area. Azam Khan, Head of MTB Communications Department and Madan Mahan Karmoker, Head of Agent Banking Department were present in the Programme.







## Championing Women Entrepreneur Financing

MTB SME have special focus on Women entrepreneurs since the inception of the division. Moreover, MTB as a Bank takes a holistic approach for improving overall Banking experience for Women through dedicated Women Banking service, which will be strengthened by CMSME one stop loan solution for Women in 2021. MTB finances women entrepreneurs at lower rate under refinance scheme of BB Women Fund. MTB obtained BDT 17.7 million as refinance under this scheme in 2020. MTB has partnership with SME Foundation for convenient Pre-Finance Scheme for Women Entrepreneurs and there is dedicated loan product MTB Gunabati for facilitating the women entrepreneur under this Programme.

MTB Bhagyobati and MTB Gunabati, the two innovative financial products for women entrepreneurs, have strong presence in the country's credit market for their unique features and easy access to financing.

## MTB as a Gender-Responsive Bank

MTB aspires to be the most trusted financial institution in Bangladesh; recognized as a dynamic, innovative and client focused organization that works with the vision of achieving service excellence in banking industry while creating a remarkable economic growth in country's economy. MTB believes that such growth along with proper empowerment of women will help society elevate to a newer height. To cater the special needs of women and address their individual strengths, MTB launched 'MTB Angona' with an exclusive array of products, services, and unique value propositions. MTB Angona is working with the vision of becoming the most admired financial partner for catering women segment. We work for ensuring financial inclusion of every woman from our society while helping them to

- Improve their decision-making capabilities,
- Achieve robust leadership quality and
- Empower them to dream bigger each day than yesterday.

Our main target is to not only ensure the availability of all necessary financial updates and information within their fingertips but also uplift their confidence to evaporate the inertia to speak up when & where it is needed. MTB is supporting women entrepreneurs by providing loan at preferential rate under Pre-Finance Scheme and Re-Finance Scheme. Women entrepreneurs can avail any facility as per their requirement through two of our innovative financial products for women entrepreneurs: MTB Bhagyobati and MTB Gunabati. MTB has partnership with SME Foundation for convenient Pre-Finance Scheme for Women Entrepreneurs and there is dedicated loan product 'MTB Gunabati' for facilitating the women entrepreneur under this Programme. MTB finances women entrepreneurs at lower rate under refinance scheme of BB Women Fund. 'MTB AVA' Loan is a bundle products solution to facilitate women entrepreneurs for their business needs. Any Bangladeshi Women entrepreneurs involved in different business activities in the country in trade, manufacturing and service sector of Cottage, Micro, Small and Medium Enterprise can avail the loan. MTB also introduced MTB Bunan (Interest Bearing Current Deposit A/C for Women Entrepreneur) and MTB Vitti (FDR with higher interest rate for Women Entrepreneur recently. MTB has established Women Entrepreneur Desk and SME Help Desk in all MTB branches to help women in business and bring them under credit access. MTB SME Banking Division and Women Banking Department have special focus on catering Women entrepreneurs and are involved in creating gender-responsive marketplace.



## MTB's Result and Sustainability as a Gender-Responsive Bank

Having a dedicated segmental banking approach to Women is vital for any bank. MTB Angona is such a segmental approach that has integrated all the Retail, SME and Cards offer to Women under one umbrella, which has eventually helped MTB to find newer business opportunity while attracting women banking customer as a one stop destination for all offerings.

- MTB has been awarded the prestigious Asian Banking & Finance Awards 'Banking for Women Initiative of the Year – Bangladesh' categories under Retail Banking Awards by Charlton Media Group. The award was presented via digital presentations due to the ongoing pandemic. Over 140 banks from 31 different countries were recognized for continuously striving to grow and provide services to customers in the 2021 Wholesale Banking and Retail Banking Awards platform. MTB underscores the significant contribution of women in the country's GDP growth and, therefore, believes in a dedicated segmental banking approach for women. MTB's banking for women initiative – MTB Angona helped create greater economic stability for women, their families, and the community as a whole. Over time, MTB Angona has successfully been able to ensure simplified banking services for women with a view to making them financially independent.

- Currently, 131 Women are using 'Bhagyobati' and 44 Women are using 'Gunabati' products.
- Approx. 300 Women Entrepreneurs obtained support from SME Help Desk.
- MTB SME Banking Division launched different products for Women entrepreneur in 2021 such as 'Ava', 'Bunan' and 'Vitti'. 8 Women entrepreneurs are currently enjoying MTB Ava loan.
- MTB also disbursed government initiated COVID Stimulus loan to 27 existing and new Women Entrepreneurs to mitigate the loss due to pandemic.
- MTB finances women entrepreneurs at lower rate under refinance scheme of Bangladesh Bank Women Fund. MTB obtained BDT 17.7 million as refinance under this scheme in 2020.



- In 2020-2021 FY MTB Disbursed Wholesale credit to 16 MFI (Microfinance Institute) for onward disbursement the loan to marginal, women entrepreneur, individual women engaged in agriculture and income generating activity for poverty reduction. The loan from MTB was disbursed among 70,395 end beneficiary women.
- In 2014, Mutual Trust Bank also won Women Entrepreneur Friendly Bank of the Year-2014 award from Bangladesh Bank and SME Foundation.

MTB's target is to become a 'Bank of Choice' for women by offering today's independent women hassle-free banking services. MTB will continue to explore the potentiality of the women entrepreneurs who can grow and ensure access to credit for them.

### MTB Introduces “MTB Angona”



Source: <https://www.mutualtrustbank.com/news/mtb-introduces-mtb-angona/>

### MTB Introduces “MTB Ava”



Source: <https://www.mutualtrustbank.com/news/mtb-introduces-mtb-ava/>



## MTB Inaugurates MTB Angona Week 2021



Source: <https://www.mutualtrustbank.com/news/mtb-inaugurates-mtb-angona-week-2021/>

## MTB Wins the Asian Banking & Finance Retail Banking Awards 2021



Source: <https://www.mutualtrustbank.com/news/mtb-wins-the-asian-banking-finance-retail-banking-awards-2021/>

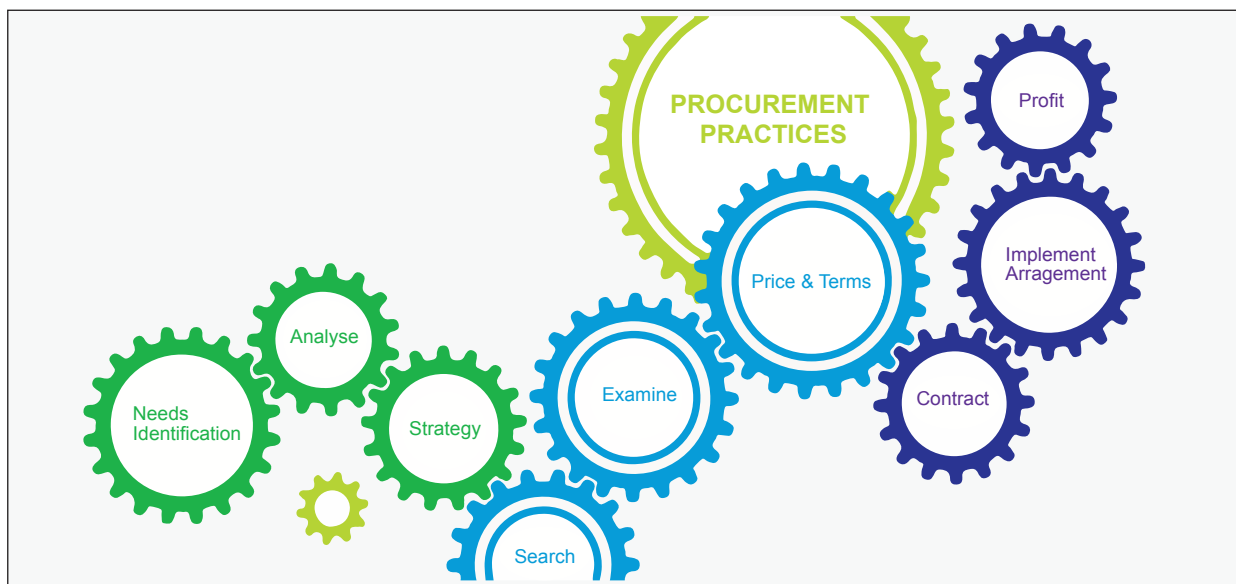
## Green Financing Through MTB Green Energy

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. Other than that, MTB also follows Bangladesh Bank (BB) guideline of 68 green products for providing green loans to its customers. Some of them are solar irrigation, brick field, vermicomposting, green industry, ETP, energy efficient machinery etc.

## PROCUREMENT PRACTICES OF MTB

MTB has its own procurement manual which was created by MTB Infrastructure division. This manual aims to set out 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 for the Bank in this regard.



## ENVIRONMENT



## ENERGY

### ENERGY CONSUMPTION WITHIN THE ORGANIZATION (GRI 302-1)

The bank consumed 73 million mega joules of energy in 2020 by using fuels, natural gas and electricity. In banking business, there is no scope as of date to consume energy outside of the organization's premises.

**Table: Energy Consumption of MTB in 2020**

Fuel/ Source Type	Total Unit	Mega Joules
Electricity (KWH)	18,625,969	67,053,488.36
Fuel-Octane (LTR)	188,427	6,067,348.315
<b>Total</b>	<b>18,814,396</b>	<b>73,120,836.67</b>

Conversion Standards:

<https://convertlive.com/u/convert/kilowatt-hours/to/megajoules>

<https://www.extension.iastate.edu/agdm/wholefarm/pdf/c6-87.pdf>

### Energy Intensity in MTB in 2020 (302-3)

The scope of the following energy intensity table is within organization (Bank only) and total employee is considered as denominator while calculating the energy intensity of MTB-



**Table: Per Employee Energy Consumption in Mega Joules**

Energy Items	2020
Electricity	28,388.44
Fuel-Octane (LTR)	2,568.733
<b>Total</b>	<b>30,957.17</b>

**Table: Per day Power Consumption in Mega Joules**

Energy Items	2020
Electricity	183,708.2
Fuel-Octane (LTR)	16,622.87
<b>Total</b>	<b>200,331.1</b>

#### **MTB's Solar Power Capacity**

MTB has installed solar power panels at its Corporate Head Office, branches and ATM booths. By 2020, total capacity installed is 44.6 KW of solar panels that reduce total power consumption by the bank.

**Table: Solar Power Capacity of Branches In 2020**

Branch	Solar Power Capacity
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
<b>Total</b>	<b>44600 W</b>

### **REDUCTIONS IN ENERGY REQUIREMENTS OF PRODUCTS AND SERVICES (GRI 302-4)**

#### **Banking through SMS**

SMS banking service provides instant notification about clients' transactions as and when those take place. It helps them to keep a watch on their accounts with a round-the-clock service. Every debit or credit in their accounts is disclosed by SMS. MTB SMS banking offers basic banking services to customers for a very little use of energy. MTB SMS banking enables 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 Sent for Information**

Topic	2020	2019
Number of Balance Check Messages Sent	25,442	28,243
Number of Transaction Alert Messages Sent	6,011,860	5,328,704
Number of Mini Statement Check Messages Sent	4,941	4,796

### 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 factor authentication (2FA) system. MTB has its own app for internet banking through smart phones that run on both android and apple operating systems. The app is freely available for download at Google Play Store and iTunes. Apart from fund transfer, the app enables the customers to pay bills and recharge mobile balance, which reduces energy consumption remarkably compared to traditional methods.



**Table: Internet Banking**

Topic	2020	2019
Internet Banking Users	40,009	29,712
MTB Smart Phone App-based Banking Users on Mobile & Tab	23,223	14,202

**Table: E-Statement**

Topic	2020	2019
Number of E-statements Delivered to Customers through Email instead of Using of Papers Traditionally	2,94,835	1,96,424

**Automation towards Green Banking**

Total Number of Accounts		Total	Number of Online Branches		Total
Rural	Urban	983,135	Rural	Urban	118
257,877	725,258		35	83	

**Enhancement of the Corporate Intranet**

The bank has an exclusive and very effective intranet system, M-Net, 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. Circulars of Bangladesh Bank (BB) and MTB are instantly circulated through M-Net. Most of the communications within the bank have become absolutely online. Electronic communication substantially reduces paper consumption, thereby reduces deforestation. To further reduce paper consumption, various information is posted on the intranet with the aim to increase employee awareness on the subjects. All MTB outlets across the country send e-cards during 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 August 21, 2007 and holds various applications.

**Table: Various Green Facilities Provided By M-Net**

Name of the Facilities	Name of the Facilities
Retail Business Dashboard	AML and CFT Screening
Bangladesh Bank Circular	Online Requisition
Training Calendar	Event Photo Album
E-Nomination	Branch Homepage
Dictionary	MTB Trivia (Quiz)
Training Attendance	Utilites
Training Invitation	MTB News
Training MIS	E-Attendance



Auxiliary Staff Bill Management	MTB E-Learning
MTB Notice Board	Forex Rate
Department Homepage	My Deposit Contribution
My Profile	Suggested Quote
Top 10 branches of the day	Top 10 products of the day
Top 10 MTBians of the day	iMail with Message Readability Tracking
Lien Marketing	Interest Rate Change
Daily Forex rate	UN Sanction Screening
Fresh Deposit Tracker	Dashboards of Staff Anniversary, Staff on Leave, BACH-EFT Dashboard, EFT Pending etc
News Headlines	Info & Archives
Recent Transfers & Releases	CBS
Retail Business Dashboard	SME Business Dashboard
MAB Business Dashboard	Ask & Learn
Internet Banking	Finance Glossary
Remittance	Bill Collection
SMS Banking	MTBian's News
Out of Office (OD/OT Marking)	Doctor's Requisition
Ongoing Campaign	Subsidiaries
Ready Reference	M-tracker
Downloads	MTB Policies & Guidelines

**Table: In-house Green Banking Practices**

In-house Green Banking Practices (in million Taka)	2020	2019
Electricity Consumption per employee	0.04069	0.00440
Water Consumption per employee	0.00120	0.00224
Paper Usage per employee	0.00672	0.00674
Transport expenses for official purpose per employee	0.00710	0.00803

## EMISSIONS

### Direct Greenhouse Gas (GHG) Emissions (GRI 305-1)

Table: Metric Tons of CO<sub>2</sub> or CO<sub>2</sub>e (Carbon dioxide Equivalent) Emitted

Energy	2020
Electricity	13,169
Octane	442
Natural Gas	-
<b>Total</b>	<b>13,611</b>

#### Conversion Standards:

<https://www.epa.gov/energy/greenhouse-gas-equivalencies-calculator>  
<http://www.convertworld.com/en/>

### Reduction of Greenhouse Gas (GHG) Emissions (GRI 305-5)

Table: Per Employee GHG Emissions (in Metric Tons of CO<sub>2</sub>)

Energy Items	2020	2019
Electricity	5.57536	3.01
Octane (LTR)	0.18713	0.07
<b>Total</b>	<b>5.762489</b>	<b>3.08</b>

Table: Greenhouse gas (GHG) Emission Intensity (GRI 305-4)

Category	2020	2019
M Tons of CO <sub>2</sub> Emissions/Employee	5.762489	3.28
M Tons of CO <sub>2</sub> Emissions/Day	37.29041	20.96

Table: Other Green Banking Initiatives

Automated Banking	2020	2019
Number of ATM	306	302
Number of MTB's POS Machines on Market	3,198	3101
Number of branches with online banking	118	118
Number of SMS Banking users	404,384	190,498
Number of Internet Banking users	40,009	29,712
Number of MTB Mobile App Users	23,223	14,202
Number of branches powered by solar energy	9	9
Number of ATM Booths powered by solar energy	7	7

## Water Consumption in MTB (GRI 303-5)

Water consumption is the portion of water use that is not returned to the original water source after being withdrawn. Understanding both water use, and consumption is critical to evaluating water stress. Measures of water usage indicate the level of competition and dependency on water resources.

Additionally, water is rarely returned to a watershed in perfect condition after being used by industry, agriculture, and other users, and change in quality contributes to water stress levels. Water consumption estimates help gauge the impact of water use on downstream water availability and are essential to evaluating water shortages and scarcity at the watershed level, including impacts to aquatic ecosystems. While providing loans to customers, we make sure our customers follow water resource efficiency and corporate, especially RMG clients have Water Treatment Plant (WTP) at their disposal.

**Table: Water Consumption in MTB**

Category	2020	2019
Water (LTR)	19,571.23	36,307.05
Water Consumption per employee (In Million BDT)	0.00120	0.00224

MTB has been fully aware of water conservation and thus limits use of water strictly for drinking and sanitary purpose. In 2020, 16,735.82 LTR of less water was consumed in MTB in comparison with 2019.

## Waste Management (GRI 306-2)

The process involves dealing with the daily waste generated from banking activities, food consumption, physical wear & tear of computer and office equipment, obsolete furniture & fixture, and newspapers. Being a financial institution, MTB does not deal with any hazardous waste but puts substantial effort in reducing unnecessary waste. Both sides of papers are used and wasted papers are collected using bins after shredding. Besides, toner, cartridges and newspapers disposed of through community cleaners.

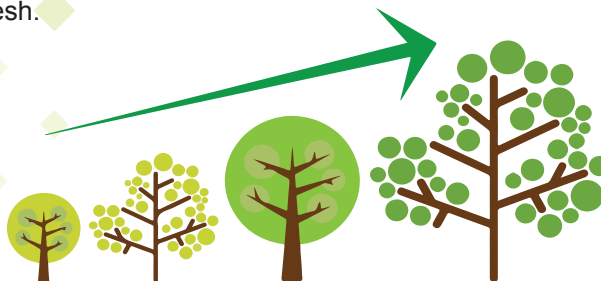
## MTB's Green Initiatives in 2020

### Publication of 1st ever Newsletter on Sustainability

In October 2020, MTB introduced the first ever MTB Sustainable Finance Newsletter "GROW GREEN" with the tagline "Through the Climate Lens to Foster Green Growth". This newsletter focuses on major trends and developments in the areas of corporate sustainability and green banking news from home and abroad, enabling MTBians to stay ahead of the curve on important and emerging issues.

It is indescribable in words that our future will largely depend on sustainable and green finance and thus it is our duty to secure MTB's future by working constantly in building MTB's green portfolio.

This newsletter is a little step to enhance the understanding of MTBians and make them aware of every sustainable approach MTB is taking to contribute to a sustainable future. The newsletter acts as an opening door for MTBians to increase knowledge of sustainable and green banking activities as well as green products and services offered by MTB. In this way, MTB looks forward to building expertise as a strong leader in the green banking sector of Bangladesh.





## Participation in UNGC Programs

### United Nations Global Compact Leaders Summit

MTB Participated in United Nations Global Compact Leaders' Summit -20th Anniversary. The program dated from June 15, 2020 to June 16, 2020. The 2020 UN Global Compact Leaders' Summit marked the 20th anniversary of the Leaders' Summit and brought together thousands of leaders to decide how business can support countries and communities around the world to 'Recover better, recover stronger, and recover together' from the COVID-19 crisis.



### UN General Assembly Week



September 21, 2020. Ms. Tahmina Zaman Khan, Head of Sustainability represented MTB in this session. She shared her story with the global business community and inspired people to raise their ambitions in advancing

MTB has always provided its continuous support in advancing the mission of the UN Global Compact. To mark the opening of the 75th session of the UN General Assembly, UNGC's special event Uniting Business LIVE from September 21-23, 2020, leaders from business, government and civil society met virtually to showcase their commitment to the UN's mission. As part of the three-day event, Global Compact Networks Kenya and Bangladesh organized a special 20-minute session on Target Gender Equality on



## Target Gender Equality Program

MTB participated in UNGC's Target Gender Equality Program on June 28, 2020.

## UNGC Signatory

To demonstrate support for inclusive multilateralism, MTB signed on the "Statement from Business Leaders for Renewed Global cooperation". The statement was signed by MTB MD & CEO, Syed Mahbubur Rahman on September 06, 2020.



TARGET  
GENDER  
EQUALITY



### Target Gender Equality – When She Leads

"Make every moment count and mark your presence"



Quick facts: Tahmina Zaman Khan – Head of Sustainability – Mutual Trust Bank Limited – Bangladesh

We have 10 years to achieve the 17 Sustainable Development Goals. What are you doing to champion the Global Goals in your business?

In Bangladesh, women are flourishing in the financial and banking sector. Here, women are making significant progress with a strong presence in high-ranking positions in banking. It is a matter of pride for Bangladesh that both state-owned and private-run banks are delegating top positions to female employees provided they have the adequate professional qualifications. Approximately 9% of women are currently holding leadership roles in scheduled banks of Bangladesh, including senior management positions.

The financial sector is highly regulated, we know it is the backbone of the economy, so the more vibrant it is the better it will support the economy. Working for a bank automatically enables me to contribute to the attainments the 17 SDGs. My organization is actively working to achieve these global targets. As for me, I strive to focus more on Goal 5: Gender equality & Goal 13: Climate action and they fall within my close periphery of work.

As a Bangladeshi private commercial bank, we aspire to be the most admired financial institution in the country, recognized as a dynamic, innovative and client focused company that offers an array of products and services in the search for excellence and to create an impressive economic value. With a work force of over 2500, we operate with our core values of Commitment, Accountability, Agility and Trust. As a responsible financial institution, we operate in the real economy and essentially focus on financial inclusion through mobile financial services and agent banking. In agriculture financing, we promote the SMEs and women empowerment, through digital transformation and sustainable financing to ensure economic and social resilience.

### A Statement from Business Leaders for Renewed Global Cooperation



#### Multiceras

Raul Marmolejo Velez  
Chief Executive Officer

#### Mutual Trust Bank Ltd.

Syed Mahbubur Rahman  
Managing Director & CEO

#### Mycronic

Anders Lindqvist  
President & CEO

#### N Punto Cero SA

Fernando Ardan  
President

#### Nabrawind Technologies

Eneko Sanz Pasqual  
General Manager

#### Natra

Dominique Luna Tudela  
Chief Executive Officer

#### Natural Capital Partners

Stephen Killeen  
Chief Executive Officer

#### Natural Eco Capital

Eugene Itua  
Chief Executive Officer

#### Navantia S.A.

Susana de Sarriá Sopena  
Chair

#### Nechl Group

Sergio Colado García  
Chief Executive Officer

#### NEINVER

Daniel Losantos  
Chief Executive Officer

#### NeoLog GmbH

Christian Schulz  
Managing Director

#### Neste Corporation

Peter Vanacker  
President & CEO

#### Netafim Ltd.

Gaby Miodownik  
Chief Executive Officer

#### NETAŞ

C. Müjdat Altay  
Chief Executive Officer

#### New Cold System S.R.L.

Madi Sakande  
General Manager

#### New Space Processamento e Sistemas Ltda

Emílio Navas Cominato  
Chief Executive Officer

#### The New Zealand King Salmon Company Ltd.

Grant Rosewarne  
Managing Director & CEO



## Sustainability Reporting 2019

MTB published 6th MTB Sustainability Report for the year 2019. The report was published in 2020 and it was a special event because MTB completed the Global Reporting Initiative (GRI) verification process for this version of the sustainability report and successfully achieved the right to use GRI Organizational Mark for the first time ever. GRI Organizational Mark is the formal recognition that the report of a particular organization has undergone an assessment process and successfully adopted GRI standards while reporting its operational impacts on social, economic and environmental peripheries. MTB Sustainable Finance Department prepared and oversaw the publication of MTB Sustainability Report 2019.

## IIDFC provides Carbon Credits to a Valued Client of MTB: Bonolata Refractory

Banolata Refractory Ltd. is one of the valued clients of MTB that received carbon credits from IIDFC. It is a one stop solution company for auto bricks industry operating in Bangladesh. Banolata is providing complete solution for bricks industry (machine made and ceramic bricks), considering the most cost effective and optimum productivity solution.

IIDFC Chairman M. Matiul Islam handed over cheques worth US\$ 4,61,751 equivalent to BDT 3,64,09,066 to the owners/ representatives of environment friendly brick kilns for their share in the carbon revenue in a program arranged at IIDFC's Head office in presence of the Board of Directors of the Company and the Managing Director, Md. Asaduzzaman Khan.

Eight brick manufacturing units including Banolata Refractory Ltd, a valued client of MTB saved emission of 53,069 tons of toxic CO<sub>2</sub> in the atmosphere by using HHK technology which reduces coal consumption by about 40-45% in comparison with traditional brick kilns. IIDFC entered into an agreement with the World Bank and the Danish Govt. to trade the emission savings from these Hybrid Hoffman Brick Kilns. The reductions of CO<sub>2</sub> emissions, also known as CERs, resulted in valuable foreign currency earnings for the country.

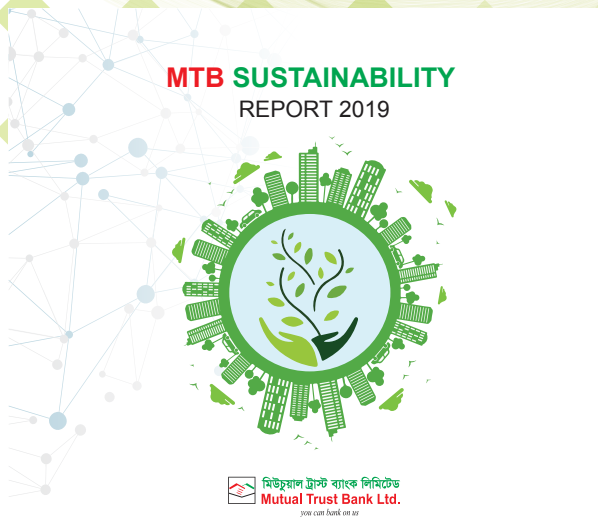


Apart from reducing GHG emissions, these kilns have also implemented environmental and social safeguard standards of World Bank setting an example in the industry. The Government has also banned the operations of air polluting age old brick fields in the sector.

It is a milestone achieved in MTB's journey towards sustainability. Such feather in our cap, makes our sustainability disclosure more accurate, appropriate and credible to the valued stakeholders and the community. The report serves as a primary mode of communication on MTB's philosophy, governance, management, policies and CSR initiatives leading to the sustainability of its business, the environment and the community. MTB Sustainability Report will serve to attain augmented transparency, credibility of sustainable performances and enable external stakeholders to understand the organization's true values, tangible and intangible assets.



## Sustainable Banking



Today's banks are more than mere financial intermediaries; they are custodians of the larger interests of society. It is also acknowledged that sustainable banking is the way to go. Being the engine of growth, banks need to spruce up their sustainability goals. Every bank needs to wake up to the reality and firm up their roadmap for sustainable banking. They could choose to align with voluntary bodies on sustainable banking, namely, the UNEP FI, Equator Principles, and GRI etc. or develop a sustainable banking policy guideline by themselves. Technology plays a crucial role in taking banks towards their sustainability goals. Armed with the flexibility and analytical capability of their technology landscape, banks can add muscle to their sustainable banking practice in the course of time.

As the engine driving money supply and the economic fate of nations, financial institutions have a big obligation to ensure that their actions are not against the greater good. Hence, they must weigh not only the financial implications of every decision, but also its impact on sustainability issues, such as biodiversity, climate change, human rights etc. In fact, this is also a matter of self-interest, because while social and environmental risks may not be added to financial risk in the short term, there is a high likelihood that they will be added over a longer period of time, to compromise the well-being of individual financial institution and the financial system as a whole. Clearly, sustainable banking is emerging as the ideal path for tomorrow's banking enterprise.

MTB is committed to a sustainable business practice – a banking business practice that is socially responsible, environmentally friendly and economically viable. This practice is sometimes referred to as responsible business practice and more commonly termed as Corporate Social Responsibility (CSR) practice. It implies that MTB will not undertake any activity that will have environmental footprint, social injustice and economic loss for its stakeholders.

While continuing responsible business practices, MTB, being a corporate citizen, cannot ignore corporate philanthropy which includes monetary donations and aid to nonprofit organizations and communities. Donations are made currently and in areas such as the arts, education, housing, health care, social welfare, disaster management and the environment, among others, but excluding political contributions and commercial event sponsorship. MTB, being a commercial bank, does not operate factories or power plants which release pollutants to the environment - air, water, soil, natural vegetation, biodiversity etc. - nor does its supply chains require huge amounts of raw materials with large environmental footprints. In fact the perceived sum of the bank's impact might be simply the resources used in its administrative offices, branches, banking booths, ATM booths, Kiosk centers, sales offices, agent banking centers, etc. and IT facilities.

Due to the emerging need of sustainability all around the globe, many countries officially adopted a historic new agenda, entitled “Transforming Our World: The 2030 Agenda for Sustainable Development,” which was agreed upon by the 193 Member States of the United Nations, and includes 17 Sustainable Development Goals (SDGs). Its implementation will help achieve overall development plans, reduce future economic, environmental and social costs, strengthen economic competitiveness and reduce poverty. The SDGs will serve as guidelines for businesses to assess and manage social, economic and environmental risk, while contributing to bettering their reputation, image and their strategic position in the world's markets. The UN SDGs will help us create a universal call to action to end poverty, protect the planet and ensure that all people enjoy peace and prosperity.

The SDG goals are-

- GOAL 1: No Poverty.
- GOAL 2: Zero Hunger.
- GOAL 3: Good Health and Well-being.
- GOAL 4: Quality Education.
- GOAL 5: Gender Equality.
- GOAL 6: Clean Water and Sanitation.
- GOAL 7: Affordable and Clean Energy.
- GOAL 8: Decent Work and Economic Growth.
- GOAL 9: Industry, Innovation and Infrastructure.
- GOAL 10: Reduced Inequalities
- GOAL 11: Sustainable Cities and Communities
- GOAL 12: Responsible Consumption and



SUSTAINABLE DEVELOPMENT GOALS

Production

- GOAL 13: Climate Action
- GOAL 14: Life below Water
- GOAL 15: Life on Land
- GOAL 16: Peace and Justice
- GOAL 17: Partnerships for the Goals

MTB, being a commercial bank, does not operate factories or power plants which release pollutants to the environment - air, water, soil, natural vegetation, biodiversity etc. - nor does its supply chains require huge amounts of raw materials with large environmental footprints. In fact the perceived sum of the bank's impact might be simply the resources used in its administrative offices, branches, banking booths, ATM booths, Kiosk centers, sales offices, agent banking centers, etc. and IT facilities. However, its financed projects/ facilities, activities, businesses might have large environmental footprints and social impacts.

Therefore, MTB always believes that we will explicitly promote MTB's sustainability performance and its products and services that reflect MTB's sustainability values. Such as-

- MTB will defend human rights.
- MTB will support community fair trade.
- MTB will protect planet.
- MTB will raise funds to promote global awareness of issues.
- MTB will never demean any gender/race.
- MTB will reduce the consumption of paper to save green trees.
- MTB will encourage the use of paper with recycled/ sustainably harvested products where use of paper is mandatory.



# SUSTAINABLE DEVELOPMENT GOALS





## Policy Formulation and Governance

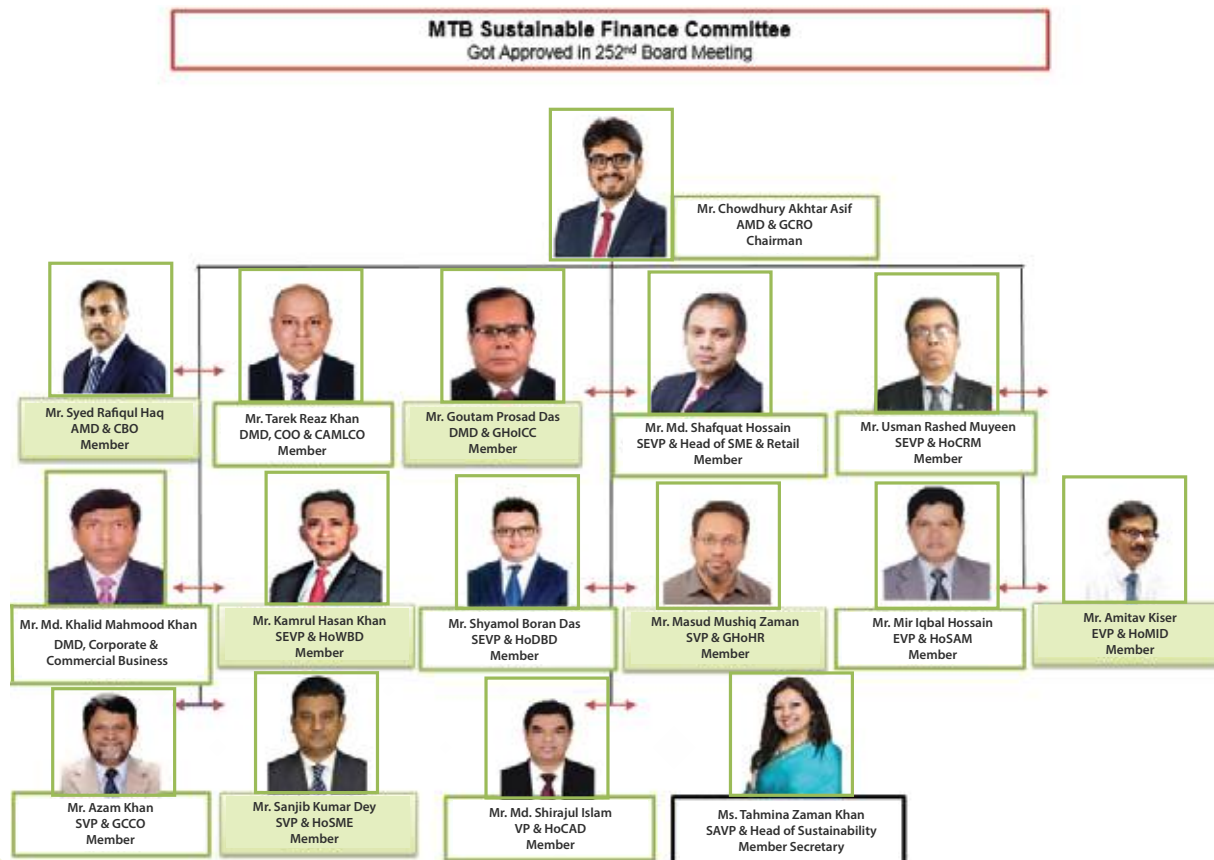
As per instruction of Bangladesh Bank and as approved by the MTB Board of Directors at its meeting held on December 28, 2016, dedicated team for Sustainable Finance has been formed in MTB.

From the beginning of its journey, MTB Sustainable Finance Department (MTB SFD) is working hard to ensure due diligence in environmental and social issues in every investment of MTB.

The Executive Committee of the Board of Directors, at its 98th meeting, held on December 04, 2017, approved “Environmental and Social Risk Management (ESRM) 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, ESRM policy is more dynamic and comprehensive in nature and accommodates social risks management issues in addition to covering latest improvements in environmental risk management. This paper is based on the “Guidelines on Environmental and 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 updated “Environmental & Social Safeguard Policy 2020” in November 2020, the policy was approved in 257th meeting of MTB Board of Directors on January 26, 2021.

## Sustainable Finance Committee

In 2020, MTB reformed its Sustainable Finance Committee (SFC) which was approved in 252nd Board Meeting of MTB. Our SFC is chaired by Mr. Chowdhury Akhtar Asif, AMD & GCRO, wherein the member secretary is Ms. Tahmina Zaman Khan, Head of Sustainability.



Bangladesh Bank through SFD Circular No: 02 dated December 01, 2016 advised all banks to form Sustainable Finance Committee (SFC) and Sustainable Finance Department (SFD). Accordingly, at the 200th Board Meeting dated December 28, 2016, SFC and SFD were approved and formed under the stewardship of Chief Risk Officer. This year at the 252nd Board the SFC and SFD has been reconstituted with 17 members and AMD & GCRO as the Chairman.

## Environmental and Social (E&S) Risk Management

E&S risks are the potential negative consequences to a business that result from its impacts (or perceived impacts) on the natural environment (i.e. air, water, soil) or communities of people (e.g. employees, customers, local residents).

The impact of climate change is inexplicable in Bangladesh. As a compliant bank, therefore, we not only ensure a proper mitigation strategy while extending credit facilities, but also make sure that our dedicated relationship team is closely monitoring and counseling customers to assist them to efficiently handle adverse E&S situations. Simultaneously, to safeguard our environment from further deterioration, we place strong emphasis on sustainable banking practice. In 2020, MTB took multiple measures to demonstrate our commitment towards sustainability. We have instilled a culture to promote sustainable actions through our banking operations. Our relationship team, credit officials and Sustainable Finance Department (SFD) worked persistently throughout the year to guarantee the maximum E&S due diligence in finance. Furthermore, we have amplified our SFD capability, while our employees have participated in trainings on sustainable banking and arranged training programs for a total of 161 branch and CHO employees to enhance their capabilities on ESRM and Sustainable Finance. It has expanded our capacity regarding E&S Risk Management as a bank.

## Incorporation E&S Risk Management in CRM

MTB has adapted Guidelines on Environmental & Social Risk Management (ESRM) to understand and manage risks arising from environmental & social concerns as per directives of Bangladesh Bank. Subsequently, this guideline has been made integral part of CRM policy.

## Environmental & Social Risk Rating & Due Diligence

MTB strictly followed the Environmental & Social Risk Management Policy & Procedure published by Bangladesh Bank. As per that, MTB conducted Environmental & Social Risk Rating and Environmental and Social Due Diligence for all applicable projects.

## Green Banking

Green banking is a pro-active way of energy conservation and environment protection. Green banking means promoting environment friendly practices, reducing the carbon footprints and related socially adverse actions generated from banking activities. It aims at improving the operations and technology along with making the clients habits environment friendly in the banking business.

Green banking considers all the social and environmental factors to keep the environment green and to minimize greenhouse effects through rationalizing strategies, policy, decisions, and activities pertaining to banking service, business and in-house operational activities. Green banking promotes environmentally friendly practices and thus help reduce carbon footprint from banking activities. Being a responsible corporate citizen and in line with the instructions of Bangladesh Bank, MTB has designed its business operations with an aim to inculcate practices that make every effort for environmentally friendly activities. MTB promotes green banking to reach the long-term strategic objective to be a green, triple bottom line bank where every decision will be taken considering people, planet, and profit in mind.



## MTB'S ACTION PLAN FOR GREEN BANKING

Establishment  
of SFD

Policy  
Formulation

Green Products,  
Green Finance  
and Green  
Marketing

Corporate  
Philanthropy

Training  
& Raising  
Awareness

Monitoring,  
Coordinating  
& Implementation

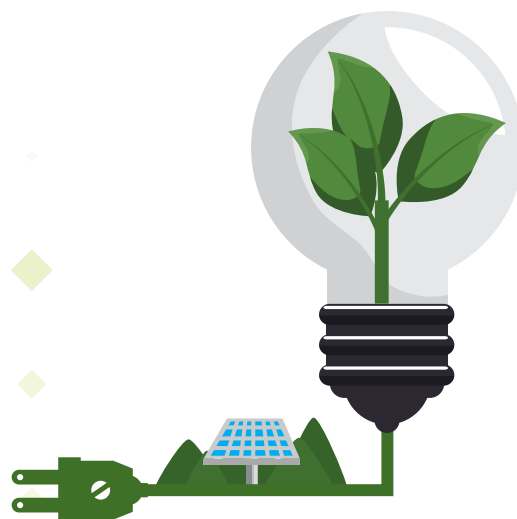
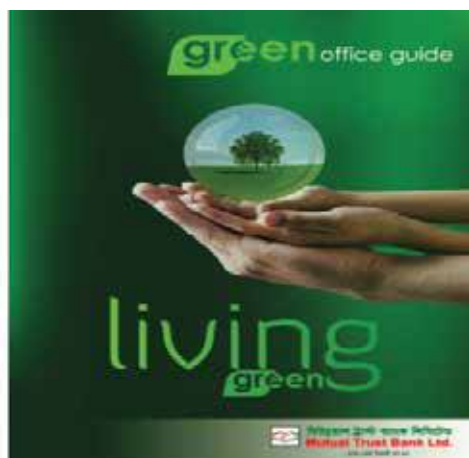
Disclosure  
&  
Reporting

The core business model of MTB clearly expresses its sustainability towards environment and unveils its eco-friendly motives. The bank's green banking initiatives include online and paperless banking, reduction of greenhouse gas emissions, mapping bank's carbon footprint, efficient energy use, environment friendly projects, plant nursery, horticulture projects etc. The prime benefit of the green banking approach by MTB is the protection of the natural resources and the environment. Green banking activities encourage MTBians to avoid paperwork to the optimum level and focus on electronic transactions like use of ATM, mobile banking, online banking etc. for various banking transactions by the customers. Electronic transaction not only paves the way towards sustainability but also provides convenience to the customers as well as to MTB. Less paperwork denotes less cutting of trees. For implementing eco-friendly business, MTB has adopted environmental standards of lending as it improves the asset quality of the bank. The green activity of the MTB has a very significant influence on the environmental performance of MTB clients. This encourages the clients to perform in an environment friendly way. Apart from this, green banking activities of MTB enhances the reputation of the bank itself and helps MTB face the environmental regulations in successful way and eventually leads to better legal risk management. MTB, as a matter of fact lends green loan to the clients at a low rate of interest which promotes entrepreneurs to start with environment friendly projects and thus it leads to more awareness on the environment protection activities in the economy. It is therefore a win-win approach by MTB as it not only benefits the environment but also the MTB & its customers.

### MTB Green Office Guide

MTB's "Green Office Guide" deals with all the in-house environmental issues, responsible usage of energy (electricity) and water, consumption of paper and maintenance of a hygienic in-house office environment. The guide aims to provide its stakeholders with a clear, concise information about environmental issues and a list of steps needed to follow to create a greener office environment and cut cost at the same time. "MTB Green Office Guide" comes with pictorial demonstration for better understanding of the readers. In order to promote green office practices all MTB employees follows basic 3R rule –

- Reduce
- Reuse
- Recycle





## MTB's Green Marketing Communication Tools

- Marketing through electronic media
- Marketing through Word-of-Mouth
- Marketing through SMS Banking
- Internet Banking & Mobile Banking Facilities
- Green Advertising
- MTB Green Events

MTB organizes green events like observing World Earth Day, World Environment Day in befitting manner for creating awareness regarding green banking for its internal and external stakeholders.

## MTB Green PIN Service

MTB Green PIN is a Contact Centre IVR based instant and secure PIN generation service for all MTB Cards. Moreover, this is a paperless “Go Green & Save the Planet,” initiative to live better. Anytime & anywhere, a Cardholder can generate PIN for his/her new card, change the old PIN as well as reset the old PIN in case he/she has forgotten. Cardholders no longer need to visit any MTB premises to place requests for PIN, nor do they have to wait for PIN after placing the request; they will get their desired PIN instantly. Fraud risk for Green PIN is minimal as customer's identity is verified and entire conversation is recorded in the system. PIN generation is just a call away! Call MTB 24/7 Contact Centre @ 16219 to set your PIN.



**Rainwater Harvesting at Branch:** MTB has got one branch with rainwater harvesting which is-MTB Tower Branch.

**Solar Powered Agent Outlets:** As part of MTB's commitment to use renewable energy resources, MTB has got 16 solar powered agent banking outlets among a total of 163 agent outlets.

**Solar Powered Automated Teller Machine (ATM):** In 2020, total number of MTB ATM reached 306. Among which 7 ATMs are solar powered.

**Real Time Gross Settlement (RTGS):** MTB has successfully implemented and optimized Real Time Gross Settlement (RTGS) solution in branches. As a result, customers are enjoying real time fund settlement facility. MTB also joined National Payment Switch Bangladesh (NPSB) network which enabled the cardholders of the Bank to enjoy cash withdrawal facility from other ATMs under NPSB Network.



**National Identity Card (NID) Verification System:** National Identity Card (NID) verification service has enabled the option to verify the NID card of customers through online. As prior to opening of any account NID verification is mandatory thus by using this service our Bank has reduced the possibility of fraud forgery and improved the banking service.

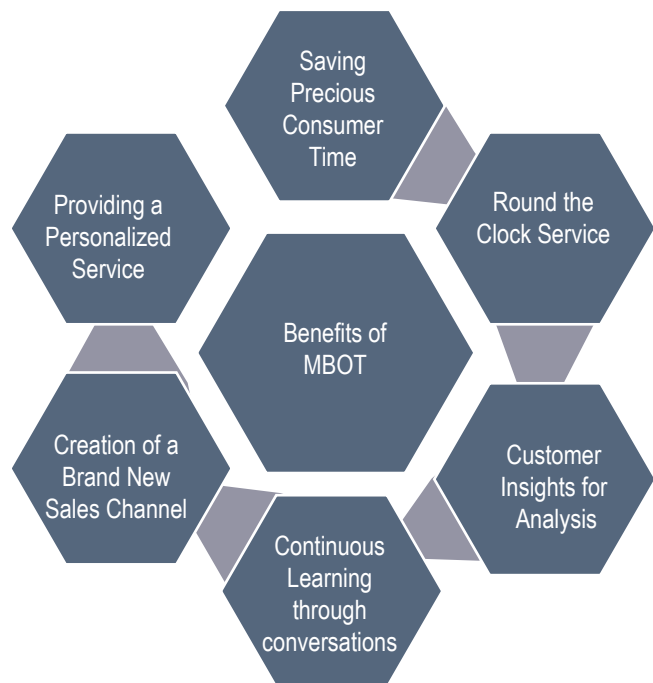
**Video Conferencing:** Video conferencing has been introduced among Head Office and other branch premises of the Bank in order to save business travel time and fuel by holding virtual meeting. MTB enhanced its use of video conferencing in 2020 in time of COVID-19 pandemic. From 2020, MTB has been

conducting trainings, team meetings as well as Board meetings on virtual platform-such as on Microsoft Teams and Zoom platform.

**MBOT:** Mutual Trust Bank's Virtual Assistant: Keeping the customers' newfound desire to contact their banks instantly across all platforms and devices and bank's determination to ensure an excellent customer experience Mutual Trust Bank Ltd. has launched its very own AI powered virtual assistant "MBOT" on 21st July 2020. MBOT is currently available in social media platform "Face book" with bank's plan to expand to other customer friendly platforms.

### Benefits of MBOT

MTB is one of the pioneers in the banking industry of Bangladesh to launch a conversational Chabot. The Bank has a long-term plan for MBOT to make it the smartest and leading virtual assistant of the market. The current features of MBOT are as follows:



Mutual Trust Bank has only begun to scratch the surface with regard to the potential of AI, machine learning & virtual assistant through MBOT. At the foundation of all of these benefits of MBOT lies MTB's ability to collect insights and apply advanced analytics to benefit the consumer.

## MTB Green Events

MTB organizes green events like observing World Earth Day, World Environment Day in befitting manner for creating awareness regarding green banking for its internal and external stakeholders. Like every year, in 2020 MTB celebrated World Environment day 2020. In a short video shared in social media, MTB MD & CEO Syed Mahbubur Rahman wished every stakeholder of MTB and encouraged everyone to work hand in hand for building a sustainable future.





## 50 Years of Earth Day Celebration amid Pandemic

Amid the COVID-19 pandemic, MTB celebrated 50 years of Earth Day by raising awareness about climate action among employees of MTB. Syed Mahbubur Rahman, MTB MD and CEO circulated an in-house mail on the occasion.

### Message from MD and CEO on Earth Day 2020

We are going through a time which we have never experienced before. However, we need to move on. We also need to remember the days which are very important for our future. Today, April 22, 2020 marks the day as the international mother Earth Day. Exactly 50 years ago, Earth Day 1970 gave a voice to an emerging public consciousness about the state of our planet. The theme for Earth Day 2020 is “climate action”. In 2020, Bangladesh was placed in the 10 most polluted countries in the world for its main environmental pollutants being air & water pollution, groundwater contamination, noise pollution and solid wastes. Perhaps as a global, the outcomes of our lax use of resources and irresponsible behavioral pattern may have wreaked havoc on us in the form of pandemic like COVID-19. At present we have two crises; one is the COVID-19 pandemic, the other is climate change. We can, will and must address both challenges via responsible Banking practices and walk the talk. By pondering that the world was not prepared for the COVID-19 but we still have time to prepare for the climate crisis. Therefore, we should be more responsible towards our society and focus on values such as social empowerment, long term economic sustainability and environmental restoration as we conduct our business. Let us all embed the strong principles of our organization standing on the steadfast pillars of Commitment, Accountability, Agility and Trust. A day such as Earth Day is just a reminder for all that our activities can change the face of tomorrow. It can either help build a more resilient economy or leave a devastated future for our next generation. Let us be a change maker, develop/ adapt to digital ecosystem and finance the change for a better tomorrow!

Thank you.



## World Environment Day 2020



Dear Customers, Well-wishers and MTBians,

Mankind is ever indebted to have such an illustrious dynasty called the Earth. Today is World Environment Day, a day to celebrate the divinity of our mother nature. This year the theme is 'Biodiversity,' – a call to reveal the web of life. Biodiversity, or biological diversity, is the multitude of living things that make up life on Earth, encompasses around 8 million or so species on the planet—from plants and animals to fungi and bacteria—and the ecosystems that house them such as oceans, forests, mountain environments and coral reefs.

With the unprecedented crisis – COVID 19, humanity is facing the greatest existential threats of any generation. This crisis concerns and potentially affects all of us in terms of health, family, work, and community. The most vulnerable – women and children, people with disabilities, marginalized and displaced pay the highest price. It is devastating people and their livelihoods, disrupting supply chains and profoundly deepening inequalities. In the face of such adversity, we must move beyond business-as-usual and work together in solidarity to deliver the greatest impact for people, prosperity and the planet.

Nature is critical to our survival, it provides us with our oxygen, regulates our weather patterns, pollinates our crops, and produces our food. But it is under increasing stress. Human activity has altered almost 75% of the earth's surface, squeezing wildlife and nature into an ever-smaller corner of the planet.

Recent research has shown around 1 million animal and plant species are threatened with extinction, many within a decade. We know, every species draws from and contributes to the ecosystem in which it exists, in its own special ways. Imbalance in the ecosystem may lead to a pandemic like COVID-19.

Ecosystem disruption and the loss of biodiversity have major impacts on the emergence, transmission, and spread of many human infectious diseases. Research suggests, the health of our planet plays an important role in the emergence of zoonotic diseases such as COVID 19. As we continue to encroach on fragile ecosystems, we bring humans into ever-greater contact with wildlife, enabling pathogens in wildlife to spill over to livestock and humans, increasing the risk of disease emergence and amplification.

To respond, we are required to act in socially and economically disruptive ways. The magnitude of the response must match the scale of the crisis. We must intensify our strategies to address climate change, the deterioration of biodiversity, and issues of social inclusion. Initiatives like Green PIN, adapting digital solutions, streamlined WFH policy is a testament of our sincere commitment towards the environment and care for human wellbeing at times of crisis. Saving lives and livelihoods, and building a prosperous, inclusive and sustainable future, are at the heart of our efforts to recover from COVID-19. The coronavirus outbreak is a stark reminder of the fragility of our current economic system. It is imperative that we not only restart the world economy – but also reset it. It is time to build better, with due consideration to biodiversity, climate change and nature based solutions.

The pandemic has exposed many fragilities in our economies, and deepened existing inequalities, while highlighting the need for resilience, innovation and cooperation. Everything we do during and after this COVID-19 crisis must have a strong focus on building more fairer, equal, inclusive and sustainable economies and societies that are more resilient in the face of pandemics and climate change by ensuring a healthy environment that backs healthy people.

Let's Build A Better World!

Syed Mahbubur Rahman  
Managing Director & CEO  
Mutual Trust Bank Limited



মিউচুয়াল ট্রাস্ট ব্যাংক লিমিটেড  
**Mutual Trust Bank Ltd.**  
*you can bank on us*

[www.mutualtrustbank.com](http://www.mutualtrustbank.com)



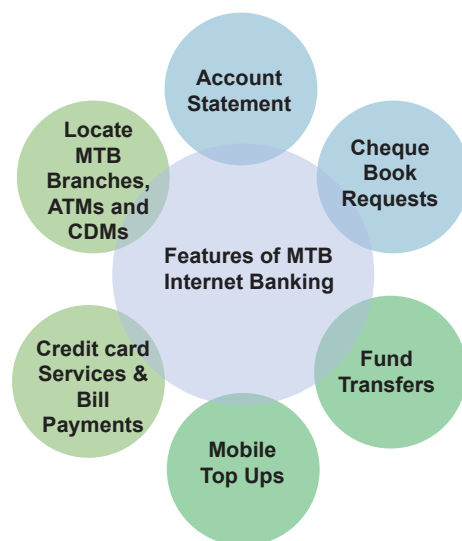
## MTB Green Building

MTB has designed its two corporate office buildings - “MTB Centre” and “MTB Tower” - as 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 rainwater harvesting facility and eco-friendly carpet made of wool, a natural fiber processed without using any chemical treatment. The state-of-the-art rainwater harvesting plant has a capacity of 10,000 liters.

## MTB Smart Banking App

To serve its customers better, MTB is continuously working to offer new and improved services. As part of this endeavor, MTB has introduced MTB Smart Banking App for Smartphone devices, which allows constant access to bank accounts. MTB Smart Banking App is a type of green service provided by MTB for the customers and other relevant stakeholders. This value-added service enables a customer to make selected financial transactions through mobile phone, from anywhere in the world. During 2020, MTB updated its smart banking app for both android and iOS users.

MTB customers can now get 24/7 access to MTB account information and services from your their phones. MTB Smart Banking is a free service offered to all the MTB customers.





## INVESTING IN OUR EMPLOYEES

### MTB GROUP HUMAN RESOURCES (GRI 102-8)

MTB considers human resources as the strategic partner who play the key role in the success of the organizations. MTB has clearly set mission, vision and strategies, which can be materialized if right people with right attitude and skills are acquired and placed accordingly. MTB Group Human Resources (GHR) takes further initiatives to confirm that employees are continuously inspired to work towards achieving organization's shared goals. The policies and practices of GHR have been designed to gear up the MTBians to face the future challenges and empower them in achieving the desired objectives. GHR is putting its maximum efforts to develop the existing workforce to the optimum level of their competency and acquire the best talents from the industry, who will move the bank forward keeping the bank's vision at the core of heart. Contributions made by the GHR in shaping its human resources to its finest form in the year 2020, was phenomenal.

### Inspiring MTBians

MTB Group Human Resources focuses on the most asset of MTB, the people of the MTB – the MTBians. The heart of any organization and most critical drivers for growth and success are the employees. Instrumental for achieving all our present and future organizational goals, GHR is tasked with keeping the employees engaged and motivated & design and implement policies, procedures, and Programmes for developing and managing the workforce. As we aspire to be the Bank of Choice, one of the best performing Banks in country & a truly world class Bank- a robust team is working to reach our destination. MTB's mission focuses on being admired as dynamic, innovative & client focused company, none of which is possible without an energetic, ingenious & client-oriented workforce. Employees are crucial brand ambassadors of any organization. The branding of the employees, the MTBians, is part of the branding of MTB itself.

### Inclusion, Diversity & Community Engagement

While proper gender balance is a challenging ask for any organization functioning in Bangladesh socioeconomic system, MTB is improving its overall balance every single year. Female employees are spread across all geographies and levels of hierarchy. Apart from the quantitative indicators, the qualitative scenario has seen a drastic change. Female leadership is visible in key management roles which indicate the organic changes that took place. The groundwork to all of this has been laid out years ago as MTB always provided a safe workspace for women. A key example is our strong anti-harassment policy that protects the safety and security of all female employees. MTB Women Forum 'Aporajita' focuses on enabling all the female MTBians to challenge all limitations and stereotypes that they may face in the workplace and personal life with a view to excelling in their careers. It aims to network within and outside the organization for knowledge sharing and capacity building for its female employees. At the same time, MTB offers internship opportunities to numerous graduate students each year. Its strong network of 118 branches helps to accommodate interns to preferred locations throughout the country.

### Gender-wise position of MTBians (GRI 405-1)



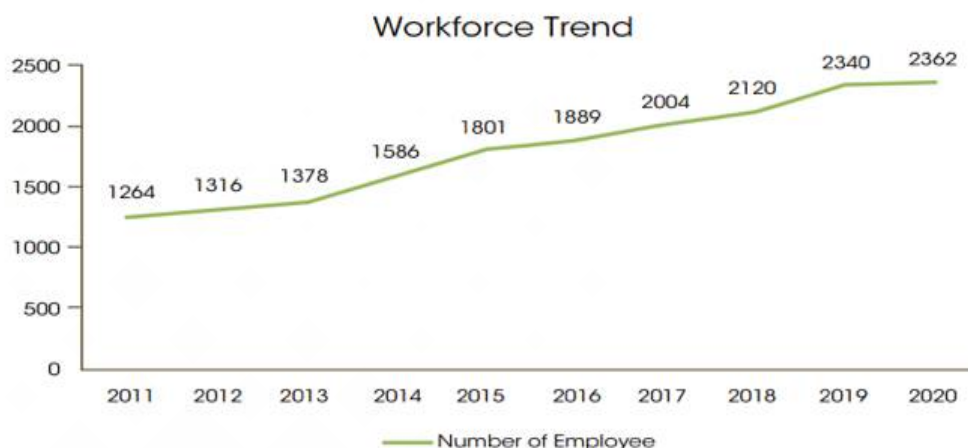
**Table: Total Number of Employees in 2020 by Age and Gender**

Total employees	Gender		Percentage of Total Employees	
	Male	Female	Male	Female
Below 30 years	152	81	6.43%	3.43%
30 years to 50 years	1668	378	70.61%	16%
50 years and above	78	5	3.30%	0.21%
Total	1898	464	80.34%	19.64%

### Trends of MTB Workforce (GRI 401-1)

MTB ended the year 2020 with a workforce of 2,362 people, 464 of whom are female. The gender distribution rate (20%) shows an upward trend which highlights an effort to insure more inclusivity & participation. This workforce is our driving force that runs our widespread network of 118 branches & 27 sub-branches.

The diversity of our employees - in thought, style, gender identity, race, ethnicity, culture, and experience - makes us stronger increases our ability to serve our clients, fulfill purpose, and achieve desired growth. One major takeaway is our attrition rate which now stands at 4%, significantly lower than industry trend and not too low which shows we are excelling in becoming employer of choice. In addition to regular workforce, seasonal workforce is used on special need. Currently, GHR manages approximately 500 such workforce on contract basis.



**Table: Total Employees in 2020 by Gender and Age Group**

Total employees	Gender		Percentage of Total Employees	
	Male	Female	Male	Female
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Total	1898	464	80.34%	19.64%

### **MTB as a Gender-Inclusive Workplace**

#### **Aparajita: MTB Female Employee Network**

Vision of this network is Fostering a culture in MTB where every female employee is valued, respected and given equal opportunity to reach her full potential. It has been launched as a support group to

- Create facilitating environment for female employees to grow
- Strengthening anti-discriminatory policies
- Equal access to opportunities

The ratio of the female workforce compared to male is around 19% in the Bangladeshi banking industry, where MTB's female participation is also 19%. In MTB, Female has only 15% representation in executive position. However, the prevailing pandemic widened inequalities and exacerbated violence against women and children globally. Emerging Complaints of harassments/discomfort were also found here in MTB. Nonetheless, there were no channel to escalate any workplace harassment related issue for female employees. That is why, the network-Aparajita has been formed.

#### **Goals of Aparajita:**

- Create a culture that promotes equal opportunities for female employees that helps them to excel in the career.
- Create a female Friendly working environment in MTB with no glass ceiling
- Establish a platform where MTB female employees will be able to share challenges and/or concerns that they may face within or outside the bank
- Inaugurate helpline to Listen to the issues / problems of female colleagues and mitigate them effectively,
- Facilitate access to information/ knowledge related to career, household, lifestyle and other realms of women's lives
- Facilitate Female networking within and outside the organization for knowledge sharing and capacity building
- Ensure Zero Tolerance for workplace harassment
- Open up communication between Male and Female colleagues to bring mutual understanding and respect towards each other's role

All female employees of MTB have been targeted under this initiative.





MTB arranged multiple events and webinar for MTB Female employees

- i. Training on Cyber Security by ICT, Bangladesh Police
- ii. Webinar on Breast Cancer Awareness by Narayana Health, Chennai, India
- iii. Webinar on Diet Management during Ramadan by Narayana Health, Chennai, India
- iv. Webinar on Preventive Health care measure and boosting immunity through diet during covid 19 by Narayana Health, Chennai, India
- v. Webinar on Women's Health and Kidney Disease by United Hospital, Dhaka
- vi. Webinar on Health & Beauty by EW Villa Medica, Dhaka
- vii. Session on Women Health Awareness in MTB Head Office for all MTB Female Employees.

#### External partners involved-

- ICT, Bangladesh Police
- Narayana Health, Chennai, India
- United Hospital, Dhaka
- EW Villa Medica, Dhaka
- Maya (Mental health service partner for MTB Female Employees)



### **Lifestyle partners-**

- Aarong: Female MTBians will receive a 5% discount on items purchases using MTB cards
- SheActive: a health & wellness group where females enroll monthly and works out virtually with the Admin, Shehzin Islam.
- BioXin Cosmeceuticals: membership with BioXin and avail discounts on various packages or any special deals

### **Performance and Career Development Reviews, By Gender and By Employee Category (GRI 404-3)**

MTB fosters a performance driven culture that ensures proper recognition of the hard work delivered by MTBians, functioning as incentives for the employees to excel at their work. It focuses on SMART (Specific, Measurable, Achievable, Realistic & Timely) KPIs (Key Performance Indicators). The KPI are well designed and communicated. The process starts with taking input from the employees, where they themselves declare through line managers 305 the expected output to be achieved during the year. Performance assessment is taken from both the employees and line managers. While conducting the review-performance dialogue, some key elements are considered, which are as follows:

- Current job performance
- Track record of the individual
- Operational Efficiency
- Business Development
- Cost Reduction
- System Redesigning, Reengineering and Development
- Contribution in Projects and Assignments
- Regulatory Compliance
- Self-development
- People Development
- Future potential to grow
- Leadership attributes

The Mantra of it being “Taking care of the best, while being fair to the rest”. New initiated PMS (performance management system) ensures transparent and efficient 2-way communication toward growth and development.

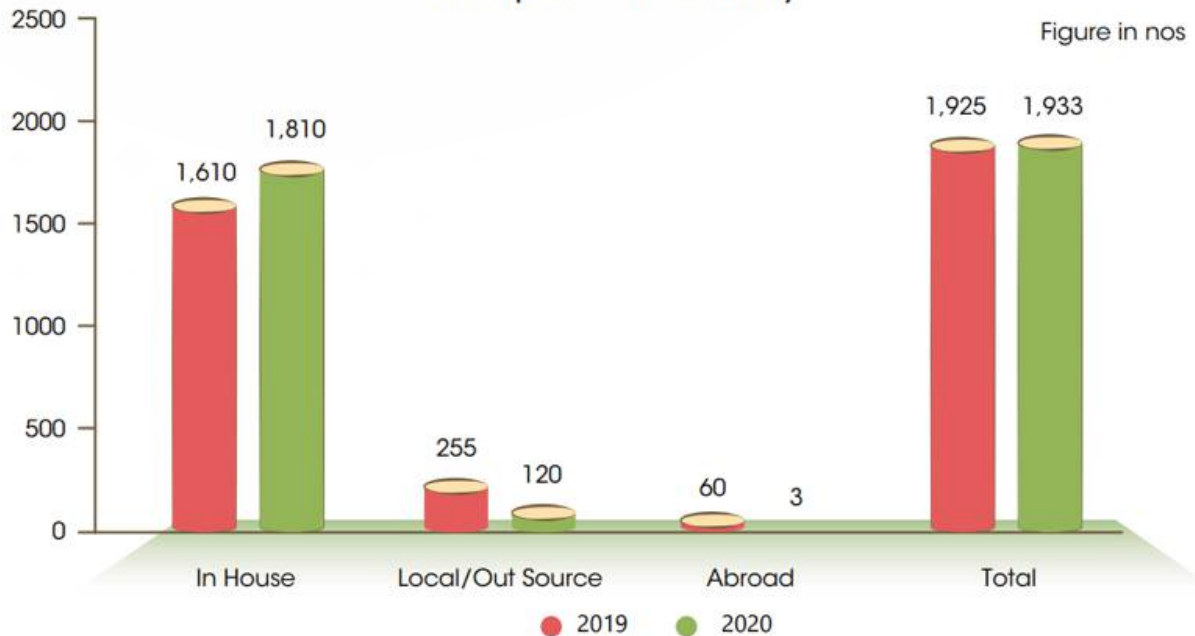
### **Training and Development Programs for Enhancing Capacity of Human Resources (GRI 404-2)**

As part of the organizational development, even in a year ravished by pandemic & lockdowns, MTB GHR hosted 70 training sessions in offline as well as online. GHR embraced this challenge by moving the training Programmes to the digital platform. As daunting as the task was, this also resulted more accessibility, flexibility & reduction in training expenditure. These sessions were conducted by in house trainers, invited guests as well as collabouration with other reputed institutes that catered over 1933 participants in total.

MTB always took pride in ensuring the world class training facilities as evidenced by its dedicated state of the art training center called as MTB Training Institute (MTB TI) which shows its dedication to invest in the learning and development. Some noteworthy training, workshop and conference are represented as follows; As an initiative to continued learning and development, MTB reimburses for achieving certificates in different specialized areas like Financial Risk Manager (FRM), Certified Expert in Risk Management (CERM), Certified Documentary Credit Specialists (CDCS), Certified HR Professional, Information Technology Security, etc.



## Participation Summay



## Envision the Future towards Sustainable Revival

MTB is stretching on becoming the best performing HR in the industry in terms of employee engagement, productivity, and wellness. GHR Focus towards Sustainable Revival but not limited to the following:

- **Work from Anywhere (WFA):** Preparing to be flexible and virtual workspace.
- **Hybrid Office:** Addressing creative and personalized solution.
- **Best Employee Experience:** Retaining top talents.
- **Leadership Competency Framework:** Competencies required for leadership development and acceleration at different levels.
- **Digitalization:** Embracing virtual HR processes like remote recruiting and automated onboarding.
- **E-learning:** Soft and Technical training using internal and external platforms.
- **Employee Engagement:** Emotional attachment towards work, job role, and team. Moving forward, GHR is emphasizing toward HR better, Employees happier, Businesses healthier.

## Employee Health & Safety (GRI 403-1)

Health and safety of MTBians are given prime importance at MTB. MTB has many schemes to ensure health status of employees, engage them into lifestyles to enhance mental and physical well beings.

The organization has a medical assistance fund and every employee, temporary and permanent, is entitled to receive benefits of the fund for self and family members. The offices and branches are well equipped with first aid kits for emergency issues. In addition, Group Insurance coverage for the employees and their family is in place.

MTB provides doctor appointment facilities to all of its employees. Apart from that, first aid box and emergency kits are available in every MTB floor for the safeguard of MTBians. Other than government holidays, MTB employees are entitled to thirty days earned leaves annually, including fifteen days of mandatory leave. Other than that, employees can avail ten days of casual leave throughout a year. Female employees have the opportunity to get six months of maternity leave to enjoy their motherhood at ease.



To enhance employee engagement and for mental refreshment, MTB arranges programs like cricket carnival, football fiesta, indoor games, celebration of Pahela Boishakh and Women's Day, etc.

Also, employees can share their personal news on MTB intranet (MNet), for increased connections with fellow colleagues.

Neatness and cleanliness are encouraged and practiced throughout the bank branches and offices for health and hygiene issues. MTB also has a business continuance plan and data center backups. Offices are well designed for tackling hazardous situations such as fire and an earthquake. Regular fire drills are conducted at the head offices to train the employees and test the effectiveness of fire safety measures.

### **Benefits provided to full-time MTB employees that are not provided to temporary or part-time employees (GRI 401-2)**

MTB employees get a structured salary as well as life insurance, health care, parental leaves, retirement fund facilities, employee car loans, employee credit cards etc. MTB does not discriminate employees based on salaries and benefits. MTB does not have any part time employees but contractual employees. During the contractual period, contractual employees are entitled to have salaries and fewer benefits. However, contractual employees get a chance to become full-time employees time to time and upon becoming full-time employees, such employees are entitled to have full benefit coverage of MTB.

### **Parental Leave at MTB (GRI 401-3)**

Every female employee who is expecting a baby, is entitled to have a maternity leave of 6 months. Besides, every male employee is entitled to 5 days of paternity leave.

### **Compensation and Benefits (GRI 201-3)**

#### **MTB HR Benefits**

MTB believes that quality services will be provided by the employees only when they receive the best packages compared to industry peers. To uphold its truly world class status, MTB GHR designed one of the competitive compensation packages for the employees along with fringe benefits and perquisites. There are structured compensation packages and benefits, which are implemented through policies approved by the bank. These are developed with an aim to keep the employees motivated and engaged, thus they include recognition and rewards for holding professional degrees, such as incentives are provided for passing IBB Diplomas. Acknowledgment of achievements by any MTBian or children of MTBians are rewarded for good deeds. There are also other ways of engaging employees to the core of the organization. Established benefits for employees are:

#### **Employee Benefit Scheme**

The retirement benefits accrued for the employees of the Bank as on reporting date have been accounted for in accordance with provisions of IAS 19, "Employee Benefits". Bases of enumerating the retirement benefit schemes operated by the Bank are outlined below:

##### **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 30 April 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 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: The bank also initiated health insurance coverage (Guardian Life Insurance) for the employees and their families to protect them from any unwanted health related liabilities while they are in service and even after that.

<b>Completed years of Service</b>	<b>Payment of Gratuity</b>
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' Hospitalization and Group Life Policy**

The Bank, as an adherence to the best practice in the banking industry and to strengthen its corporate culture, introduced the Group Life and Hospitalization policy for its employees and their dependents (spouse and kids) effective from 01 January 2019.

## **f) 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.

## **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.

## Minimum Notice Periods regarding Operational Change in MTB (GRI 402-1)

Minimum number of days' notice typically provided to employees and their representatives prior to the implementation of significant operational changes that could substantially affect them is 30 days.

## Health and Safety Issues (GRI 403-1)

### Occupational Health and Safety Program

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

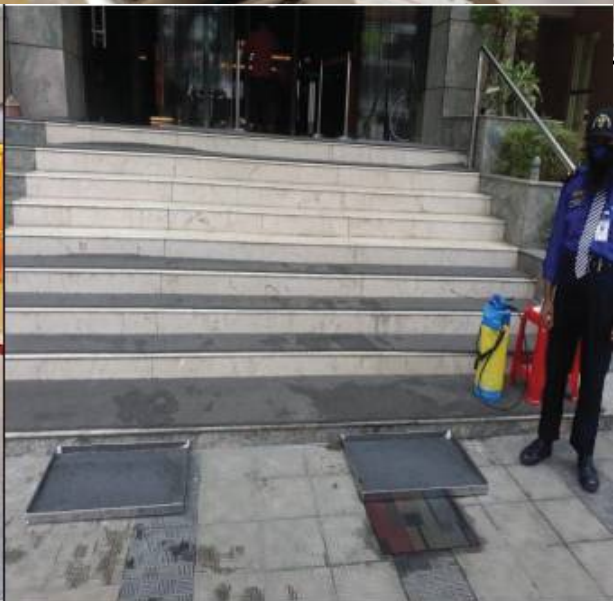
**Table: Health and Safety Policy**

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

## SAFETY AND SECURITY INITIATIVE /MEASURES TAKEN BY MTB GS&FSD IN 2020 (GRI 403-3)

S/N	SAFETY MEASURES	DETAILS
1	Formulation of MTB COVID-19 Risk Management Guideline to address the global pandemic.	Circulated through Email to all MTBian's, Version-1 Published on May 31, 2020, Version-2 published on Aug 20, 2020
2	Work Place Safety a. Ensured social distancing. b. Ensured screening by digital thermometer at all MTB premises (Picture attached). c. Ensured use of hand sanitizer to all MTB Premise. d. Use of compulsory safety equipment of all MTBian's	Ensured by monitoring and distance training, Assist to procure and distributed to all MTB premises, Assist to procure and distributed to all MTB premises, Monitored and ensured to use Mask
3	Establishment of Safety Protocols a. Carried out disinfection exercise at MTB premises when and where required. b. Disinfection of vehicle wheels was carried out by spraying with chemical. c. Disinfection of MTB Official's/Customer's shoe was carried out by tray operation (Picture Attached)	Assist, monitored and ensured, Security personnel ensured disinfection by doing it physically, Assist to procure tray, monitored and ensured operation
4	Safety guidelines for MTB Air lounges	Circulated through Email.
5	Training for MTB Air lounge Officials	Conducted through Zoom.
6	Office/ Environmental Safety (Picture Attached)	Carried out disinfection exercise at MTB CHO premises and MTB Branches when and where required
7	Security personnel Training a. Basic Security, Fire safety and firefighting Training (Picture Attached).	Physically conducted by field security inspectors, CMR agents and service providers.





## Supporting Our Community (GRI 413-1)

Everyone has a role in helping address community's greatest needs. At Mutual Trust Bank Limited (MTB), we do this through our work with clients and communities to further economic and social progress all around Bangladesh. We do this by focusing on environmental sustainability, driving economic and social progress, and enabling financial health. It is prevalent that the best investment a bank can make is in its community. In our bank, all MTBians have their finger on the pulse of our region — we feel our community's pains, we know the opportunities, and we're invested in the future. When our communities succeed, we all succeed. MTB aspires after achieving sustainability through its business activities. Therefore, MTB's model for sustainability is based on the 3P approach: People, Planet and Profit.

## Corporate Social Responsibility (CSR)

A business can only become sustainable when it conducts its operations keeping in mind the preservation of the environment and development of the community in which it operates. CSR is a way towards sustainable business by creating long-term value for the stakeholders, the environment, and the community. 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 to a better and sustainable tomorrow. 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.



## Highlighting Activities of MTB CSR

### Approved CSR Policy

MTB has an approved CSR policy targeting the activities conducted on account of social responsiveness. It has been developed with the aim of making CSR activities more standardized and effective. The policy sets clear guidance on the objectives of the initiatives and specifies where the funds will be provided and who will be the beneficiaries of the initiatives taken.

### MTB CSR DESK

MTB with its vision to build a more habitable and prosperous society, has always been on point regarding the establishment of a properly planned CSR program. This notion has led to comply with the Bangladesh Bank's circular to establish a separate CSR desk with a dedicated officer continuously working for those causes.

DOS Circular Letter No. 16; Date: 20 December, 2010 "Establishing separate 'CSR desk' in banks" was circulated with the purpose of furnishing up-to-date information to Bangladesh Bank on CSR initiatives/activities as well as maintaining proper communication and liaison with all concerned, banks are required to have a separate focal/contact point. Maintaining this requirement, MTB also established a CSR desk at its corporate head office. Anybody can send a CSR proposal to Mutual Trust Bank CSR Desk. The desk can be contacted by calling Tel: +880(2)8826966, 8822429 Ext 2242 at Head Office and through email - [monsur.sikdar@mutualtrustbank.com](mailto:monsur.sikdar@mutualtrustbank.com).



### “Swapno Sarathi” (The Dream Chariot)

In accordance with the bank's policy to nurture the primary education sector in the rural hard-to-reach 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” by providing them with bicycles with a view to facilitating their movement to and from school. Till date almost 1,600 bicycles have been distributed in different regions of the country including Panchagar, Bogura, Dhorkora Bazar, Dinajpur, Joypurhat, Kadair Bazar, Ramchandrapur Bazar, Rangpur, Sirajganj, Thakurgaon, Lalmonirhat, Tangail, Cumilla, Ishwardi, Feni and different former enclaves of Bangladesh. This project helps in-

- increasing retention in schools
- encouraging students to take up higher studies
- inculcating sense of confidence among the girl students by promoting mobility and ensuring women empowerment along with participatory development
- promoting environment-friendly and healthy means of transportation

### MTB'S CSR Activities to Support SDG Goals

After reviewing its internal sustainable development, business capabilities, stakeholders' degree of concern towards CSR issues, and other factors, MTB Board and Management had decided to focus its response on these 07 goals: No Poverty; Zero Hunger; Good Health and Well-Being; Quality Education; Gender Equality; Reduced Inequalities and Partnership for the Goals. MTB continues to examine the relationship and feasibility of the remaining goals, while standing on the stage of sustainable development and working together with the world towards a common goal of encouraging the success of SDGs.

SAFETY MEASURES	INITIATIVES IN 2020
<b>No Poverty</b>	<ul style="list-style-type: none"> <li>• Blankets Donation amongst the cold-affected people across the country;</li> <li>• Financial support to the distressed singers of Jatio Rabindra Sangit Sammelan Parishad</li> </ul>
<b>Zero Hunger</b>	<ul style="list-style-type: none"> <li>• Donation to Prime Minister's Relief Fund;</li> <li>• Distribution of Iftar and Sehri partnering with The Earth society;</li> <li>• Distribution of Staple Food Items partnering with Rotary Club of Dhaka, JAAGO Foundation and It's Humanity Foundation (IHF);</li> <li>• Cash donation partnering with Management and Resources Development Initiative (MRDI)</li> </ul>
<b>Good Health And Well-Being</b>	<ul style="list-style-type: none"> <li>• Donation to Prime Minister's Relief Fund for COVID-19 2020;</li> <li>• Financial support to Bangladesh Thalassemia Samity Hospital for providing quality healthcare to the Thalassemia patients;</li> <li>• Financial support to Manabik Shahajya Sangstha (MSS) for arranging eye care project for distressed people;</li> <li>• Financial support to Jhenidah ExCadets Association (JEXCA) for running Free Friday healthcare centre, Khulna;</li> <li>• Donated Ambulance to Impact Foundation Bangladesh (IFB);</li> <li>• Donation to Sajida Foundation for the treatment of COVID-19 patients;</li> <li>• Distributed disinfectant chambers at Kurmitola General Hospital and Kuwait Moitree Hospital in Dhaka;</li> <li>• Provided N95 Face Masks to ten (10) different hospitals for the doctors and nurses during the COVID-19 pandemic</li> </ul>



<b>Quality Education</b>	<ul style="list-style-type: none"> <li>• Financial support to Abinta Kabir Foundation School for the girls studying there coming from low income families;</li> <li>• Financial support to JAAGO Foundation for bearing educational expenses of underprivileged students;</li> <li>• Provided 10 multimedia projectors for Sreenagar Government College, Sreenagar, Munshigonj;</li> <li>• Financial support to Help the People Foundation (HPF)'s Ten Taka School for ensuring quality education for the underprivileged and distressed children;</li> <li>• Financial support to Vocational Training Center Trust (PFDA – VTC) to provide vocational training to autism and neurodisabile people;</li> <li>• Financial support to Blind Education and Rehabilitation Development Organisation (BERDO) for the visually impaired community;</li> <li>• Support to LEKHAPARA Trust for their school building project named 'Koltapara Anondo Pathshala' for underprivileged and autistic children at Koltapara, Sonargaon, Narayanganj;</li> <li>• Donation for the construction of Al-Madina Ebtedayee Hafizia Madrasa &amp; Lillah Boarding building.</li> </ul>
<b>Gender Equality</b>	<ul style="list-style-type: none"> <li>• Financial support to Happy Home project run by ActionAid International Bangladesh;</li> <li>• Donated 15 sewing machines to Alor Pothe Nobojatray (Apon) Foundation in support of the distressed but working women.</li> <li>• Financial support for the girls residing in the hostel run by Assistance for Blind Children (ABC)</li> </ul>
<b>Reduced Inequalities</b>	<ul style="list-style-type: none"> <li>• Financial support for the participants and coaches participated in the Special Olympics World Summer Games 2019;</li> <li>• Provided Financial Support to Bangladesh Protibandhi Kallyan Somity (BPKS);</li> <li>• Provided 11 Artificial Limbs to the disable persons living in remote area through Centre for Disability in Development (CDD);</li> <li>• Bicycle Distribution amongst students under 'Swapna Sarathi' Project.</li> </ul>
<b>Partnerships for The Goals</b>	<ul style="list-style-type: none"> <li>• Contributed to Bangabandhu Memorial Trust for celebrating Mujib Borsho;</li> <li>• Newspaper Distribution in association with The Daily Star amongst the students of University of Dhaka;</li> <li>• Financial support for cultural event at Nilphamari organized by Vision-2021.</li> <li>• Financial support for Bizcare for the "The Mangrove Children" project aims to raise awareness about ways to conserve and sustain the world's largest mangrove forest, the Sundarbans, amongst the students of Kolbari Nekjania High School in Munshiganj under Shyamnagar upazila in Satkhira district</li> </ul>

**Table: CSR Initiatives of MTB in 2020**

Sectors	Amount (BDT)
Education	7,674,051
Health	10,790,312
Disaster Management	125,677,000
Environment	90,000
Art & Culture	53,683,490
Sports	676,000
Others	2,427,100
<b>Total</b>	<b>201,017,953</b>

## Glimpse of MTB's CSR Initiatives in 2020

### MTB Foundation Accords Reception To Special Olympics Bangladesh

Mutual Trust Bank Limited (MTB) has recently accorded reception to the Special Olympics Bangladesh team who participated in Special Olympics World Summer Games 2019 held in Abu Dhabi, the United Arab Emirates in March 2019. As part of MTB Foundation's CSR initiatives, MTB Gift Cheques were handed over to all the participants by the MTB Managing Director & CEO, Syed Mahbubur Rahman at the Samson H. Chowdhury Auditorium, MTB Tower, 111 Kazi Nazrul Islam Avenue, Dhaka 1000.



### MTB Foundation Supports Monomela Foundation



MTB Foundation handed over BDT 300,000 to Monomela Foundation to support their endeavors such as free after-school education programmes for the underprivileged children, providing basic medical treatment through free health camps, arranging training programmes on organic agriculture for farmers and many other philanthropic projects.

### MTB Foundation Presents Ambulance To Impact Foundation Bangladesh (IFB)

MTB Foundation, as part of its Corporate Social Responsibility (CSR) initiatives, presented an ambulance to Impact Foundation Bangladesh for their Impact Masudul Haque Memorial Community Health Centre, Chuadanga.



### MTB Foundation Supports Bangladesh Thalassaemia Samity Hospital

MTB Foundation, as part of its CSR initiatives, handed over BDT 1,000,000 to Bangladesh Thalassaemia Samity Hospital. Syed Mahbubur Rahman, Managing Director & CEO, MTB, handed over the cheque to

### Sajida Foundation

MTB donated BDT 500,000 to Sajida Foundation for the treatment of COVID-19 patients at Sajida Foundation Hospital.

### MTB Supports Vision-2021

Mutual Trust Bank Ltd. (MTB), as part of its CSR initiatives, handed over BDT 300,000 to Vision-2021, a Nilphamari based social & cultural organization.



### MTB Foundation Supports BizCare

MTB Foundation Supports BizCare MTB Foundation, in its effort to align its CSR initiatives with the Sustainable Development Goals (SDGs), has renewed its pledges to mitigate the effects of climate change and ensure healthy lives and well-being of the people of the country, by supporting BizCare.

Syed Mahbubur Rahman, Managing Director & CEO, MTB, handed over a cheque to Mohiuddin Babar, Chief Executive, BizCare for “The Mangrove Children” project and their newly introduced endeavors ‘Learning through Sports’ & ‘Sports for the Disabled’, at a simple ceremony held at the Corporate Head Office of Mutual Trust Bank Limited (MTB), Gulshan 1, Dhaka 1212. Azam Khan, Group Chief Communications Officer and Samia Chowdhury, Deputy Head, Group Communications of MTB along with other officials of the Bank were also present at the occasion.



The Mangrove Programme Modules:

- Creating awareness among children about the importance of mangrove forest
  - Educating them about the impacts of climate change
  - Conserve the natural habitat
  - Provide resources through the eco-library
  - Urging them to use their emotional rights on their parents to keep away from exploiting forest resources
  - Building their capacity to develop disaster risk reduction skills
- Giving vocational training and developing them to be participatory in decision making in the community
- “The Mangrove Children” project aims to raise awareness about ways to conserve and sustain the world’s largest mangrove forest, the Sundarbans, amongst the students of Kolbari Nekjania High School in Munshiganj under Shyamnagar upazila in Satkhira district. MTB’s contribution to BizCare will help run the Eco-Library and add solarpowered facilities in the school premises. A part of the fund will be utilized to develop the self-esteem of the disabled through sports and ensure participatory development.



### **MTB Donates Disinfectant Chamber To Kuwait-Moitree Government Hospital And Kurmitola General Hospital**

Mutual Trust Bank Limited (MTB), as part of its Corporate Social Responsibility (CSR) initiatives has recently donated two units of disinfectant chamber to Kuwait-Moitree Government Hospital and Kurmitola General Hospital for their doctors and healthcare staffs with a view to helping fight the coronavirus transmission. JAJABOR BUET 97 has developed this customized chamber for instant support to combat against COVID 19.



### **Financial Support to Vulnerable Women With Manusher Jonno Foundation**

As part of the rehabilitation program of Manusher Jonno Foundation, the Bank supported 100 vulnerable women by providing financial assistance of BDT 8,00,000 (BDT 8,000 per woman). The foundation will use the support to generate income for the women to make them financially independent for facing the aftermath of the COVID-19 crisis.

### **Providing N95 Face Masks To Hospitals**

MTB provided support to ten (10) different hospitals of the country by supplying N95 masks for the safety of the doctors and nurses who have been working relentlessly during the COVID-19 pandemic. Out of the total number i.e. 1,600 pcs, 1,000 has already been supplied to Dhaka Medical College Hospital (DMCH) for their frontline healthcare service providers.

### **MTB Donates 50,000 Blankets To The Prime Minister's Relief Fund**

Mutual Trust Bank Limited (MTB), as part of its Corporate Social Responsibility (CSR) initiatives, donated blankets to the Prime Minister's Relief Fund for distribution amongst the cold-affected people of different regions of the country. Honorable Prime Minister of the People's Republic of Bangladesh, Sheikh Hasina joined the event through video conference from Gana Bhaban.



### **Mutual Trust Bank Ltd. (MTB) Distributes Emergency Relief Amongst The Flood-Affected People**

As part of its Corporate Social Responsibility (CSR) initiatives, Mutual Trust Bank Ltd. (MTB) has recently distributed emergency relief items amongst the flood-affected people of Beraid, Badda, Dhaka amid COVID-19 pandemic. Md. Hedayetullah, Chairman, Mutual Trust Bank Ltd. (MTB) distributed the food items and cash amongst 1,000 (approx.) distressed families. Ayub Ansar Mintu, Councillor, Ward # 42, Dhaka North City Corporation (DNCC) organized the event.



### MTB Provided Support To Center For Disability In Development



MTB Foundation, in its effort to align its CSR initiatives with the Sustainable Development Goals (SDGs), recently extended support to Centre for Disability in Development (CDD) for their project titled 'Promoting Quality of Life of People with Disabilities Living in Rural Areas in Bangladesh by providing Artificial Limbs'. Under this project, Centre for Disability in Development (CDD) will produce 11 Artificial Limbs for 11 persons with disabilities living in

remote areas. This support will help the persons with disabilities come back in the mainstream community life by earning their livelihood independently. Syed Mahbubur Rahman, Managing Director & CEO, MTB, handed over the cheque to Md. Moinul Islam, Coordinator, Centre for Disability in Development (CDD) on the occasion of the Bank's 21st Anniversary Celebration at the Corporate Head Office of Mutual Trust Bank Limited (MTB), Gulshan 1, Dhaka 1212.

### MTB Provided Support To Vocational Training Center Trust (PFDA – VTC)

MTB Foundation, in its effort to align its CSR initiatives with the Sustainable Development Goals (SDGs), recently extended support to PFDA – Vocational Training Center Trust (PFDA – VTC) to provide vocational training to people with autism and neuro-disability. Syed Mahbubur Rahman, Managing Director & CEO, MTB, handed over the cheque to Sajida Rahman Danny, Founder Chairman, PFDA – Vocational Training Center Trust (PFDA – VTC) on the occasion of the Bank's 21st Anniversary Celebration at the Corporate Head Office of Mutual Trust Bank Limited (MTB), Gulshan 1, Dhaka 1212.



### MTBF & Aloghar Nursery Distribute Amrapali Mango Saplings amongst Students



With a view to observing "Mujib Borsho" by building awareness amongst students regarding environment, MTBF and Aloghar Nursery jointly distributed 1500 amrapali mango saplings amongst the students of Syedpur Uchcha Bidyalaya at Cumilla Adarsha Sadar, Cumilla and A.K.M. Rahmatullah University College, Beraid, Badda, Dhaka under the Bank's CSR activities

### MTB Foundation Supports LEKHAPARA Trust

MTB Foundation, in its effort to align its CSR initiatives with the Sustainable Development Goals (SDGs), extended support for LEKHAPARA Trust for their school named Koltapara Anondo Pathshala for underprivileged and physically challenged children at Koltapara, Sonargaon, Narayanganj.





## ACRONYM

ABB	Association of Bankers Bangladesh
ADB	Asian Development Bank
ADC	Alternate Delivery Channel
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
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
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
CSR	Corporate Social Responsibility
DCCI	Dhaka Chamber of Commerce & Industry
DSE	Dhaka Stock Exchange
EBRD	European Bank for Reconstruction and Development
EC	Executive Committee
ESDD	Environmental Risk Due Diligence
EFT	Electronic Fund Transfer
EIB	European Investment Bank
EnvRR	Environmental Risk Rating



FBCCI	Federation of Bangladesh Chambers of Commerce and Industry
GRI	Global Reporting Initiative
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
i-Mail	Intranet Mail
MANCOM	Management Committee
MCCI	Metropolitan Chamber of Commerce and Industry
MICR	Magnet Ink Character Recognition
MTB	Mutual Trust Bank Limited
MTB UK	MTB Exchange (UK) Limited



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