

MTB

SUSTAINABILITY

REPORT

2021



মিউচুয়াল ট্রাস্ট ব্যাংক লিমিটেড TM
Mutual Trust Bank Ltd.

you can bank on us

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MUTUAL TRUST BANK LTD. (MTB) IS PRESENTING ITS

8th SUSTAINABILITY REPORT

JANUARY 2021 TO DECEMBER 2021

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



PREFACE



Mutual Trust Bank Ltd. (MTB) presents its 8th Sustainability Report for the period from January 2021 to December 2021.

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:

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STATEMENT OF THE MD & CEO

(GRI 102-14)



**Dear Valued Shareholders, Customers and Other Stakeholders,
Assalamu 'Alaikum Wa Rahmatullah.**

I wish all of you good health and happiness. It has been a difficult year for all of us and I hope all of you are safe and well. 2020-2021 will be known in history as the years of COVID-19, a phenomenon that shook Bangladesh and the world economy.

But the pandemic is far from over. As 2021 ends, the COVID-19 pandemic impact is subdued but not extinguished. Vaccines were mass produced giving rise to the next challenge: rapid distribution. The world is rattled by the sudden appearance of a new variant named Omicron. A modicum of uncertainty about the future looms as medical scientist's talk of potentially more

variants arriving in the near future. It is under this circumstance that we present the Bank's annual report 2021 for your consideration.

The financial year gone by has taught all of us many things that we had not experienced before. Many of you may have lost your near and dear ones. My heartfelt condolences to all of you. We in MTB family too have lost several colleagues. My head bows in grief and sorrow. We are supporting and will continue to support their bereaved families.

Due to this global pandemic, the world plunged into recession. Governments and central banks across the world reacted by introducing a range of measures to revive the economy and help people move forward.

Global Situation

After rebounding to an estimated 5.5% GDP growth in 2021, global GDP growth is expected to decelerate markedly in 2022 to 4.1 %, reflecting continued COVID-19 flare-ups, diminished fiscal support and lingering supply bottlenecks. Global growth is set to initial slow sharply, as the rebound in consumption, investment fades and macroeconomic support is withdrawn. Much of the global slowdown over the forecast horizon is accounted for by major economies, which will also weigh on demand in emerging market and developing economies (EMDEs). In contrast to advanced economies, most EMDEs are expected to suffer substantial scarring to output from the pandemic, with growth trajectories not strong enough to return investment or output to pre-pandemic trends over the forecast horizon of 2022-23. The rebound in global activity, together with supply disruptions and higher food and energy prices, have pushed up headline inflation across many countries, prompting central banks to increase policy rates. Consensus forecasts anticipate median global inflation to remain elevated in 2022. The slowdown in global growth from 2021 to 2022 could be sharper if the fast spread of Omicron overwhelms health systems and prompts a re-imposition of strict pandemic control measures in major economies. Omicron-driven economic disruptions could reduce global growth further this year.

Another phenomenon that has taken center stage is the very recent geopolitical issue arising from Russia's invasion in Ukraine. Many western governments are taking actions against Russia. They are aware that by doing so, they could heighten the conflict's impact on their own economies as well, as many western and European nations are dependent on Russia for oil and gasoline. Prices are likely to rise and this will translate into cost push inflation across global economies. This invasion would also result in the food supply chain disruption. As a result the

imports of food grain from Europe to Bangladesh may get cut off. Import led inflation is likely to rise as well. This "butterfly effect" will lead to rising unemployment levels, high cost and lower standards of living followed by economic unrest.

"The challenge is to keep going, and deliver on the SDGs and march towards the envisioned high-income country status by 2041."

Bangladesh Economy

The year 2021, the 50th anniversary of our independence and birth centenary of Father of the Nation, Bangabandhu Sheikh Mujibur Rahman, was a milestone in more ways than one. Bangladesh marked a positive growth rate during the pandemic while most countries saw negative growth. The size of the economy at US\$409 billion is more than 50 times of 1972, with a per capita income over 25 times (US\$2,554 against US\$90); food production today at 38.7 million MT is nearly four times of 1972 production, making Bangladesh with 168 million near self-sufficient - unthinkable in 1972; exports at US\$38 billion 2021 has risen more than 100 times of the value in 1972 of US\$355 million.

For the economy, the year was marked by resilience in the face of an unprecedented global shock from COVID-19 pandemic. Bangladesh was no exception as our economy recovers from the pandemic. Bangladesh Bank and Government introduced measures to revive the economy. These measures bore fruit as the economy gradually started picking up in late 2020 and much of 2021 acted as an impetus to V-shape recovery. Annual GDP growth which dipped to 3.45% in FY'20 rose modestly to 5.47% in FY'21, and is showing signs of approaching the targeted rate of 7.2% set for FY'22. As the vaccine rollout gathers momentum, the economy is expected to

be on a much stronger footing especially from the second quarter. The challenge is to keep going, and deliver on the SDGs and march towards the envisioned high-income country status by 2041.

“In a year where very little seemed ‘usual’, MTB ensured linked payouts, annual increments, employee that performance benefits were made available to eligible employees, as usual.”

Honouring Our Brave Hearts

MTB continued operations throughout the year uninterrupted, even during the severe lockdown periods of the pandemic. Our colleagues ensured that our customers had no worries in times of the pandemic regarding access to financial services. All staff complied with safety protocols and we took several measures to safeguard the health and well-being of our employees and their family members. The Bank collaborated with leading hospitals of the country for COVID-19 packages and home care solutions to ensure the employees had the right support at the right time.

The Bank’s employees braved the pandemic and continued to seamlessly serve customers. We gratefully acknowledge the sacrifices made by our staff members who have been the pillars of strength for our Bank in these trying times. In a year where very little seemed ‘usual’, MTB ensured that performance linked payouts, annual increments and employee benefits were made available to eligible employees, as usual.

Business Overview

Despite all these challenges, the Bank’s performance has been resilient in terms of asset quality, deposit franchise, credit growth, profitability and capital. The Bank’s investments

in offering digital solutions to customers helped to serve customers digitally. The Bank’s mobile application has become the center piece for offering banking services. Customers are on-boarded digitally and the Bank is investing in platforms to digitally sanction and disburse loans.

Advances grew 11% Y-o-Y to Tk. 226,012 million, while deposits grew 12% to Tk. 211,782 million. CASA at Tk. 70,902 million grew 23% compared to the previous year and was at 33% of total deposit as against 30% in the previous year. MTB has always focused on the retail segment and a retail to total deposit ratio of 57.17% bears testimony to that.

The Net Interest Income (NII) was Tk. 5,747 million, up by 46%. Operating profit grew by nearly 61% to Tk. 5,661 million. MTB’s prudent approach to cost was further established with cost to income ratio of 55.79% which was 64.77% in 2020. Bank’s Capital Adequacy Ratio (CAR) was at a healthy 14.41%.

During the year, as a measure of prudent management and to further strengthen the balance sheet, Bank took provisioning to the tune of Tk. 8,173 million. Due to the impact of the pandemic and the side effects of the lockdown, the Bank saw gross NPA at 5.80% and net NPA at 3.16%. There is enough confidence that these figures are for a point in time. With the recovery of the nation from the pandemic and restarting of businesses, we remain confident about our customers’ resilience and that repayment rates will improve further to previous levels.

“The Bank aims to continue to be relevant and provide superior customer value and experience to not only the existing customers but also the new customers that MTB will be serving in future.”

Challenges Bring Out Our Best

The theme for this year's annual report is 'Towards Resilient Growth'. MTB has established a reputation of resilience in its journey over the last 22 years, where we have consistently overcome challenges and continued to grow. In these years, we have seen extreme challenges, the Bank's inherent resilience ensured that it continued its growth journey despite seemingly insurmountable challenges created by the pandemic. Once again, MTB lived up to the reputation of resilience it has established. The Bank aims to continue to be relevant and provide superior customer value and experience to not only the existing customers but also the new customers that MTB will be serving in future. By optimizing costs and unlocking growth potential by creating value for all stakeholders, we have taken lots of initiatives such as celebrating "Customer Service Week" in order to enhance customer service quality. Some other important initiatives being undertaken are:

Mobile First

Apart from a few services which are best delivered at a branch, we believe customers will increasingly be using mobile phones for meeting banking requirements. So Bank's mobile application will be the primary interface with customers. Bank has revamped its mobile application and added services including Biometric Login Facility for Smart Banking - to ensure more secure and convenience as growing demand - so that customers don't have to visit the branch unless necessary. This will help the customers to migrate to digital and mobile channels. We have brought another new banking channel called "Social Media Banking". This service is available through Facebook Messenger, WhatsApp and Viber.

Digital Finance

MTB's well-developed digital financial service ecosystem, particularly its grassroots network

of agents under agent banking platform, has enabled millions of financial transfers even in the remote areas with the help of MTB Smart Banking App. MTB has recently launched MTB Simple Account - a fully-digitized instant bank account opening product that provides a cutting-edge, advanced and hassle-free account opening experience in accordance with the e-KYC guideline of Bangladesh Bank.

Financial Inclusion and Women Empowerment

MTB has introduced dedicated MTB Women Forum 'Aporajita', a dedicated network for female MTBians. Aporajita aims to network within and outside the organization for knowledge sharing and capacity building for its female employees. This forum will also work towards fostering a culture in MTB where every female employee is valued, respected and given equal opportunity to reach her full potential.

We have always been encouraging women contribution. We have dedicated Women Banking department named "MTB Angona" which is designed only for women to empower our women customers with financial independence and simplified banking. Our tailored Loan Product 'MTB Ava' is not only a loan product, rather a complete business solution for women entrepreneurs. Term loan, demand loan, Lease Finance and SOD as well as non-funded facility i.e. Bank Guarantee, LC will be available under the product. With an objective to facilitate our 'She' customers to save for their future financial stability, 'MTB Angona DPS' and 'MTB Lakhopotri' two Deposit products were launched in 2021.

MTB Yaqeen

Last year in terms of growth, we have launched our Islamic Banking Wing 'MTB Yaqeen', with a vision to cater the need of Shariah-based Banking of the mass population of the Country. MTB Yaqeen aims to provide comprehensive shari'ah-based banking solutions.

Customer Feedback

MTB has launched Customer Feedback Management System to keep our “Customer First” philosophy to keep retaining customers’ loyalty. We have developed an automated, transparent and all-inclusive system where customers will be heard and responded from every touch point of MTB named Voice of Customer (VoC). A digital complaint lodgment form has been developed and incorporated in MTB Website so that customers can lodge their grievances anytime.

Reimagined Network

MTB aims to become a household name by offering services at the customers’ doorsteps through its 119 Branches, 33 Sub branches, over 300 strategically located ATM Booths, 15 Smart Banking Kiosks and 3,000+ POS Machines. Within a very short span of time, the Bank has successfully been able to set up more than 200 MTB Agent Banking Centres (MABC), serving around 1 lac customers. With a view to extending the Bank’s Retail Banking and Credit Cards reach, MTB has set up MTB Air Lounge at the international and domestic departure area of Hazrat Shahjalal International Airport (HSIA) in Dhaka, Shah Amanat International Airport (SAIA) in Chattogram, Osmani International Airport (OIA) in Sylhet, Cox’s Bazar Airport in Cox’s Bazar (CXB), and in Saidpur Airport in Saidpur. MTB has the highest Air Lounge facilities to cater the needs of its privileged customers. The Bank is offering ‘Priority Pass’, ‘Diners Club’ and ‘Dragon Pass’ to allow MTB customers to access international Air Lounges.

People Transformation

MTB has always been focused on the empowerment of its employees through investments in training, career progression and performance management. But the pandemic threw unforeseen challenges from an HR point of view. Not only was HR responsible for ensuring

support to employees during the pandemic, but also ensuring that the necessary processes of training, performance management, hiring and on-boarding, among others, continued unhindered while adhering to the new norms of social interaction. The Bank hired 161 new employees in the year in review. All of them come with robust experience in their respective domains and are geared to deliver the transformation agenda. Going ahead, Bank’s focus will be on growing human capital in line with business needs to scale up.

Awards & Recognitions

It is my pleasure to inform you that MTB was awarded Certificate of Merit under the Best Presented Annual Report-2020 in the Private Sector Banks category by The Institute of Chartered Accountants of Bangladesh (ICAB). The bank has also been awarded the prestigious Asian Banking and Finance Awards 2021 in two categories, ‘Core Banking System Initiative of the Year’ & ‘Banking for Women Initiative of the Year’ under Retail Banking Awards by Charlton Media Group. In recognition of the bank’s contribution towards Corporate Social Responsibility (CSR) in Bangladesh, MTB has been awarded the ‘AmCham CSR Excellence Award 2021’ by American Chamber of Commerce in Bangladesh.

MTB was rated as one of the Top Ten sustainable banks in the country by Bangladesh Bank based on four indicators which are Sustainable Finance, Green Refinance, Corporate Social Responsibilities (CSR) and Core Banking Sustainability. These recognition will strengthened the bank’s digital journey in tune with customer centricity.

Corporate Social Responsibility (CSR) Activities

We are not merely a financial intermediary; we are also a welfare-oriented Bank that is portrayed throughout CSR activities. We invest in community growth and development mainly through MTB

Foundation, which was established specifically for the purpose of providing CSR. In 2021, the Bank spent Tk 138.58 million as a part of its CSR activities, out of which highest Tk 59.54 million had been spent for healthcare purposes, Tk 38.33 million had been spent for the environment and disaster management and the rest amount had been spent for other various social welfare causes.

Way Forward

MTB has proven itself over the years. Our commitment to the transformation agenda will ensure that we remain ahead of the curve and continue to be relevant to our customers. We have certain competitive advantages like now we have migrated to one of the best Core Banking Software of the world leaving the legacy systems and processes behind which makes us easier to transform the existing products, services and processes. The bank has the right skill sets within the bank to drive the transformation agenda. It has a strong management to ensure that the Bank grows steadily and a young workforce that is eager to do more and achieve more.

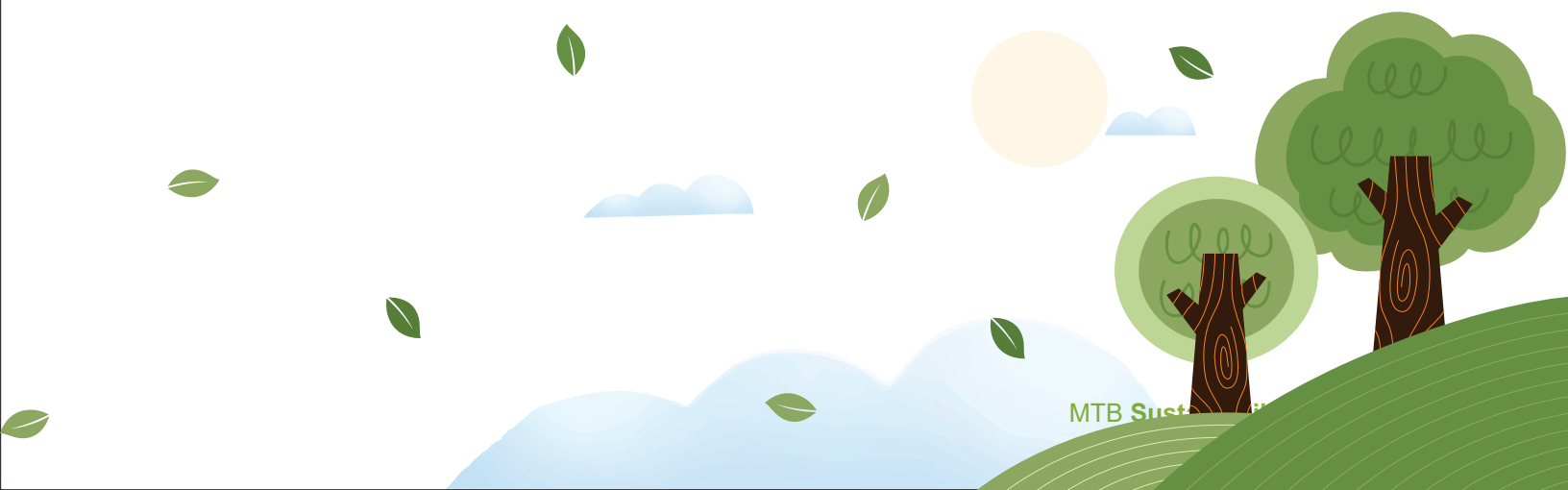
I would like to acknowledge and thank the Chairman of the Board and all the members of the

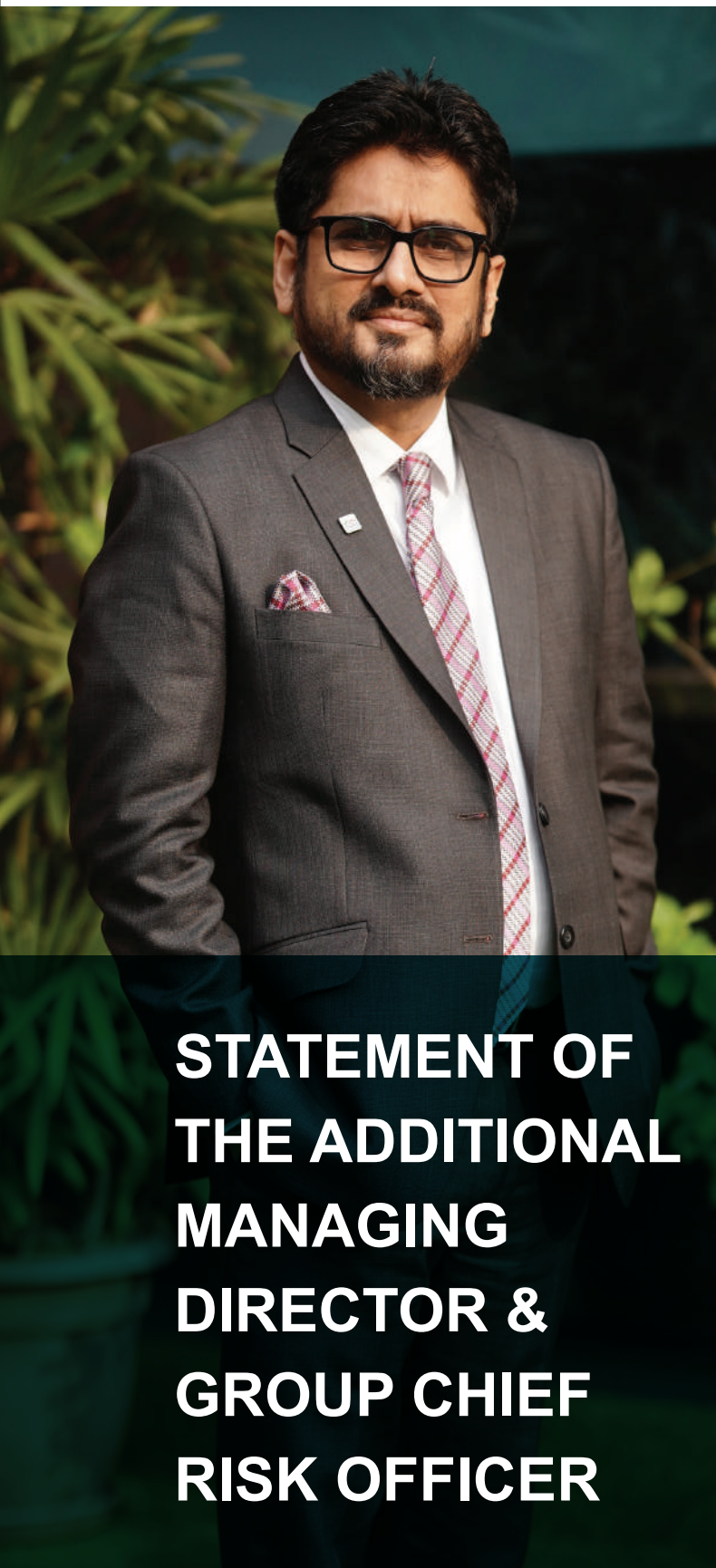
Board for their valuable support, guidance and input to the management in our endeavors. I also thank the Bangladesh Bank, Bangladesh Securities & Exchange Commission, external auditors and other regulatory authorities for their time to time prudent support and guidance. I thank our external stakeholders for their continued willingness to partner with MTB in its long-term growth journey. By looking after our customers, and building on the strong foundations we have created through the pandemic, we will in turn continue to create value for shareholders. We want to assure to everyone that our resilience will take us ahead, and we will be able to overcome the challenging economic climate and be able to create value for all our stakeholders. In the end, I acknowledge and thank all our employees for their hard work, dedication and commitment, particularly in these testing times. At MTB, we look forward to your continued support and goodwill as we march ahead in our quest for resilient growth.

I wish you peace, prosperity and good health.
Warm regards,



SYED MAHBUBUR RAHMAN
MANAGING DIRECTOR & CEO





STATEMENT OF THE ADDITIONAL MANAGING DIRECTOR & GROUP CHIEF RISK OFFICER

Risk and its impact

As we begin to emerge from COVID 19 crisis that has upended the global economy, the CRO has yet another new role to play. This time, the job not only demands better communication on how financial institutions can manage emerging risks in a world reshaped by COVID-19, but also doing so in a period in which changing customer needs and expectations and digital technology play increasingly central roles in bank decision-making. Being the GCRO, taking note of broader social movements and public perception relating to the transition to a low-carbon economy is also within GCRO's scope, as well as new challenges such as the surge in activity in digital currencies.

In 2021, cyber risks reached new milestones with the highest average cost of a data breach in almost two decades. At the same time, floods, fires and weather-related disasters dominated headlines. Climate continued to shift from the abstract to an urgent risk category. In 2022, the pandemic has refocused the lens on risk, and leaders are more acutely aware of the consequences of (mis) managing public perceptions of risk. The interconnectedness of risks – from climate threats to cyber threats – is more real in the light of the parallel crises we have experienced during the pandemic. Economic woes, sustainability setbacks, societal anxieties and technology scares have jostled for attention alongside the health crisis.

Every organization has to take business risks in order to succeed. The role of enterprise risk management is to identify, assess and control those risks to ensure an organization is taking the right level to meet its business objectives without causing financial or legal problems. When an adverse impact is resulted in a direct loss of earnings/capital that possibility is the risk. Risk denotes a constraint on a bank's ability to achieve its business objectives. A Chief Risk Officer is tasked with looking out for a variety of risks that can be categorized into three

groups: technical, regulatory, and competitive. A CRO must also monitor procedures that might give rise to risk exposure. Enterprise risk management is the process of planning, organizing, directing and controlling the activities of an organization to minimize the deleterious effects of risk on its capital and earnings. Enterprise risk management includes financial risks, strategic risks, operational risks and risks associated with accidental losses. External factors are fueling the heightened interest in ERM. Industry and government regulatory bodies, as well as investors, are more closely scrutinizing enterprises' risk management policies and procedures. In an increasing number of industries, boards of directors are required to review and report on the adequacy of risk management processes in their organizations. An ERM program can help increase awareness of business risks across an entire organization, instill confidence in strategic objectives, improve compliance with regulatory and internal compliance mandates and enhance operational efficiency through more consistent applications of processes and controls.

The Emerging Risks Looming In The Near Terms

A divergent economic recovery from the crisis created by the pandemic risks deepening global divisions at a time when societies and the international community urgently need to collaborate to check COVID-19, heal its scars and address compounding global risks. In some societies, rapid progress on vaccination, leaps forward on digitalization and a return to pre-pandemic growth rates herald better prospects for 2022 and beyond. Others could be weighed down for years by struggles to apply even initial vaccine doses, combat digital divides and find new sources of economic growth. Widening disparities within and between countries will not only make it more difficult to control COVID-19 and its variants, but will also risk stalling, if not reversing, joint action against shared threats that the world cannot afford to

overlook. Supply chain disruptions, health crisis, interest rate fluctuation, inflation, debt, labour market gaps, protectionism and educational disparities are moving the world economy into precarious stance that both rapidly and slowly recovering countries alike will need to navigate to restore social cohesion and justice, boost employment and thrive. These difficulties are blocking the visibility of emerging challenges, which include climate transition disorder, increased cyber vulnerabilities, greater barriers to international mobility, national disparity and cost hikes, crowding and competition in space. Restoring trust and fostering cooperation within and between countries will be crucial to addressing these challenges and preventing the world from focusing on the main challenges and rather drifting further apart.

For the next five years, it has been evident that societal and environmental risks will emerge as the most concerning. However, over a 10-year horizon, the health of the planet dominates concerns: environmental risks are perceived to be the five most critical long-term threats to the world as well as the most potentially damaging to people and planet, with "climate action failure", "extreme weather", and "biodiversity loss" ranking as the top three most severe risks.

Research revealed that "debt crises" and "geo-economics confrontations" as among the most severe risks over the next 10 years. Technological risks—such as "digital inequality" and "cyber security failure"—are other critical short- and medium-term threats to the world.

The Dimensions of Group Chief Risk Officer at MTB

The Collaborator

He engages and aligns silos to customers, improves existing processes and designs new ones. He has a strategic sense to know when small or radical process improvements are necessary.

The Creative Analytics Problem Solver

He is able to apply standard risk analytics in new ways, and nonstandard techniques to daily decisions.

The Change Manager

He possesses the ability to lead transformations with an end-to-end mindset horizontally, across silos, and focused on customers. Moreover, he can create seamless connection of work activities, and rethink ways to meet customer needs. His traits include leadership, teamwork, courage and emotional intelligence.

The Innovator & Technologist

He thinks disruptively about changes, and develops responses and can convey urgency and practical priorities. He recognizes the potential of emerging technologies and understands the need to adapt them to the specific objectives of the bank- as well as to integrate new systems with existing ones.

The Systems Thinker & Data Scientist

He is an integrator across disciplines who attempts to move forward by drawing analogies to fields and approaches that may seem dissimilar. He understands the requirements for systems integration and for much better data quality and analytics, keeping in mind that transformation almost certainly involves understanding new types of internal data, unstructured data and external data. He or she must meet all of these objectives while simultaneously shedding data that does not support required analytics.

The Naysayer

He has the capability to put a different perspective. When everyone else zigs, he can say “zag”. He’s comfortable with taking the uncomfortable

positions and challenging both the status quo and the degree of change. As a tough critic he is capable of being persuasive enough to influence others at the table.

The Dynamic Macro Economic Environment

Macro-economic forces which are most notably geopolitical power dynamics, social discontent and social media are reshaping mainstream economic theory and policy. Both ‘Eastern’ and ‘Western’ political and economic models are under pressure from internal and external forces. The globe is likely to see a continued shift from multilateralism to bilateral and regional relations (East vs. West) and increasing state involvement in private sector activities domestically (Global vs. Local). Operating a multinational footprint will become more complex and more costly but protectionism can be turned to one’s own competitive advantage.

Global vs. Local:

Efficiency is the perfect adaption of a bank, sector or market to the existing environment — by its nature, it strategizes away its ‘resilience’, or its protection from risk. In contrast, resilience is the ability to adapt to changes in the environment, often with an associated ‘insurance’ cost. COVID-19 highlighted the less salient and less predictable cost of efficiency. A supply shock to one market caused blockage in the global supply chain — that is, an (otherwise geographically efficient) overreliance caused a cascade reduction in capacity through the loss of access to key inputs. Some governments will now pursue a model of ‘self-sufficiency’ in strategic sectors, including agriculture, pharmaceutical and medical supply manufacturing, natural resources and energy. The extent of the response will be partially constrained by market factors, and will vary from the creation of national stockpiles, redundancies in government supply chains and ‘trusted’ suppliers, to export controls and

industrial policies to encourage re-shoring or near-shoring of production and R&D. This concept of national resilience is not unique to pandemic risk; governments face pressure to ensure 'self-sufficiency' to any number of perceived threats, including from other countries. Global powers will design each other out of critical supply chains in the name of national security, across a continuum from 'diversify away', to '(geographically) near-shore with an (ideologically) trusted partner' and even 're-shore' capacity.

East vs. West:

Global world powers are attempting to shape the behavior of other nations. This is not new — it would be difficult to think of a time in history where this has not been the case. Similarly, the division of the world into 'two sides of a fence' with differing political and economic ideological models has happened before. Countries are more connected, making the process of even partial decoupling more extensive and painful than in the past. Economic, healthcare and even data diplomacy will matter even more in a post- or coexist with COVID-19 world. Whilst there is an evolving level of financial support available for Western allies, state capitalism offers an alternate financing model for emerging markets seeking investment — many of which are among the fastest growing markets in the world. Some countries will maintain productive relationships with both sides of the fence, and similarly business can and will continue to operate in both.

Man vs. Machine:

The use of technology to increase productivity is not new, nor is the concern around what it might mean for the labor force. What is fundamentally different, and far more concerning than mere technological displacement, is the shift in importance from human capital to physical capital, in the form of emerging technologies such as everything from self-driving cars and grocery check-outs to AI journalism, e-finance

and online education. There is a very real possibility that we may not need artificial general intelligence before humans are surpassed and labor is no longer the most important factor of production (nor of comparative advantage for countries). At a minimum, technology will exacerbate polarization of the labor market, contributing to perceptions of 'rigged capitalism'. As a credible scenario that could unfold over the next few years: technological transformation increases demand for skilled labor relative to unskilled labor, lowering the wages of the workers unable to adapt. These technologies may allow labor to focus on a skill that is not AI-replicable, creating more jobs than those destroyed. But the economic fall-out from COVID-19 will also disproportionately hit lower wage jobs; structural underemployment becomes a concern as people compete for fewer jobs, driving wages down and inequality up. Labor markets become more flexible; the gig economy (i.e. a labour market characterized by the prevalence of short-term contracts or freelance work as opposed to permanent jobs.) increases, with more people working multiple part-time, low-paying jobs. The perceived or actual wealth divide increases — leading to new levels of societal discontent and political polarization.

Protection vs. Performance:

With AI emerging as the most important technology, the data that fuels it will become the most important resource. It is evident that the value and functionality of the next generation of emerging technology is, in part, dependent on the type and volume of data. Power stemming from control over information is not new.

Today vs. Tomorrow:

In the midst of the longer-term economic fall-out from COVID-19, the middle class will redefine the purpose of an organization, forcing a corporate safety net for 'tomorrow' even as they push governments towards supporting them

‘today’. What we have seen from COVID-19 is the expansion of an inherent systematic mortgage on future generations. Massive government intervention is delaying a severe economic depression and potential collapse in some cases. Global debt may surge significantly by year end, with most countries utilizing debt to stabilize growth and employment. Even going into the pandemic, Western fiscal and monetary policy was overburdened from the 2008 Financial Crisis, and global debt was growing at a rate far higher than GDP growth or the population rate of most countries or the world. Whilst interest rates are low, the debt burden is affordable, but under basic economic principles, debt (consumption) today means austerity (less consumption) in the future. On the social side, dissatisfaction with the current system of governance is set to continue from the globalists & the localists. Yet societal polarization has been translating to the political spectrum. Besides, questions around social contracts and the role of business in society have been raised over the past decade, most notably with respect to ESG issues. This is particularly evident in the shift from country-driven multilateral institutions to the growing influence of business-driven coalitions in driving the ESG agenda. Business needs to be able to anticipate and respond to public action, not just the letter of the law — not just to survive, but to create a clear social compact that positively resonates with consumer bases and investors to drive growth. Elevating the likes of social issues, climate change and geopolitics can drive a more sustainable business model — like when a multinational consumer goods company utilized local recruitment and micro financing to successfully expand to other territories.

Spillover Effect on Our Country & The Banking Industry- Operational Resilience, Compliance and Non-Financial Risks

Bangladesh has an impressive track record of growth and poverty reduction. It has been among the fastest growing economies in the world over

the past decade, supported by a demographic dividend, strong ready-made garment (RMG) exports, and stable macroeconomic conditions.

The performance of Bangladesh’s economy in 2022 will be determined by how well the new coronavirus variant is managed. Despite a relatively better performance in terms of economic growth, Bangladesh economy has faced a number of challenges in the first few months of the ongoing fiscal year (FY2021-22). It is worth mentioning though, Bangladesh is staging a strong economic recovery from the coronavirus pandemic but the government should be cautious about tackling the pressures building up in some macro-economic indicators. There is an emerging pressure involving the balance of payments as import growth has exceeded export growth amid slowdown in remittance inflows, resulting in deficit. Pressures are growing in the foreign exchange market. Bangladesh Bank is responding slowly when it comes to devaluing the taka. Another challenge for the country is the entire annual development program is being funded by borrowing, either through domestic loans or external loans. There are predictions that the inflation may go up during economic recovery but we have to be very cautious so that it doesn’t spiral beyond the tolerable level. Several people have lost employment during the pandemic. With economic activities opening up, many have regained their jobs, but at a lower salary. Higher prices at the international market due to recovery of demand, high shipping prices, and supply constraints have caused commodity prices to rise domestically. While creeping inflationary pressure is worrisome for the recovery from the pandemic, the official inflation numbers do not reflect the reality, since the actual pressure of prices felt by the common people is much stronger than the existing inflation rates.

We know that the prime objectives of Bangladesh Bank (BB) are to manage the monetary and credit system of the country with a view to stabilizing

domestic monetary value and maintaining a competitive external par value of Taka towards fostering growth and development of country's productive resources in the best national interest. Following the existence of ample liquidity in the money market coupled with the market lending rate rationalization efforts of BB undertaken toward the end of FY20, both the weighted average interest rates on lending and deposit have significantly declined by the end of FY21. The negative moving weighted average real deposit rate is a matter of concern for the depositors, economists, and policymakers as the savers will see a fall in the real value of their savings. Nonetheless, banks are now operating almost all of their lending activities well below the 9 percent interest rate cap and the existing lower trajectory of lending interest rate along with robust growth in deposits can be a blessing for enhancing the private investment and economic activities during the post COVID period. In the backdrop of ongoing pandemic situation, the basic challenges that BB may encounter in the coming months are restoration of full normalcy in lives and livelihood and extending required fund flow to the production pursuits especially those have become in operative causing some degree of job and income losses. To this end, BB will attach big emphasis on full implementation of the Government's stimulus packages alongside strengthening its own refinancing windows in the coming days. For this purpose, BB will consider to adopt all possible policy options for encouraging new entrepreneurs and for generating new employment opportunities which include: (a) continuation of the ongoing refinance policy with more focus on micro, small and labor intensive medium enterprises especially for the eradication of urban poor existed in the transportation, tourism, hospitality, healthcare and small businesses; (b) fully operationalize its credit guarantee scheme to expedite CMSMEs financing, particularly towards the light engineering, cluster and value chain, and women entrepreneurs' development; (c) permitting banks and financial institutions

for opening technology driven sub-branch in the rural remote areas by engaging their own recruited minimal workforce for creating quality jobs and enhancing financial inclusion alongside ensuring proper safety and security; and (d) bringing the education sector, perhaps the most affected sector due to COVID-19 pandemic, to the refinance scheme.

MTB's Prudent Risk Management Duly Aligned with the Dynamic Environment within the Periphery of Its Risk Appetite

Future of risk management must consider the following elements in order to respond to the dynamic and changed environment. The roles of GCRO has undergone significant upgraded in the process.

Continued Expansion of the Breadth and Depth of Regulatory Eco-system

We aim to build an organization of the future. With the evolution of various risks, banks are witnessing remarkable reforms in the regulatory ecosystem. So, riding on the strong partnership with the senior management we revisited the risk appetite, tolerance levels and risk taking -strategies, 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 with due cognizance of the dynamic regulatory environment and industry need. Our risk culture is fundamentally built on the firm compliant foundation with due consideration for the regulatory boundaries and rudiments.

Changing Customer Experience

We are the custodian of people's money and strive to address all probable threats and risks

with efficacy in this dynamic environment. MTB delves into all possible sources of risk to proactively mitigate them. It is only for our unshakeable trust people come to us with their hard earned money, so it is our prime responsibility to uphold the sanctity of this trust bestowed on us. Now, every change brings with it some uncertainties and risks. And risk can be defined as the adverse impact on business from various sources of uncertainty. As we manage risk in the daily business operation, we also need to acknowledge and appreciate the ever changing nature of customer expectations. For Automated instant decision, we strive to embrace secured and credible assessment tools and techniques. Bringing value propositions with prompt and high quality service delivery like no other financial institutions is our ultimate objective. As much as we make every effort to reach at the door step of our customers without compromising the security aspect, we yearn to operate as "Segment of One". 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 GCRO therefore strives to ensure that robust governance is in place and works to strengthen risk culture and organizational resilience

Technology and Analytics As Risk Muscle

In this era of digitization when our country is emphasizing on electronic banking extensively, our disruptive breakthrough in establishing e commerce gateway has already paved its way into the lives of many people across the nation. Through use of Big data, Crowdsourcing and Machine Learning, the future of cyber security will be shaped in a completely new dimension. As financial services institutions become increasingly complex with additional emphasis

on efficiency, risk management functions will need to gradually move towards adopting new technologies in their day-to-day activities. This could include incorporating AI and big data in forecasting and stress testing processes, using RPA to automate repetitive tasks (e.g. reporting), making use of cloud and edge computing concepts and better using already existing risk management tools. CROs must move artificial intelligence and machine learning (AI/ ML) to the core of everyday processes such as AML and Know Your Customer (KYC) requirements thereby reducing the overwhelming headcount burden that these processes can pose to organizations. To keep pace with that and build a bank of the future we are constantly venturing into new digital horizon. 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 GCRO, it is mandatory to take account of these new strains and vulnerabilities and strengthen cyber security and cyber practices across the organization. GCRO must prioritize and reprioritize assets as needed, protecting critical assets and closing critical control gaps as they appear.

Additional (Non-Financial) Risk Are Emerging

As a responsible financial institution, we are to also remain always vigilant about the surrounding when it comes to Model Risk, Cyber security or as we are currently experiencing the Contagion Risk like COVID 19. Try to deploy advanced analytics techniques to analyze risk across an organization providing executive teams and board with full data-driven risk models, scenario planning and predictive modelling that will enable better decisions on allocation of resources. To reveal vulnerabilities and develop strategic implications, advanced stress-testing for profit and loss (P&L) and the balance can be developed. We believe, 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 aid us for prudent risk identification and mitigation. Risks are escalated to Enterprise risk associate forum (ERAF) and/ or Executive Risk Management Committee (ERMC) based on the criticality, likelihood and impact. There is a strong and active oversight of the MTB's Board which further fortifies the risk governance infrastructure of the bank. Risk management has traditionally been focused more on constraining the business by setting limits and monitoring and reporting risk exposure. However, MTB ensures that the risk management function focuses less on constraining the business and more on enabling the business to develop and execute a strategy that is aligned to stakeholder expectations with regards to risk and return.

Better Risk Decision Through Elimination Of Biases

By becoming thought partners with the Board and the top management, the GCRO helps steer the organization, identify and selectively commit to strategic opportunities while consciously eliminating every possibility of bias. 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. Proactive engagement of stakeholders from business, treasury, CRM and RMD is ensured in formulating the risk appetite statement of the bank. 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 the bank to make sustainable decisions swiftly. In the process MTB also strive to fully leverage the cloud in risk infrastructure to

reduce costs and increase flexibility allowing new systems and technologies to be much more readily adopted in the future.

The Need For Strong Cost Cutting Drives

Boosting efficiency by reducing all forms of redundancies will bring sustainable growth. From zenith to nadir the organizations of tomorrow must yearn to adapt strategies that utilize optimum resources to generate maximum profit while probing into risk elements which might deviate them from attaining the desired goal. We need to prepare for change via digitizing the core processes, experiment with advanced analytics, strong risk reporting infrastructure, and if feasible collaborate with other stakeholders for balance sheet optimization. Additionally, by attracting and building efficient talent pool we aim to embed a robust risk management culture across the bank.

Way Forward and Final Thoughts

Banks do not aim to have the CRO and the risk management function run the business, but rather to make sure that risks the business is or could be facing are properly identified and taken into consideration when taking business decisions. In order to ensure that the risk management function focuses more on supporting the business in the development and execution of its strategy, financial institutions should ensure that CROs have a seat at the "decision making table" and have easy and quick access to the Board of Directors and/ or the Risk Committee of the Board of Directors. As the global industry deals with emerging challenges, e.g. COVID 19, ESG and geopolitical instability, CROs and their risk management functions will need to significantly enhance their ability to spot future trends in risk exposure. They should incorporate more external data in their reporting and analysis and broaden the scope of data collection to include aspects such as environmental and social impact,

geopolitical exposure, risk interconnectedness and public image. Banks should also make better use of their own internal data. By employing new technologies such as cloud computing and data processing techniques, financial services institutions should increase the scope of data that they collect and use this to identify trends and future risk exposure. In a rapidly changing world, it is also fundamentally important for CROs and risk management functions to stay ahead of the curve and understand emerging risks and trends. The use of forward looking risk indicators can help to ensure that institutions have a good understanding of the risks to their business. CROs must also take note of broader social movements and public perception relating to the transition to a low-carbon economy, as well as new challenges such as the surge in activity in digital currencies.

As a nation, resolving longer term structural challenges could accelerate the post COVID-19 recovery. Reform priorities include a diversification of exports beyond the RMG sector, deepening the financial sector, improving urbanization, and strengthening public governance. Addressing infrastructure gaps would spur growth and reduce spatial disparities in opportunities across regions and within cities. Addressing vulnerability to climate risks would support the resilience of economic development to future shocks. Pivoting towards green growth could support the sustainability of development outcomes for the next generation. With the right policies and timely action, Bangladesh can accelerate its recovery from the economic downturn and continue to progress towards upper-middle income status.

Structural reforms

Higher long-term growth will require deep structural reforms and remedial measures to offset the scarring impact of the pandemic. Countries will also need to adapt to a labor market shaped by the pandemic, retooling and reskilling workers as needed to secure gainful

employment in a likely more digital economy. In this context, the pandemic provides a unique opportunity to boost digitalization efforts and the adoption of new technologies. More immediately, reducing tariffs and trade barriers can help ease supply disruptions and inflation pressures globally while also facilitating better resource allocation over longer horizons. These efforts, combined with global cooperation on strengthening supply chains, would help reduce precautionary hoarding incentives and allow for smoother adjustment to future shocks.

Climate policies:

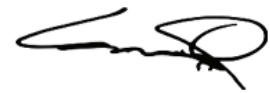
The ongoing climate emergency continues to require urgent international action. Much larger coordinated global policies—including carbon price floors—will be needed to meet the new goals laid out at the Glasgow climate conference and stave off catastrophic global climate change. Carbon pricing and reductions in fossil fuel subsidies can also generate resources for financing other elements of the needed policy response: green infrastructure investment and research subsidies for renewables and storage technologies, as well as compensatory transfers to those adversely affected by the energy transition. Such national-level measures will need to be reinforced with adequately resourced multilateral climate finance initiatives to ensure that all countries can invest in needed mitigation and adaptation measures.

In the coming years, the sustainable investment market needs to transition from a niche to a mass market that fully integrates sustainability in business models and culture, leading up to 2030 and beyond. To do so, the market needs to tackle concerns of green-washing and SDG-washing, and address its geographical imbalance. Much work has been done over the past decade by asset owners, financial institutions, exchanges, regulators and policymakers. Better coordination and effective monitoring of their activities can help accelerate the transition. To address future challenges we can adopt the following: .i. Grow

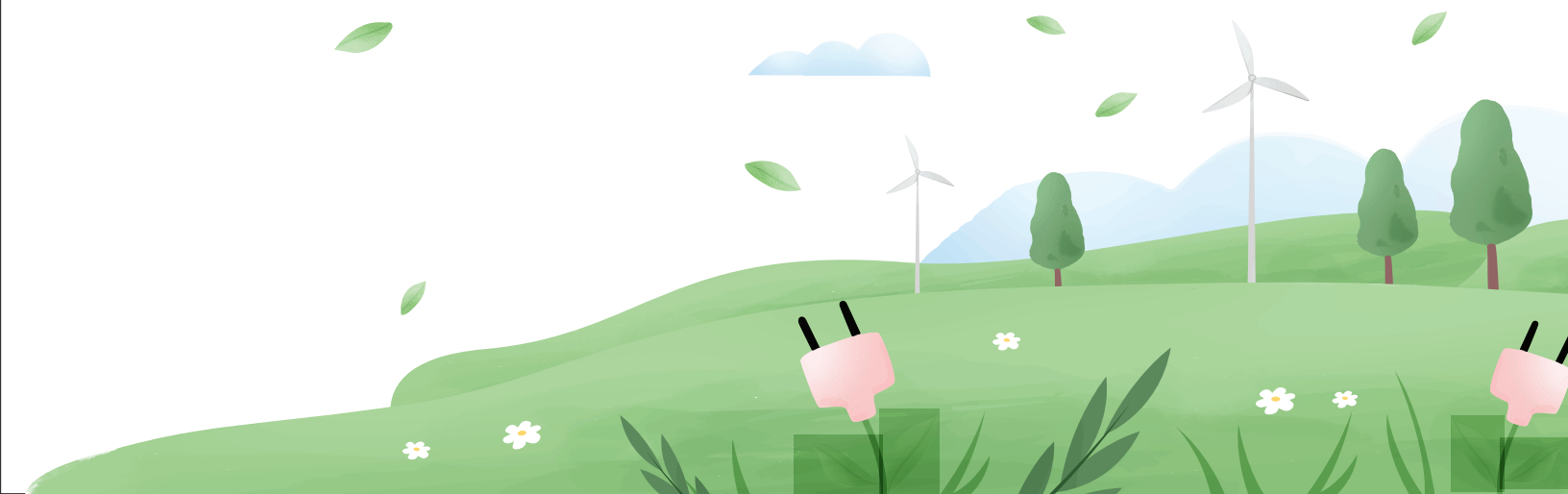
sustainable investment from “market niche” to “market norm”, by making sustainability integration universal rather than a strategy of a subset of the larger market. ii. Transform the sustainable investment market from a developed-country phenomenon to a global market, which benefits all countries, in particular developing economies. iii.

Strengthen the credibility of sustainability ratings and reporting with more robust and regulated standards and taxonomies. This transformation, from the market of today to the market of the future, entails concerted efforts by all stakeholders, including fund and index providers, institutional investors, stock exchanges and regulators. More work can be done to encourage the integration of ESG factors into mainstream

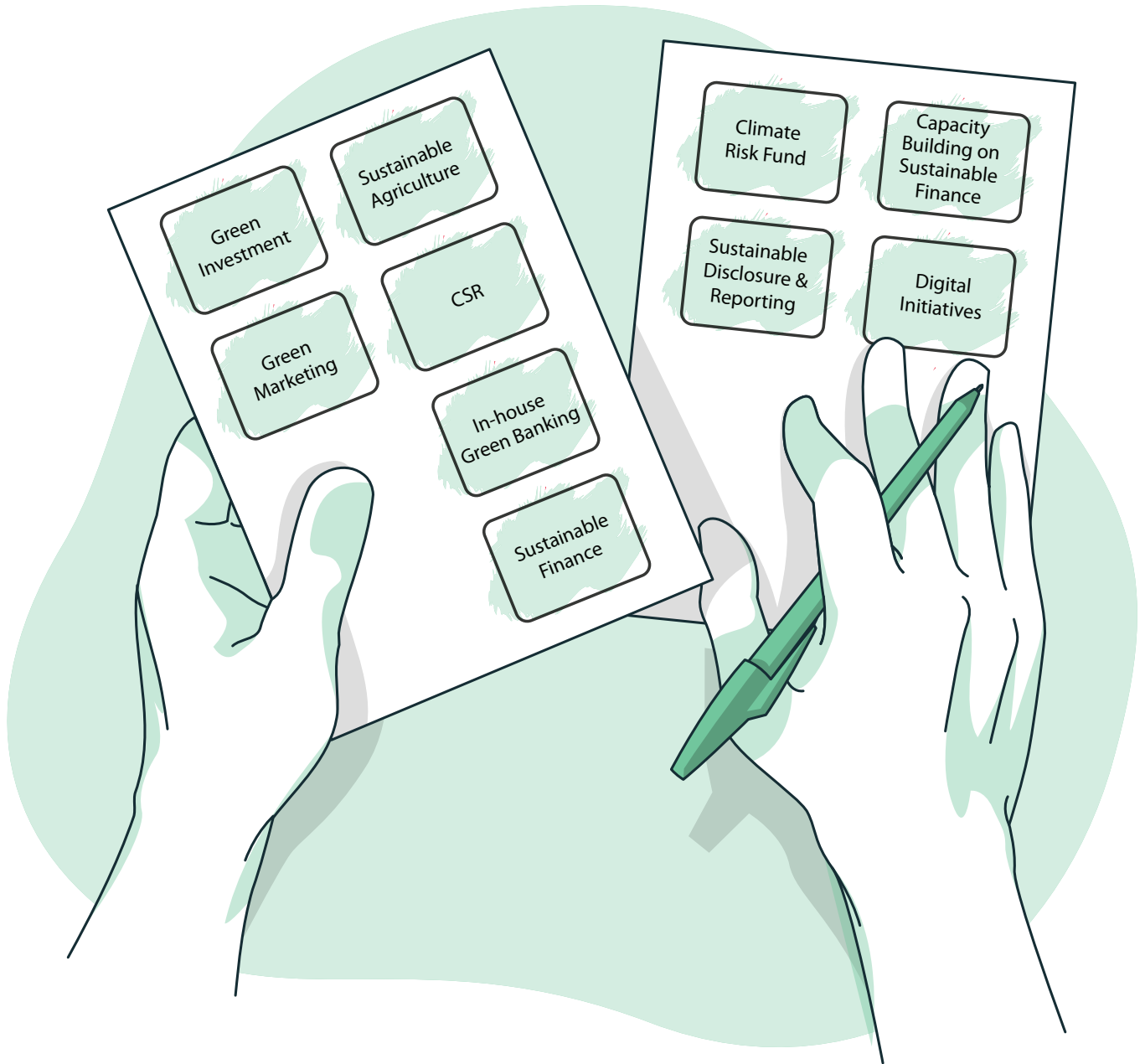
products and indexes. Meanwhile, regulations need to keep pace with market trends to bring transparency, predictability and credibility to the market. Rules and guidelines to establish industry standards and governance requirements with an aim to bring transparency, predictability and credibility to the market are moving beyond voluntary measures. Slowly, regulation is helping to shape the future contours of the sustainable investment market. CROs are now managing emerging risks in a world reshaped by COVID-19 when changing customer needs and digital technology play increasingly central roles. CROs ability to adapt quickly to a changing environment is more important than ever before. There is a huge opportunity for CROs to reshape their roles to successfully accelerate change across the banking environment.



Chowdhury Akhtar Asif
Additional Managing Director & GCRO



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
<div>07</div> <div>AFFORDABLE AND CLEAN ENERGY</div> <div></div>	<div>Goal 7: Ensure access to affordable, reliable, sustainable, and modern energy for all</div> <div>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</div>	<div> Climate change risks</div> <div> Responsible lending</div> <div> Green finance</div>
<div>08</div> <div>DECENT WORK AND ECONOMIC GROWTH</div> <div></div>	<div>Goal 8: Promote sustained, inclusive, and sustainable economic growth and productive employment</div> <div>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.</div>	<div> Talent attraction and retention</div> <div> Customer experience</div> <div> Culture and mindset</div> <div> Community and society empowerment</div>
<div>09</div> <div>INDUSTRY, INNOVATION AND INFRASTRUCTURE</div> <div></div>	<div>Goal 9: Build resilient infrastructure, promote inclusive and sustainable industrialization, and foster innovation</div> <div>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.</div>	<div> Digital transformation</div> <div> Customer experience</div> <div> Data governance and cyber security</div> <div> Community and society empowerment</div>
<div>13</div> <div>CLIMATE ACTION</div> <div></div>	<div>Goal 13: Take action to combat climate change</div> <div>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.</div>	<div> Climate change risks</div> <div> Responsible lending</div> <div> Operational eco-efficiency</div> <div> Green finance</div> <div> Community and society empowerment</div>



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 eighth 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, 2021, 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.

01 NO POVERTY



MTB strives to work unitedly for eradicating poverty in all its forms which is one of the greatest challenges facing humanity

05 GENDER EQUALITY



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.

10 REDUCED INEQUALITIES



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 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.

1.2 Sustainability Context

MTB Sustainability Report 2021 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 workers who are not employees 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 2021.

- ◆ 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 2021
- ◆ 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 2021 is sufficiently accurate and in detailed form for stakeholders to assess MTB's performance. Such as-

- ◆ MTB Sustainability Report 2021 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 2021'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 without unreasonable effort. 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 unreasonable 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, 2021 to December 31, 2021) 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 2021. 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.

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.






CREATING VALUE FOR OUR STAKE- HOLDERS



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














STAKEHOLDERS <i>(Who are our stakeholders and how we contribute to SDGs with respective stakeholders?)</i>	TYPE OF ENGAGEMENT <i>(How we engage stakeholders?)</i>	EXPECTATIONS <i>(What do stakeholders expect of us?)</i>	IMPACT <i>(Where we create value)</i>	OUTCOME 2021									
Shareholders ◆ Individual ◆ Institution ◆ Bondholders <div><div>08 DECENT WORK AND ECONOMIC GROWTH</div><div></div></div> <div><div>09 INDUSTRY, INNOVATION AND INFRASTRUCTURE</div><div></div></div>	<ul style="list-style-type: none">◆ Annual general meeting◆ Annual report◆ Press release◆ Quarterly financial report◆ Roadshow event◆ Credit rating◆ Price sensitive information (PSI) on newspapers	<ul style="list-style-type: none">◆ A sustainable growth◆ Attractive returns based on moderate risk profile while maintaining sound governance system.◆ Good governance that incorporates environmental and social consideration◆ Long-term value creation◆ Holistic risk management	<ul style="list-style-type: none">◆ Investors receive regular dividends and interest payments.◆ 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.◆ Timely repayment of debt with stated return◆ Fair establishment of risk management culture◆ Transparency & integrity in financial reporting◆ Maintain consistent ratings through financial commitment	<ul style="list-style-type: none">◆ The following table describes outcome 2021 for MTB shareholders- (In BDT) <table><tr><td></td><td>Consolidated</td><td>Solo</td></tr><tr><td>EPS</td><td>3.66</td><td>3.59</td></tr><tr><td>NAV per Share</td><td>24.19</td><td>23.58</td></tr></table>		Consolidated	Solo	EPS	3.66	3.59	NAV per Share	24.19	23.58
	Consolidated	Solo											
EPS	3.66	3.59											
NAV per Share	24.19	23.58											
Customers ◆ Retail & SME customers ◆ Wholesale & corporate customers ◆ Yaqueen customers ◆ Private banking	<ul style="list-style-type: none">◆ Ongoing market research and product innovation◆ Customer Service Enhancement Program	<ul style="list-style-type: none">◆ A bank that excels and goes beyond traditional banking and delivers valuable services, any time, any place	<ul style="list-style-type: none">◆ Customers derive value from MTB products and services – from round- the-clock banking, digital access to finances, continuous improvements of	<ul style="list-style-type: none">◆ Total number of customer accounts-1,054,292◆ 119 Branches, 201 Agent Banking Centers, 310 ATMs, 3,050 POS.									

<p>customers</p> <ul style="list-style-type: none"> ♦ Public sector clients Intermediaries and distributors <p>03 GOOD HEALTH & WELL-BEING</p> 	<ul style="list-style-type: none"> ♦ Customer Relationship Management ♦ Direct Customer feedback ♦ Customer satisfaction survey and complaints ♦ Different channels such as, Branches, Agent outlets, Call Centre, ATM Booth, Internet Banking, CDM, MBOT, MTB Smart Banking App etc. 	<p>while securing customer interests first.</p> <ul style="list-style-type: none"> ♦ Access to loans, financing and quality advice ♦ Positive, seamless customer experience 	<p>operational activities, innovative product offering and smooth and convenient banking services</p> <p>09 INDUSTRY, INNOVATION AND INFRASTRUCTURE</p> 	
<p>Employees</p> <ul style="list-style-type: none"> ♦ All full-time employees ♦ Contractual employees <p>03 GOOD HEALTH & WELL-BEING</p>  <p>05 GENDER EQUALITY</p>  <p>06 CLEAN WATER AND SANITATION</p> 	<ul style="list-style-type: none"> ♦ Meetings and online channels such as MNet and intranet for policy and news announcement ♦ Employee meetings, seminars and CSR activities ♦ Annual performance evaluation ♦ Employee engagement survey ♦ Employee development programme 	<ul style="list-style-type: none"> ♦ An employer that empowers and offers opportunities to make the most of people's potential for career growth and excel. ♦ Salary package adjusted in line with market competitiveness and inflation. ♦ Award for good performance ♦ Training and 	<ul style="list-style-type: none"> ♦ Employees benefit from salaries, training and leadership development and also from a work environment that fosters involvement and brings in new talents. ♦ Group Health Insurance-Guardian Life ♦ Sports Tournament-Football, Cricket and Table Tennis. ♦ Yearly performance 	<ul style="list-style-type: none"> ♦ 177 training programs for 2079 participants ♦ MTB Speak Up Policy

<p>08 DECENT WORK AND ECONOMIC GROWTH</p> 	<ul style="list-style-type: none"> ◆ Employee recognition programme ◆ Business conferences, teleconferences, video conference etc. ◆ Training, workshops, and orientation program ◆ Team meeting. ◆ Management Trainee (MMT) Program for future leadership ◆ Safe and Clean working environment 	<p>development and career opportunities</p> <ul style="list-style-type: none"> ◆ Co- operative working environment. ◆ Clean and sanitized working environment ◆ Skill and capability development ◆ Internal mobility and career advancement ◆ Stress management 	<p>Bonus for employee motivation</p> <ul style="list-style-type: none"> ◆ Well set KPIs for performance and inherent quality analysis ◆ Ensure continuous learning and application ground for career build-up. ◆ All sorts of safety measures such as fire extinguishers, separate stairs are available and smoke free premise. ◆ Formulation of 'MTB anti-harassment Policy' and 'MTB Speak Up Policy' to resolve complaints in a fair manner. 	
<p>Government</p> <ul style="list-style-type: none"> ◆ Central Bank of Bangladesh (Bangladesh Bank) ◆ Other regulatory government bodies/ organizations <p>10 REDUCED INEQUALITIES</p> 	<ul style="list-style-type: none"> ◆ Assign Compliance unit to serve as the Bank's regulatory liaison. ◆ Attend meetings on regulatory policies and guidance from relevant authorities. ◆ Attend forums on regulatory compliance 	<ul style="list-style-type: none"> ◆ Proper and appropriate compliance of applicable rules and regulations ◆ Good governance that incorporates environmental and social impact mitigation management ◆ Responsible lending 	<ul style="list-style-type: none"> ◆ Government obtains value when MTB proactively adopt and apply latest laws and regulations and 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. 	<ul style="list-style-type: none"> ◆ No penalty incurred due to non-compliance since its inception.

 <p>16 PEACE, JUSTICE AND STRONG INSTITUTIONS</p>	<ul style="list-style-type: none"> ◆ Seek feedback and guidance on regulatory compliance ◆ Offer feedback on regulations through customer survey. ◆ Prepare and provide support for regulatory audit 	<ul style="list-style-type: none"> ◆ Data privacy and cyber security Financial accessibility and financial literacy 		
<p>Suppliers</p> <ul style="list-style-type: none"> ◆ External suppliers ◆ External Consultants  <p>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</p>	<ul style="list-style-type: none"> ◆ Procurement management, training, and communication  <p>17 PARTNERSHIPS FOR THE GOALS</p>		<ul style="list-style-type: none"> ◆ MTB suppliers extract value when MTB adheres to the well-defined procurement regulations while maintaining strong business relationships with suppliers. ◆ Free from any bias or coercion from influencing quarters Timely payment to vendors 	<ul style="list-style-type: none"> ◆ MTB Procurement Manual ◆ Pool of reliable enlisted suppliers
<p>Environment</p> <ul style="list-style-type: none"> ◆ Surrounding environment  <p>03 GOOD HEALTH & WELL-BEING</p>	<ul style="list-style-type: none"> ◆ Climate change risks management ◆ Ensure Environmental and Social Due Diligence (ESDD) ◆ Strict maintenance of ESDD checklist 	<ul style="list-style-type: none"> ◆ Conduct business in harmony with the environment. ◆ Propagate a culture in which MTB stakeholders, especially employees, are deeply aware 	<ul style="list-style-type: none"> ◆ MTB always invests and lends to support clean energy and manages own power consumption and carbon footprints for providing a sustainable and green environment. 	<ul style="list-style-type: none"> ◆ Green Banking Initiatives ◆ In-House Environmental Management System ◆ Environmental and Social Safeguard Policy ◆ Sustainable Finance Help Desk ◆ Capacity building on sustainable

 		of the importance of environmental preservation and sustainable banking practices.		finance and environment-friendly finance. ♦ Refinancing scheme for customers.
Community ♦ Local communities ♦ Non-government organizations    	♦ Promoting financial inclusion for unbanked people ♦ CSR contribution ♦ Scholarship ♦ Health programs ♦ Disaster Management   	♦ An engaged financial institution that invests in the future sustainably and responsibly.	♦ 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.	♦ BDT 138.58 million contribution in CSR in 2021.
 				

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 2021 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.

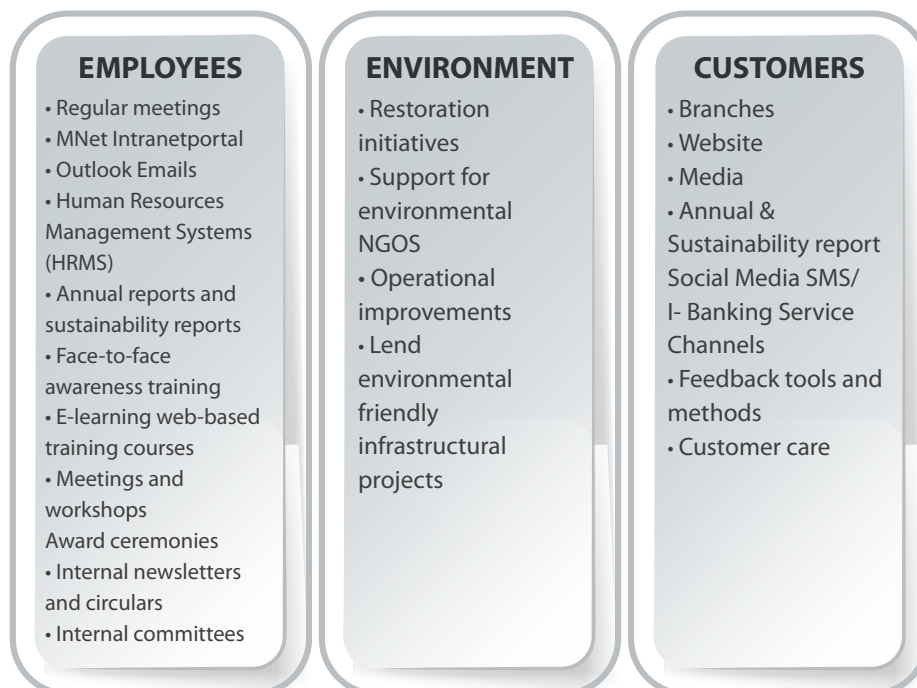


ENGAGING OUR STAKEHOLDERS (GRI 102-43)

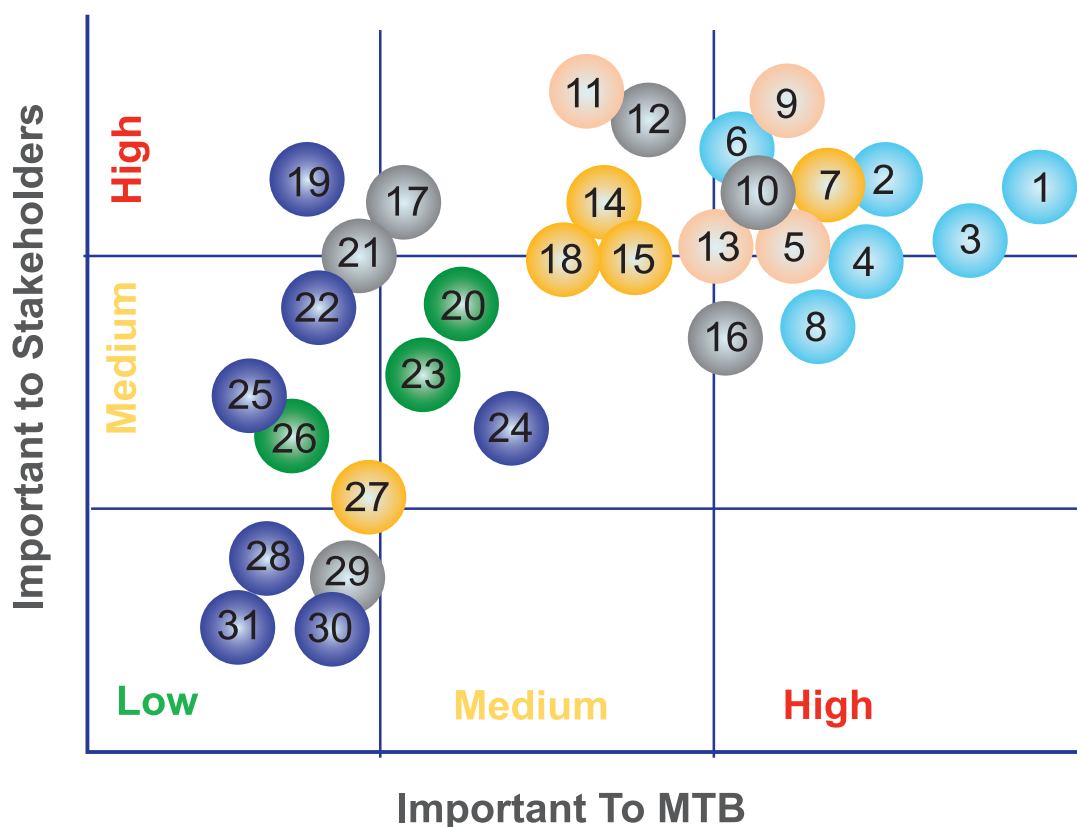
In MTB, we engage our stakeholders regularly and respond to their priorities and expectations by creating a two-way channel for communicating stakeholder needs and the Bank's impact. MTB is committed to engaging regularly with its stakeholders as a way to understand their needs and ambitions that are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



ENGAGING OUR STAKEHOLDER EMPLOYEES



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)
Governance & Transparency	1. Legal and Regulatory Compliance 2. Governance and Accountability 3. Combating Corruption and Money Laundering-GRI 205 8. Responsible and Ethical Behavior 4. Transparent Disclosure of Performance 6. Economic Contribution-GRI 201, GRI 203
Supporting the Customers in Achieving their Objectives	13. Information Security and Data Privacy-GRI 418 11. Customer Experience and Satisfaction-GRI 416 9. Accessibility to Products and Services 5. Communicate Transparently with Customers
Responsible Financing	7. Diversified Customer Range 14. Supporting Local Communities- GRI 413 15. Financial Inclusion 27. Measurement of Environmental & Social Risk in Financing 18. Offering Sustainable Products and Services
Employee Empowerment	10. Competitive Benefits 21. Training & Development- GRI 404 12. Diversity & Equal Empowerment- GRI 405 29. Employees Engagement- GRI 406 17. Health and Safety of Employees- GRI 403 16. Child Labor/ Forced or Compulsory Labor- GRI 408, GRI-409
System Optimization & Resource Efficiency	31. Process Digitization 22. Emissions-GRI 305 24. Water Usage- GRI 303 25. Energy Usage-GRI 302 30. Material Consumption- GRI 301 19. Managing impacts of our Supply Chain- GRI 308 28. Waste and Effluent Management- GRI 306
Environmental Compliance & Community Engagement	26. Engaging with our Community Based Organizations- GRI 413, GRI 419 23. Behavior and Culture of Community- GRI 413, GRI 419 20. Environmental Compliance- GRI 307

MATERIAL TOPICS & IMPACT BOUNDARIES (GRI 102-46)

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

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 2021.

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

In pursuit of continuous improvement, we have a change in the list of material topics and topic boundaries in this sustainability report for the reporting year of 2021 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)

Reporting Period	January 1, 2021 to December 31, 2021
Date of the most recent previous report	Sustainability Report 2020 Date: Published in MTB website December 29, 2021
Reporting Cycle	Annual
Contact point regarding the report	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
Disclosure	This report has been prepared in accordance with the GRI Standards: Core option
External Assurance	External assurance is under consideration by management
MTB's Engagement Tier with United Nations Global Compact (UNGC)	Signatory since 05 January, 2016

EXTERNAL ASSURANCE

(GRI 102-56)

MTB has been preparing sustainability report since 2014. MTB Sustainability Report 2021 is our eighth 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 fare 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 119 branches and 33 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.

C38707 (665)/99 on September 29, 1999

BANGLADESH BANK PERMISSION NO.

BRPD (P) 744(78)/99-3081 on October 5, 1999

LISTING INFORMATION

Listed with DSE: July 12, 2003

Listed with CSE: July 12, 2003

SWIFT CODE

MTBL BD DH

TRADE CODE

MTB

MTB EXCHANGE (UK) LTD.

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



by shares. The registered office is located at 25 White Chapel Road, London. The main activities of the exchange house are to carry on the remittance business and to undertake and participate in transactions, activities and operations commonly carried on or undertaken by remittance and exchange houses.

Global Presence

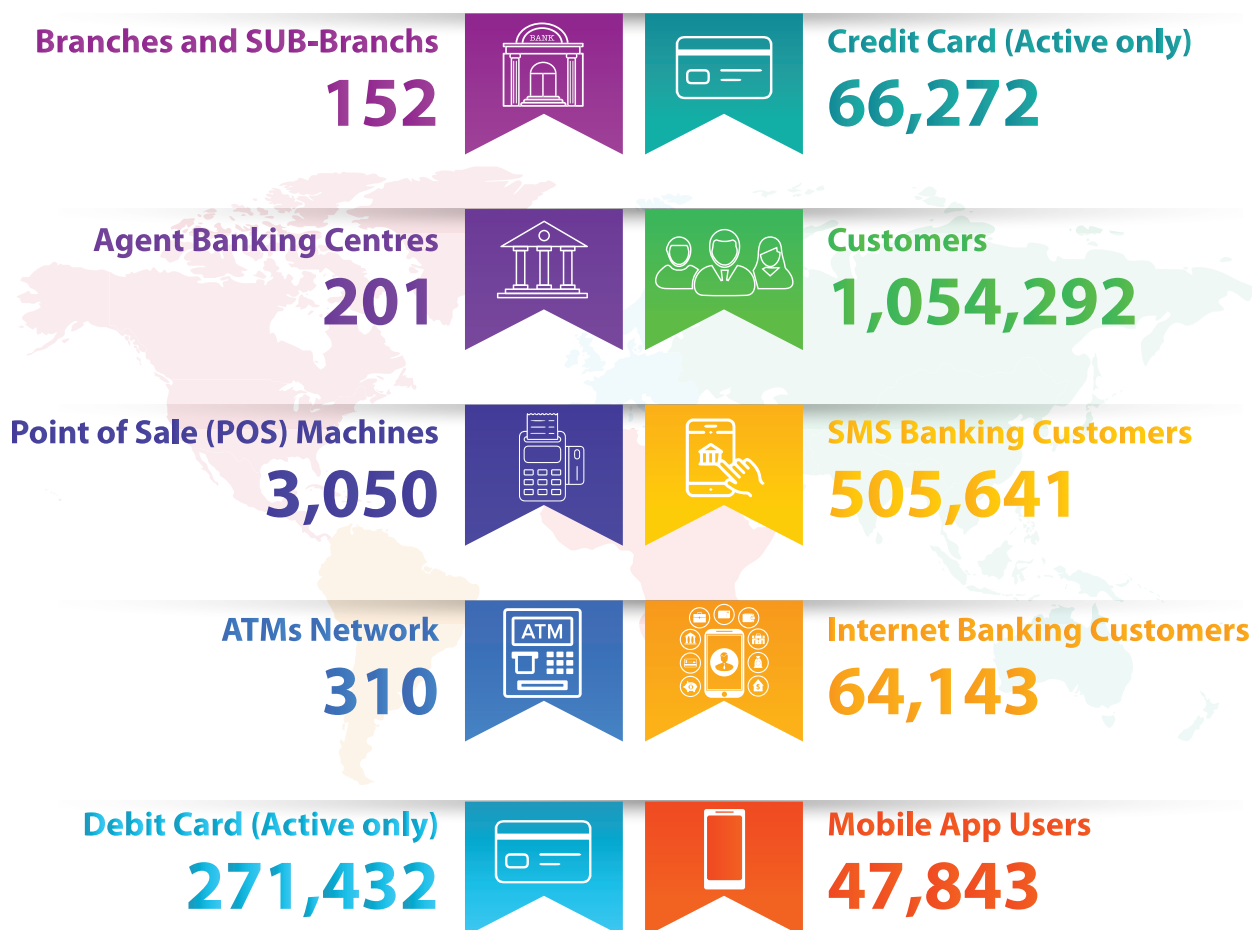
MTB successfully maintains strong correspondent relationships with different renowned banks of the world. By going beyond the adversaries of COVID-19 and to uphold the nation's economy

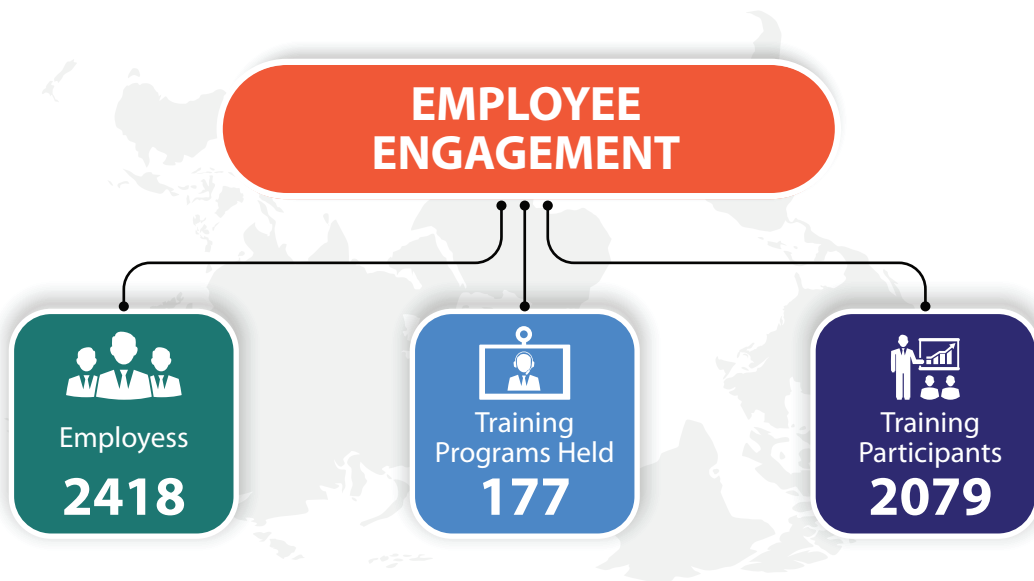
MTB brought USD 529.22 million in the year 2021. MTB received remittance of USD 529.22 million through our esteemed remittance partners around the world in year 2021.

MTB Remittance Network

With a view to facilitating country-wide smooth remittance inflow, we are serving our NRBs by offering modern payment solutions at their convenience by using the emergent remittance network covering 4 continents (Asia, Europe, North America & Africa) of the world.

CUSTOMER EXPERIENCE





ACTIVITIES, BRANDS, PRODUCTS AND SERVICES

(GRI 102-2)



PRODUCTS AND SERVICES

Wholesale Banking

Term Finance

- Term Loan
- Project Finance
- Lease Finance
- House Building Finance
- Term Loan to MFI

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 Buniad

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 GeniusWorking Capital

- MTB Youth Line
- MTB Digoon
- MTB Commercial Space Finance
- MTB Shachal – Vehicle Financing
- MTB Supply Chain Finance
- MTB Abason
- Microfinance Scheme
- MTB Microfinance Agri Revolving Loan
- MTB Microfinance Enterprise
- MTB Krishi
- MTB Uddog
- 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
- Performance Guarantee
- Bid Bond Guarantee
- SOD (General)
- SOD (Work Order)
- IDBP

Retail Banking

Deposit Products

- MTB Current Account
- MTB Regular Savings
- MTB Inspire
- MTB Extreme Savings
- MTB Privilege Savings
- MTB Junior
- MTB Graduate
- MTB Senior
- MTB Shanchay
- MTB Care
- MTB Ankur
- Special Notice Deposit
- MTB Fixed Deposit

- MTB FDR in Days
- MTB Shield
- MTB Instant
- MTB Monthly Benefit Plan
- MTB Quarterly Benefit Plan
- MTB Double Saver
- MTB Brick By Brick
- MTB Millionaire Plan
- MTB Kotipati
- MTB Education Plan
- MTB Children Education Deposit Scheme
- MTB Gift Cheque

Loan Products

- MTB Personal Loan
 - MTB Professional Loan
 - MTB Auto Loan
 - MTB Home Loan
 - MTB Home Equity Loan
 - MTB Neer
 - MTB Grameen Griho Reen
 - MTB Cash Line
 - MTB EDU Finance
- ### Payroll Banking
- MTB Payroll E-Savers
 - MTB Payroll Savers
 - MTB Payroll Premium

Off-Shore Banking Unit (OBU)

- Term Finance
- Working Capital Finance
- Trade Finance (Local Bill Discounting, Foreign Bill Discounting, UPAS)

Trade Finance

Export Finance

- Back to Back L/C
- Export Bill Discounting (FDBP & IDBP)
- Secured Over Draft (General/Export bill)
- Packing Credit

Syndications & Structured Finance

- Syndication Term Loan
- Foreign Currency Loan
- Preference Share
- Commercial Paper
- Bond
- ECA Guarantee backed financing

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 Platinum
- 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

Student File Services

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

- Gulshan Center
- Panthapath Center
- Principal Branch Center
- Banani Center

Non-funded Trade Finance

- L/C Opening (Sight / Deferred / UPAS)
- L/C Advising
- L/C Transfer
- Bank Guarantee
- Shipping Guarantee

- Equity Financing
- Securitization
- Refinancing Arrangements

b. Mastercard Credit Cards

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

c. UnionPay Credit Cards

- MTB UnionPay Platinum

MTB Prepaid Cards

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

MTB Co-branded Cards

a. Co-branded Debit Cards

- MTB Sonali Life Insurance Visa Platinum Debit Card

Cash Management Unit

- MTB Nationwide Collection Services
- MTB Web Based Banking and Automated Payment and Collection Solution, "MTB eBank" (MTB to MTB Fund Transfer, BEFTN, RTGS, MTB Payroll/Prepaid Card Bulk Fund Replenishment Services, Automated Fund Pulling, Statement, etc.)
- MTB Over-the-Counter and Online Tuition Fee

Import Finance

- Loan against Trust Receipt (LTR)
- EDF Loan Guarantee
- Bank Guarantee, Bid Bond, Performance Guarantee, Advance Payment Guarantee, etc.

NRB Banking

- NRB Savings
- NRB DPS
- NRB FD
- NRB Home Loan
- Non Resident Investor's Taka Account (NITA) Working Capital Finance

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 Chittagong 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 Capital Market Related Services (IPO Lead Bank, BTI for Right Share Issue, Dividend Payment Solution)
- MTB Corporate Premium Account Services
- MTB Trust Account Services for Corporate Gratuity and Provident Fund
- Consular Account and Foreign Currency Account Services for Embassies and Foreign Missions
- MTB Bulk Mobile Wallet Payment Services

NRB Services

- Banking Service to NRBs through MTB representatives around the globe.
- Foreign currency exchange facility to passengers travelling to or from abroad through MTB Foreign Currency Exchange Booths at Hazrat Shahjalal International Airport, Dhaka
- Cross-border Remittance services through MTB's remittance partners around the world.

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

Agent Banking

- Account Opening (Savings, Current, DPS, Term Deposit)
- 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

MTB Air Lounge

- Hazrat Shahjalal International Airport, Dhaka
- Shah Amanat International Airport, Chattogram
- Osmani International Airport, Sylhet
- Cox's Bazar Airport, Cox's Bazar
- Saidpur Airport Domestic Terminal, Rangpur
- Hazrat Shahjalal Domestic Airport, Dhaka

- 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

MTB Digital Solutions

- MBot
- MEasy
- MTB Simple
- Smart Banking
- Social Media Banking (Coming soon)
- SMS Banking
- Missed Call Topup
- Internet Banking (web)



WHOLESALE BANKING DIVISION



2021 –The 50th year of Bangladesh's independence; the country received approval of its graduation from a Least Developed Country (LDC) to a Developing Country at the 40th Plenary Meeting, 76th Session of United Nation General Assembly. It was a moment that brought to fulfilment of the dreams of an entire nation and put yet another feather in the hat of the nation that promised development powered by an economy marching full steam ahead, regardless of many barriers. This is a "landmark achievement" in Bangladesh's development journey, which coincides with the celebration of the 50th anniversary of Bangladesh's independence and the birth centenary of the Father of the Nation Bangabandhu Sheikh Mujibur Rahman. The advancement to Developing Country Status will not come without its challenges as Bangladesh loses some of the advantages and concessions it had previously enjoyed as LDC on the world stage.

After a downturn due to the ongoing COVID-19 pandemic, Bangladesh's economy has been

trying to get back on track and has succeeded to some extent. The official statistics show that the growth rate dropped to 3.5 percent in FY 2019-20 from 7.9 percent in FY 2018-19 due to COVID-19. However, according to government statistics, it was estimated to grow by 5.4 percent in FY 2020-21, and is projected to grow by 7.2 percent in FY 2021-22. Financial Institutes in their respective markets have evolved over the last two years due to the global pandemic catastrophe. In the course, Bangladesh is not an exception and the risk matrix and terms of financing had also been changed over the period. The prevailed situation gave a different perspective to business dimensions of the financial institutions. The role of the Government and the Regulators in supporting the business during the pandemic was helpful to make the way forwards a little flexible. However, due to the disruption in the local and global supply chain, businesses had faced difficulties; especially the small and mid-sized businesses had been affected severely in context of Bangladesh Economy. During the pandemic, MTB has

supported its “Wholesale Banking” customers starting from the execution and implementation of different government stimulus packages based on the actual requirement of the customers. MTB believes that meaningful relationships with the clients bear a long term impact on mutual gain. We hope that acceleration in vaccination rollout and continued support from fiscal and monetary authorities would help the businesses to tide over this difficult period. The recent past surge in COVID-19 infection instigated by Omicron variant may delay the capex recovery further. However, we continue to remain confident that the changes we have implemented in Wholesale Banking businesses towards building a diversified book, along with our enhanced ability in the Credit Risk Management space would help us gain market share and build a sustainable and profitable Wholesale Bank Book in the coming years. The “Wholesale Banking Division” of MTB provides a wide array of financial solution and services to the Corporate Houses keeping the sectoral exposure aligned with the Fiscal of the country. The Bank’s Wholesale business segment provides an entire bouquet of products and services including over draft facilities, short-term loans, project finance, export credit, post import finance, letters of credit, bank guarantees, and foreign exchange and treasury products. During the year, the Bank strengthened its leadership team and made certain changes in the Wholesale Banking structure across the geographical segments. It was a part of Centralization to streamline Operations and Services to bring in greater business focus and drive profitable growth. In last two years, MTB was in the phase of Centralization of its Corporate and Commercial business. The process streamlining was one of the main challenges which took time to stable. MTB is now a fully centralized bank as long as Wholesale and Commercial Banking Business are concern. During the year, we continued to deepen our relationship with better rated entities and groups, focusing more on working capital loans and engaging with them through cross selling of our other segment products. While we continue to

participate in the credit business, we have been putting all efforts to gain higher share of trade and cash management businesses. Over the last two years, we have tightened governance and risk culture in the Wholesale Bank with respect to coverage and credit underwriting, products and processes. Revenues of the Wholesale Banking segment consist of interest and fees earned on loans given to customers falling under this segment and fees arising from transaction services like Trade and Cash Management. In 2021, Wholesale Banking asset portfolio grew by almost 12.00%, which largely ensured the overall asset growth of the bank by 11.10%. The growth has been on account of financing provided to highly rated corporates, with strong group financials and new relationship in addition to the corporate customer fleet. We kept our focus on the industry top players in different sectors and on-boarded quite a few names despite the prevailed pandemic. Wholesale Banking tried to optimize wallet share of the existing customers to maximize the outcome keeping risk level at minimal. Trade growth of Wholesale Banking in 2021 was 67.7% where Export growth was 46.70% and Import growth was 79.20%. The non-funded business in the trade space is one of our key priorities to blend the revenue mix and also towards self-liquidating product mix in the coming days. The stiff competition and margin compression have been evident across the industry especially in the larger segment despite that MTB’s ‘Wholesale Banking’ could substantially grow its revenue resulting in a satisfactory return in 2021. The portfolio health will continue to be considered as highest priority and zero loan impairment cost is the target in the coming years.

SDG RELEVANCE

Our energy is directed at creating an environment for responsible & sustainable development. Our Wholesale business contributes to the following SDG goals-

08
DECENT WORK
AND ECONOMIC
GROWTH



09
INDUSTRY, INNOVATION
AND INFRASTRUCTURE



12
RESPONSIBLE
CONSUMPTION AND
PRODUCTION



SME BANKING DIVISION



Small and Medium Enterprises (SMEs) are an extremely important part of an economy and they are significantly vital for Bangladesh as well. SME's are now contributing one fourth of the GDP of Bangladesh. The government has set a target to increase contribution to 32% by 2024. The sector contributes around 70% of the country's economy, generate 80-85% formal and informal employment and supplying the demand of 30-35% industrial products to the consumers.

Bangladesh Bank (BB) identified SME sector as third hardest COVID-hit sector, which have rebounded strongly, with production growth surpassing pre-pandemic levels following the reboot of economic activities. Their manufacturing growth even seems to be going faster than that of large-scale industries. By generating employment and narrowing down income inequality, SMEs are contributing to the core of the economy. In the middle of emerging challenges and changing business environment, MTB is constantly bringing comprehensive banking solutions to the country's cottage, micro, small and medium enterprises. With a strong nationwide presence through an

extensive branch, sub-branch, and agent outlet network, MTB is reaching out to CMSMEs to meet up their diverse financing needs.

As an active participant of disbursing stimulus package, declared by the Government of Bangladesh to overcome the negative impact of the COVID-19 Pandemic, MTB has successfully achieved 100% disbursement target in 2021. In 2021, MTB has partnered with a significant number of companies to finance vendors, dealers, and root-level farmers. Also, by participating in various refinance schemes with Bangladesh Bank, MTB is rendering low-cost financing support to its clients. At the same time, with a wide variety of customer-centric and innovative products, MTB is now meeting up the diversified needs of CMSMEs. In the coming years, MTB aspires to take SME Banking Services to the remotest place and contribute to the grassroots level by exploring financing opportunities to CMSMEs. With the development of a faster loan processing system and taking advantage of emerging digital banking channels, MTB will explore a new frontier in CMSME business and widen financial inclusion.

RETAIL BANKING DIVISION



Today's retail banking sector is predominantly characterized by three basic features:

- ◆ Multiple products (deposits, loans, credit cards, wealth management)
- ◆ Multiple channels of distribution (Branch and sub branch network, contact centre, digital means for instance smart banking App/Internet Banking)
- ◆ Multiple customer groups (payroll, HNWI, professionals)

MTB Retail Banking Division started its journey

in 2010 and has gradually evolved itself to a different platform whereby it has achieved all the renowned characteristics mentioned above. With new focus on digitization and simplified lending and deposit products, and with a formidable customer base, MTB Retail Banking Division is poised for growth in 2022. Coupled with growth factor, MTB Retail Banking Division is geared up to provide superior customer services through its branch network and contact centre, which is the way to sustainably grow the customer base. With the new business environment on the horizon, the division is focusing on enabling doorstep-like customer convenience in banking through MTB's Alternate Delivery Channels and ensure instantaneous customer fulfillment and service at comparatively low cost. In the year 2022, MTB Retail Banking Division will push towards motivating business front-liners to strengthen the bank's core deposit base by ensuring low-cost deposit mobilization and offer more customer centric value propositions to increase customer retention with many more to join MTB family.

SDG RELEVANCE

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



Key Initiatives in 2021

- ◆ Development of e-KYC based account opening platform called MTB Simple to

- onboard new customers
- ◆ Dedicated banking segment for women customers named MTB Angona
- ◆ Alternative channel lending projects in collaboration with government to finance laptop and other consumer deliverables
- ◆ Different digital interactions, engagements with customers and stakeholders on different Media Platforms
- ◆ Customers with valid email addresses are now in receipt of e-statements instead of hardcopy

TREASURY DEPARTMENT

The year 2021 has been a crucial year for the financial institutions of Bangladesh. The COVID-19 pandemic with its lengthening shadows had an adverse impact on the economy of Bangladesh, dragging GDP growth in fiscal 2019-20 down to its lowest level in three decades. In 2021, the surge of the Delta and Omicron variant saw a severe second wave of infections and deaths in the country. Despite being hit by multiple waves of the COVID-19 pandemic, quick and decisive actions by the authorities, supported by the external environment, led to a much quicker rebound than Bangladesh's regional peers.

SDG RELEVANCE

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



Due to pandemic situation when business growth drew down drastically, treasury has become a strategically crucial business unit across the bank due to the dynamism in

banking industry which is fueled up mainly by rapid technological changes, regulatory restrictions and compliance. Treasury operation conducts various activities, such as, optimizing liquidity, administering the financial assets and investment decisions. Treasury department directly safeguards against interest rate risk, exchange rate risk and liquidity risk. To discharge its responsibilities, treasury performs a lot of functions including liquidity management, maintenance of CRR, SLR and NOP as a regulatory requirement, investment in government securities, placement of fund in the interbank market, settlement of foreign exchange transactions, participation in primary auction, etc.

RISK MANAGEMENT IN MTB

Risk is an integral part of banking business, and MTB aims at delivering superior shareholder value by achieving an appropriate trade off between risks and return. The policies and procedures established for this purpose are continuously reviewed in our quest to benefit from a blend of local and international practices. MTB conducts its risk management activities following six core risk guidelines of Bangladesh Bank and Basel norms. At the directives of Bangladesh Bank, MTB has established a separate Risk Management Division (RMD) to identify, measure, monitor and manage risks more effectively and efficiently. MTB's Risk

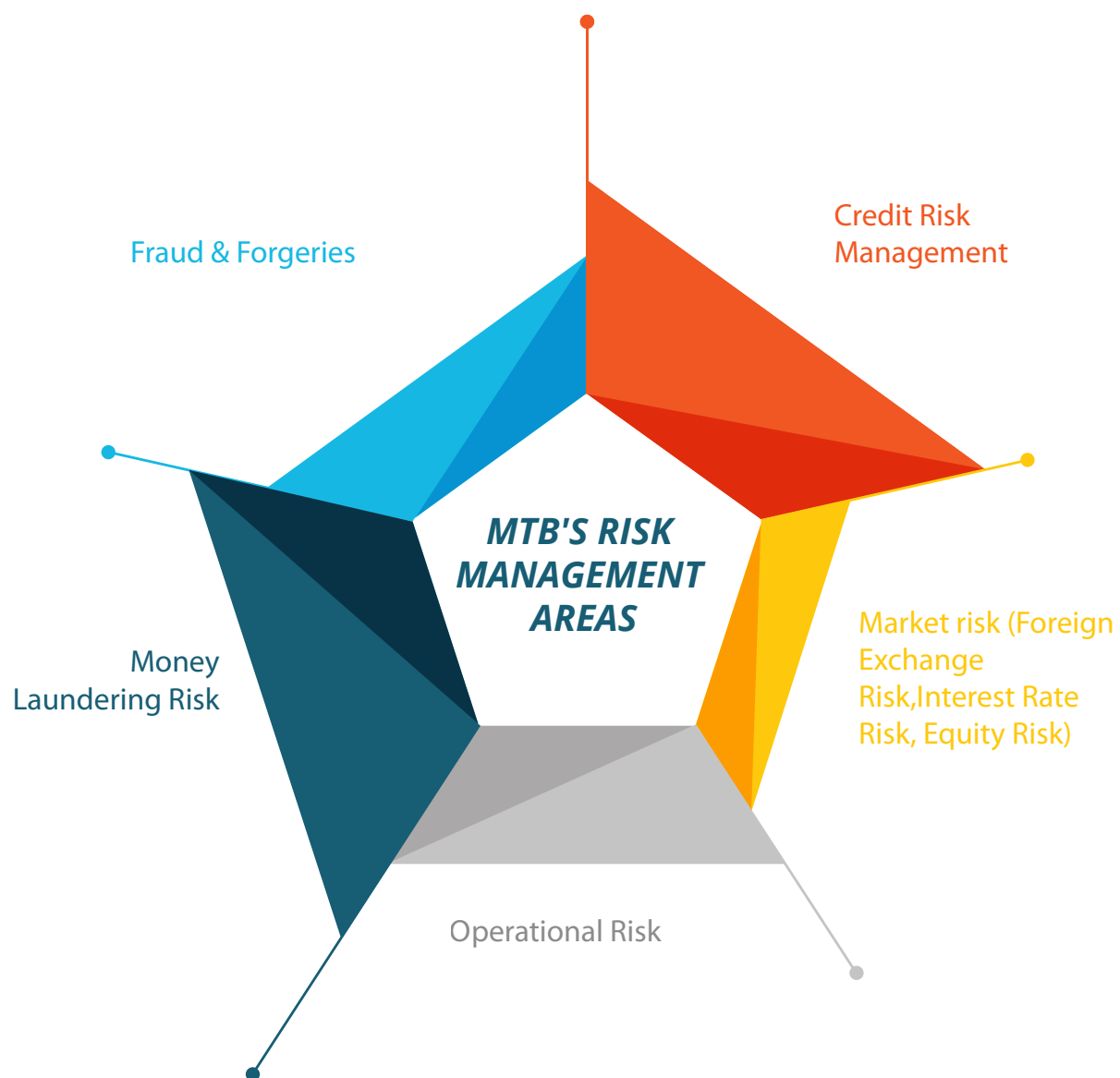
SDG RELEVANCE

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



management process is accomplished at strategic level, managerial level and at operational level. At strategic level, MTB Board of Directors (BOD), through Board Risk Management Committee (BRMC) & senior management, sets up risk governance structure & risk philosophy, endorses risk strategies, reviews & approves risk policies as well as the threshold limits of risks that may be taken in line with Bank's risk appetite. These limits are continuously monitored by an experienced risk management team and overseen by BRMC.

At managerial level, policies and strategies formulated by BOD are implemented by middle management or divisions/departments/units devoted to risk reviews. RMD reports high-risk related matters, identified by the management-level risk committee to the BRMC. RMD also submits periodic stress testing results to the BOD as well. Operational level encompasses on-the-line risk management, where risks are actually created at front office or at credit desk of the bank.



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.

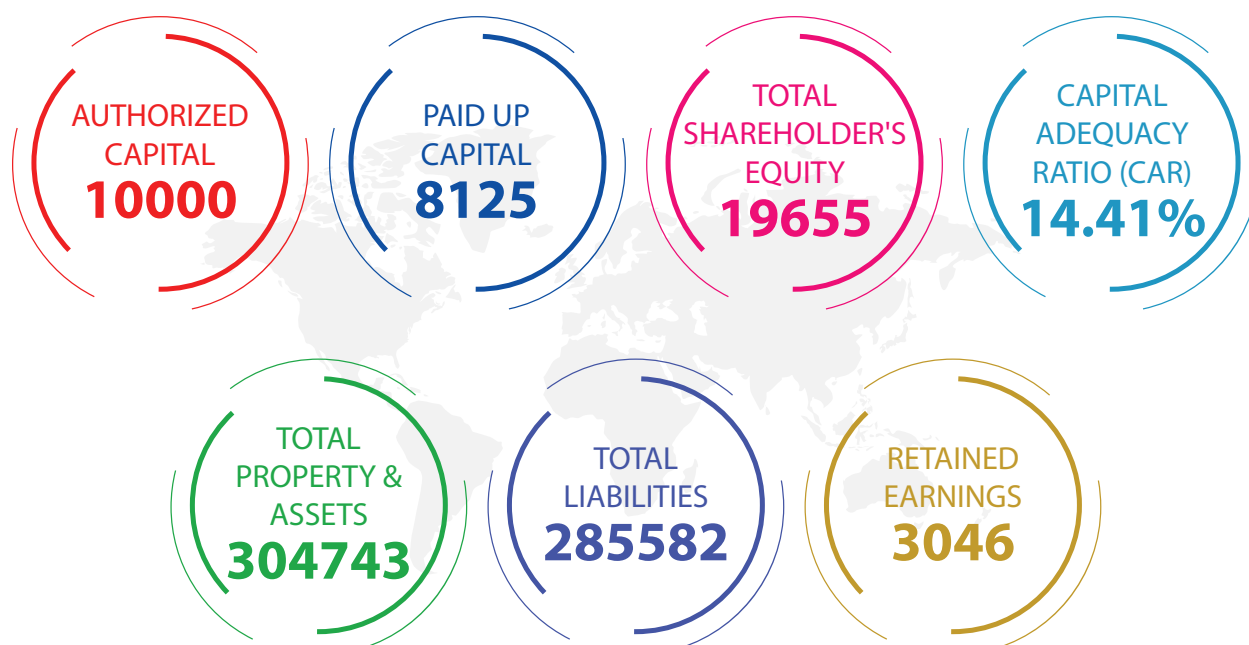
SCALE OF THE ORGANIZATION

(GRI 102-7)

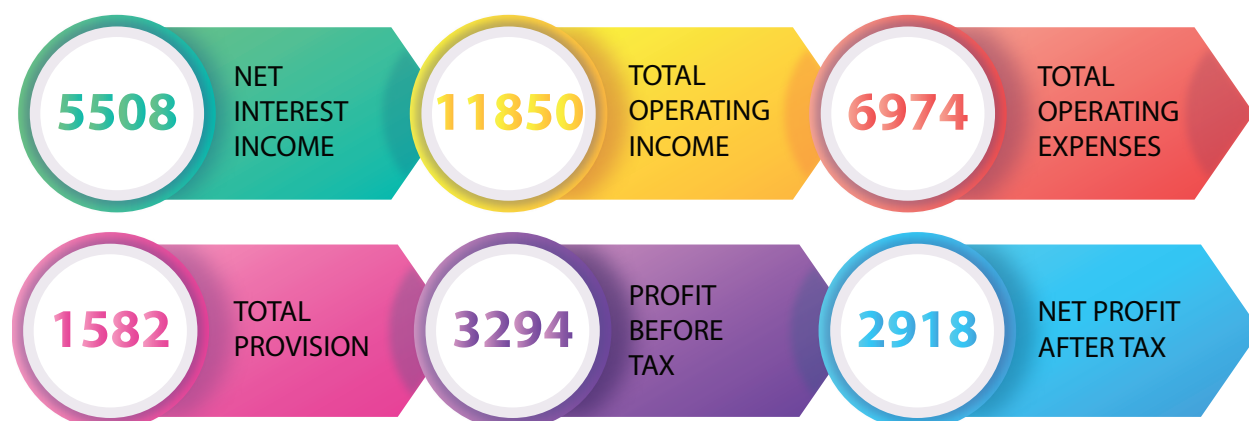
Total Number of Employees in 2021

MTB ended the year 2021 with a workforce of 2,418 people, 464 of whom are female. The gender distribution rate (19%) 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 119 branches & 33 sub-branches.

Financial Highlights of MTB in 2021 (IN BDT MILLION)

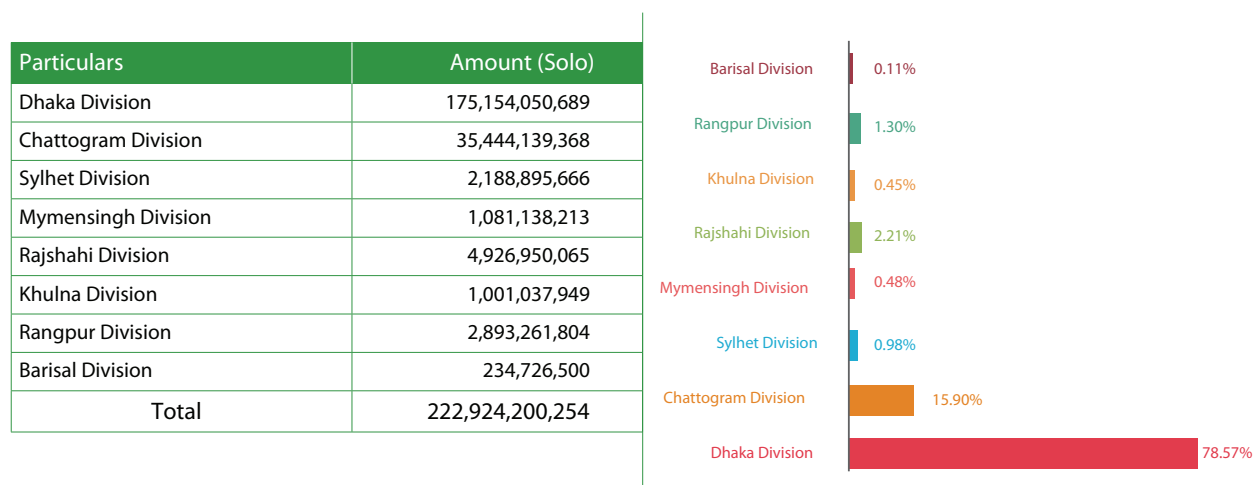


Performance of MTB in 2021 (IN BDT MILLION)



Geographical Location wise Loans and Advances in 2021

Geographical distribution of exposures, broken down in significant areas by major types of credit exposure:



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.

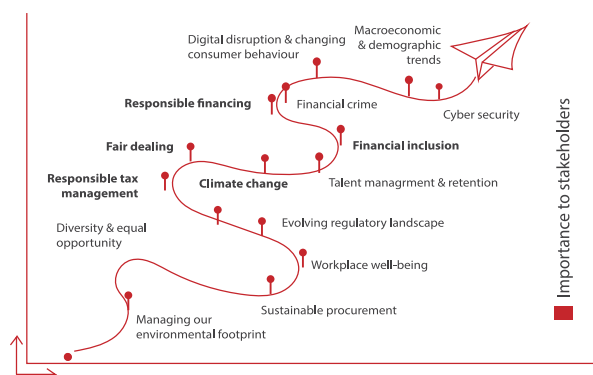
MTB realizes sound supply chain and procurement practices have both economic and environmental impacts on communities. MTB is therefore committed to supporting local and environmentally responsible suppliers. Regulators have taken significant steps toward transparency in the supply chain by mandating 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 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 MTB & ITS SUPPLY CHAIN (GRI 102-10)

No significant change occurred during the reporting period.

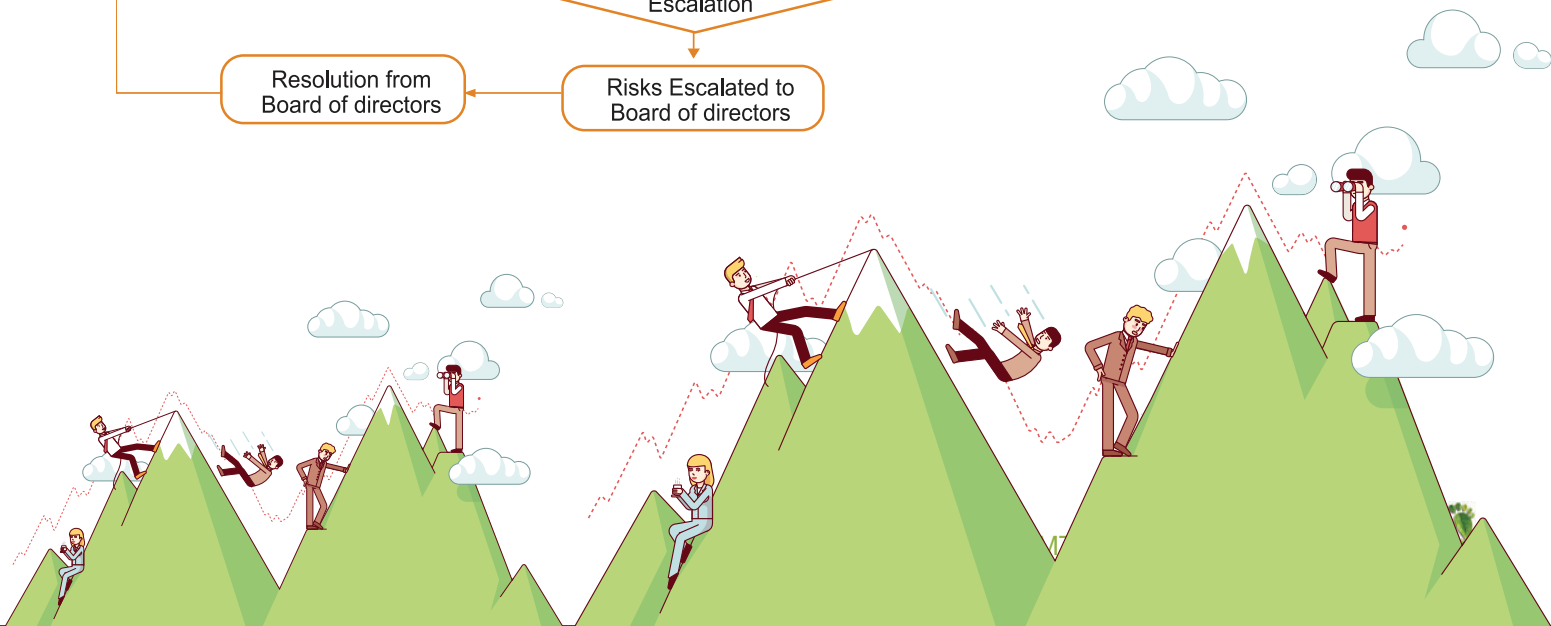
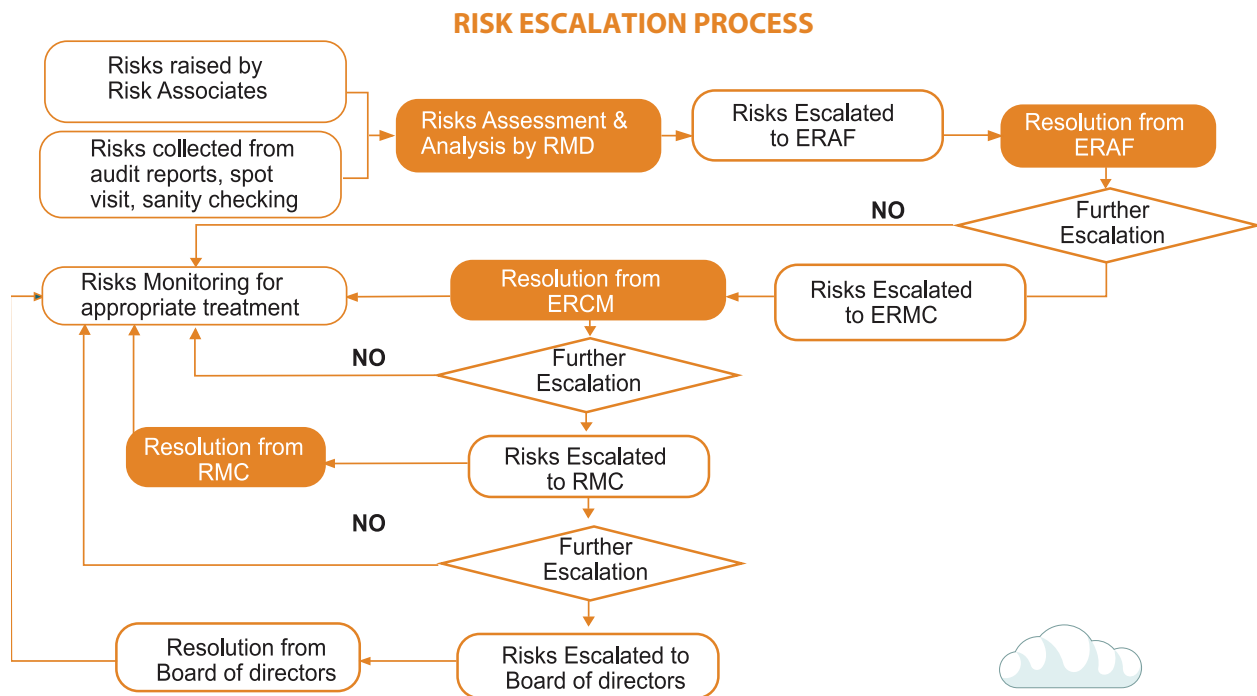
PRECAUTIONARY PRINCIPLE

(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), categories 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 & 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)

An aerial photograph of a dense tropical forest, likely a palm tree plantation, with a paved road cutting through the center. A small white car is visible on the road. The text is overlaid on the top half of the image.

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.

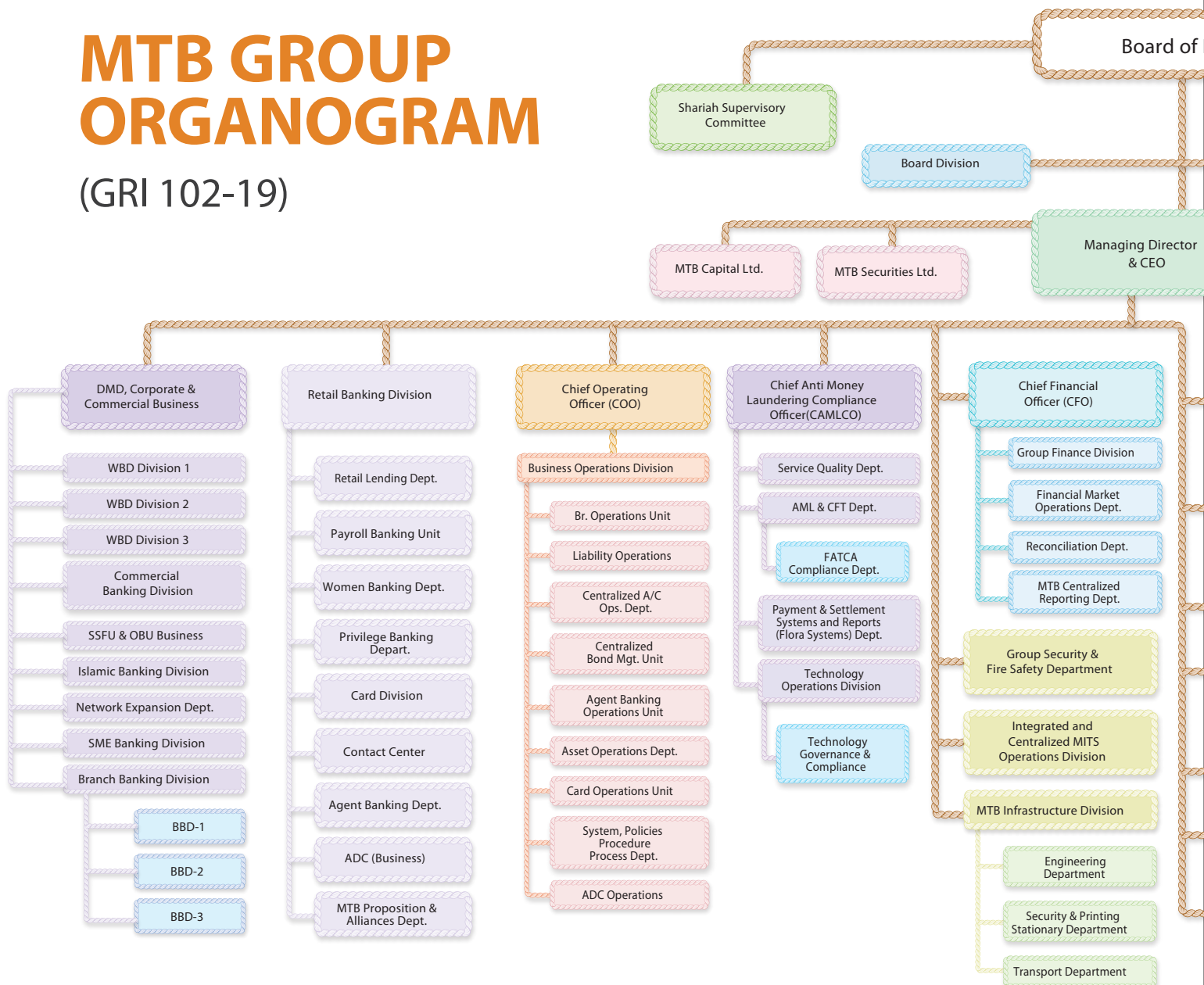
MTB CORPORATE GOVERNANCE PRINCIPLES

(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

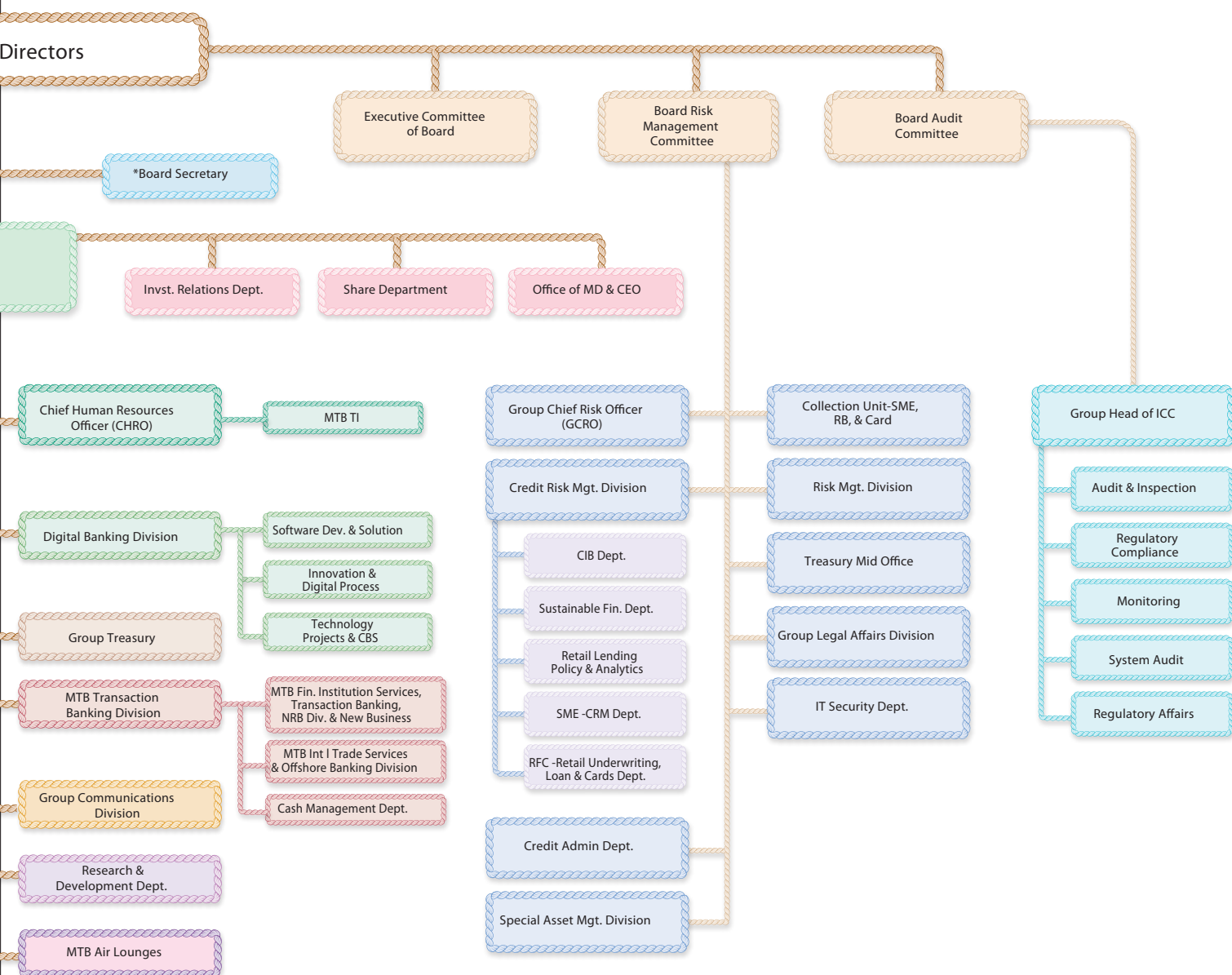
MTB GROUP ORGANOGRAM

(GRI 102-19)



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.

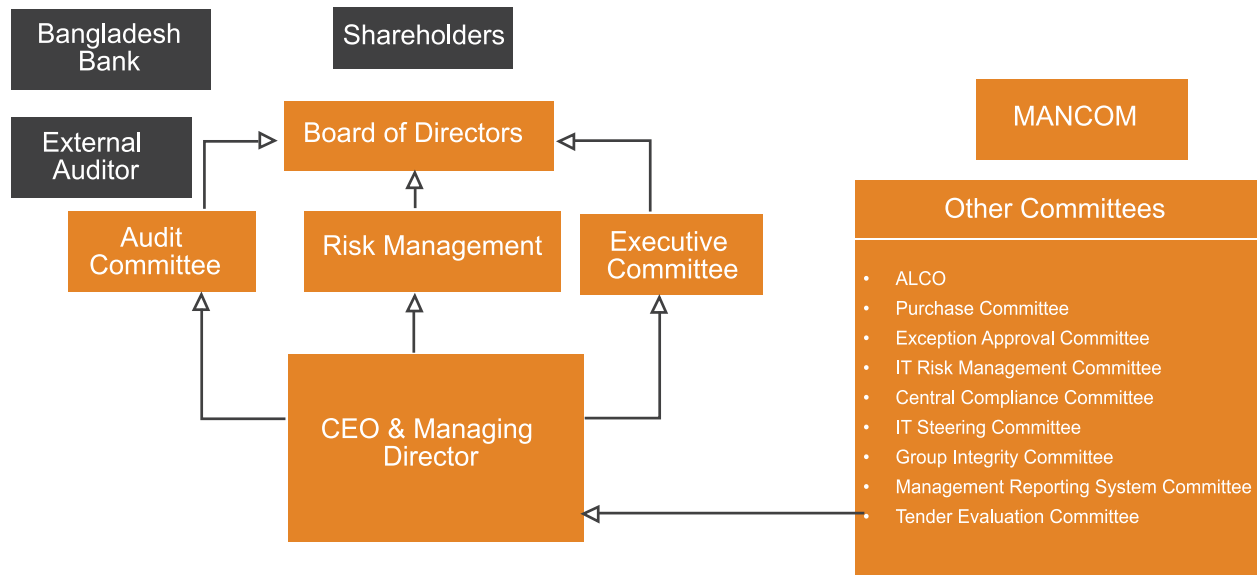


*Board Division will report directly to Board of Directors

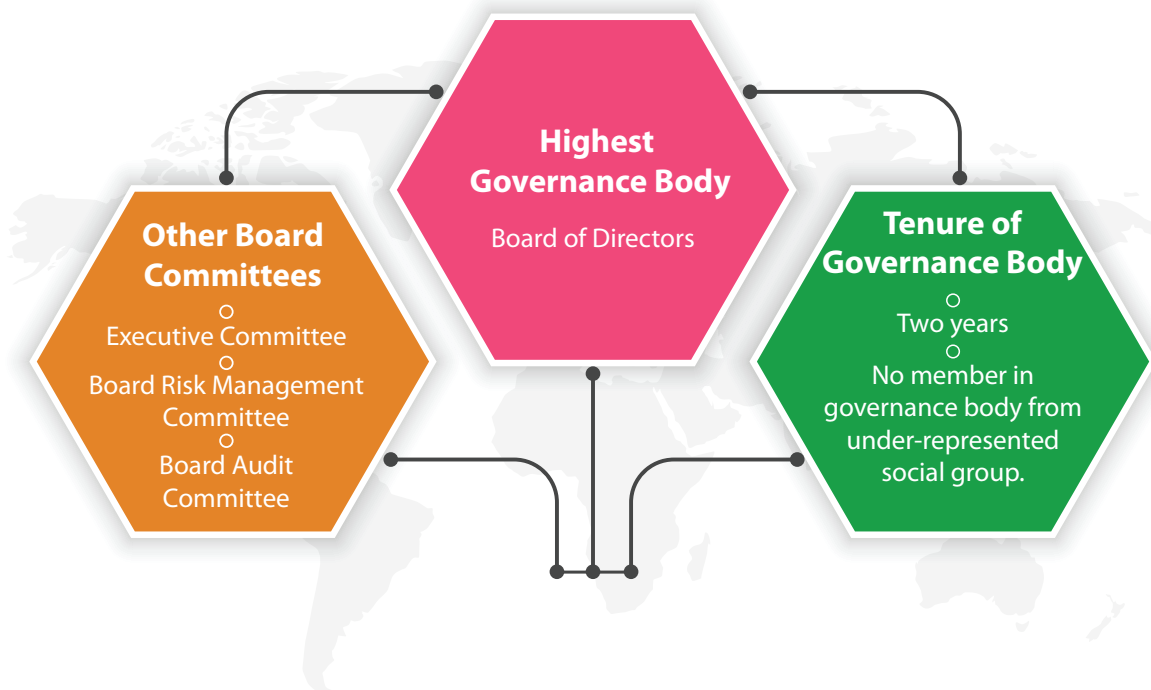
*Share Department and Investors Relationship Department will report to the MD & CEO through Board Secretary

MTB Corporate Governance Structure

Following flow chart describes the corporate governance process of MTB:



GOVERNANCE BODY AND THE COMMITTEES (GRI 102-23)



MTB BOARD STRUCTURE

(GRI 102-22)

In 2021, there were 14 Board members, including two independent Directors and Managing Director & CEO. The

Board of Directors consisted of:

Sl.	Name of Director	Position
1.	Mr. Md. Wakiluddin	Chairman
2.	Mr. Md. Abdul Malek	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.	Mrs. Khwaja Nargis Hossain	Director
8.	Mr. Md. Hedayetullah	Director
9.	Ms. Anika Chowdhury (Representing ASTRAS Ltd.)	Director
10.	Mr. Tarik Ur Rahman (Representing Pioneer Insurance Company Ltd.)	Director
11.	Mr. Daniel Donald de Lange (Representing NORFUND)	Director
12.	Ms. Nasreen Sattar	Independent Director
13.	Mr. Faruq Ahmed Siddiqi	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.

Election of the Board members follows the resolution of shareholders' meetings and as set out in the Bank's Articles of Association. The structure of the Board of Directors and the setup of Board Committees are as prescribed by the Bangladesh Bank and BSEC. The Board composition is as follows: 1 (one) Executive Director, i.e., the Managing Director, 2 (two) Independent Directors and 11 (eleven) Non-Executive Directors. Mutual Trust Bank Limited (MTB) has 2 (two) Independent Directors in the Board. They are: Ms. Nasreen Sattar, a renowned Banker and leader and Mr. Faruq Ahmad Siddiqi, a retired

veteran of the industry. According to the existing principles and guidelines of corporate governance, they don't have any noteworthy relationship, regardless of whether pecuniary or something else, with the Bank, its top administration and the board.

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)

Selection, Appointment and Removal of Directors

Appointment of Directors

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 Annual General Meeting (AGM), except Independent Directors, and, if eligible, as per the bank company act, may offer themselves for reelection by shareholders at the AGM.

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.

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

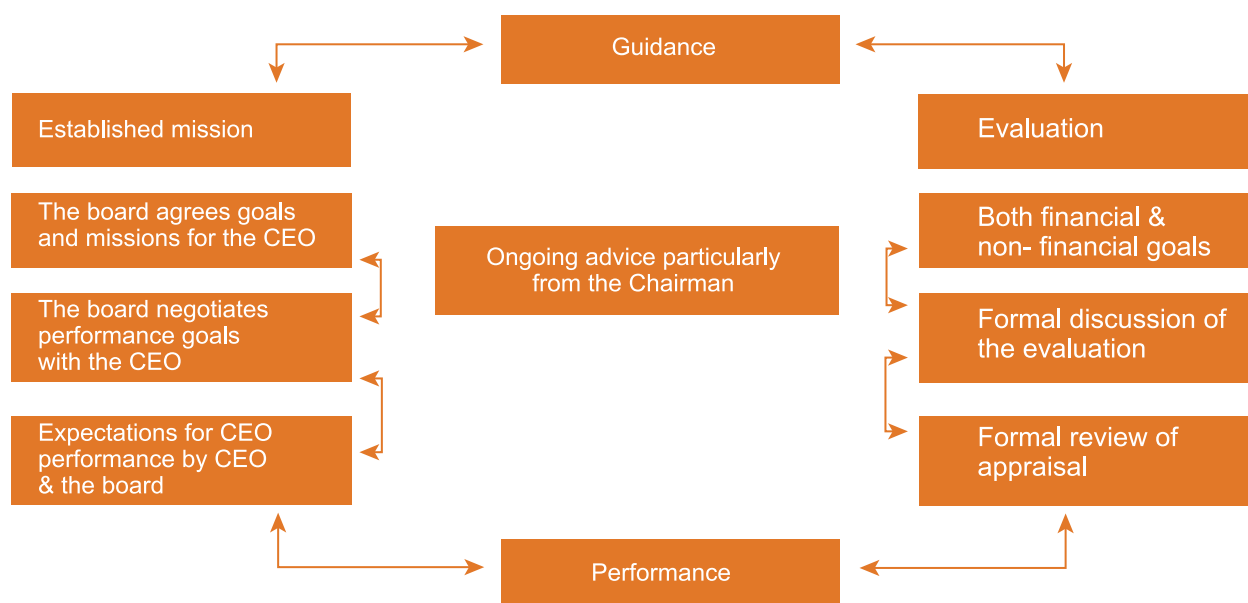


EVALUATION OF THE MANAGEMENT APPROACH

(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



There is a five-year Strategic Priorities & Action Plan for the evaluation of the CEO/Management on an annual basis and it is revisited and revised from time to time, depending on the scope and opportunity of banking business, local and global economic condition, etc. The CEO's performance is evaluated on regular basis, taking into consideration the trends of financial indicators, bank's image/reputation, non-performing loans and advances, regulatory guidelines, etc.

The responsibility of the senior management team includes the monitoring of the adequacy & 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 & 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 5 (five) members, with 2 (two) independent 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 6 times in 2021.
- ◆ 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)

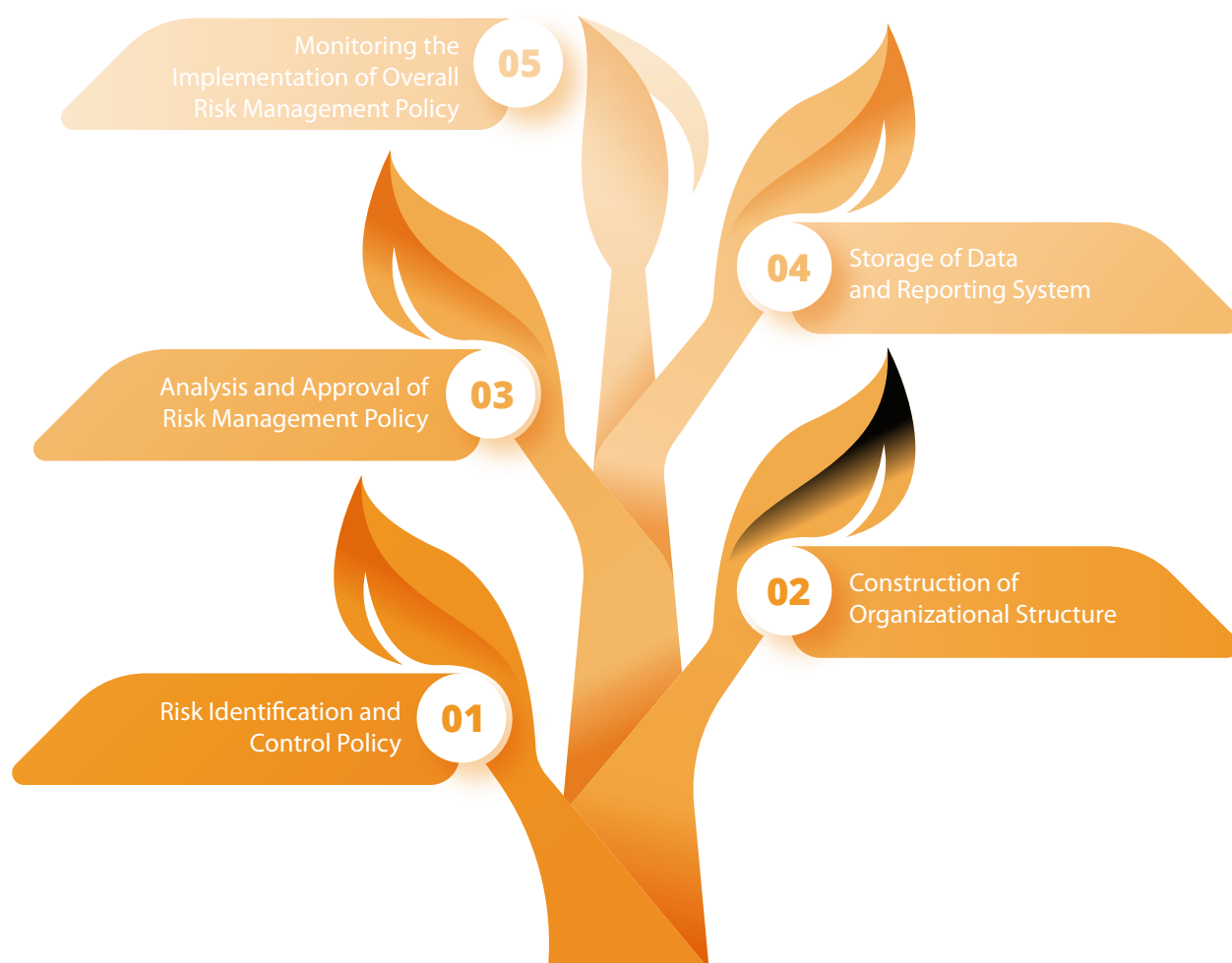
The Bank realizes the significance of risk management covering both internal and external risk factors. Risk Management Committee of MTB is appointed by the Board of Directors with relevant and clearly defined roles, duties and responsibilities and performance of which is assessed to ensure conformity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

Roles and Responsibilities of BRMC



Meetings

- ♦ The BRMC met 4 (four) times in 2021.
- ♦ 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 minutes.

THE MANAGEMENT APPROACH & ITS COMPONENTS

(GRI 103-2)

MTB Senior Management Team



Syed Mahbubur Rahman
Managing Director & CEO



Chowdhury Akhtar Asif
Additional Managing Director
& GCRO



Goutam Prosad Das
Deputy Managing Director
& Group Head of ICC



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



Rais Uddin Ahmad
Deputy Managing Director
& CAMLCO



Mohammad Nazmul Hossain FCA
Group Chief Financial Officer

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 & business plan and

reviews those on quarterly basis 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) to ensure efficient, competent, compliant and secured structure for approval of credit proposals & 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 is the 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

Apart from that, customers can contact at 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 2021.

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 very 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 & business plan and reviews those on quarterly basis to give directions as per changing economic, environmental & 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.

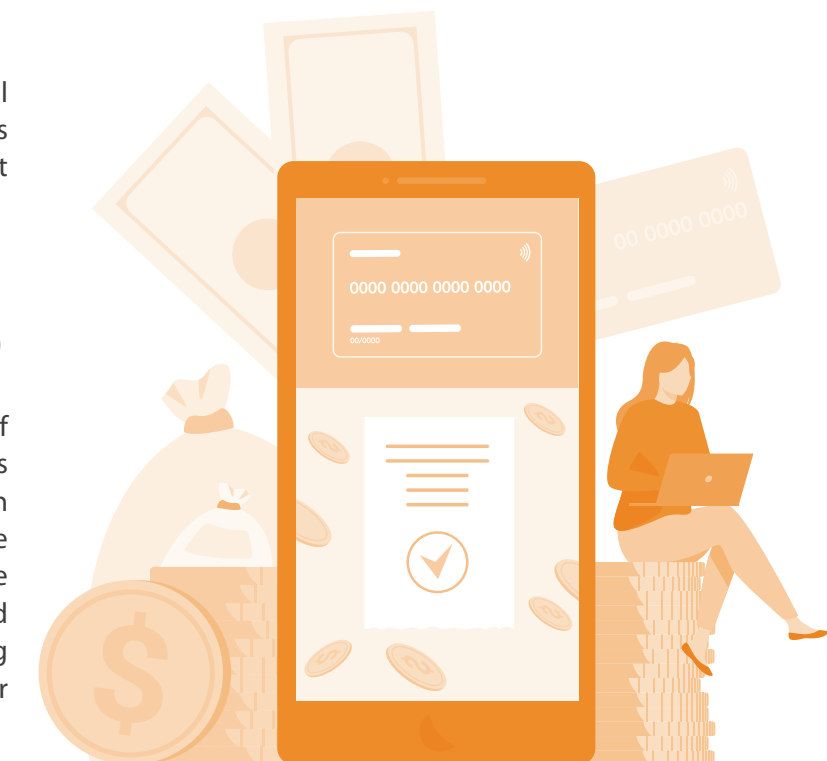
REMUNERATION

(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.

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

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.

VISION

Mutual Trust Bank's vision is based on a philosophy known as **MTB3V**.

We envision MTB to be:

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

MTB CORE VALUES

(GRI 102-16)

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**

We 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)

MTB has developed a lasting reputation through providing superior quality customer service with the help of an array of innovative digital solutions. It helped MTB to be regarded as one of the top-class banks in the country within a very short span of its inception. Our mission is to become a truly world class and customer oriented bank. We aim at providing the most courteous and efficient service in every facet of our business. Due to the increasing competition in the industry especially in post-COVID era, banks have no alternative but to look for innovative ways to attract and retain their customers. Product and process innovation and localization as per customers need, ease of transaction and use of technology are a few common areas where all the top-rated banks concentrate in order to offer unparalleled customer services.

Customers prefer to stay with a bank mostly because of the excellent service they receive. There are a few dimensions which need to be addressed in order to ensure superior service quality to achieve the ultimate goal of MTB 3V. To attain this goal, the bank has a dedicated department, MTB Service Quality Department (MSQD). MSQD relentlessly works to ensure the highest level of service excellence across the board and mitigate service gaps.

Complaint Management

Having a structured complaint management system is of paramount importance for addressing complaints with fair and expeditious resolution. MSQD has a separate wing to handle and manage all types of complaints, received through different physical channels. At MTB, Customers are welcomed to lodge their complaints or complements via any of the following channels:

Channels	Actions to be taken by customers
24x7 Contact Centre	Dial 16219 to reach MTB Contact Centre
Complaint Box at Branch	Drop complaints in the complaint box available at all branches
Website	Lodge complaint through website: https://www.mutualtrustbank.com/about-us/customer-complaint-lodgement/
Email	complaint@mutualtrustbank.com
Hotline	Reach us through hotline numbers: +88-01708808420, +88-01708808421
Letter	Letters to Head office or branches

With collective efforts, all the complaints received in 2021 via these channels have been resolved successfully that ensured customer satisfaction at the fullest.

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

Customer Service Week 2021

With a view to provide customers with a delightful banking experience coinciding with celebration of Mujib Borsho, Mutual Trust Bank has observed Customer Service Week from 17th to 21st October, 2021 in compliance with Bangladesh Bank Circular ref: FICSD/5094(1)/2020-714. This event bears great significance for MTB since we are the trendsetting Private Commercial Bank to celebrate Customer Service Week in 2021. The event was celebrated across MTB with utmost sincerity, enthusiasm and festivity. Various activities were arranged during the whole week to enhance service quality and established synergy between frontlines and the back offices. We received overwhelming responses from the customers about the service week which is a big

motivation to put more effort in ensuring higher level of service in future. We believe MTBians and our customers will cherish the moments experienced during this week.

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. M.J. Abedin & Co., Shafiq Basak & Co. Chartered Accountants as External Auditor of the bank for the year 2021, 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
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
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**

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

Financial institutions across the world is still struggling with the consequence of COVID-19 outbreak. Since Money laundering (ML) and terrorist financing (TF) are global phenomena; international organizations, task forces, agencies and several focused groups are collaborating to provide guidelines on how to improve cyber security and handle Money Laundering and Terrorist Financing threats through different channels. Bangladesh has had regulations intended to prevent money laundering in place for nearly twenty years. In response to the growing concern, Government of Bangladesh in general and Bangladesh Financial Intelligence Unit (BFIU) in particular continuously adopted new strategies to combat account based money laundering, credit based money laundering and trade based money laundering stem to deter the illicit financial outflow from the country.

Mutual Trust Bank Limited (MTB), under the prudent guidance of BFIU, has been playing a pivotal role in adopting and implementing the anti-money laundering and combating terrorist financing acts and rules. Accentuating the prime importance of 'Cultivating Compliance in Practice', MTB Board of Directors has always advocated the significance of having a sound compliance culture

since the inception of the institution. Exercising 'Zero Tolerance' for violation or deviation from the AML & CFT regulations and all regulatory guidance and directives is non-negotiable.

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.

Highlights 2021

Some of the highlights of 2021 are as follows:

- ◆ The Central Compliance Committee (CCC), consisting of 19 members met 4 times, discussed AML & CFT measures and provided key guidance to stakeholders
- ◆ Under the direct supervision of CAMLCO & as instructed by the CCC, MTB Anti Money Laundering and Combating Financing of Terrorism Division (AML&CFT Division) discharged their responsibilities.
- ◆ In 2021, like every year, the Managing Director & CEO issued his statement of commitment regarding strategy, action plan, compliance and consequence of non-compliance.
- ◆ MTB updated 'MTB Guidelines for Prevention of Trade Based Money Laundering (TBML)', which was approved by the board of directors. The Prevention of TBML Guidelines provide the core ideas as to risk assessment and management of trade based money laundering.
- ◆ Guidance related to 'Prevention of Credit Based Money Laundering (CBML)' has been incorporated under Credit Risk Management Guideline.
- ◆ Branch/divisional/departmental anti money laundering compliance officer (BAMLCO/ DAMLCO) was appointed in different branches and some of the divisions/ departments that are exposed to money

laundrying and terrorist financing risks. They were also assigned with specific roles & responsibilities defined by AML&CFT Division.

- ◆ In April 2021, 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.
- ◆ Apart from BAMLCO Conference, MTB conducted 24 workshops/training programs where a total of 2390 participants received training on 'Money Laundering and Terrorist Financing Risk Management' in 2021. These workshops/training programs include 'MTB Managers' Conference on Money Laundering and Terrorist Financing Risk Management', 'Trade Based Financial Compliance Conference', workshop on 'Prevention of Credit Based Money Laundering', workshop on 'Preparation for BFIU System Check Inspection', 'Role Based Money Laundering and Terrorist Financing Risk Management Workshop', workshops/training programs on ML & TF Risk Management for new joiners, existing employees and agent & agent employees etc.
- ◆ Arranged training program on 'Prevention of Money Laundering and Combating Financing of Terrorism designed for the Managers of Scheduled Commercial Banks Operating in Narayanganj district under BFIU's Lead-Bank Program' on November 27, 2021.
- ◆ MTB also organized AML&CFT training on local regulation and practice for the employees of Commerzbank AG, Representative Office, Dhaka, Bangladesh.
- ◆ MTB conducted re-orientation sessions with branches/departments focusing on key AML&CFT compliance requirements, common challenges and mitigations.
- ◆ Considering the vulnerability of correspondent banking system, a Risk Based Approach (RBA) for establishing new and reviewing existing correspondent banking relationship was introduced and correspondent relationships were reviewed accordingly.
- ◆ The Bangla Account Opening Forms & KYC Profile Forms were reviewed and updated as per Banking Regulation & Policy Department (BRPD) and BFIU directives.
- ◆ AML&CFT Division continued risk based AML&CFT Assurance Review on Branches and Offices. The AML&CFT Assurance Framework entails identification of key control areas for AML & CFT risk, assessing the key controls through Control Sample Testing (CSTs) and spot checking.
- ◆ MTB continued sanction screening against sanction lists and adverse media through automated screening tool. MTB also uses SWIFT Sanction Screening tool and Acuity Online Compliance tool for screening.
- ◆ MTB launched 'Acuity TBML Compliance Solution' with screening, vessel tracking and dual use goods checking features. MTB has also subscribed to an independent price verification tool of IHS Markit to satisfy itself that the prices declared by the client represent the fair market value of goods.
- ◆ Introduced Trade Customer Risk Profile and Trade Transaction Profile (TTP) through AML&CFT Compliance Solution to further streamline the trade operations process.
- ◆ In order to understand the underlying health of account documentations, assess the gaps and mitigate those, Customer Due Diligence (CDD) Project launched Gap Analysis Software and reviewed a good number of

accounts throughout the year.

- ◆ AML & CFT Division reviewed the adverse media news shared by Hawker Limited, searched the alleged names in internal system and took necessary steps, as applicable.
- ◆ To evaluate the AML & CFT knowledge base of the employees, MTB continued e-evaluation in three phases under a program titled 'Knowledge Assessment on Risk Management of AML&CFT (KARMA)'. The assessment was conducted through in-house e-learning platform.
- ◆ The MD & CEO reviewed the half yearly evaluation reports submitted by CCC and gave recommendations on improvements.
- ◆ Group Internal Control & Compliance Division (GICCD) performed comprehensive audit and independent testing procedure (ITP) on branches and divisions to examine the AML & CFT compliance status.

Outlook 2022

The fight against money laundering and terrorist financing is an evolving & never-ending process, with new challenges every day. MTB shall continue its endeavor in such fight in 2022 with the following –

- ◆ Ensuring implementation of MTB ML & TF Risk Management Policy Guideline approved by the Board of Directors and revision of the policy guideline as appropriate.
- ◆ Continue 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 Program Guideline/ Memorandum.
- ◆ Conducting workshop/training on ML & TF risk management, trade based money 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 of Guidelines on Prevention of Trade Based Money Laundering (TBML) by continuing to monitor through automated sanctions screening, vessel tracking, dual-use of goods tracking and independent price verification; maintaining customer level risk assessment and transaction profile; performing due diligence during trade transactions and creating awareness and sharing risk indicators for proactive enterprise level risk management.
- ◆ Further standardizing internal processes by introducing unique and simplified templates with a view of ensuring AML&CFT compliance along with improved customer experience.
- ◆ Improving AML & CFT risk fundamentals by deployment of AML & CFT compliance solution covering risk based CDD, automated transaction monitoring, automated & real-time sanction screening, case management and automation of returns and reports.
- ◆ Continue risk based control by assurance reviews on branches and head office departments/divisions and on event-based emerging risk areas under the guidance and supervision of the Central Compliance Committee.
- ◆ Continue to accelerate with Customer Due Diligence project prioritizing risk-based approach encompassing gap identification, introduction of customer initiated information update platform and implementation of tracking software.

- ◆ Ensuring due diligence for foreign trade & transactions as per Guidelines for Prevention of Trade Based Money Laundering, Guideline for Foreign Exchange Transaction & bank's own policies & guidelines.
- ◆ MTB Securities Ltd., MTB Capital Ltd. and MTB Offshore 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.

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

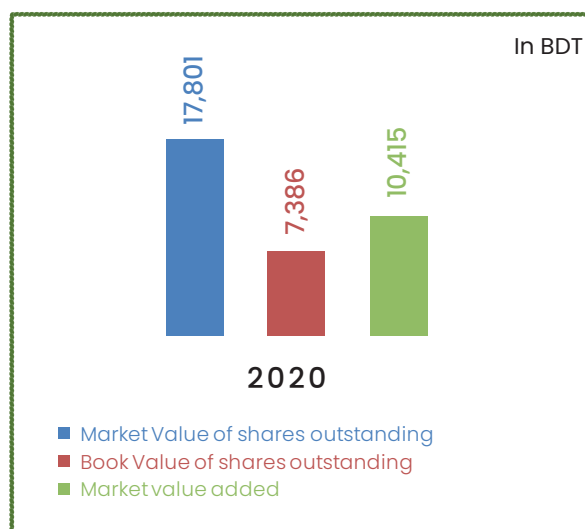
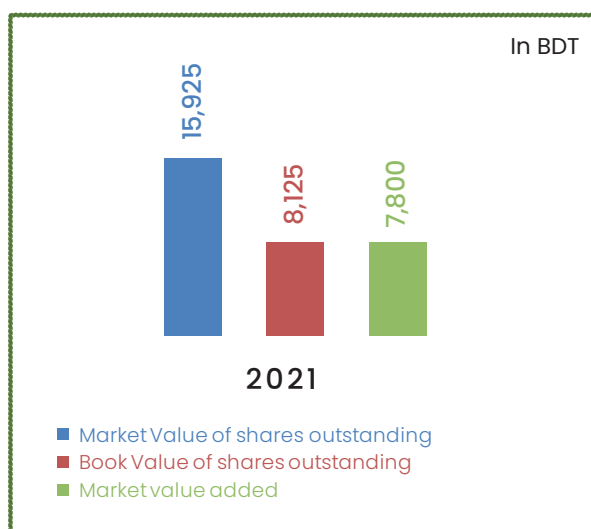
Economic Value Added (EVA) is the financial performance measure that attempts to measure that true economic profit of an organization. It provides a measurement of the bank(s) economic success (or failure) over a period. Economic Value Addition (EVA) by the bank has been estimated at BDT 2,488 million for the reporting year of 2021.

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 2021, Market Value Addition is estimated BDT at 7,800 million.

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

Particulars	Number of Shares	Value per Share	Total Value 2021	Total Value 2020
Market Value of Shares Outstanding	812,495,659	BDT 19.60	15,925	17,801
Book Value of Shares Outstanding	812,495,659	BDT 10.00	8,125	7,386
Market Value Added		BDT 9.60	7,800	10,415



INDIRECT ECONOMIC IMPACTS

(GRI 203-2)

During the year 2021, 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 & 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 Student Banking
- ◆ MTB 10 Taka Account
- ◆ MTB Agent Banking
- ◆ MTB SME Financing for Women Entrepreneurs

MTB Financial Inclusion Initiatives

MTB Student Banking

MTB Student Banking offers tailor-made banking solutions for students and helps them to grow a savings habit for secured future from the early stage of their lives. Collaborating with Bangladesh Bank's financial literacy and financial inclusion agenda in 2021, multiple online based promotional campaigns were arranged last year. MTB Student Banking increased its number of student accounts significantly in 2021 with the help of branch banking network.

MTB Student Banking Unit has 5 designated student centers located at Gulshan, Panthapath, Dhanmondi, Banani and Motijheel to provide

customized banking solutions for students pursuing higher education abroad. MTB has taken numerous initiatives such as providing savings account facility to school, college and university-going students in order to promote the importance of education.

MTB Children Education Deposit Scheme and MTB Education Plan are two unique recurring deposit protection schemes (DPS) which help parents save for their child's future. This savings can be used for higher education or meeting any special needs of children in the future. MTB Student File makes it very convenient for students going abroad for higher education to send fund abroad as separate files are maintained for each student while keeping record of all the information till completion of the course. This unit has seen significant growth in generating revenues by opening 1,724 student files in 2021 which is the highest ever number in the history of MTB with a staggering 135.5% growth in opening student files.

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 10Taka Account as on December 2021 is given below

No. of 10 Taka Account Opened	2021	2020	2019
10 Taka Deposit Account number	7,978	6,456	5,987
Deposit amount in 10 Taka Accounts (BDT)	137,262,438.70	17,504,448.60	11,787,817.57

MTB AGENT BANKING

Any bank in a developing country like Bangladesh must have a specific segmental banking system. This segmented approach to clients enables MTB to offer all retail, SME, and card products under one roof, which has aided MTB in attracting banking customers as a one-stop destination for all products and services. To maintain supremacy and smooth advancement in these difficult times, the so called "new normal" existence, MTB has chosen to develop innovative and technologically advanced solutions that will suit its clients' day-to-day banking demands with the utmost privacy and ease. To keep up with our ambition, we bring our service to people's doorsteps through Agent Banking. MTB has consistently been ahead of other Bangladeshi financial institutions in terms of timely actions to achieve parity for both external and internal customers.

SUCCESS STORY

Ms. Jasmine Akter is the honorable agent of MTB Mothertek Bazar Agent Banking Centre, Savar. She passed HSC from Savar BPATC School and College but did not get a chance to pursue higher education due to social and family constraints. Though she always dreamt to own a business and be self-reliant from her teenage life, she had to get married at an early age. When she was in school, she learnt how to do different kinds of handicrafts. After her marriage, she was overjoyed to discover that she could supplement her income by selling handicrafts. Her husband and in-laws were tremendously supportive towards her endeavor. She eventually achieved her dream.

She learned about MTB Agent Banking from one of her husband's friends who used to work for the company. She found MTB to be a well-known financial organization in the country which places a strong emphasis on its customers. As a result of her familiarity with MTB's Agent Banking, she realized that she could become self-sufficient while simultaneously assisting her village's educated citizens in finding employment through this venture. It is also possible to contribute towards society by providing banking services to the unbanked people.

She made a decision to establish MTB Agent Banking in her area after evaluating all available options. She was able to start her business with a very limited money because of the welcoming attitude, rules, and procedures of MTB. She is able to ensure adequate time for her family while making a positive difference in her surrounding community by volunteering there. As a MTB Agent, she has also seen an increase in her social position. Her agent banking centre is looking

forward to having a more promising future.

With her honesty, willingness, and passion, she aspires to dedicate her life to extend contemporary financial services in her community and thereby empower the rural people.

Table: MTB Agent Banking At a Glance

Particulars	2021	2020	2019
Number of agent banking outlets	201	163	40

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 9.15 million as refinance under this scheme in 2021. 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



Resilient Women Entrepreneur

Resilience is one of the core strength of women entrepreneurs in Bangladesh. Women in our country, in many cases, start their own ventures out of dire need. Those ventures become successful and grow because of their entrepreneurial leadership and indomitable spirit.

Mst. Rubana Ferdous, proprietor of Marex Colour Pencil of Ishwardi Pabna, is a great example of such resilient force.



Her husband initially had the idea to produce Marker Pencils which are used in garments industry and initiated the production at factory level in Dhaka. But he died in dengue fever, leaving Ms. Rubana in a helpless condition with two children.

After a long struggle, she restarted the operation of the factory in Dhaka which was later handed over to her brother-in-law. Later she shifted to Ishwardi, took teaching as profession. But after a year, in 2006 she restarted the business of colour pencil production.

Now more than 50 workers both full time and part time work in the factory. Some of her former employees also set their own factory after acquiring skills by working in her factory. In her journey, she took loan in several phases from MTB Iswardhi SME/Agri Branch. She is enjoying current financial facility in single digit interest rate under the MTB Bhaggobati loan product scheme.

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, 88 Women are using 'Bhagyobati', 17 Women are using 'MTB AVA' products and 28 Women are using 'Gunabati' products.
- ◆ Approx. 246 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 9.15 million as refinance under this scheme in 2021.
- ◆ In 2021-2022 FY MTB Disbursed Wholesale credit to 15 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 49,685 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 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 & principles associated with this object. The general objectives of this manual are:



ENVIRONMENT

A large, leafy tree stands in a field of tall grass under a dramatic, cloudy sky at sunset or sunrise. The tree is the central focus, with its branches spreading out. The grass is golden-brown, and the sky is a mix of blue, orange, and yellow. The overall mood is peaceful and natural.

Environmental Performance

Environmental Performance means considerations including the use of renewable resources, improved energy and water efficiency, the reduction of air contaminants and greenhouse gas emissions, increased reuse and recycling, and the reduction of hazardous waste and toxic pollutants.

Energy

ENERGY CONSUMPTION WITHIN MTB IN 2021 (GRI 302-1)

The bank consumed 77 million mega joules of energy in 2021 by using electricity and octane as fuels. In banking business, there is no scope as of date to calculate consumption of energy outside organization's premises.

Table: Energy Consumption of MTB in 2021

Fuel/Source Type	Total Unit	Mega Joules
Electricity (KWH)	19,740,890.5	71,067,205.8
Diesel (LTR)	116,248.57	4,046,302.16
Octane (LTR)	72,212.39	2,513,520.96
Total	19,929,351.46	77,627,028.92

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 2021 (302-3)

Table: Per Employee Energy Consumption in Mega Joules

Energy Items	2021
Electricity (KWH)	29,390.90
Diesel (LTR)	1,673.41
Octane (LTR)	1,039.50
Total	32,103.81

Table: Per day Power Consumption in Mega Joules

Energy Items	2021
Electricity (KWH)	194,704.67
Diesel (LTR)	11,085.76
Octane (LTR)	6,886.36
Total	212,676.79

MTB's Solar Power Capacity

MTB has installed solar power panels at its Corporate Head Office, branches and ATM booths. By 2021, total capacity installed is 41.72 KW of solar panels that reduce total power consumption by the bank.

Table: Solar Power Capacity of Branches in 2021

Branch	Solar Power Capacity
MTB Centre	5000 W
MTB Tower	36000 W
MTB Syedpur SME/Agri Branch	720 W
MTB Ishwarsi 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
Total	44600 W

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. This enabled MTB to send and its customers to get their account information by using little energy compared to the traditional way of getting account information by visiting branches.

Table: SMS Sent for Information

SMS Sent for Information	2021	2020	2019
Number of Balance Check Messages Sent	19,510,415	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

Green Banking Service	2021
No. of Registered IB/Smart Banking User	70,869
No. of Transactions in IB/Smart Banking	1,173,283
No. Of SMS Enrolled Accounts	664,478
Accounts Enrolled For E-statement	51,000

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	2021	2020
Internet Banking Users	147,333	40,009
MTB Smart Phone App-based Banking Users on Mobile & Tab	109,227	23,223

Table: E-Statement

Topic	2021	2020
Number of E-statements Delivered to Customers through Email instead of Using of Papers Traditionally	3,97,680	2,94,835

Automation towards Green Banking 2021

Total Number of Accounts		Total	Number of Online Branches		Total
Rural	Urban	1,054,292	Rural	Urban	119
222,615	831,677		36	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	Utilities
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
The Holy Quran	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)	2021	2020
Electricity Consumption per employee	0.04213	0.04069
Water Consumption per employee	0.00188	0.00120
Paper Usage per employee	0.00620	0.00672
Transport expenses for official purpose per employee	0.00266	0.00710

EMISSION

An aerial photograph of a dense forest with a heart-shaped opening in the center. The opening reveals a bright blue sky with soft white clouds. The letters 'CO2' are superimposed on the sky, rendered in a green, textured font that mimics the appearance of foliage or trees. The overall image conveys a message about carbon emissions and the role of forests in absorbing them.

CO₂

Emission

DIRECT GREENHOUSE GAS (GHG) EMISSIONS (GRI 305-1)

Table: Metric Tons of CO2 (Carbon dioxide Equivalent) Emitted

Energy	2021	2020
Electricity (KWH)	13,990	13,169
Diesel (LTR)	273	-
Octane (LTR)	170	442
Natural Gas	-	-
Total	14,433	13,611

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 CO2)

Energy Items	2021	2020
Electricity	5.785773	5.57536
Diesel (LTR)	0.112903	-
Octane (LTR)	0.070306	0.18713
Total	5.968983	5.762489

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

Category	2021	2020
M Tons of CO2 Emissions/Employee	5.96898263	5.762489
M Tons of CO2 Emissions/Day	39.54246575	37.29041

Table: Other Green Banking Initiatives

Automated Banking	2021	2020
Number of ATM	310	306
Number of MTB's POS Machines on Market	3,050	3,198
Number of branches with online banking	119	118
Number of SMS Banking users	505,641	404,384
Number of Internet Banking users	64,143	40,009
Number of MTB Mobile App Users	47,843	23,223
Number of branches powered by solar energy	7	7
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	2021	2020
Water (LTR)	313,562.1	19,571.23
Water Consumption per employee (In Million BDT)	0.00188	0.00120

MTB has been fully aware of water conservation and thus limits use of water strictly for drinking and sanitary purpose.

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.

Sustainability Reporting 2020

MTB prepared 7th MTB Sustainability Report for the year 2020 and the report was published in 2021. In 2019 MTB completed the Global Reporting Initiative (GRI) verification process 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.

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 & 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 & 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 & 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 & social costs, strengthen economic competitiveness and reduce poverty. The SDGs will serve as guidelines for businesses to assess & 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-



SUSTAINABLE DEVELOPMENT GOALS

- ◆ 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 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. & 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.

SDG Mind Map



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 & Social Risk Management (ERSM) Policy & 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.



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01 Chowdhury Akhtar Asif
AMD & GCRO, Chairman, SFC

02 Goutam Prosad Das
DMD & GHoICC, Member, SFC

03 Md. Khalid Mahmood Khan
DMD, HoCorp & Commercial Business
Member, SFC

04 Rais Uddin Ahmad
DMD & CAMLCO, Member, SFC

05 Md. Shafquat Hossain
SEVP, HoRetail, Member, SFC

06 Usman Rashed Muyeen
SEVP & HoCRM, Member, SFC

07 Kamrul Hasan Khan
SEVP & HoWBD Gulshan, Member,
SFC

08 Mir Iqbal Hossain
EVP & HoSAM, Member, SFC

09 Amitav Kaiser
EVP & HoMID, Member, SFC

10 Masud Mushfiq Zaman
SVP & HoGHR, Member, SFC

11 Azam Khan
SVP & HoCom., Member, SFC

12 Mohammad Nazmul Hossain FCA
SVP & CFO, Member, SFC

13 Sanjib Kumar Dey
SVP & HoSME, Member, SFC

14 Shirajul Islam
VP & HoCAD, Member, SFC

15 Tahmina Zaman Khan
Head of Sustainability
Member Secretary, SFC

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 2021, 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 branch & 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 & 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

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 & 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 by MTB. MTB, as a matter of fact grants green loan to the clients at a low rate of interest which promotes more & more entrepreneurs to start with environment friendly projects & thus it leads to more and more awareness on the environment protection activities in the economy as a whole. 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) & water, consumption of paper and maintenance of a hygienic in-house office environment. The guide aims to provide its stakeholders with 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 Green PIN Service: MTB Green PIN is a Contact Centre IVR based instant & 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 19 solar powered agent banking outlets among a total of 201 agent outlets.

Solar Powered Automated Teller Machine (ATM):

In 2021, total number of MTB ATM reached 310. 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 "Facebook" with bank's plan to expand to other customer friendly platforms. 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'S GREEN INITIATIVES IN 2021

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 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.



As part of its promise to achieving SDG goal: 13, MTB endorsed the principles for locally led climate adaptation by Global Center for Adaptation on January 12, 2021. Besides, MTB attended Climate Adaptation Summit during January 25 & 26, 2021. MTB enrolled into SDG Ambition Accelerator program started from January 18 till June 2021. Besides, MTB participated in "Climate Disclosure Training Program" organized by CSE in collaboration with UN SSE, IFC and CDSBT and hosted by Chittagong Stock Exchange on 14 & 29 September 2021.



MTB's commitment to gender equality (SDG: 5) is evidenced at every level of the bank, from our Board through our senior leadership to our new hires.

Besides, MTB Sustainability Report 2021 has also been prepared in line with GRI Standards. Moreover, during ESG training, employees and business owners learn steps they can take to minimize the negative impact they may be having on the environment. Most importantly, they learn how to maximize their positive environmental contributions. Therefore, MTB Sustainable Finance Department conducted ESG Training on "Sustainable Banking, Environmental & Social Risk Management" for MTBians time to time over the year of 2021. MTB also established "Sustainable Finance Help Desk" in 75 potential branches of MTB for making customers aware about sustainable financing and available green products in refinancing.

MTB signed a MoU with Bangladesh Bank on February 25, 2021 for Tk 1,000-crore revolving refinance fund for the Technological Development and up gradation of export-oriented industries, setting interest rate on the loans from the scheme at between 5% and 6%. MTB received Refinance of BDT 20 Crores from Bangladesh Bank on July 14, 2021. MTB submitted quarterly progress report on green financing and other refinancing

schemes to Bangladesh Bank for respective quarter in 2021. Prior to that uniform format for sustainable finance reporting was updated by Bangladesh Bank on January 06, 2021.

Following that, MTB attended session on sustainability reporting by Bangladesh Bank for the Banks & Fis on March 25, 2021. MTB also updated its ESMS Compact Tool in 2021.

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 observed World Environment Day 2021



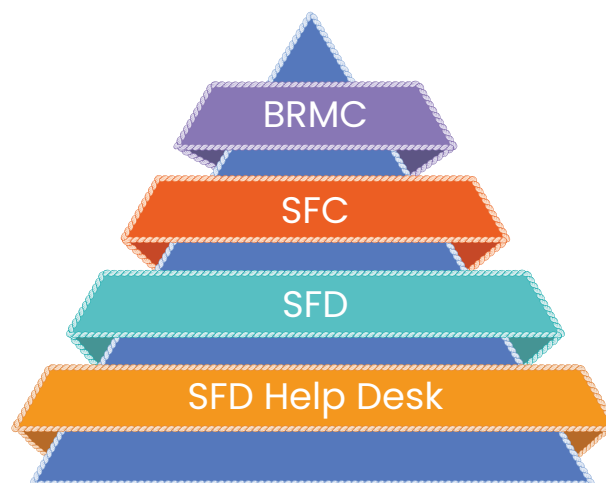
on June 05, 2021. Prior to that, MTB observed World Earth Day on April 22, 2021. MTB posted on different social media platform on World Environment Day and Earth Day for creating environmental awareness among its various stakeholders. Because nowadays social media is an effective means of calling attention to environmental problems, making the public aware of the problems created by pollution and, hence, can be instrumental in creating public pressure to do something about them.

Furthermore, to commemorate World Earth Day 2021, Mutual Trust Bank and the Non-Profit Lal

Sabuj Society launched a nation-wide virtual debate on climate change issues. MTB sponsored the debate championship. It was hosted by Lal Sabuj Society. Teams of young debaters registered on the event's Call to Action on Social Media, where 244 debaters between grades 8 to 10, of 61 teams and from 34 districts are participated in the Debate. The event, launched was virtually launched on April 22, 2021. Eight virtual sessions hosted by experts on the field were also hosted by the organizing team under the event banner at launch.



SNIPPET OF MTB'S ENVIRONMENTAL AWARENESS:



MTB Sustainability Governance

MTB Green Building

MTB has designed its 2 corporate office buildings - "MTB Centre" & "MTB Tower" - as fully green buildings with motion sensor lighting system. Lights are automatically turned off if there is no human movement in the room. Solar power system has also been installed on the rooftop of the buildings. Both buildings are designed to reduce energy consumption significantly and make MTB a green and environment friendly bank in the true sense. MTB Tower has rain-water harvesting facility and eco-friendly carpet made of wool, a natural fiber processed without using any chemical treatment. The state-of-the-art rain water harvesting plant has a capacity of 10,000 liters.

MTB 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 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 believes that the core of any organization and the most critical drivers for growth and success are its employees. MTB Group Human Resources (GHR) division ensures the right number of people and the right kind of people, at the right place, at the right time with the right skill set for doing the right things that are aligned with its mission, vision, and growth strategy. As MTB's mission is to be a dynamic, innovative and Client-focused Company, GHR believes none of this is possible without an energetic, creative, and client-oriented workforce that is crucial for MTB's resilient growth. GHR performs a wide variety of duties and is responsible for helping employees feel safe, valued, and properly supported.

Overview: Drawing on the expert knowledge, attitudes, motivation, skills, experience and competence of our employees – that is the human capital of MTB, our brand has developed the greatest potential to create value among all banking industry brands. These skills are an important part of MTB's human capital. They reflect the mission & vision of MTB. Those relationships are underpinned by simple, open, friendly and empathic communication that also forms the basis for relationships inside the organization and is a vital pillar of our organizational culture. What makes us stand out from the crowd are our people, the way we

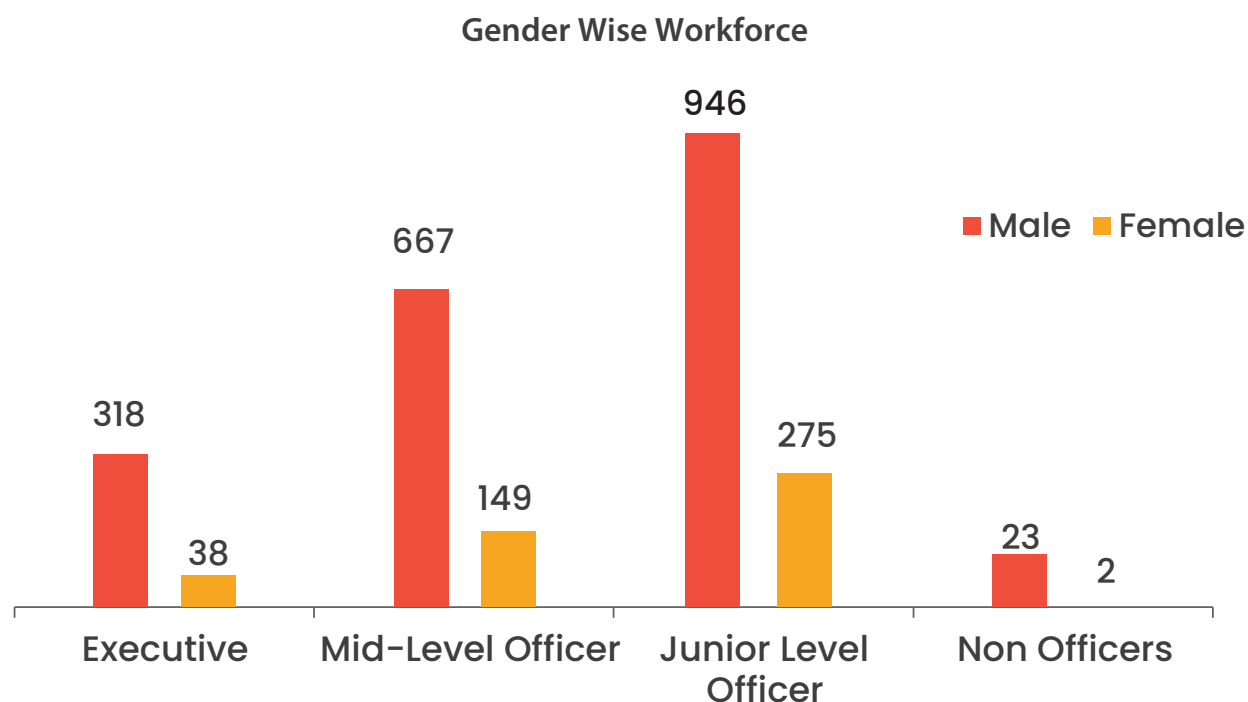
approach them and their unique competence. This unique culture has helped us to build a reliable brand. This culture has secured us a special place in the banking industry.

Inclusion, Diversity & Community Engagement

Gender balance is a challenging task for any organization functioning in Bangladesh's socio-economic system wherein MTB is improving its overall gender balance every year. Female employees are spread across all geographies and levels of hierarchy. Apart from the quantitative indicators, the qualitative scenario has been seen a significant development. Female leadership is visible in the key management roles which indicate the positive changes. The groundwork for 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 works for 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. 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 119 branches helps to accommodate interns to preferred locations throughout the country.

GENDER-WISE POSITION OF MTBIANS

(GRI 405-1)

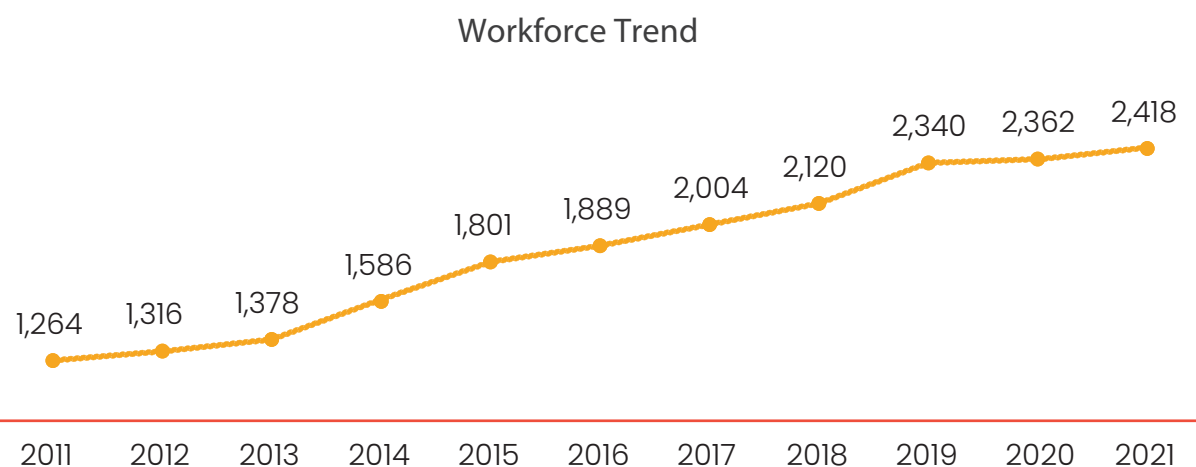


TRENDS OF MTB WORKFORCE

(GRI 401-1)

At the end of 2021, total workforce count is 2,418 of which, 464 were female. The gender distribution rate (19%) shows an upward trend which highlights an effort to ensure more inclusivity & diversity. This workforce is our driving force that runs our widespread network of 119 branches, 33 sub-branches, 201 Agent Banking Centre's, 310 ATM, 3,055 POS, 17 CDM, and 500+ QR-based micro-merchants.

The diversity of our employees - in thought, style, gender identity, race, ethnicity, culture, & experience - makes us stronger and resilient which increases the ability to serve our clients, fulfill our purposes, and achieve desired growth. One major takeaway is our attrition rate which now stands at 4.56%, which is



below the industry mean which shows we are on the right track to becoming the employer of choice. In addition to the regular workforce, the contractual workforce is used for special purposes. Currently, GHR manages approximately 585 such workforces on a contract basis.

Table: Total Employees in 2021 by Gender and Age Group

Total employees	Gender		Percentage of Total Employees	
	Male	Female	Male	Female
Below 30 years	120	49	4.96%	2.03%
30 years to 50 years	1737	407	71.84%	16.83%
50 years and above	97	8	4.01%	0.33%
Total	1954	464	80.81%	19.19%

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

- » Training on Cyber Security by ICT, Bangladesh Police
- » Webinar on Breast Cancer Awareness by Narayana Health, Chennai, India
- » Webinar on Diet Management during Ramadan by Narayana Health, Chennai, India
- » Webinar on Preventive Health care measure and boosting immunity through diet during covid 19 by Narayana Health, Chennai, India
- » Webinar on Women's Health and Kidney Disease by United Hospital, Dhaka
- » Webinar on Health & Beauty by EW Villa Medica, Dhaka
- » 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

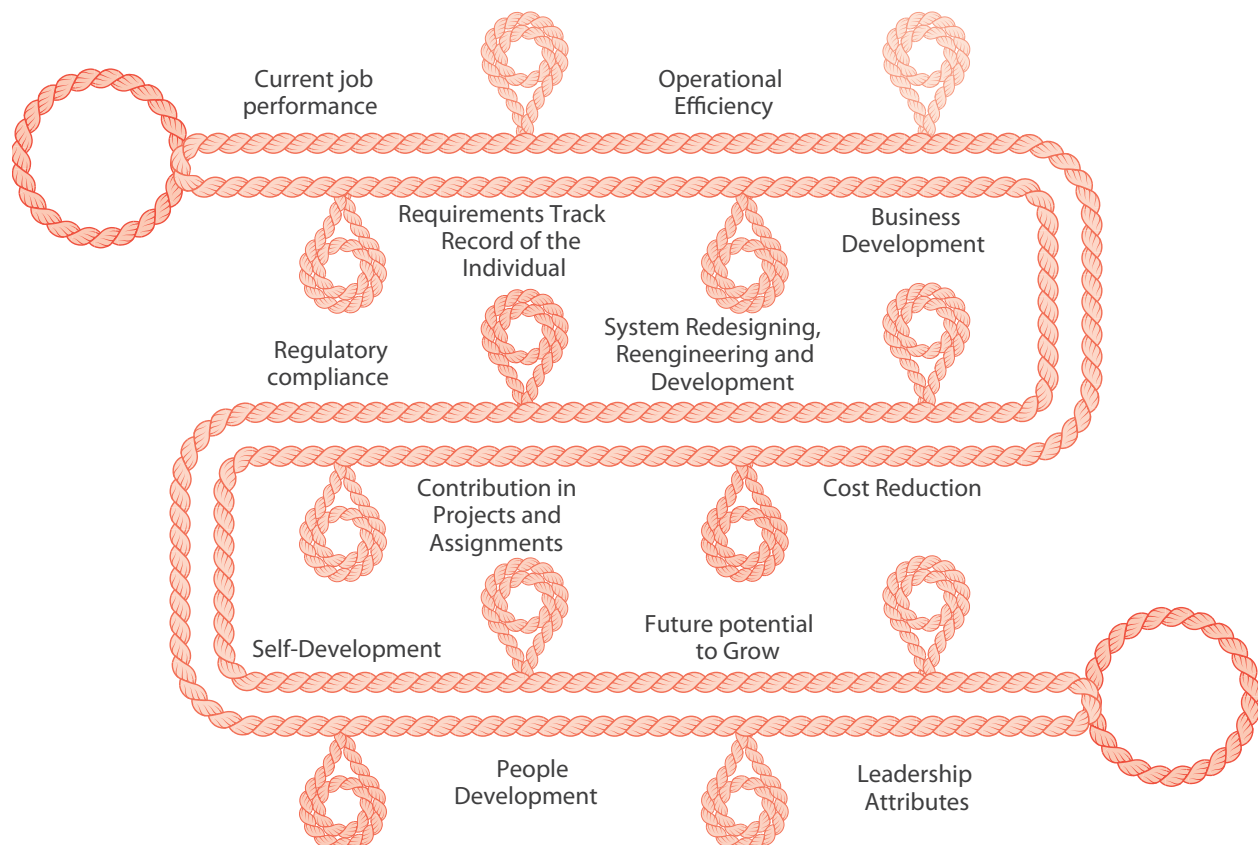
PERFORMANCE AND CAREER DEVELOPMENT REVIEWS, BY GENDER AND BY EMPLOYEE CATEGORY

(GRI 404-3)

The objectives of the Performance Management System (PMS) are measuring and improving

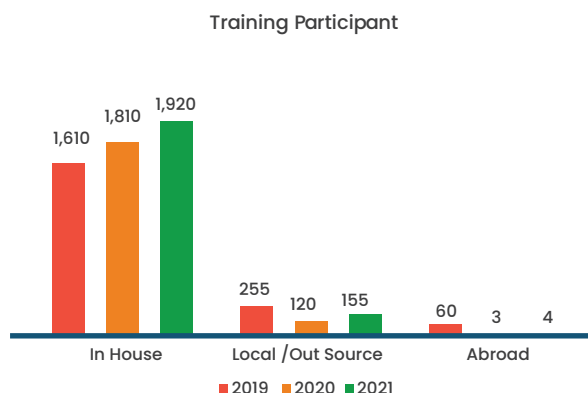
the performance of the employees and also nurture the future potential of the employees. MTB promotes a performance-driven culture that ensures proper recognition of the hard work delivered by the employees as well as provides incentives for the employees to excel at their work. It stretches on SMART (Specific, Measurable, Achievable, Realistic and Timely) KPIs (Key Performance Indicators). KPIs focus on the business processes and functions that are most important for measuring progress toward meeting strategic goals and performance objectives.

Performance assessment involves both the employees and their line managers. While conducting the performance review dialogue, some key elements are considered, which are shown below. Thus the KPIs-based PMS ensures transparent & efficient two-way communication towards the growth and development of the organization.



TRAINING AND DEVELOPMENT PROGRAMS FOR ENHANCING CAPACITY OF HUMAN RESOURCES (GRI 404-2)

MTB believes great employees are always interested in learning new things and expanding their skill sets. There is no better time than the present to provide the resources that the employees needed to increase their values to the organization. As part of the learning and organizational development, even in a year



ravished by pandemics & lockdowns, MTB hosted 177 training sessions offline as well as online. It embraced this challenge by moving the training programs to the digital platform. The sessions were conducted by in-house trainers, invited speakers as well as collaboration with other

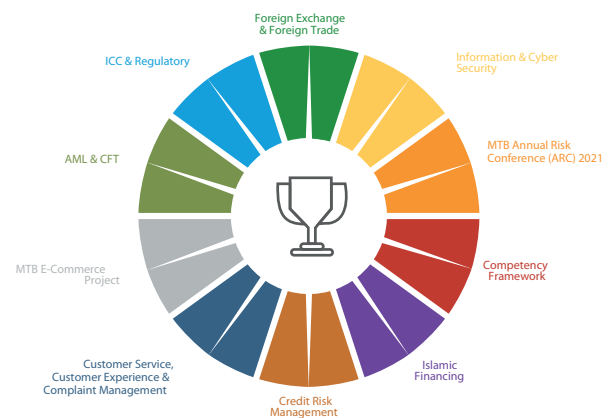
reputed institutes that catered to over 2,079 participants in total.

MTB always took pride in ensuring world-class training facilities hosted at its dedicated state-of-the-art training Centre, MTB Training Institute (MTBTI). Some noteworthy training, workshop, and conference arranged here are represented below.

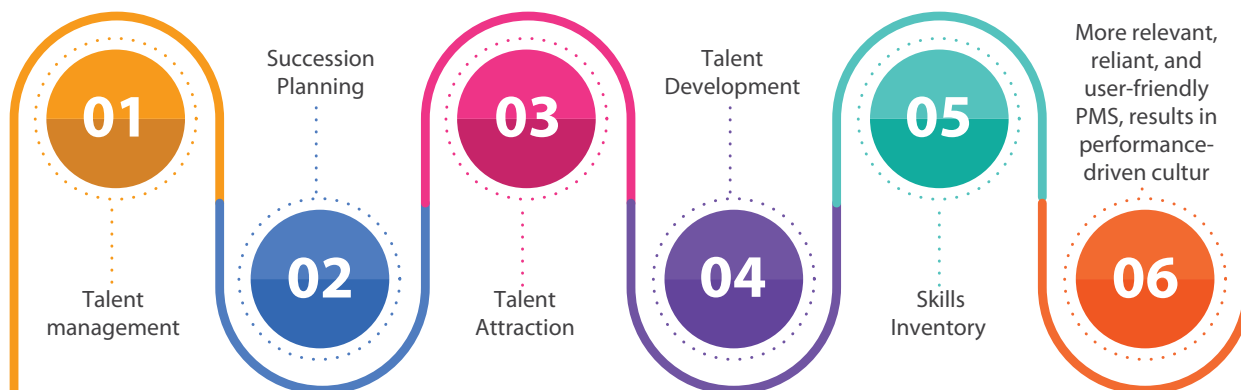
As an initiative to continued learning and development, MTB regularly reimburses for achieving certificates in different specialized areas like Financial Risk Manager (FRM), Certified Expert in Risk Management (CERM), Certified Documentary Credit Specialists (CDCS), Certified HR Professional, Information Technology Security, etc.

Vision the Future towards Resilient Growth

MTB is working relentlessly to become the best performing HR in the industry in employee engagement, productivity, and welfare. GHR is in the process of implementing a comprehensive behavioral competency framework in this bank. Competencies are the integrated knowledge, skills, judgment, behavior and attributes that people need to perform a specific job effectively. The objectives of the initiatives are:



>> To implement competency-based leadership



- » To determine what positions at which levels require specific competencies
- » To select the right people for MTB using CBI (Competency-Based Interview) method which is the latest interview method used by all top-performing organizations around the world.

GHR Focuses on Resilient Growth but is not limited to the following:

- » Identification of right competency through organizing several workshops
- » Organize workshops with the senior management team: conduct SWOT analysis to build a competency framework
- » Use globally reputed management consultancy tools in the following areas:

Going forward, GHR is emphasizing developing the required competency toward more productivity and sustainable growth.

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 and approved by board, they 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:

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.

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:

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

c) MTB Employees Welfare Fund

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

d) MTB Employees Medical Assistance Fund

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

e) MTB Employees 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 2021

(GRI 403-3)

S/N	SAFETY & SECURITY MEASURES	DETAILS	Attachments
1.	Formulation of MTB COVID-19 Risk Management Guideline to address the global pandemic.	<ul style="list-style-type: none"> • Circulated through Email to all MTBian's. 	N/A
2.	Work Place Safety <ul style="list-style-type: none"> • Ensured social distancing. • Ensured screening by digital thermometer at all MTB premises (Picture attached). • Ensured use of hand sanitizer to all MTB Premise. • Use of compulsory safety equipment of all MTBian's. 	<ul style="list-style-type: none"> • 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 	Picture-3
3.	Establishment of Safety Protocols. <ul style="list-style-type: none"> a. Carried out disinfection exercise at MTB premises when and where required. b. Maintained vaccine report of MTB employees. 	<ul style="list-style-type: none"> • Assist, monitored and ensured. • Total 85% MTBians have taken vaccine whereas 41% completed their second dose and 35% booster dose. 	Picture-6 & 7
4.	Establishment of Security Protocols. <ul style="list-style-type: none"> a. Installed archway door at few MTB premises to enhance security system. 	<ul style="list-style-type: none"> • Assist, monitored and ensured. 	N/A
5.	Office/ Environmental Safety (Picture Attached).	<ul style="list-style-type: none"> • Carried out disinfection exercise at MTB CHO premises and MTB Branches when and where required. 	Picture- 6 & 7

6.	Security personnel Training• Basic Security, Fire safety and firefighting Training.	<ul style="list-style-type: none"> Physically conducted by field security inspectors, CMR agents and service providers. 	Picture-1 & 2
7.	MTB Employee Training <ul style="list-style-type: none"> Firefighting and Evacuation Drill at MTB Centre and MTB Tower. Security and Fire Safety Training. 	<ul style="list-style-type: none"> Conducted the drill by Fire Service & Civil Defense authority. Conducted training with the presence of Branch Security & Fire Safety Officer, BSFSO from various Branches. 	Picture- 4 Picture- 8 & 9



PICTURE

01



PICTURE

02



PICTURE

03



PICTURE

04



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05



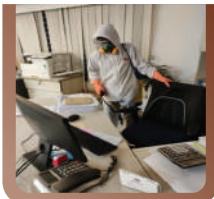
PICTURE

06



PICTURE

07



PICTURE

08



PICTURE

09



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)

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. CSR is a way towards sustainable business by creating long-term value for the stakeholders, the environment and the community as a whole. MTB has been deeply involved in Corporate Social Responsibility (CSR) related activities since its inception and is very much aware about global sustainability and CSR related trends and issues. MTB's priority sectors are education, healthcare, environment and disaster management. Our CSR strategies are based on the fundamental conviction of sustainable business that integrates good governance & social priorities with a view to enhancing community empowerment in a sustainable manner.

SUPPORTING OUR COMMUNITY



The Sustainable Development Goals (SDGs)

Bangladesh made significant achievements in attaining the Millennium Development Goals (MDGs). For example, the country was able to reduce poverty from 56.7 percent in 1991-92 to 31.5 percent in 2010 and, finally, 24.8 percent in 2015. Bangladesh also registered remarkable

progresses in the areas of universal primary education, reducing child mortality, promoting gender equality and women empowerment. The Sustainable Development Goals (SDGs), otherwise known as the Global Goals, replace the Millennium Development Goals and are a universal call to action to end poverty, protect the planet and ensure that all people enjoy peace and prosperity.

The 17 Sustainable Development Goals (SDGs) are as follows

SUSTAINABLE DEVELOPMENT GOALS

17 PARTNERSHIP FOR THE GOALS



Goal 1	No Poverty	Goal 9	Industry, Innovation and Infrastructure
Goal 2	Zero Hunger	Goal 10	Reduced Inequalities
Goal 3	Good Health and Well-Being	Goal 11	Sustainable Cities and Communities
Goal 4	Quality of Education	Goal 12	Responsible Consumption and Production
Goal 5	Gender Equality	Goal 13	Climate Action
Goal 6	Clean Water and Sanitation	Goal 14	Life Below Water
Goal 7	Affordable and Clean Energy	Goal 15	Life on Land
Goal 8	Decent Work and Economic Growth	Goal 16	Peace, Justice and Strong Institutions
Goal 17	Partnership for the Goals		

These 17 Goals build on the successes of the Millennium Development Goals (MDGs), while including new areas such as climate change, economic inequality, innovation, sustainable consumption, and peace and justice, among other priorities. The goals are interconnected – often the key to success on one, will involve tackling issues more commonly associated with another. Achieving the SDGs requires the partnership of governments, private sector, civil society and citizens alike to make sure we leave a better planet for future generations.



MTB'S CSR ACTIVITIES TO SUPPORT SDG GOALS

SDG Goals	Initiatives in 2021
NO POVERTY	<ul style="list-style-type: none"> Blankets Donation amongst the cold-affected people across the country;
ZERO HUNGER	<ul style="list-style-type: none"> Donation to Prime Minister's Relief Fund; Distribution of Cooked Food Items partnering with Mehmankhna; Supported TMSS to Combat Covid-19 Pandemic
GOOD HEALTH AND WELL-BEING	<ul style="list-style-type: none"> Support in the 'Community Fort' project BRAC under the guidance of Bangladesh Bank to help fight Covid-19 pandemic; Support to Bangladesh Thalassemia Samity Hospital for providing quality healthcare to the Thalassemia patients; Support to Manabik Shahajya Sangstha (MSS) for arranging eye care project for distressed people ; Support to Jhenidah Ex-Cadets Association (JEXCA) for running Free Friday healthcare centre, Khulna; Donation of Nasal High Flow Oxygen Therapy to Kuwait Bangladesh Moitre Government Hospital; Support to Centre for the Rehabilitation of the Paralyzed (CRP) for their rehabilitation program for paralyzed and disabled people;
QUALITY EDUCATION	<ul style="list-style-type: none"> Introduced Niloufer Manzur Memorial Scholarship with the Faculty of Business Studies, University of Dhaka; Support to Abinta Kabir Foundation School for the all-girls studying there coming from low-income families; Support to JAAGO Foundation for bearing educational expenses of underprivileged students; Support to Vocational Training Center Trust (PFDA – VTC) to provide vocational training to autism and neurodisable people; Support to Blind Education And Rehabilitation Development Organization (BERDO) for the visual impaired community;
GENDER EQUALITY	<ul style="list-style-type: none"> Support to Happy Home project & 'Shetu Bondhon Gori' Network run by ActionAid International Bangladesh
REDUCED INEQUALITY	<ul style="list-style-type: none"> Support to Society for the Welfare of Autistic Children (SWAC) for their autistics children; Support for the orphaned and abandoned children of SOS Children's Villages Bangladesh; Support for the differently abled children (autistic & developmental delay) of Golden Kids Welfare Foundation ;
PARTNERSHIP FOR THE GOALS	<ul style="list-style-type: none"> Support for the financially challenged community student of Radda Paramedic Institute (An Institute of Radda) ; Support for the visually impaired persons of Bangladesh Disabled Development Trust-BDDT ; MTBF supported for the project titled 'Anindito Nari' of Sombhabona; Support to Mission Humanity for their project which aims at providing primary, secondary and vocational educational services;

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.

"SWAPNO SARATHI" (THE DREAM CHARIOT)

In accordance with the bank's policy to nurture the education sector in the rural hard-to-reach areas, MTB launched a special campaign titled "Swapno Sarathi" in 2015. "Swapno Sarathi" is a brand for MTB's CSR campaign of bicycle distribution amongst the underprivileged students, first inaugurated by the then Bangladesh Bank Governor at former enclaves in Garati, Panchagarh on October 25, 2015. Till now we have distributed about 1600.

The campaign aims at motivating students 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.

The objectives are allied with four Sustainable Goals of agenda 2030. These are SDG3: Good Health & Wellbeing, SDG4: Quality Education, SDG5: Gender Equality and SDG13: Climate actions.



HIGHLIGHTING CSR ACTIVITIES OF MTB IN 2021

MTB DONATES 80,000 BLANKETS TO THE PRIME MINISTER'S RELIEF FUND

Mutual Trust Bank Limited (MTB), as part of its Corporate Social Responsibility (CSR) initiatives, has recently 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 Bhavan.

Dr. Ahmad Kaikaus, Principal Secretary of the Prime Minister, on behalf of Prime Minister, Sheikh Hasina, has received a token sample of the 80,000 blankets from Md. Hedayetullah, Director & Chairman of the Executive Committee and Nasreen Sattar, Independent Director of MTB through a simple ceremony held recently.

MTB DONATES BDT 50 MILLION TO THE PRIME MINISTER'S RELIEF & WELFARE FUND

Mutual Trust Bank Limited (MTB), as part of its Corporate Social Responsibility (CSR) initiatives, donated BDT 50 million to the Prime Minister's Relief and Welfare Fund for providing food support amongst the Covid-19 affected people across the country. The bank, as part of this contribution, has handed over a cheque of BDT 50 Million to the Bangladesh Association of Banks (BAB) recently. Prior to this event, MTB Vice Chairman & Director, Md. Abdul Malek had joined a virtual preparatory meeting arranged by Bangladesh Association of Banks (BAB). "COVID-19 has impacted lives & livelihood of our people in many ways. Being a responsible corporate entity, we feel the call of the time to support the affected people of the country during this pandemic. We believe this support will help mitigate the sufferings of the people in crisis. Since the emergence of this crisis in early 2020, we have been extending our hands to support our people and hope to continue our support for them."- expressed by MTB Managing Director & CEO, Syed Mahbubur Rahman.



MTB SIGNS MOU WITH BRAC TO SUPPORT COVID-19 AFFECTED PEOPLE UNDER THE BANGLADESH BANK INITIATED SPECIAL CSR PROJECT

Mutual Trust Bank Limited (MTB) signed a Memorandum of Understanding (MoU) with BRAC at a simple ceremony held at the bank's Corporate Head Office, MTB Centre, Gulshan 1, Dhaka 1212 in 2021. Under the MoU, MTB supported the massively Covid-19 affected people of the infected border districts of Bangladesh namely: Rajshahi and Chapainawabaganj under BRAC's 'Community Fort' project. This special CSR project had been initiated in accordance with the guidance of Bangladesh Bank in order to contain the prevailing Covid-19 throughout the country. The 'Community Fort' project worked across the 35 districts reaching 77 million people with masks, healthcare support and vaccination assistance.

The MoU was signed by Tushar Bhowmik, Chief Financial Officer, BRAC & Syed Rafiqul Haq, Additional Managing Director & Chief Business Officer, MTB in the presence of Syed Mahbubur Rahman, Managing Director & CEO, Mutual Trust Bank Ltd. (MTB).



MTB SUPPORTS CENTRE FOR THE REHABILITATION OF THE PARALYSED (CRP)

MTB, in its effort to align its CSR initiatives with the Sustainable Development Goals (SDGs), extended support to Centre for the Rehabilitation of the Paralysed (CRP) for their rehabilitation programme for paralyzed and disabled people. This support was extended to help the persons with disabilities come back in the mainstream community life by living their lives independently.



MTB SUPPORTS SOCIETY FOR THE WELFARE OF AUTISTIC CHILDREN (SWAC)

MTB, in its effort to align its CSR initiatives with the Sustainable Development Goals (SDGs), extended support to Society for the Welfare of Autistic Children (SWAC) for their autistic children. This support was provided to aid educate and train individuals with autism to develop to their fullest potential and improve the quality of their lives.



MTB HANDS OVER BLANKETS TO CADET COLLEGE CLUB LIMITED (CCCL)

Mutual Trust Bank Limited (MTB), as part of its Corporate Social Responsibility (CSR) initiatives, donated blankets for distribution amongst the cold-affected people of different regions of the country through the Cadet College Club authorities.

Shahadat Musharaf Khan (Mukul), President (newly elected for Executive Committee – 2022), Cadet College Club Limited (CCCL) received a token sample of blankets from MTB Managing Director & CEO, Syed Mahbubur Rahman at a simple ceremony, held at Cadet College Club Limited at Purbachal Town, Dhaka.



MTB SUPPORTS SOS CHILDREN'S VILLAGES BANGLADESH

MTB, as a part of its CSR initiatives, extended support for the orphaned and abandoned children of SOS Children's Villages Bangladesh by providing education support to 150 and food support to 20 children.

MTB SUPPORTS RADDA PARAMEDIC INSTITUTE (AN INSTITUTE OF RADDA)

MTB, with a view to ensuring participatory development, extended support for the financially challenged community student of Radda Paramedic Institute (An Institute of Radda) by providing financial support.

MTB SUPPORTS GOLDEN KIDS WELFARE FOUNDATION:

MTB, as a part of its CSR initiatives, extended support for the differently abled children (autistic & developmental delay) of Golden Kids Welfare Foundation by providing financial support.

MTB SUPPORTS BANGLADESH DISABLED DEVELOPMENT TRUST - BDDT

MTB, with a view to ensuring participatory development, extended support for the visually impaired persons of Bangladesh Disabled Development Trust-BDDT by providing financial support.

HIGHLIGHTING CSR ACTIVITIES OF MTB FOUNDATION IN 2021

ABOUT MTB FOUNDATION

MTB Foundation envisions to play an active role in building a country which provides easy access

to the basic needs for the underprivileged people by achieving the Sustainable Development Goals (SDGs). The Foundation believes in building stronger communities throughout the country by empowering people to overcome hardship, become self-dependent, enhance their lifestyle and survive with dignity.

MTB Foundation (MTBF) aims to be actively involved in the implementation of projects designed to reach out to the underserved and marginalized sections of the society and address the national development agenda. While providing support to the disadvantaged people of the country is a core focus, the larger goal of MTB Foundation is to push forward a broader process of change in order to ensure meaningful and lasting progress.

MISSION OF MTB FOUNDATION

To work with communities to make a difference in people's lives through education, health support and awareness.

VISION OF MTB FOUNDATION

To improve the socio-economic condition of the society.

MEMORIAL SCHOLARSHIP PROGRAMS

Education has always been a priority sector for MTB Foundation. The Foundation believes, education empowers people and transforms lives, and in turn, builds a strong foundation for the future generation by ensuring a sustainable future. During 2021, MTB Foundation collaborated with three (3) renowned universities of the country, namely: University of Dhaka, Jahangirnagar University and Bangladesh University of Engineering and Technology (BUET) and introduced Memorial Scholarship Programs titled – 'Niloufer Manzur Memorial Scholarship', 'Samson H. Chowdhury Memorial Scholarship' and 'Saifuddin Ahmed Chowdhury Memorial Scholarship' Programs.

Niloufer Manzur Memorial Scholarship Program

The 'Niloufer Manzur Memorial Scholarship' Program was formally launched in collaboration with the Faculty of Business Studies, University of Dhaka with a view to recognizing the significant contributions of renowned educationist of the country and the Founding Principal of Sunbeams School, Ms. Niloufer Manzur. Under this scholarship program, thirty-four (34) deserving students (16 female and 18 male) of the Faculty of Business Studies are being financially supported for a year on a monthly basis.



The launching ceremony was held at 'Professor Dr. Abdullah Farouk Multipurpose Hall', Faculty of Business Studies, University of Dhaka. Professor Dr. Md. Akhtaruzzaman, Vice-Chancellor, University of Dhaka graced the event as the Chief Guest while Syed Manzur Elahi, Founding Chairman of Mutual Trust Bank Limited, and Md. Abdul Malek, Vice Chairman of Mutual Trust Bank Limited attended the event as the Guest of Honour and Special Guest respectively. The program was also attended by Syed Mahbubur Rahman, Managing Director & CEO and Rais Uddin Ahmad, Deputy Managing Director & CAMLCO of MTB, Samia Chowdhury, Chief Executive Officer (Acting) of MTB Foundation and Professor Dr. Muhammad Abdul Moyeen, Dean (Acting), Faculty of Business Studies & Professor Dr. Razia Begum, Department of Marketing, University of Dhaka.

Samson H. Chowdhury Memorial Scholarship Program

The 'Samson H. Chowdhury Memorial Scholarship' Program was initiated in collaboration with the Departments of Pharmacy, Chemistry & Biochemistry and Molecular Biology, Jahangirnagar University. Under this scholarship program, thirty-three (33) deserving students of the three departments are being financially supported for a year on a monthly basis.

Saifuddin Ahmed Chowdhury Memorial Scholarship Program:

The 'Saifuddin Ahmed Chowdhury Memorial Scholarship' Program was initiated in collaboration with the Departments of Architecture, Chemical Engineering, Civil Engineering, Computer Science and Engineering, Electrical and Electronic Engineering, Industrial and Production Engineering, Mechanical Engineering, Materials and Metallurgical Engineering, Naval Architecture and Marine Engineering, Urban and Regional Planning, Water Resources Engineering and Biomedical Engineering, Bangladesh University of Engineering and Technology (BUET). Under this scholarship program, thirty-three deserving (33) students of BUET are being financially supported for a year on a monthly basis.



MTB "BRAVERY AND COURAGE" AWARD

MTB "Bravery and Courage" award was introduced in 2012 with a view to recognizing acts of bravery and rewarding selfless individuals and their families. The award recognizes acts of bravery of the common people of the country and aims to encourage selfless individuals who put others' lives ahead of their own in the society we live. The first award was presented in 2012 to Late Hazrat Ali, and subsequently to Late Liacot Ali Liton, Traffic Constable Md. Monir Hossain, Akter Mia & Late Sharowar Howlader, Late Badal Mia, Late Nabi Hossain and Hossein Alamgir for their respective acts of bravery. MTB Foundation handed over its 8th MTB "Bravery & Courage" Award to the family of late Sohel Rana, the firefighter who succumbed to death due to his injuries subsequent to the fire rescue operation during Banani's FR Tower fire incident on March 28, 2019.



The 9th MTB 'Bravery & Courage' Award was presented to the family of Late Syed Shah Alam, a leader of a local Cyclone Preparedness Program (CPP) who died after a boat capsized in a canal in Kalapara Upazila of Patuakhali under the influence of super cyclone 'Amphan' on May 20, 2020. The incident happened when he along with a team was evacuating the cyclone-affected people.

The 10th MTB 'Bravery & Courage' Award was presented on December 29, 2021 to the family of Late Delwar Hossain, Executive Engineer, Konabari, Gazipur City Corporation (GCC), an intransigent personality against bribery, who sacrificed his life for his determination in adhering to honesty and firm stance against corruption in the society.

MTB FOUNDATION SIGNS AGREEMENT WITH ACTIONAID BANGLADESH FOR 'SHETU BONDHON GORI' NETWORK (NETWORK OF ACID SURVIVORS)

MTB Foundation signed an agreement with ActionAid Bangladesh on December 27, 2021 for the 'Shetu Bondhon Gori' Network (Network of Acid Survivors) at the office of the latter in Gulshan 1, Dhaka 1212. The agreement was signed by Farah Kabir, Country Director, ActionAid International Bangladesh Society and Samia Chowdhury, Chief Executive Officer (Acting), MTB Foundation in the presence of Rais Uddin Ahmad, Deputy Managing Director (DMD) and CAMLCO of Mutual Trust Bank Ltd. (MTB).

MTB Foundation has signed the agreement for the Social Reintegration of 'Shetu Bondhon Gori' Network (Network of Acid Survivors) members of Satkhira with a view to being aligned with the Sustainable Development Goals (SDGs) 1, 4 and 10. By supporting this project, MTB Foundation aims to make sustainable changes in the lives of eighty (80) acid survivors by enhancing their capacity through skills development training and life skill education; providing proper educational support to build their career; & assisting them in building entrepreneurship capacities and market linkage.

MTB FOUNDATION ARRANGED EYE CAMPS IN PARTNERSHIP WITH MANABIK SHAHAJYA SANGSTHA (MSS)

MTB Foundation, in partnership with Manabik Shahajya Sangstha (MSS) successfully organized

ten eye camps at the Thakurgaon, Dinajpur, Panchagarh and Manikganj regions of the country for the underprivileged people of the country during September and October 2021.

MTB FOUNDATION SUPPORTS SOMBHABONA:

MTB Foundation supported the 'Anindito Nari' project of Sombhabona through which women are provided with training on sewing at Sombhabona's Training Centre and provided with sewing machines as part of the campaign titled 'Amar Ghor, Amar Karkhana'. The partnership has created a source of income generation for these women who receive orders from Sombhabona and deliver them using the same channel.

MTB FOUNDATION ENSURES FOOD SECURITY DURING THE COVID-19 PANDEMIC IN PARTNERSHIP WITH MEHMANKHANA:

In alignment with SDG 2 (Zero Hunger), MTB Foundation in affiliation with Mehmankhana, provided cooked meal to the marginalized segment of the country i.e. rickshaw-pullers, orphans, street vendors, security guards and the homeless during the COVID-19 pandemic.

MTB FOUNDATION ESTABLISHES CHILDREN'S RIGHTS TO EDUCATION BY SUPPORTING THE SCHOOL PROJECT OF JAAGO FOUNDATION:

MTB Foundation, with a view to engaging in participatory development in Bangladesh through quality education, has been supporting JAAGO Foundation since 2019 to bear the expenses for education of the destitute children studying in the schools run and supervised by JAAGO Foundation.

MTB FOUNDATION SUPPORTS JHENIDAH EX-CADETS ASSOCIATION (JEXCA) FREE FRIDAY HEALTHCARE CLINIC

MTB Foundation has been supporting the JEXCA

Free Friday Healthcare Clinic in Khulna from 2018.

MTB FOUNDATION SUPPORTS MEDHA:

MTB Foundation extended its support to Medical, Education & Health Development Association (MEDHA) in 2021 for bearing the educational expense of disadvantaged meritorious students in Kushtia.

MTB FOUNDATION SUPPORTS ABINTA KABIR FOUNDATION SCHOOL:

During 2021, MTB Foundation provided financial support to the all-girls school - Abinta Kabir Foundation School, a project of Abinta Kabir Foundation.

MTB FOUNDATION SUPPORTS BANGLADESH THALASSEMIA SAMITY HOSPITAL:

MTB Foundation, as part of its CSR initiatives, handed over BDT 1,000,000 to Bangladesh Thalassaemia Samity Hospital in 2021.

MTB FOUNDATION SUPPORTS THE CHILDREN OF BLIND EDUCATION AND REHABILITATION DEVELOPMENT (BERDO):

MTB Foundation has been supporting Blind Education and Rehabilitation Development (BERDO) since 2019 to support the visually impaired children of Blind Education and Rehabilitation Development (BERDO).

MTB FOUNDATION SUPPORTS THENGAMARA MOHILA SABUJ SANGHA (TMSS) TO COMBAT COVID-19 PANDEMIC:

MTB Foundation in joint collaboration with TMSS supported the Covid-19 affected marginalized people by providing 1,000 families with essential food and relief items.

MTB FOUNDATION DONATES NASAL HIGH FLOW OXYGEN THERAPY TO KUWAIT BANGLADESH MOITRE GOVERNMENT HOSPITAL:

MTB Foundation donated two (2) units of Nasal High Flow Oxygen Therapy to Kuwait Bangladesh Moitre Government Hospital for the Covid-19 infected patients who needed emergency oxygen support at the hospital.

MTB FOUNDATION SUPPORTS MISSION HUMANITY:

MTB Foundation supported Mission Humanity for their project which aims at providing primary, secondary and vocational educational services to vulnerable and underprivileged girls in the slums and local communities across Bangladesh.

MTB SUPPORTS "HAPPY HOME" PROJECT OF ACTIONAID INTERNATIONAL BANGLADESH

MTB Foundation supported the 'Happy Home' project through which vulnerable girls from different age groups are looked after by ActionAid Bangladesh.

MTB RECEIVES THE AMCHAM CSR EXCELLENCE AWARD

Mutual Trust Bank Limited (MTB), in recognition of the bank's contribution towards Corporate Social Responsibility (CSR) in Bangladesh, has recently



been awarded the AmCham CSR Excellence Award by American Chamber of Commerce in Bangladesh.

With a view to supporting combined efforts in achieving SDGs, MTB puts its supports and efforts for the society, country & its people mainly in Education, Health, Disaster Management and Sports & Culture sectors apart from other sectors.

Sectors	Amount (BDT)
Education	8,397,855
Health	59,536,965
Disaster Management	38,325,000
Others	32,320,050
Total	138,579,870



MTB SUSTAINABILITY REPORT 2021

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