MTB

SUSTAINABILITY REPORT 2024

Our Sustainability Journey is Defined by Action

Mutual Trust Bank PLC™
মিউচুয়াল ট্রাস্ট ব্যাংক পিএলসি
you can bank on us



TOP SUSTAINABLE BANK IN BANGLADESH

2024
2023
2020







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MUTUAL TRUST BANK PLC (MTB)

PRESENTS ITS 11th SUSTAINABILITY REPORT



For the period from

JANUARY 2024 TO DECEMBER 2024

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



PREFACE

Mutual Trust Bank PLC (MTB) presents its 11th Sustainability Report for the period from January 2024 to December 2024. 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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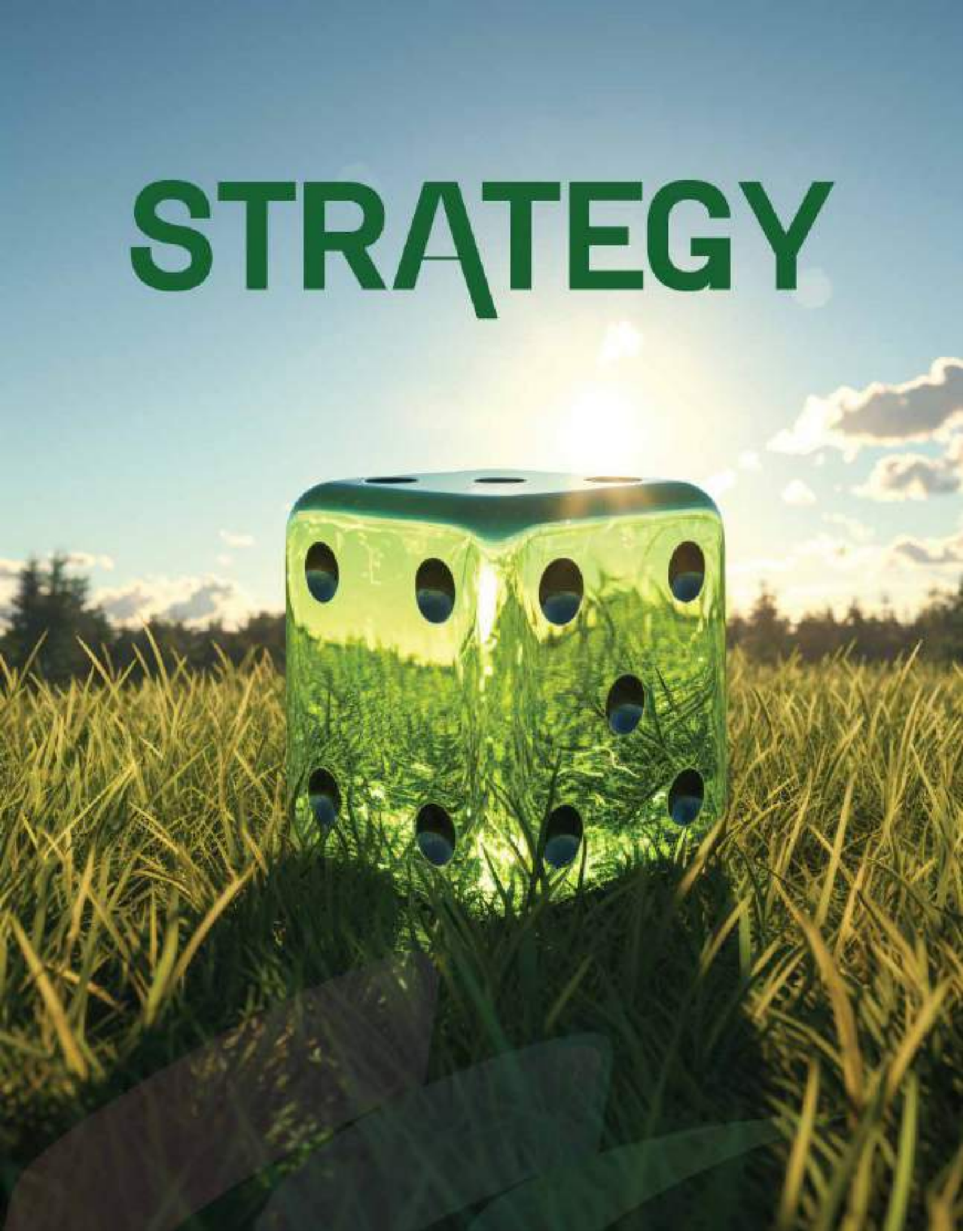
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STRATEGY



STATEMENT OF THE MD & CEO



SYED MAHBUBUR RAHMAN

At MTB, sustainability is at the heart of our business. It shapes our decisions and drives our commitment to responsible banking. Through our digital transformation, we're reducing paper use and lowering emissions, supporting our goal of achieving net-zero across operations and our value chain.

We align our efforts with Bangladesh's commitment to the Paris Agreement and the UN Sustainable Development Goals, ensuring that our actions contribute to both financial inclusion and environmental stewardship. At MTB, we believe that sustainable growth is the path to a better future for all.

From weathering global storms to pioneering digital frontiers, MTB's story mirrors Bangladesh's resilience. Today, we stand as stewards of stability and architects of inclusive growth - transforming challenges into springboards for a sustainable financial future.

FROM THE DESK OF GROUP CHIEF RISK OFFICER



CHOWDHURY AKHTAR ASIF

We recognize that effective risk management is key to building a resilient and sustainable financial institution. Our approach integrates Environmental, Social, and Governance (ESG) factors into risk assessments, ensuring that sustainability is not just a compliance measure but a core element of strategic decision-making at MTB.

Through enhanced Environmental and Social Due Diligence (ESDD), we proactively identify and mitigate risks across our portfolio, aligning with regulatory expectations and global best practices. We remain committed to supporting Bangladesh's journey toward sustainable development by promoting responsible financing, managing climate-related risks, and fostering long-term value for our stakeholders.

SUSTAINABILITY ANALYSIS



MTB: The Sustainable Bank

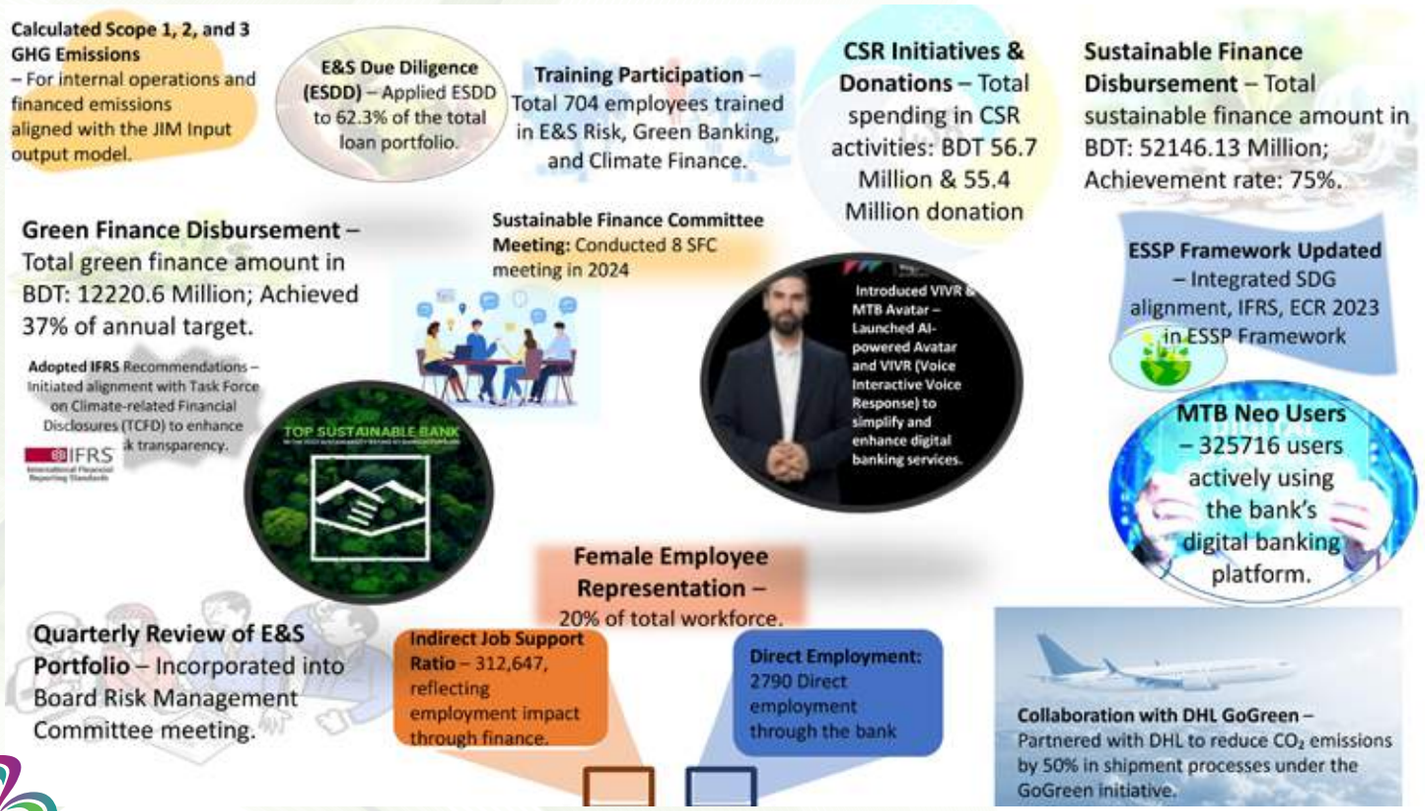
In a world where sustainability is no longer optional but essential, Mutual Trust Bank PLC (MTB) has taken bold strides to lead with purpose. The year 2024 marked a transformative chapter in our sustainability journey—a year of integration, innovation, and impact.

We began by deepening our understanding of our environmental footprint, calculating our Scope 1, 2, and 3 greenhouse gas emissions, including those associated with our financed activities. This effort—aligned with the JIM input-output model—reflects our commitment to transparency and data-driven climate action.

Our dedication did not go unnoticed. MTB was recognized among the top sustainable banks in Bangladesh by the central bank, a testament to the groundwork laid in recent years and our consistent performance in green and sustainable finance. From supporting climate-resilient infrastructure to financing low-carbon technologies, we ensured that our capital served not just profitability, but the planet and people as well.

As a responsible financier, we embedded Environmental and Social Due Diligence (ESDD) across a major portion of our portfolio. These efforts were complemented by regular board-level discussions, ensuring that environmental and social risks are governed from the top. Our financial interventions also created indirect employment opportunities for hundreds of thousands, while we continued to grow inclusively—with strong female workforce participation and targeted CSR initiatives in education, health, environment & climate and disaster management.

Internally, our people grew alongside our purpose. Hundreds of employees were trained on ESG topics, equipping them to drive sustainability from within. Meanwhile, MTB Neo, our digital banking platform, empowered hundreds of thousands of users to engage with the bank in smarter, more sustainable ways—further reducing our environmental footprint.



We also embraced the future of finance. By launching our AI-powered virtual assistant, MTB Avatar, we stepped confidently into the era of digital innovation and customer-centric sustainability. At the same time, we initiated alignment with global standards like the Task Force on Climate-related Financial Disclosures (TCFD) following IFRS, updating our Environmental and Social Sustainability Policy (ESSP) to reflect evolving national and international frameworks, including the SDGs and Bangladesh Bank's guidelines.

This report—our eleventh annual sustainability disclosure—represents more than a summary of achievements. It is a reflection of a decade-long journey of learning, growing, and holding ourselves accountable to the vision of a better future. As we move forward, we remain unwavering in our mission: to create long-term value through responsible banking, resilient partnerships, and inclusive progress.

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 12 SDG goals and incorporates structured planning to further strengthen its contribution towards SDG objective.

SDG	Goal	MTB's Contribution
SDG 1	No Poverty	Financed various NGOs working to alleviate poverty and support low-income communities.
SDG 2	Zero Hunger	Supported sustainable agriculture initiatives as part of CSR activities.
SDG 3	Good Health and Well-being	Financed hospitals and extended CSR support for healthcare services for underprivileged communities.
SDG 4	Quality Education	Financed educational institutions and funded education-related CSR initiatives.
SDG 5	Gender Equality	Promoted gender equality by ensuring inclusive hiring and professional development for women in MTB.
SDG 6	Clean Water and Sanitation	Financed Effluent Treatment Plants (ETP) and Sewage Treatment Plants (STP); CSR for access to clean water.
SDG 7	Affordable and Clean Energy	Provided financing for renewable energy projects, including solar power solutions.
SDG 8	Decent Work and Economic Growth	Supported entrepreneurship and SMEs through sustainable finance; created direct and indirect employment.
SDG 9	Industry, Innovation and Infrastructure	Financed sustainable infrastructure and green industrial development projects.
SDG 12	Responsible Consumption and Production	Promoted resource efficiency through paperless banking, digital platforms, and internal green practices.
SDG 13	Climate Action	Calculated Scope 1, 2, and 3 GHG emissions to monitor and manage climate impact.
SDG 17	Partnerships for the Goals	Collaborated with NGOs, government bodies, and Development Finance Institutions (DFIs) for shared impact.

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.



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



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.



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

Overview

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.

How We Manage Our Social and Relationship Capital

We care about our stakeholders (employees, shareholders, communities, and government), the environment and our bank.



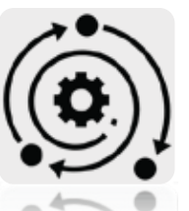
We acknowledge our role in the development of the communities within which we operate to sustain the business.



We recognize that our impact goes beyond the workplace and that our long-term sustainability is linked with our communities.



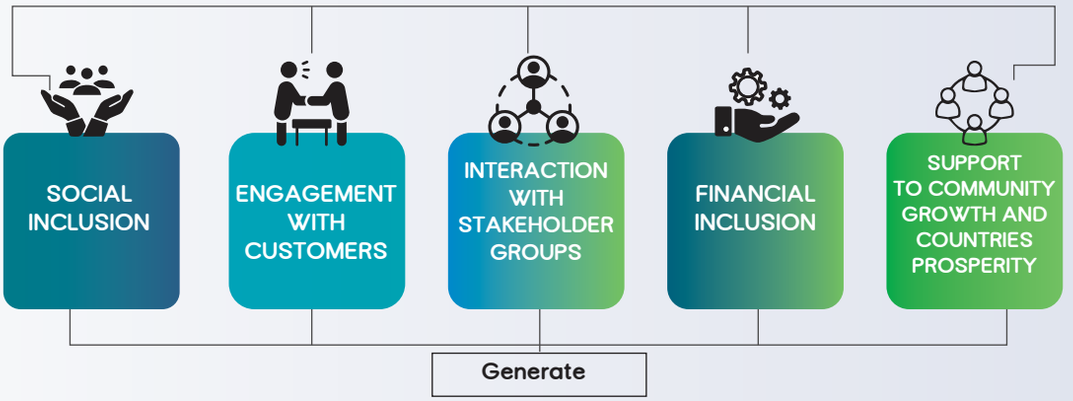
Our strategy is keenly focused on addressing risks to society from our operating activities by managing our direct and indirect impacts.



Our approach to community development is underpinned by our philosophy of using resources appropriately in responding to community needs, identifying key partnership opportunities, and streamlining our efforts to ensure tangible and sustainable impact. We do this by implementing a robust stakeholder engagement strategy that responds to community needs, creating opportunities for employment, local vendors, the procurement of goods and services, and directing tangible development benefits to communities.

The viability of our business depends on our ability to create and sustain strong relationships with customers and the wider community. In our approach, we aim to generate a positive impact on society by improving how people live and how businesses operate. MTB's products and services are designed to support the wellbeing and competitiveness of the area where we are present.

Our Investments on Social and relationship Capital







ENTITIES INCLUDED IN THE SUSTAINABILITY REPORT (GRI 2-2)

MTB has two subsidiaries, namely

MTB SECURITIES PLC

MTB CAPITAL

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.

CREATING VALUE FOR OUR STAKEHOLDERS

STAKEHOLDER IDENTIFICATION, EXPECTATION & IMPACT (GRI 2-29)

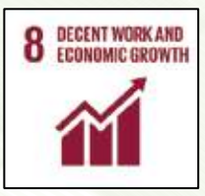
The first step in engaging MTB's stakeholders is to identify them. Then as a bank, MTB needs to have a firm understanding of stakeholders' expectations. Our strategies are formulated according to the material matters for the stakeholders so that visible outcomes can be achieved for the stakeholders.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

MATERIALITY ISSUES

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

STAKEHOLDERS **Shareholders** (Who are our stakeholders and how we contribute to SDGs with respective stakeholders?)	TYPE OF ENGAGEMENT (How we engage stakeholders?)	EXPECTATIONS (What do stakeholders expect of us?)	IMPACT (Where we create value)	OUTCOME 2024
Individual, Institution, Bondholders.  	Annual general meeting, Annual report, Press release, Quarterly financial report, Credit rating, Price sensitive information (PSI) on newspapers	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.	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.	The following table describes outcome 2024 for MTB shareholders- (IN BDT) **Particulars** / **Value** EPS: 3.16 NAV per Share: 25.49
Customers Retail & SME customers, Wholesale & corporate customers, Private banking customers, Public sector clients Intermediaries and distributors.  	Ongoing market research and product innovation, Customer Service Enhancement Program, 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.	A bank that excels and goes beyond traditional banking and delivers valuable services, any time, any place while securing customer interests first; Access to loans, financing and quality advice; Positive, seamless customer experience.	Customers derive value from MTB products and services - from round- the-clock banking, digital access to finances, continuous improvements of operational activities, innovative product offering and smooth and convenient banking services.	Total number of customer accounts- **1,361,894** **171** Branches & sub-branches, **184** Agent Banking Centers, **341** ATMs, **3140** POS.

Employees All full-time employees Contractual employees    	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; 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.	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 development and career opportunities; Co-operative working environment; Clean and sanitized working environment; Skill and capability development; Internal mobility and career advancement; Stress management.	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 Bonus for employee motivation; 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.	Over 202 training programs 2678 attendees MTB Speak Up Policy
Government Central Bank of Bangladesh (Bangladesh Bank) Other regulatory government bodies/ organizations  	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; Seek feedback and guidance on regulatory compliance; Offer feedback on regulations through customer survey; Prepare and provide support for regulatory audit.	Proper and appropriate compliance of applicable rules and regulations; Good governance that incorporates environmental and social impact mitigation management; Responsible lending; Data privacy and cyber security; Financial accessibility and financial literacy.	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.	No penalty incurred due to non-compliance since its inception.

Suppliers External suppliers External Consultants  **Environment** Surrounding environment  	Procurement management, training, and communication  Climate change risks management; Ensure Environmental and Social Due Diligence (ESDD);	An organization that has transparent procurement system which provides equal scope for every participant and can repay on timely basis; Conduct business in harmony with the environment; Propagate a culture in which MTB stakeholders, especially employees, are deeply aware of the importance of environmental preservation and sustainable banking practices.	MTB suppliers extract value when MTB adheres to the well-defined procurement regulations while maintaining strong business relationships with suppliers; MTB always invests and lends to support clean energy and manages own power consumption and carbon footprints for providing a sustainable and green environment. 	MTB Procurement Manual; Pool of reliable enlisted suppliers. Green Banking Initiatives; In-House Environmental Management System; Environmental and Social Safeguard Policy; Sustainable Finance Help Desk; Capacity building on sustainable finance and environment-friendly finance. Refinance on green product/project /initiative.
Community Local communities Non-government organizations sustainable and green environment.   	Promoting financial inclusion for unbanked people; CSR programs, 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 **56.80** million contribution in CSR in 2024.



STAKEHOLDER ENGAGEMENT

COLLECTIVE BARGAINING AGREEMENTS (GRI 402-1-B)(GRI 2.30)

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

ENGAGING OUR STAKEHOLDERS

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.



MATERIAL TOPIC OF MTB (GRI 3)

Mutual Trust Bank PLC (MTB) identifies its actual and potential, positive and negative impacts on the economy, environment, and people—including their human rights—through a structured impact assessment process, aligned with the GRI Standards (2021), Bangladesh Bank Sustainable Finance Policy, and stakeholder expectations.

How MTB Identifies Impacts

MTB systematically identifies its impacts across all activities and business relationships, including financing, lending, procurement, and branch operations, through the following channels:

1. Stakeholder Engagement:

Regular consultations with key stakeholders—including customers, regulators, employees, investors, suppliers, and community representatives—are conducted to understand their concerns and expectations.

2. Environmental and Social Due Diligence (ESDD):

MTB applies Bangladesh Bank's ESDD tools for evaluating environmental and social risks in its credit portfolio. This identifies both potential and actual negative impacts, particularly in high-risk sectors.

3. Financed Emissions and Climate Risk Screening:

MTB assesses climate-related risks (physical and transition) and calculates financed emissions to understand its contribution to greenhouse gas emissions through its lending portfolio.

4. Internal Risk and Compliance Reviews:

Regular internal audits and compliance reviews help identify adverse human rights, anti-corruption, and labor-related impacts.

5. Human Rights Considerations:

MTB examines labor rights, non-discrimination, gender equity, and community well-being both within the bank and in its financed projects, ensuring alignment with national and international standards.

6. Sustainability Reporting and Industry Benchmarking:

MTB benchmarks itself against local and international sustainability leaders and participates in initiatives such as Bangladesh Bank's Sustainable Finance Reporting.

How MTB Prioritizes Impacts for Reporting

To determine which impacts are material for reporting, MTB applies a double materiality lens—considering both:

• Impact Materiality: The severity and likelihood of the impact on people, the environment, or the economy.

• Financial Materiality: The influence of the impact on MTB's business performance and stakeholder trust.

Key steps include:

1. Materiality Assessment sensitization:

Cross-functional teams—including Risk, Compliance, HR, Sustainable Finance, and Business Units—review and rank the impacts based on:

o Magnitude (positive or negative)

o Likelihood of occurrence

o Affected stakeholder groups

o Regulatory relevance

2. Prioritization Criteria:

High-priority impacts are those that:

o Affect vulnerable groups or human rights

o Create significant environmental harm (e.g., carbon emissions, resource depletion)

o Impact the bank's reputation, compliance status, or long-term financial performance

3. Validation and Review:

The materiality matrix is validated by senior management and reviewed annually to reflect emerging ESG trends, such as climate risk, digital privacy, and regulatory updates.

Material Topic of MTB: (GRI 3.2)

MATERIAL TOPIC	GRI STANDARD (2021)	RELEVANCE TO MTB	IMPACT LEVEL	IMPACT LOCATION
Economic Performance	GRI 201: Economic Performance	Maintaining stable financial performance and value creation for shareholders.	High	External
Indirect Economic Impacts	GRI 203: Indirect Economic Impacts	Supporting inclusive financing, SME development, and regional economic growth.	High	External
Anti-corruption	GRI 205: Anti-corruption	Ensuring compliance, integrity, and zero tolerance for corruption.	High	Internal
Energy and Emissions	GRI 302: Energy GRI 305: Emissions	Reducing operational emissions and calculating financed emissions to support green transition.	Medium	Internal & External
Waste and Resource Management	GRI 306: Waste	Managing e-waste and promoting responsible resource use in operations.	Low	Internal
Climate Change Risk Management	GRI 201 (part)GRI 302/305 + TCFD	Integrating climate-related risks into financial decision-making and resilience planning.	Medium	Internal & External
Employment	GRI 401: Employment	Ensuring employee rights, benefits, and fair recruitment practices.	Low	Internal
Diversity and Equal Opportunity	GRI 405: Diversity and Equal Opportunity	Promoting gender equity and workplace inclusion.	Medium	Internal

Employee Training and Development	GRI 404: Training and Education	Enhancing skills in ESG, digital banking, and compliance.	Medium	Internal
Customer Privacy and Data Protection	GRI 418: Customer Privacy	Safeguarding client data and ensuring strong cybersecurity.	High	External
Marketing and Responsible Communication	GRI 417: Marketing and Labeling	Ensuring truthful communication and transparency with customers.	Medium	External
Occupational Health and Safety	GRI 403: Occupational Health and Safety	Maintaining employee safety and well-being in the workplace.	Medium	Internal & External
Community Engagement and CSR	GRI 413: Local Communities	Uplifting communities through CSR, disaster relief, and financial inclusion.	Medium	External
Environmental and Social Risk in Lending	GRI 3 + Sector Standards (e.g., FS)	Screening projects for ESG risk through ESDD as per BB guidelines.	High	External

RESTATEMENT OF INFORMATION (GRI 2.4)

As part of its commitment to continuous improvement and alignment with the GRI Standards 2021, Mutual Trust Bank PLC (MTB) has restated its material topics during the reporting period based on updated assessments, stakeholder engagement, and alignment with national regulatory guidelines (e.g., Bangladesh Bank Sustainable Finance Policy, ESDD framework, and Green Taxonomy 2023).

Reasons for Restatement:

1. Transition to GRI Standards 2021:

MTB has adopted the revised GRI 2021 Universal Standards, which emphasize impact-based materiality and require a reassessment of material topics under the principles of relevance, completeness, and stakeholder inclusiveness.

2. Emerging ESG Risks and Regulatory Focus:

New regulatory expectations around climate risk, financed emissions, and human rights due diligence necessitated the inclusion of previously underreported topics such as:

- o Climate Change Risk Management
- o Environmental and Social Risk in Lending
- o Customer Privacy and Data Protection

3. Enhanced Stakeholder Engagement:

Updated material topics reflect more robust and inclusive engagement with internal and external stakeholders in 2024-2025, capturing evolving concerns around environmental impact, social equity, and digital security.

4. Operational Changes and Strategic Focus:

MTB's increased focus on sustainable finance, green product offerings, and employee development has influenced the reprioritization of topics like:

o Responsible Lending

o Employee Training & Development

o Energy and Resource Efficiency

REPORT PROFILE (GRI 2-3)

Reporting Period	January 1, 2024 to December 31, 2024
Date of the most recent previous report	Sustainability Report 2023 Date: Published in MTB website on 2nd December, 2024
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 2.5)

MTB has been preparing sustainability report since 2014. MTB Sustainability Report 2023 is our 10th 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.



ORGANIZATIONAL PROFILE

PROFILE OF MTB

Legal name: Mutual Trust Bank PLC

Nature of Ownership and Legal Form

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.

Location and Operational Overview

Mutual Trust Bank PLC (MTB) is headquartered at MTB Centre, 26 Gulshan Avenue, Gulshan 1, Dhaka 1212, Bangladesh. The bank's operations are conducted through a robust network of 120 branches and 51 sub-branches across the country, ensuring strong regional outreach and customer access.

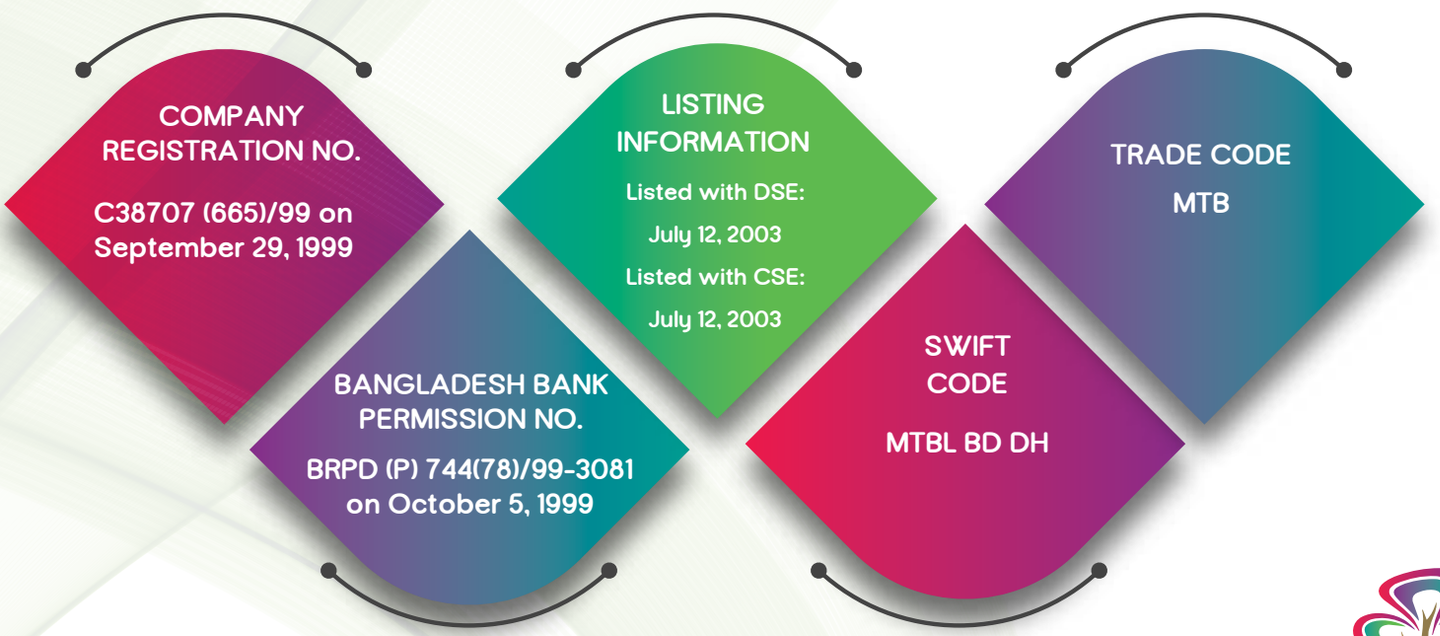
MTB's activities are carried out through both its head office and branch network, with all operations centrally monitored and coordinated by the Operations Division, located at the MTB Corporate Head Office in Dhaka. This centralized model supports efficient service delivery and governance across the bank's nationwide operations.

In addition to its core banking services, MTB operates through two fully owned subsidiaries:

MTB SECURITIES PLC

MTB CAPITAL

Both subsidiaries were incorporated on March 1, 2010 as private limited companies under the Companies Act, 1994, registered with the Registrar of Joint Stock Companies and Firms (RJSC), Bangladesh. These entities expand MTB's service offerings in the areas of capital markets and investment banking.



ACTIVITIES, VALUE CHAIN, AND OTHER BUSINESS RELATIONSHIPS (GRI 2.6)

Activities of MTB

Mutual Trust Bank PLC (MTB) is a full-service commercial bank committed to delivering a wide array of financial solutions tailored to meet the needs of individuals, SMEs, corporates, and institutional clients across Bangladesh. Our core activities reflect a diversified and inclusive banking model that integrates sustainability, innovation, and customer-centricity.

Core Business Segments

Wholesale Banking

Comprehensive financial solutions for large corporate clients, including working capital, term finance, project finance, and structured products.

SME Banking

Customized financial products and advisory services to support small and medium-sized enterprises, promoting entrepreneurship and inclusive economic growth.

Retail Banking

Personal banking services including savings, deposits, personal loans, cards, home loans, and digital banking.

Sustainable Finance

Green and socially responsible financing in alignment with Bangladesh Bank guidelines and global sustainability goals, including renewable energy, energy efficiency, and climate-resilient sectors.

Off-Shore Banking Unit (OBU)

Cross-border trade financing, foreign currency transactions, and international banking services through the offshore platform.

Trade Finance

End-to-end support for importers and exporters, including letters of credit, guarantees, and post-import finance.

Syndications & Structured Finance

Arrangement and participation in large-scale, multi-party financing deals with a focus on infrastructure, industry, and impact-led investments.

NRB Banking

Tailored banking services for Non-Resident Bangladeshis (NRBs), facilitating remittance, investment, and diaspora engagement.

MTB Card Products

A full suite of debit, credit, and prepaid card solutions, along with digital payment innovations.

MTB Islamic Banking

Shari'ah-compliant banking solutions under dedicated Islamic banking windows.

Investment Banking Services

Through MTB Capital Ltd., offering issue management, underwriting, and corporate advisory.

Portfolio Management Services

Wealth management and asset management services, enabling clients to build and manage diversified investment portfolios.

MTB Securities & Capitals

Capital market services through subsidiaries MTB Securities Limited and MTB Capital Limited, including brokerage and merchant banking.

CSR & Communication

Socially impactful programs in health, education, environment, and disaster management, alongside transparent and strategic communication with stakeholders.

Branches and Sub-Branches	171	Agent Banking Centres	184
Point of Sale (POS) Machines	3140	ATMs Network	341
Debit Card (Active only)	379,258	Credit Card (Active only)	146,986
Customers	1,361,894	SMS Banking Customers	878,064
Internet Banking Customers	185,056	Mobile App Users	159,991

Employees
2,790

Training Programs Held
over 202

Training Participants
2,678

ACTIVITY, PRODUCT, SERVICES, MARKETS SERVED (GRI 2.6.6)

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

Investment

Preference Share

SME BANKING

Deposit Product & Transactional A/C

MTB Probaho
MTB Buniad
Angona Bunan
Angona Vitti
Agamikaler SME CD
MTB Personal Current Account
MTB Current Deposit SME
MTB Shanchay SME
SME DPS

Loan Products

MTB Small Business Loan (SBL)
MTB Small Business Loan Plus (SBL+)
MTB Shurokkha
MTB SME CC (Hypo)
SME Overdraft (Non-Checking)
MTB Agri Demand Loan
MTB Uddog
MTB Ava
MTB Krishijat
MTB Mousumi
MTB Commercial Space Finance
MTB Abason Microfinance Scheme
MTB Instant e-Loan
MTB Day Light e-Loan
MTB Instant Nano e-Loan
MTB SME Factoring
MTB Shachal - Vehicle & Lease Financing
MTB Microfinance Agri
Revolving Loan
MTB Microfinance Enterprise
MTB Krishi
MTB Welcome
MTB Marginal Loan
MTB Supply Chain Finance

Other Products and Services

Loan General
PAD
Loan against TR
Letter of Credit (sight/deferred/ UPAS)
Bank Guarantee
Performance Guarantee
Bid Bond Guarantee
SOD (General)
SOD (Work Order)
SOD General (Pay Order)
IDBP

RETAIL BANKING

Deposit Products

MTB Regular Savings Account
MTB Extreme Savings Account
MTB Inspire
MTB Care
MTB Senior
MTB Shanchay
MTB Simple Account
MTB Ankur
MTB Brick By Brick
MTB Millionaire Plan
MTB Kotipati
MTB Lakhopoti
MTB Micro DPS x bKash
MTB Fixed Deposit
MTB FDR in Days
MTB Monthly Benefit Plan
MTB Quarterly Benefit Plan
MTB Double Saver
MTB Gift Cheque
MTB Current Account
MTB Convertible Taka Account
MTB Non-Convertible Taka Account
MTB NRTA (Non-resident Taka Account)
MTB NITA (Non-resident Investor's Taka Account)

Women Banking Products

MTB Angona General Account
MTB Angona Premium Account
MTB Angona DPS
MTB Angona Micro DPS x bKash
MTB Angona Fixed Deposit
MTB Angona FDR in Days
MTB Angona Flexi FDR

Student Banking Products

MTB Graduate
MTB Junior
MTB Children Education Deposit Scheme
MTB Education Plan

Payroll Banking Products

MTB Payroll Premium
MTB Payroll Savers
MTB Payroll E-Savers
MTB Angona Payroll Savers
MTB Angona Payroll E-Savers

Privilege Banking Products

MTB Privilege Savings Account

Foreign Currency Products

MTB ERQ Account (For Outsourcing Professionals and Freelancers)
MTB Private Foreign Currency Account (PFCY)
MTB Resident Foreign Currency Deposit Account (RFCD)
MTB Non-Resident Foreign Currency Deposit Account (NFCD)

Retail Loan Products

MTB Personal Loan
MTB Auto Loan
MTB Home Loan
MTB Home Equity Loan
MTB Neer
MTB Cash Line
MTB Edu Finance
MTB Digital Device Financing
MTB Torit e-Rin

Retail Banking Services

Locker Service

OFF-SHORE BANKING UNIT (OBU)

Buyer's Credit
Foreign export bill discounting
Local export bill discounting
Long Terms Foreign Currency Loan
International Bank (IB) Account
Individual/Non-individual Foreign Currency Account
Term Deposit Account

SYNDICATIONS & STRUCTURED FINANCE

Syndication Term Loan
Project Finance
Foreign Currency Loan
Preference Share
Commercial Paper
Bond
Islamic Bond/ Sukuk
ECA Guarantee backed financing
Equity Financing
Securitization
Refinancing/ Pre-financing
Arrangements with BB

TRADE FINANCE

Export Finance

L/C Advising
L/C Transfer
Back to Back L/C
Export Bill Discounting (FDBP and IDBP)
(SOD- Garments)
Packing Credit

Import Finance

Payment Against Documents (PAD)
Loan against Trust Receipt (LTR)
MTB Islamic Trust Receipt (MR- Corp.)
MTB Islamic Import Bill Finance (MR- Corp.)
PAD EDF DL FC
Loan under EDF DL FC
PAD EFPF
Loan under EFPF

Import Non-funded Trade Finance

Letter of Credit (Sight/ Deferred/ UPAS)

Acceptance against Import Bills
Shipping Guarantee

Guarantee

Bank Guarantee (Bid Bond, Performance Guarantee, Advance Payment Guarantee, etc.
Standby Letter of Credit
Guarantee advising
Kafalah Bank Guarantee (Islamic Banking)

NRB Banking

MTB NRB Account
MTB NRB DPS
MTB NRB FDR Account

MTB CARD PRODUCTS

MTB Debit Cards

Visa

MTB Visa Platinum Debit
MTB Visa Signature Debit
MTB Visa Virtual Debit
MTB Visa Business Debit

Mastercard

MTB Mastercard Platinum Debit
MTB Mastercard Virtual Debit

UnionPay
MTB UnionPay Platinum Debit

MTB Co-branded debit cards
MTB Sonali Life Insurance Visa Platinum Debit Card

MTB Prepaid Cards

Visa
MTB Visa PayPlus
MTB Visa International Prepaid Card
MTB Visa Payroll Card
MTB Visa Gift Card
MTB Visa Virtual Prepaid Card

UnionPay
MTB UnionPay Virtual Prepaid Card

MTB Co-branded Prepaid Cards
Visa
MTB Visa Wagely Cobranded
Prepaid Card

Mastercard
MTB Lotto Privilege Club Mastercard Prepaid Card
MTB eCourier Mastercard Prepaid Card

MTB Credit Cards

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

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

UnionPay
MTB UnionPay Platinum

MTB Co-branded Credit Cards
Visa

MTB Grameenphone Visa
Platinum/Signature Credit Card
MTB IEB Co-Branded Visa
Platinum/Signature Credit Card
MTB Club NotreDamians Visa
Signature Credit Card
MTB Apex Rewards Visa Platinum Credit Card
MTB Baridhara Cosmopolitan Club Limited Visa Signature Credit Card
MTB Cadet College Club Limited Visa Signature Credit Card
MTB Sylhet Club Limited Visa
Signature Credit Card
MTB Sylhet Station Club Limited Visa Signature Credit Card
MTB University of Dhaka Visa
Platinum/Signature Credit Card
MTB BUET Graduates Club Ltd. Visa Signature Credit Card

Mastercard
MTB-BMA Mastercard Titanium/ World Credit Card
MTB-BGMEA Co-Branded
Mastercard World Credit Card
MTB Chittagong Club Limited
Mastercard World Credit Card

UnionPay
MTB NOVOAIR Co-Branded
UnionPay Platinum Credit Card

MTB Business Credit Cards
MTB Visa Business Credit Card
MTB Mastercard Business Credit Card
MTB Visa BASIS Co-branded
Business Credit Card

MTB ISLAMIC BANKING

Deposit Products

MTB Islamic Regular Savings Account
MTB Islamic Employee Savings Account
MTB Islamic Privilege Savings Account
MTB Islamic Angona General Savings Account
MTB Islamic Angona Premium Savings Account
MTB Islamic Inspire SavingsAccount
MTB Islamic 10 Taka Savings Account
MTB Islamic Payroll Premium Account
MTB Islamic Payroll Savers Account
MTB Islamic Payroll E-Savers Account
MTB Islamic Graduate Savings Account
MTB Islamic Junior Savings Account
MTB Islamic Current Account (Individual)
MTB Islamic Current Account (Non-Individual)
MTB Islamic Current Account FCDAD (USD)
MTB Islamic Current Account FCDAD (GBP)
MTB Islamic Current Account FCDAD (EUR)
MTB Islamic Current Account FCDAD (AED)
MTB Islamic Current Account FCERQ (USD)
MTB Islamic Current Account FCERQ (GBP)
MTB Islamic Current Account FCERQ (EUR)
MTB Islamic Current Account FCERQ (AED)
MTB Islamic Current Account FCDAD (Others) USD
MTB Islamic Current Account FCDAD (Others) EUR
MTB Islamic Current Account FCDAD (Others) GBP
MTB Islamic Current Account FCDAD (Others) AED
MTB Islamic Fund Buildup Account (BDT)
MTB Islamic Agent Settlement Account
MTB Islamic Personal Retail Account
MTB Islamic Transactional Account
MTB Islamic SND Account (Individual)
MTB Islamic SND Account (Non-Individual)
MTB Islamic SND Account (Banks)
MTB Islamic Term Deposit (Individual)
MTB Islamic Term Deposit (Non-Individual)
MTB Islamic Term Deposit in Days (Individual)
MTB Islamic Term Deposit in Days (Non-Individual)
MTB Islamic Term Deposit (Banks)
MTB Islamic Term Deposit (EDF)
MTB Islamic Angona Term Deposit
MTB Islamic Monthly Beneft Plan
MTB Islamic Quarterly Beneft Plan
MTB Islamic Hajj Scheme
MTB Islamic Umrah Scheme
MTB Islamic Mahr Scheme
MTB Islamic Marriage Scheme
MTB Islamic Teacher Scheme
MTB Islamic Angona Scheme
MTB Islamic Farmer Scheme
MTB Islamic Student Scheme
MTB Islamic Junior Scheme
MTB Islamic Senior Scheme
MTB Islamic Brick by Brick Scheme
MTB Islamic Flexible Scheme (Individual)
MTB Islamic SME Savings Scheme
MTB Islamic Millionaire Scheme
MTB Islamic Lakhopati Scheme
MTB Islamic Kotipati Scheme (Individual)
MTB Islamic Kotipati Scheme (Non-Individual)
MTB Islamic Flexible Kotipati Scheme (Non-Individual)
MTB Islamic Micro Deposit Scheme (tap)
MTB Islamic Home Equity Finance
MTB Islamic Personal Finance
MTB Islamic Employee Home Finance
MTB Islamic Qard Finance
MTB Islamic Employee Qard for Home Finance

SME & Corporate Financing Products

MTB Islamic Short-Term Finance (MR-Corp)
MTB Islamic Trust Receipt Finance (MR-Corp)
MTB Islamic EDF Finance (MR-Corp)
MTB Islamic Import Bill Finance (MR-Corp)
MTB Islamic Post Import Finance (MR-Corp)
MTB Islamic Working Capital Finance (MR-SME-Term)
MTB Islamic Working Capital Finance (MR-SME-Deal)
MTB Islamic HPSM Term Finance
MTB Islamic Cash Advance (Salam-Corp)
MTB Islamic Pre-Shipment Finance (Salam-Corp)
MTB Islamic Cash Advance (Salam-SME)
MTB Islamic Short-Term Finance (MS-Corp)
MTB Islamic Local Bill Finance (MSBDT)
MTB Islamic Foreign Bill Finance (MS-BDT)
MTB Islamic Foreign Bill Finance (MS-USD)
MTB Islamic Local Bill Finance (MSUSD)
MTB Islamic Pre-Shipment Finance (MS-Corp)
MTB Islamic Pre-Shipment Finance (MS-BB Refnancing)

Card Products

MTB Islamic Visa Platinum Debit Card
MTB Islamic Visa Gold Ujrah Card
MTB Islamic Visa Platinum Ujrah Card
MTB Islamic Visa Signature Ujrah Card

Investment Banking Services

1. Capital Raising Products

These help companies raise funds from investors:

Equity Financing (e.g., IPOs, RPOs): Assisting companies in raising capital by issuing shares.

Debt Financing: Structuring and issuing corporate bonds, debentures, or syndicated loans.

Private Placements: Selling securities directly to a small group of institutional or accredited investors.

Rights Issues: Helping existing companies raise additional equity capital from current shareholders.

2. Mergers & Acquisitions (M&A)

Advisory

Advisory services for:

Buy-side or Sell-side Advisory:

Helping clients acquire or sell businesses.

Valuation Services: Estimating the value of a company or asset.

Deal Structuring and Negotiation Support

3. Corporate Advisory Services

Capital Structure Advisory

Restructuring & Recapitalization Planning

Strategic Business Planning

4. Trustee & Paying Agent Services

Portfolio Management Services

1. Facilitating market access for institutional and sometimes retail clients:

Equity & Bond Trading

Derivatives & Structured Products Trading

Market making in selected securities.

2. Asset Management & Portfolio Services

Discretionary Portfolio Management: Managing clients' investments on their behalf.

Mutual Fund Distribution (in partnership with AMCs).

Wealth Management for HNWIs and institutions.

3. Custody & Settlement Services

Managing safekeeping, settlement, and reporting for financial instruments (usually via partnerships or sub-custodians).

4. Research & Analysis

Equity Research: Providing reports, ratings, and insights on listed companies.

Fixed Income Research

Macroeconomic & Industry Research

MTB Securities

Services of MTB Securities

Trading facilities at both Stock Exchanges (DSE & CSE)

Beneficiary Owner's (BO) account opening

Margin Loan facilities

Mobile Trading

I-Trade (internet trading) service

24/7 online portfolio

E-mail facilities

Fast fund transfer request

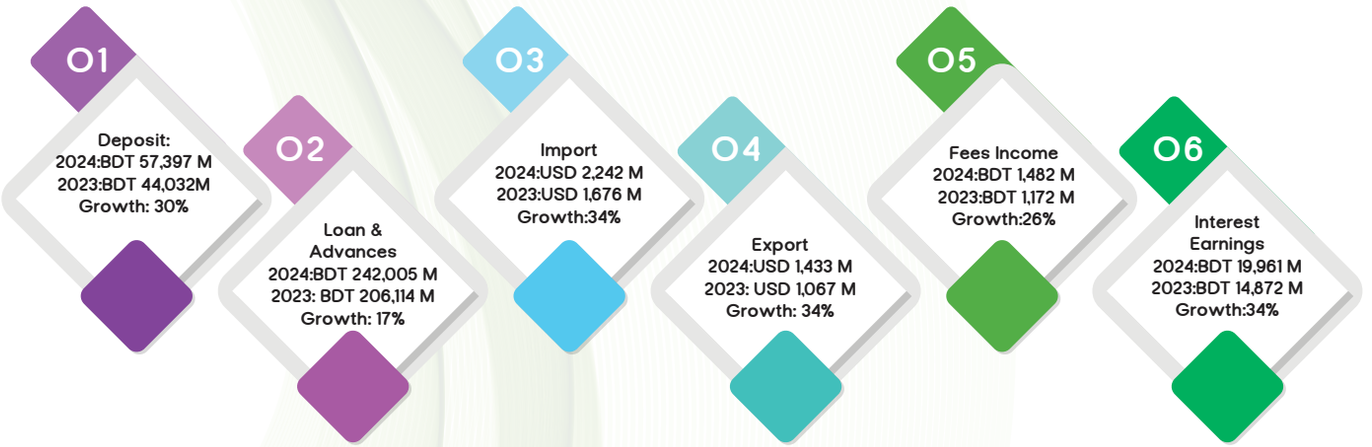
Online IPO application

Bond (G-Sec) purchase and auction service

Daily market update

WHOLESALE BANKING DIVISION

In 2024, the Wholesale Banking Division played a key role in driving growth by expanding its portfolio and deepening ties with large corporate and government entities. The division successfully executed high-value syndication and bilateral deals across multi sectors like infrastructure, energy, and manufacturing. Through strategic solutions and prudent risk management, it reinforced MTB's position as a trusted corporate banking partner.



GROWTH ACROSS MULTIPLE SEGMENT OF WBD IN 2024

In 2024, WBD firmly established itself as the cornerstone of MTB's financial ecosystem by delivering outstanding performance driven by disciplined, client-focused execution and strong risk governance. WBD made a substantial impact on MTB's overall portfolio, contributing BDT 242,005 million by year end-accounting for 81% of MTB's total Loan Portfolio of BDT 298,507 million.

Strategic Expansion and Regulatory Compliance

Amid macro-economic headwinds, WBD advanced its acquisition strategy and building relationships adhering to Bangladesh Bank's regulatory guidelines, environmental standards and internal risk thresholds as set time to time. This disciplined approach has further strengthened MTB's standing in the corporate banking sector year on year.

Way forward 2025

MTB remains committed to enhancing the value delivered to customers, stakeholders, and the community. Together we will continue the remarkable journey with excellent corporate culture and good governance. In 2025, WBD targets to increase its FUM around 15% YoY and focus more on cutting-edge technology, unified & customized solutions, value-based services and top-notch customer experiences.

STRUCTURED FINANCE UNIT (SFU)

The Structured Finance Unit (SFU) has continued to deliver innovative financial solutions and value-added services to its clients. The year 2024 was a landmark of exceptional productivity, driven by the unit's focused efforts to expand its outreach and enhance its service offerings. By successfully navigating a complex financial landscape, the SFU reaffirmed its position at the forefront of innovation and excellence.

Diversified Product Portfolio: SFU offers a comprehensive suite of structured finance solutions, including:

- Local and foreign currency syndication
- Project financing (including refinancing facility)
- Alternative investment instruments such as commercial papers, bonds, preference shares, and Sukuk

• Tailor-made financial products to meet specific customer needs, within regulatory boundaries

• Strategic Advisory Services: To act a true financial partner for making informed investment decisions and adopt sustainable financial strategies.

Key Highlights of 2024

Deal Execution Excellence: Successfully closed:

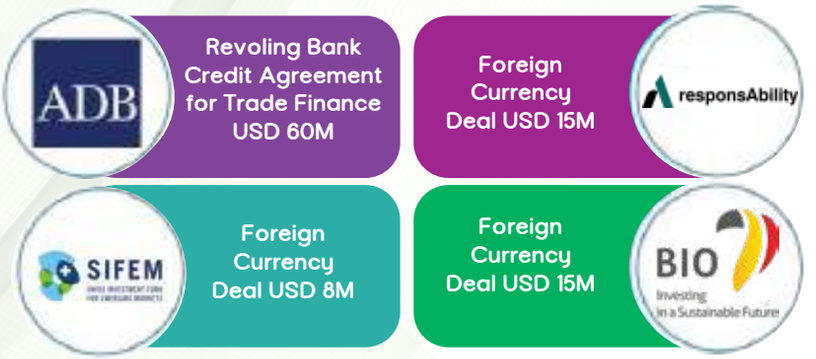
• Three (03) local syndication deals

• Five (05) foreign currency syndication deals

In 2024, local syndication deals are



SFU has successfully managed both the asset and liability sides of the portfolio by directly handling the Bank's foreign currency funding. In 2024, it secured USD 98 million in liquidity by partnering with prominent global DFIs and impact funds during a period of high USD market volatility. Notably, strategic alliances with BIO and SIFEM reflect a strong commitment to generating measurable positive impact. As a result, MTB now holds the distinction of having the highest number of European Development Finance Institution (EDFI) partners in Bangladesh.



As the main contact for Development Finance Institutions (DFIs), SFU is committed to enhancing MTB's international visibility and strengthening MTB's goodwill within the international DFI community. SFU enhanced corporate governance by integrating best practices under foreign funding oversight and collaboration with DFIs. 2024 was also the year of value creation in terms of product innovation and Technical Assistance projects for product innovation, and gender strategy and corporate governance. This year SFU showcase-



In 2024, MTB was awarded the Global Climate Partnership Fund (GCPF) Award 2023, receiving USD 65,000 in recognition. The winning project proposed a green financing solution linking the agriculture and transportation sectors, aimed at providing financial support to smallholder farmers while reducing CO2 emissions. SFU played a pivotal role in the idea generation and implementation of this successful project submission.

Way forward 2025

SFU's future outlook is to stay focused to grab untapped opportunity of the market and continue the journey of 2024. We would strategize to grow selectively in the local syndication front considering the current market whereas grow in the foreign funding space to ensure higher inflow of USD and to empower micro, small, and medium enterprises, particularly women-led businesses, and fund crucial climate mitigation projects. We anticipate multiple challenges lurking ahead along with uncertainties which we expect to overcome with product innovation, hard work and service orientation.

CASH MANAGEMENT AND TRANSACTION BANKING

Cash Management and Transaction Banking Division played a vital role in securing and maintaining a strong deposit base throughout 2024. Demonstrating its continued strength, the division successfully on boarded a substantial number of new clients and deposits, significantly contributing to the banks overall growth and stability.

Business Performance

- The unit has steadily grown low-cost deposits from BDT 4 billion in 2020 to BDT 28 billion in 2024 over four years, supporting the bank's lending needs. By the end of 2023, low-cost deposits stood at BDT 18.45 billion.
- Average daily fund retention rose from BDT 15.10 billion in 2023 to BDT 17.10 billion in 2024.
- In 2024, the division also secured BDT 1.25 billion in retail deposits through institutional relationships.

Service Innovation

- Bringing Corporate/Institutional clients under MTB eBank (Online and automated Cash Management Solution for Institutional Clients): Focusing heavily on new institutional clients, MTB CMTBD On boarded fully new 40 Clients in 2024 and provided state of art Cash management and transactional services to a total number of 602 Institutional clients.
- Collection amount of BDT 500+ billion managed by the division in 2024
- A staggering BDT 172.44 billion had been transacted through MTB eBank, in 2024
- A volume of BDT 12 billion has been transacted through MTB A-Challan
- A volume of BDT 10 billion had been transacted through MTB's newly developed Virtual Account System promising a strong prospect of fully cash less collection service

Journey through 2025 and beyond

- Looking forward, Cash Management & Transaction Banking, will be more focused on futuristic tech-based cash management eco system that helps customers for better cash management and operation, as follows:
- Gradual onboarding of all corporate customers into a common solution through MTB eBank apps
- One stop utility bill payment solution
- Channelize online distribution collection fully for smooth supply chain management

TREASURY DIVISION

MTB's Treasury Division offers comprehensive and integrated treasury solutions to both internal and external stakeholders. Beyond its core functions of liquidity management, prudential ratios and regulatory compliances, financial asset oversight, and market making, the division provides a wide range of specialized

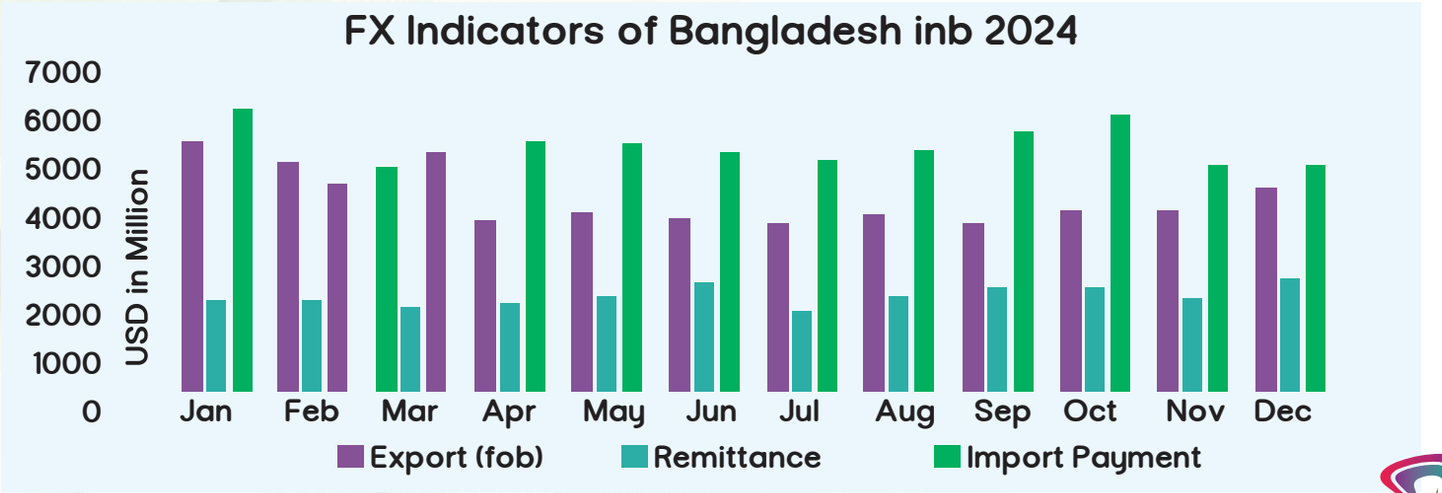


MTB Treasury Division has a significant continuation towards growth in bank's proftability-2024. Demonstrating resilience amid market volatility, the division proactively managed risks and capitalized the strategic opportunities. Through effective decision-making and risk mitigation, it played a crucial role in safeguarding the bank's interests and optimizing financial performance.

FOREIGN EXCHANGE

In 2024, Bangladesh Bank (BB) implemented a contraction monetary policy throughout the year to stabilize the exchange rate amidst high inflation, exchange rate fluctuations, and a decline in foreign exchange reserves. This policy resulted in a depreciation of approximately 9.09% of the Bangladesh Taka (BDT), moving from BDT 110 per USD in January to around BDT 120 per USD by December. Additionally, BB introduced a Crawling Peg exchange rate system to attract foreign currency inflows, limit outflows, and strengthen monitoring mechanisms to mitigate trade-based money laundering risks.

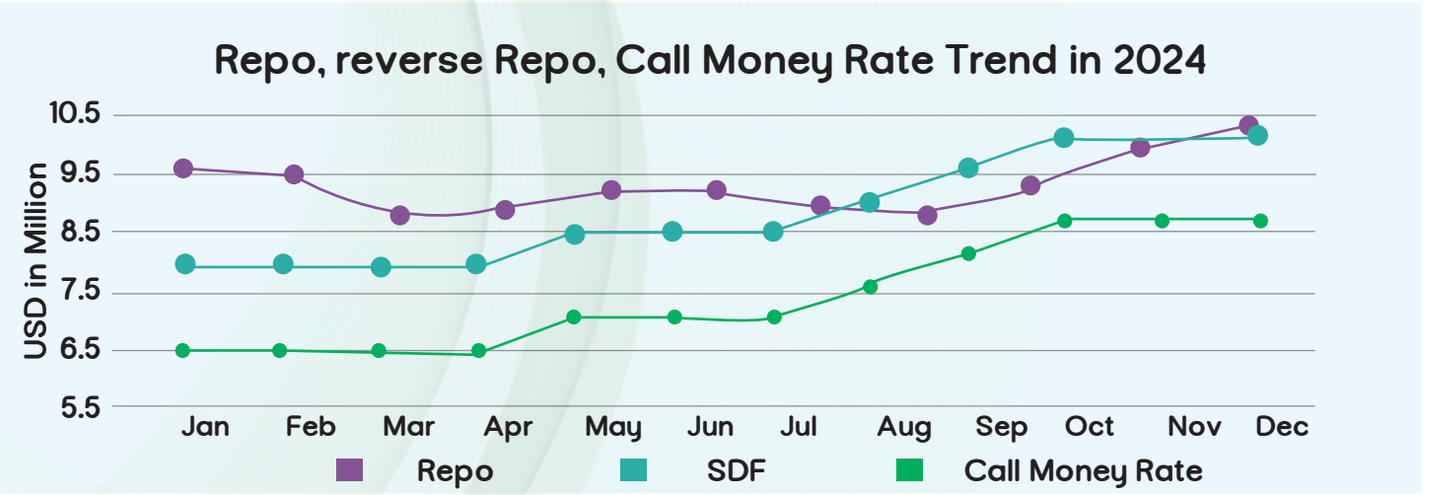
Despite challenges, MTB's Foreign Exchange Desk efficiently supported trade businesses by managing import payments, ensuring timely export proceeds, and facilitating remittance inflows. The bank prioritized liquidity and essential commodities, streamlining Letters of Credit for industrial raw materials and critical imports.



MTB remained fully compliant with regulatory requirements, reinforcing its commitment to operational integrity and financial stability. Through its strategic approach to foreign exchange management, the bank not only strengthened its role in international trade but also enhanced its overall market position.

MONEY MARKET

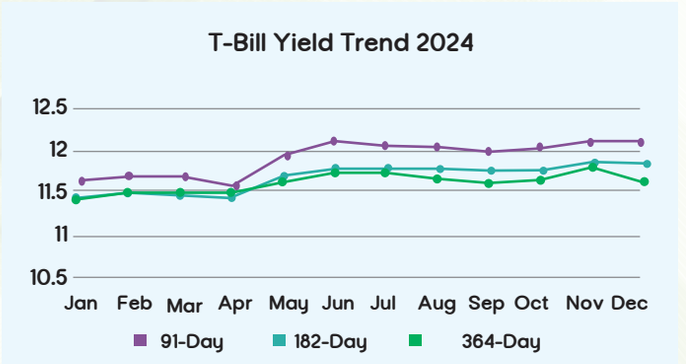
In 2024, Bangladesh's Interbank Money Market faced pressure from a 200 basis point increase in the policy rate, with short-term rates rising significantly. Amid this, MTB efficiently managed liquidity and maintained balance sheet strength, even as the central bank's SMART framework initially capped lending rates. When the SMART model was phased out mid-year, MTB adapted to the market driven interest rates, navigating the shifts with resilience, as the weighted average call money rate surged to 9.08% by June 2024.

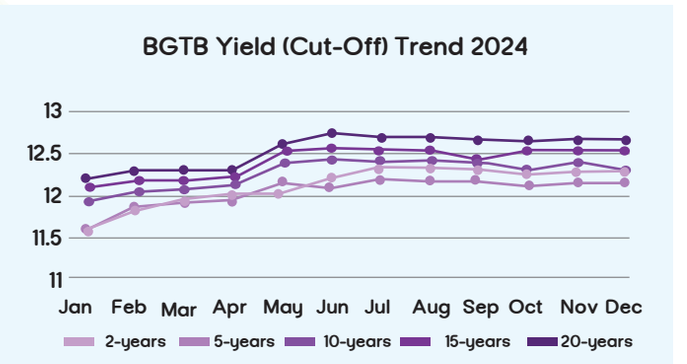


Throughout the year, MTB's Money Market Desk effectively capitalized on liquidity trends, using risk management tools to mitigate liquidity risks. Treasury Division maintained strict compliance with regulatory requirements like the Cash Reserve Ratio (CRR) and Statutory Liquidity Ratio (SLR), ensuring financial stability and adapting to regulatory changes.

Government Securities Market

In 2024, MTB actively participated in the trading of government debt instruments like Treasury Bills (T-Bills) and Treasury Bonds (T-Bonds) through Bangladesh Bank's regular auctions. The bank's involvement in both primary and secondary markets highlighted its commitment to regulatory compliance and financial system stability. MTB consistently met the statutory requirement of maintaining an average 13.00% Statutory Liquidity Ratio (SLR) on demand and time liabilities, reflecting strong regulatory compliance and sound financial management.





Source: Bangladesh Bank

Throughout the year, yields rose consistently, with the 91- Day T-Bill rate increasing from 11.23% in January to 11.51% in December, and the 2-Year T-Bond rate rising from 11.42% to 12.26%. MTB capitalized on this trend, enhancing its role as a key contributor to the financial system's stability. The Treasury Division effectively managed the government securities portfolio, generating income through commissions, capital gains, and interest, significantly boosting MTB's profitability.

Primary Dealership

MTB has become a key player in the government securities market through active participation in weekly auctions and its role as a member of Primary Dealers Bangladesh Limited (PDBL). The bank now offers tailored advisory services to guide clients in fixed income investments, a growing option amid declining deposit rates. In 2024, MTB was awarded "Best Primary Dealer Bank" by Bangladesh Bank, recognizing its excellence in both primary and secondary markets while reinforcing its position as a trusted financial partner.

Asset Liability Management (ALM)

MTB's Treasury Division operates a dedicated Asset Liability Management (ALM) Desk, a key part of the bank's strategic framework. The ALM Desk monitors and analyzes a wide range of economic indicators, including domestic and global market trends, interest rates, liquidity conditions, and macroeconomic developments. In 2024, it continued to provide timely and insightful reports, enabling the Asset Liability Management Committee (ALCO) to make informed, agile decisions and develop effective pricing strategies, supporting the bank's long-term financial stability and growth.

ALCO Meetings and Strategic Decisions

The Asset Liability Management Committee (ALCO) convenes at least once a month in accordance with regulatory requirements, and additional meetings are held as needed to respond to emerging risks or shifts in the operating environment. In 2024, several special ALCO meetings were conducted to address urgent matters such as sudden interest rate changes, liquidity pressures, and macroeconomic volatility. These sessions enabled the bank to act swiftly and maintain a stable financial position throughout the year.

During the reporting year, ALCO made several high-impact decisions in areas including:

- Interest rate positioning and product pricing adjustments,
- Liquidity management and funding strategies,
- Risk mitigation related to interest rate risk, liquidity risk, and balance sheet mismatches,
- Balance sheet optimization to improve yield and reduce funding costs.

Liquidity Risk Management and Regulatory Compliance

The ALM Desk played a key role in ensuring strict adherence to regulatory guidelines set forth by the central bank. The bank successfully maintained all required liquidity ratios well above the regulatory thresholds throughout 2024, as outlined in the table below:

Liquidity Ratios	Dec-24	Sep-24	Jun-24	Mar-24	Regulatory Limit
Liquidity Coverage Ratio (LCR)	163.41%	162.64%	134.75%	128.81%	≥100.00%
Net Stable Funding Ratio (NSFR)	114.51%	112.12%	107.67%	110.92%	>100.00%
Maximum Cumulative Outflow (MCO)	15.87%	16.07%	15.92%	15.67%	≤16.50%

These strong liquidity ratios reflect MTB's prudent balance sheet management and its ability to meet short-term obligations without compromising long-term financial health.

Strengthening Resilience and Forward Planning

Beyond day-to-day liquidity oversight, the ALM Desk and ALCO placed significant emphasis on enhancing the bank's resilience through comprehensive risk management and contingency planning. Recognizing the potential for sudden market disruptions and macroeconomic shocks, the ALM team developed and refined a robust contingency funding plan. This plan is designed to safeguard the bank's operations under stressed scenarios by ensuring access to diversified funding sources and maintaining a buffer of high-quality liquid assets.

ALCO's strategy in 2024 emphasized on:

- Enhancing the stability and cost-efficiency of funding sources,
- Improving the risk-return profile of the asset portfolio,
- Strengthening interest rate risk management frameworks using scenario-based simulations and stress testing.

Contribution to Bank Growth and Performance

The proactive measures undertaken by the ALM Desk and ALCO in 2024 contributed significantly to MTB's strong financial performance. Their efforts in managing interest rate risk and optimizing the asset-liability structure directly supported growth in both the deposit base and lending portfolio. MTB continues to uphold its commitment to sound financial governance and sustainable banking practices by maintaining a balanced approach to profitability and risk.

SME & AGRI BANKING DIVISION

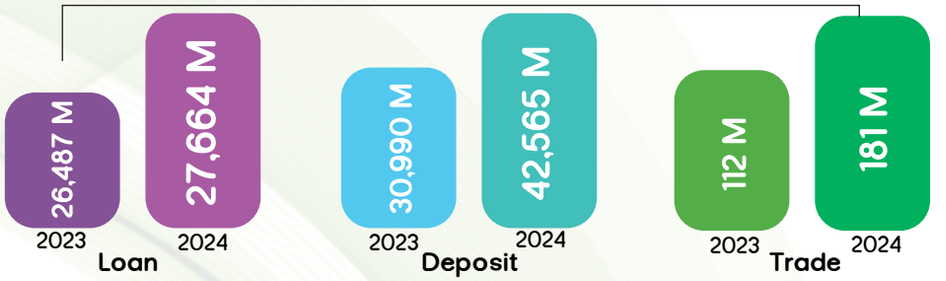
The SME & Agri Banking division of MTB illustrates its dedication to elevate the marginal groups while supporting the sustainable progress of cottage, micro, small, and medium enterprises (CMSME) and inclusive growth within the nation. In the last year, we have concentrated on broadening all loans, especially marginal loan and deposit portfolios, improving digital functions, cultivating strategic alliances, and promoting women entrepreneurship.

Recognition and Inclusive Financial Empowerment

MTB was named "Best Bank in CMSME Financing Bangladesh 2024" by International Business Magazine, recognizing its significant contribution to the CMSME sector. The bank also supports financial inclusion by financing tribal communities and offering digital account openings for marginal farmers. In celebration of its Silver Jubilee, MTB disbursed loans to 25 clients under the Credit Guarantee Scheme, including 20 women entrepreneurs, and provided loans to 1,416 marginal farmers, maintaining its focus on sustainable CMSME lending and financial literacy.

Performance Review: 2024 (BDT)

Loan Portfolio	Deposit	10/50/100TK Account Opened	Total Agri Loan Disbursed	Loan to Women	Refinance & Pre-Finance	Loan to New Clients
27,664 M	42,565 M	517 Nos	985 M	194 M	1,775 M	1,741 client



Meeting loan disbursement target to Agri & Rural credit program 2024

Despite being an agriculture-focused country, lending under the Agri & Rural Credit Program is not only a regulatory requirement but also a social responsibility. MTB has been a pioneer in agricultural lending. Bangladesh Bank has advised us to provide maximum loans through its own channels and MFIs. On that basis, MTB disbursed 5,975 million against the Bangladesh Bank's target of 5,060 million, achieving 118% of the target. Breakdown of loans disbursed through own channels and MFIs-

Target by BB	Disbursement					
	Own		MFI		Total	
	Amount	%	Amount	%	Amount	% of Achievement
506.00	41.04	6.87%	556.46	93%	597.50	118%

Food Security Refinance Scheme Budget Management

Amid rising food prices driven by global economic conditions, Government launched initiatives to enhance food security, including a BDT 50 billion refinancing scheme for agricultural loans. As part of this effort, MTB has disbursed BDT 325 million to support increased food production.

New Products in 2024



RETAIL BANKING DIVISION (RBD)

MTB RBD offers accessible, personalized, and innovative banking solutions to a wide range of retail customers, from first-time savers to experienced investors. Their services include savings and current accounts, loans, mortgages, and investment products.

In 2024, aligning with the country's development goals, the bank underwent a significant digital transformation. As part of this initiative, MTB RBD made notable strides in enhancing its digital offerings and improving customer experience by leveraging technological solutions and product centric strategies while optimizing branch interactions.

RBD Innovation Highlights-2024

2024 was marked by several key innovations that MTB Retail Banking Division introduced to meet evolving customer needs and enhance operational efficiency.

Commercial Launching of MTB ত্বরিত ই-ঋণ

MTB ত্বরিত ই-ঋণ is a fully digital loan application platform offering loans from BDT 500 to BDT 50,000 for up to six months. The end-to-end process including eligibility checks, verification, and approval requires no branch visit. Once standard criteria and CIB verification are met, funds are instantly disbursed to the customer's account, significantly reducing processing time and enhancing convenience.

Launch of Bancassurance

Bancassurance enables banks to offer insurance products, blending financial convenience with protection services. In Bangladesh, adoption has been slower due to regulatory and trust issues, but banks can boost confidence through their established credibility.

MTB has partnered with leading insurers to deliver a seamless Bancassurance experience:

- Guardian Life Insurance Limited (Life)
- Pragati Life Insurance PLC (Life)
- Green Delta Insurance Company PLC (Non-Life)

Having fulfilled all regulatory requirements, MTB is among the first to introduce fully digital onboarding for Bancassurance. The bank now offers embedded insurance products with personal, auto, and home loans, reinforcing its customer-centric approach.

Introduction of OBU (Offshore Banking Unit) Accounts

MTB introduced two types of Offshore Banking Unit (OBU) accounts

International Banking (IB) Account

Designed for Bangladeshi residents and companies having bona-fide relationships with non-residents. This account facilitates the receipt of remitted funds from abroad through official channels.

Foreign Currency (FCY) Account

Available for non-residents, particularly Bangladeshi nationals working abroad and earning in FCY. This account allows FCY deposits, fund remittance to Bangladesh, and the repatriation of 100% of the deposited amount. Both accounts can be opened online or offline.

Introduction of ERQ (Export Retention Quota) Account

The ERQ account supports Bangladesh's growing freelancing sector by allowing residents earning in foreign currency to retain 30-35% of their income in FCY and use 100% of it for international transactions. MTB is the first bank to offer this facility to individual customers.

Revamping RFCD (Resident Foreign Currency Deposit) Account

Bangladeshis residing in abroad, can open an RFCD account with foreign currency brought from abroad. To support FCY reserve growth, the account now includes enhanced features, including:

- Higher interest rates on savings
- Prepaid card linkage to the account
- Flexible FCY cash withdrawal up to $5,000

Launch of Angona Flexi FDR

MTB launched Angona Flexi FDR to empower women, especially from underserved communities, by offering a flexible savings solution tailored to their financial needs.

Key Features:

- 7-month fund buildup period
- Flexible deposit options
- Partial withdrawal facility
- Secured Overdraft (SOD) for added financial support

RBD Campaign Highlights-2024

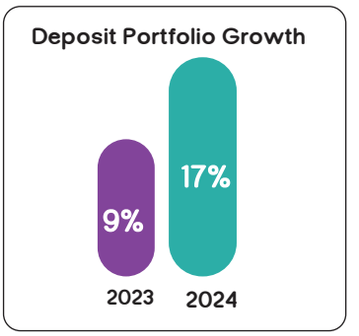
MTB Retail Banking Division launched two strategic deposit campaigns:

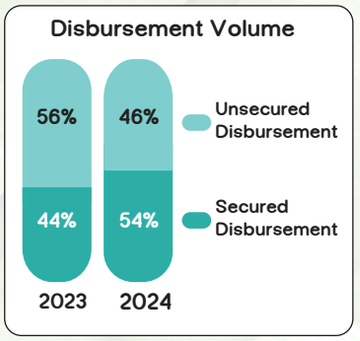
- One to attract deposits while reducing Cost of Deposits (COD), and another
- To mobilize no/low-cost deposits to offset COD impact.

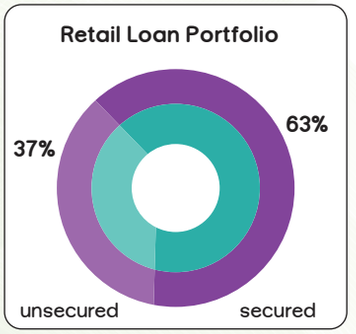
These efforts boosted liquidity and stability, resulting in a 197% growth in deposit booking and a 17% YoY increase in the overall deposit portfolio, strengthening MTB's resilience amid market volatility.

Retail Lending

The retail business showed resilience and growth in the past fiscal year, overcoming economic uncertainties and changing consumer preferences. MTB Retail Banking Division achieved strong results through strategic initiatives and a customer-centric approach. In 2024, RBD experienced a 17% growth in its term loan portfolio, with a shift towards secured lending, particularly home loans, and leading to a 35% increase in home loan disbursements and a rise in the secured disbursement ratio from 44% in 2023 to 54% in 2024.







The higher focus on secured loan disbursement has affected the portfolio mix to grow positively (secured: 63%; unsecured: 37%).

These achievements underscore MTB's ability to navigate dynamic market conditions while remaining steadfast in it's mission to deliver value to its customers and stakeholders.

RBD Way forward 2025

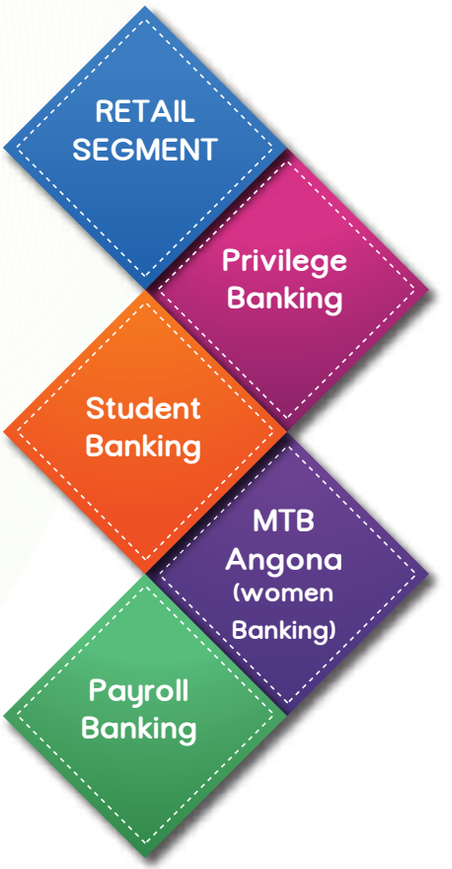
Looking ahead, MTB Retail Banking Division has outlined key strategies to drive sustainable growth in 2025:

- Expand low-cost deposit base
- Introduce more digital innovations to enhance customer experience
- Focus on growing retail home loan portfolio to cater to the growing demand
- Refine MTB service propositions to widen customer coverage

In 2024, MTB's Retail Banking Division showcased resilience and innovation through digital transformation, customer-focused campaigns, and secured lending. The bank is committed to driving sustainable growth, financial inclusion, and digital excellence in 2025 and beyond.

RETAIL SEGMENT & STRATEGY

Retail Segment & Strategy consists of below departments,



Payroll Banking

The growth of the Bangladeshi economy has driven job creation, with MTB playing a key role in integrating new employees into the financial system through Payroll Banking Services. This service enables salaried employees to easily open accounts and access banking features, with flexible payroll processing options tailored to business needs. In 2024, MTB's Payroll Banking services achieved exceptional growth and performance, as demonstrated by the following metrics:

Business Metric	Achievements
Monthly Salary Processing	Tk. 2,600 million+
Payroll Companies Served	510 Companies
Payroll Portfolio	~ 8,300 million
Payroll Accounts	124,000 Accounts

Privilege Banking

Since its launch in 2010, MTB Privilege Banking has led the way in offering 360-degree banking solutions to High Net worth (HNW) clients. After restructuring its offerings in 2022-23, MTB now operates five active Privilege Banking Centers, delivering an exceptional experience.

In 2024, MTB Privilege Banking achieved significant growth, with its portfolio reaching around Tk. 16.80 billion and serving approximately 2,300 customers. The deposit portfolio saw a 27% increase, the highest ever recorded. The 2024 Privilege Banking Campaign, despite challenges, successfully on boarded hundreds of new customers, generating Tk. 550 million in deposits. Additionally, MTB re-launched Privilege Centers in Banani and Agrabad, Chattogram, and is working to digitize service requests through a common portal, set to launch by mid-2025.

Student Banking

MTB Student Banking provides tailored financial solutions to foster savings and financial literacy among students. In partnership with Bangladesh Bank, MTB has increased student account openings through initiatives like the 2024 School Banking Conference in Madaripur, engaging 30 schools and 350+ students. Since its 2018 launch, MTB has established five Student Centers to manage student files, tuition fee remittances, and transfers, ensuring smooth fund management for students abroad.

Looking ahead to 2025:

- Real-time, low-cost tuition and living expense transfers
- Two new dedicated student banking centers
- Overhaul of the Graduate Account Proposition
- Insurance bundling with student accounts and files

MTB Angona (Women Banking)

Transformative Journey Since 2020

MTB Angona, launched in 2020, has been dedicated to empowering women through financial inclusion, fostering economic independence and entrepreneurship. In 2024, the platform experienced significant growth, further solidifying its commitment to breaking financial barriers for women.

Remarkable Growth in Financial Inclusion

In 2024, MTB Angona saw an 82% increase in customer accounts (121,903) and a 146.6% rise in deposits (BDT 125,306 million). The expansion was supported by MTB Branches, Sub-branches and Agent Banking Centers, providing greater access to banking services in rural and undeserved areas.

Innovative Financial Products for Marginal Women

MTB Angona introduced the Flexi FDR, designed to cater to marginalized women with flexible deposits, partial withdrawals, overdraft options, and automatic renewals, ensuring financial security and independence.

Empowerment Initiatives and Skill Development:

MTB Angona's এমটিবি স্বনির্ভর অঙ্গনা program offered skill development in partnership with organizations like SPEED (teaching skills) and Creative IT (digital marketing), equipping women with employable skills. The Financial Literacy & Diary Initiative further supported women entrepreneurs with better financial management skills.

Social Empowerment and Community Outreach:

MTB Angona focused on social empowerment through cancer awareness campaigns, financial literacy workshops, mental well-being programs, and educational and healthcare partnerships, including with Scholastica School and United Hospital.

Empower Her Remittance Campaign:

The Empower Her Remittance Campaign promoted the use of formal banking channels for remittances, enhancing financial security, literacy, and credit history development among women.

Vision for 2025 and Beyond

MTB Angona is committed to expanding financial outreach, enhancing digital banking, supporting women-led businesses, and promoting inclusive financial campaigns, aiming for a future where women are financially empowered and independent. Together, we empower, inspire, and build a financially inclusive society.

MTB CARDS & ADC

Since launching its card business in 2007, MTB has been a key provider of digital payment solutions, offering innovative products and value-added services. MTB's credit cards are highly sought after for their exclusive benefits, including access to the largest network of airport lounges, airport pick-and-drop services, and a loyalty program. The bank also offers feature-rich debit and prepaid cards to cater to diverse customer needs. Additionally, MTB's alternate delivery channels—ATMs, POS machines, and QR codes—have enhanced the banking experience nationwide.

New products and services introduced

MTB introduced several new products in 2024 and ended the year with around 150K live credit cards & 400K live debit cards.

- Visa Prepaid Card with Wagely
- Branded Visa Signature Credit Card with BUET Graduates Club
- TakaPay Platinum Debit Card
- UnionPay Platinum Debit Card

OPERATIONAL HIGHLIGHTS 2024

Branches and Sub-Branches	171
Agent Banking Centres	184
Point of Sale (POS) Machines	3,140
ATMs Network	341
Debit Card (Active only)	379,258
Credit Card (Active only)	146,986
Customers	1,361,894
SMS Banking Customers	878,064
Internet Banking Customers	185,056
Mobile App Users	159,991

Type of Downstream Entity	Estimated Scale / Number	Activity Related to MTB's Products/ Services	Business Relationship
Retail Clients	1361894	Use of savings, loans, debit/credit cards, mobile banking via MTB Neo; financial inclusion and digital engagement	Long-term
SMEs	878064	Business loans, trade finance, digital payments; enterprise growth, job creation, and formalization	Long-term
Corporate Clients	More than 700	Structured finance, syndications, project finance, trade support, ESDD implementation	Long-term
NRB	761 million	Remittance services,	Long-term
Islamic Banking Clients		Shari'ah-compliant products, Murabaha, Ijarah, and Islamic deposits	Long-term
Green & Sustainable Finance Beneficiaries	26810	Investment in clean energy, ETP/STP, green building, sustainable agriculture, etc.	Long-term (project-based)
CSR Beneficiaries	1166297	Access to free education, healthcare, water, and emergency support under CSR	Short-term (impact-based)
Downstream Employees (via financing)	312647	Employment generated by SME, corporate, and green financing support	Indirect
Government & Regulators	Bangladesh Bank	Compliance reporting, ESG policy input, sustainable finance alignment	Long-term (strategic)
Partner NGOs & DFIs	NGOs: ESDO, Footsteps,Youth NDC Lal Sobuj Society & other DFIs: responsibility, BIO, ADB & other	Co-implementation of projects, capacity building, financing lines	Long-term (collaborative)
Digital Banking Users (MTB Neo, Avatar)	345047	Accessing digital banking, reducing paper use, improving financial inclusion	Long-term (digital)

RISK MANAGEMENT DIVISION (RMD) OF MTB

To galvanize its risk management and control functions independently, MTB has constituted a risk management division, consistent with the regulatory guidelines on risk management and keeping in mind the dynamic needs for effective risk management. The Risk Management Division (RMD), led by the Additional Managing Director (AMD) & Group Chief Risk Officer (GCRO), is largely responsible for implementing the risk strategies, policy standards, and other requisites.

It is also accountable for coordinating the entire risk functions of the bank. The RMD of the bank has been formed in line with the regulatory directives and comprises separate desks to monitor, control, and comply with the requirements of credit risk, market risk, liquidity risk, operational risk, and Basel III standards. These desks are responsible for managing and mitigating risks in their respective areas and ensuring all relevant internal and regulatory compliance. Moreover, RMD serves as the central contact point in escalating risk issues to senior management.



MTB Policies on Risk Management:

MTB has formulated its risk management policy focusing on regulatory directives and internal strategies to bolster its risk management function. The policy outlines a robust risk management system across the bank and is designed to instigate an inclusive yet diverse risk culture in the bank's day-to-day operation.

MTB's risk management policy complements other relevant policies pertinent to risk and takes center stage for ensuing holistic risk management within the organization. Some key principles of MTB's risk management policy are depicted below:

- To promote better risk culture at all levels of the bank.
- To provide minimum standards for risk management practices.
- To improve financial soundness of bank and stability of its overall financial aspects.
- To encourage bank to adopt and implement a sound risk management framework.

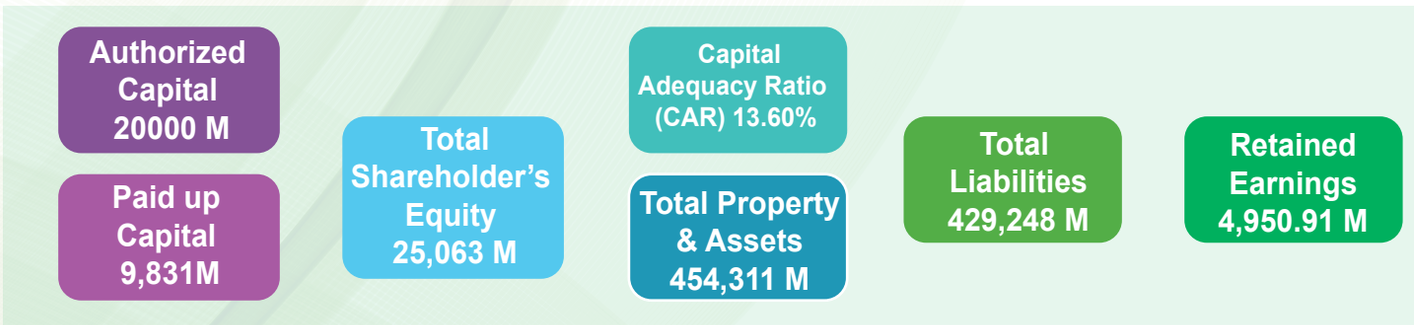
MTB has developed the following policies for ensuring effective risk management across the organization; these policies are approved by the bank's Board of Directors and are updated periodically:

Risk Management Area	Relevant Policy Standards	Key Objective
Risk Management	MTB Risk Management Policy	• Provides a structured way of identifying and analyzing potential risks, and devising and implementing responses appropriate to their impact
	MTB Recovery Plan	• Preparing for responses to the potential shocks in advance so that Bank can act promptly and effectively in the event of a stress situation
Core Risk Management	Credit Risk Management Policy Asset-Liability Management Policy Money-Laundering Risk Management Policy FX Risk Management Policy Internal Control & Compliance Policy ICT Risk Management Policy	• Provides adequate oversight in managing core risks in banking business • Defines governance structure for each core risk area • Outlines roles & responsibilities of concerned business units in managing risks
Combating Unforeseen Event/Emergency Plans	Business Continuity Plan Covid 19 Risk Management Policy Fraud Risk Management Policy Earthquake Emergency Procedure MTB Fire Safety and Firefighting Policy	• Chalks out detail plans for emergency readiness and response procedures • Ensures ensure safety and security of bank's asset and premises.
Comprehensive ESG	MTB Environmental & Social Safeguard Policy	• Incorporates E&S risk management into the core business operations

SCALE OF THE ORGANIZATION (GRI 102-7)

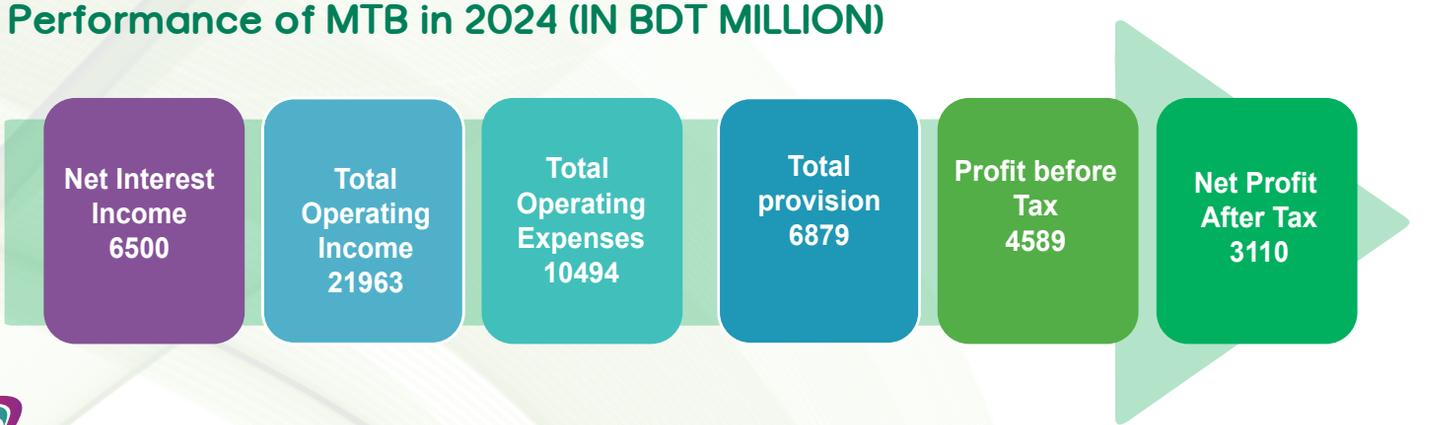
Total Number of Employees in 2024

At the end of 2024, the total workforce numbered 2,790, of which 542 were female. The gender distribution rate (19.42%) 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 122 branches & 51 sub-branches.



Financial Highlights of MTB in 2024 (IN BDT MILLION)

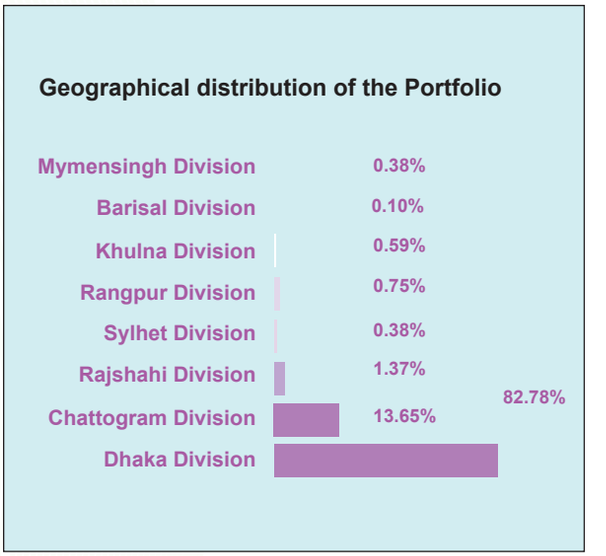
Performance of MTB in 2024 (IN BDT MILLION)



GEOGRAPHICAL LOCATION WISE LOANS AND ADVANCES IN 2024

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

Particulars	Solo Amount in BDT (Million)
Dhaka Division	247,105.62
Chattogram Division	40,744.04
Sylhet Division	4,075.26
Mymensingh Division	1,126.46
Rajshahi Division	2,243.41
Khulna Division	1,761.47
Rangpur Division	310.03
Barisal Division	1,140.63
Total	**298,506.91**



SUPPLY CHAIN PRACTICE IN MTB (GRI 2.6-B-II)

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.

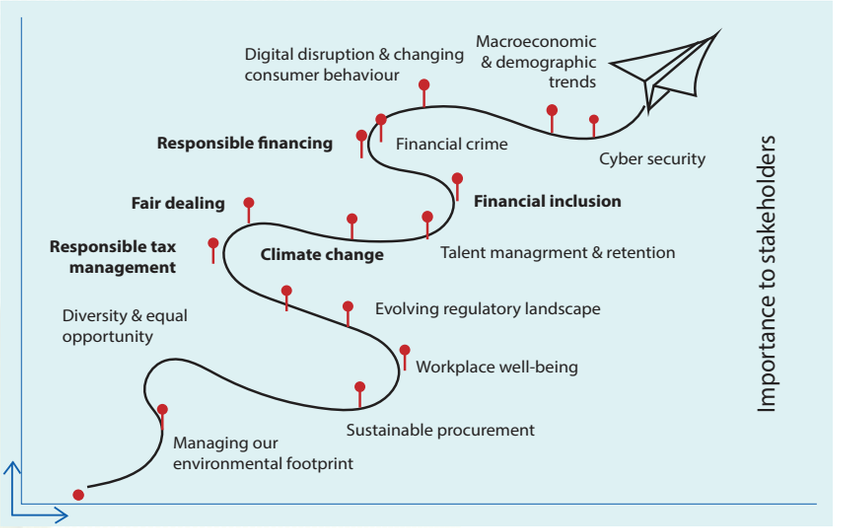
MTB realizes sound supply chain and procurement practices have both economic and environmental impacts on communities. MTB is therefore committed to supporting local and environmentally responsible suppliers. Regulators have taken significant steps toward transparency in the supply chain by mandating disclosure of labor 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, labor (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

No significant change occurred during the reporting period.

PRECAUTIONARY PRINCIPLE

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

MTB is a participant of United Nations Global Compact (UNGC) since January 05, 2016. UNGC has over 13,000+ signatories in over 170 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, labor, 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 Labor Organization's Declaration on Fundamental Principles and Rights at Work, the Rio Declaration on Environment and Development, and the United Nations Convention against Corruption.

The principles are stated below:

Human Rights

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

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

Labor

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 labor;

Principle 5: the effective abolition of child labor; 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

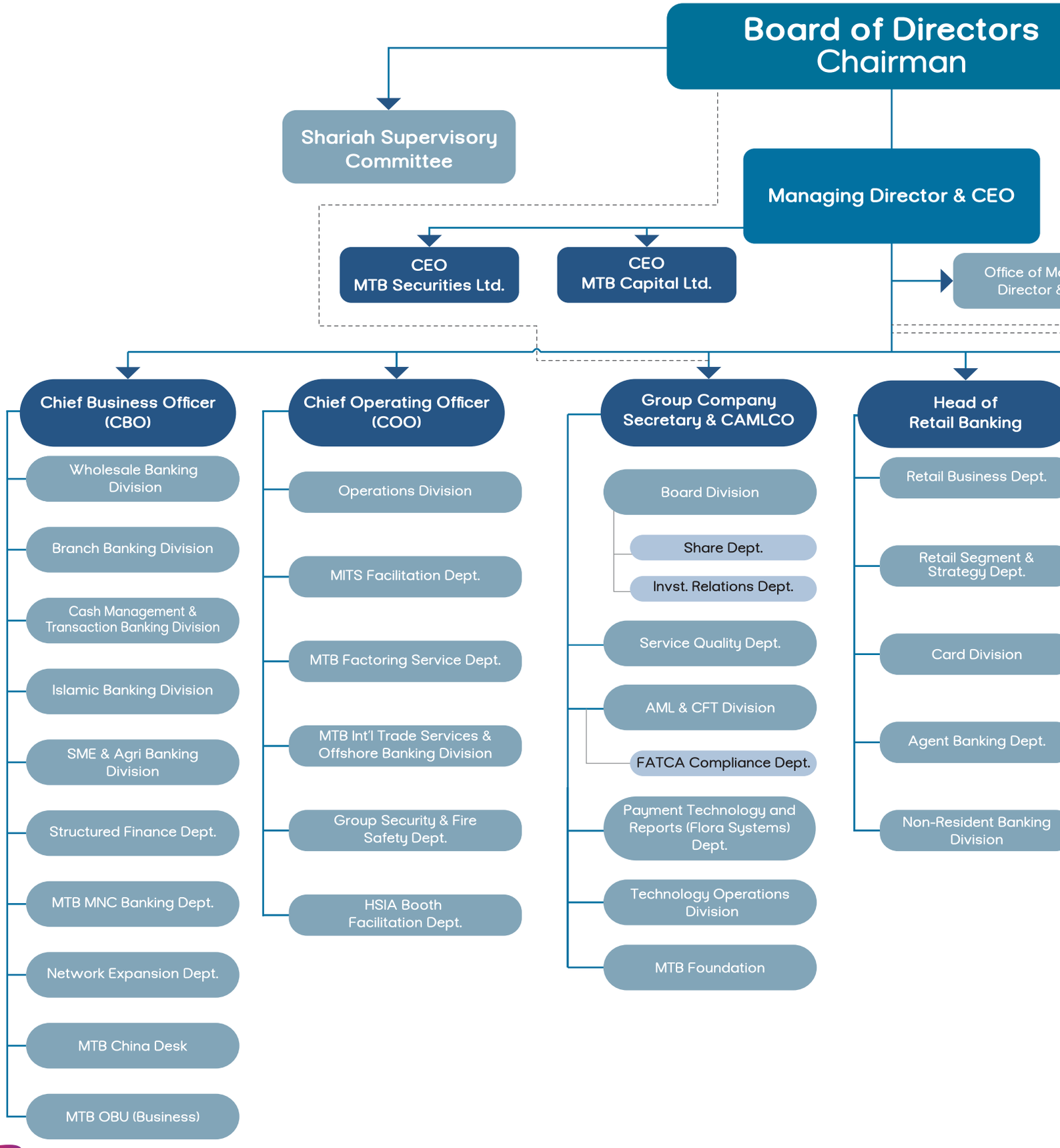
Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.

MEMBERSHIPS WITH CHAMBERS AND ASSOCIATIONS
(GRI 2-28)

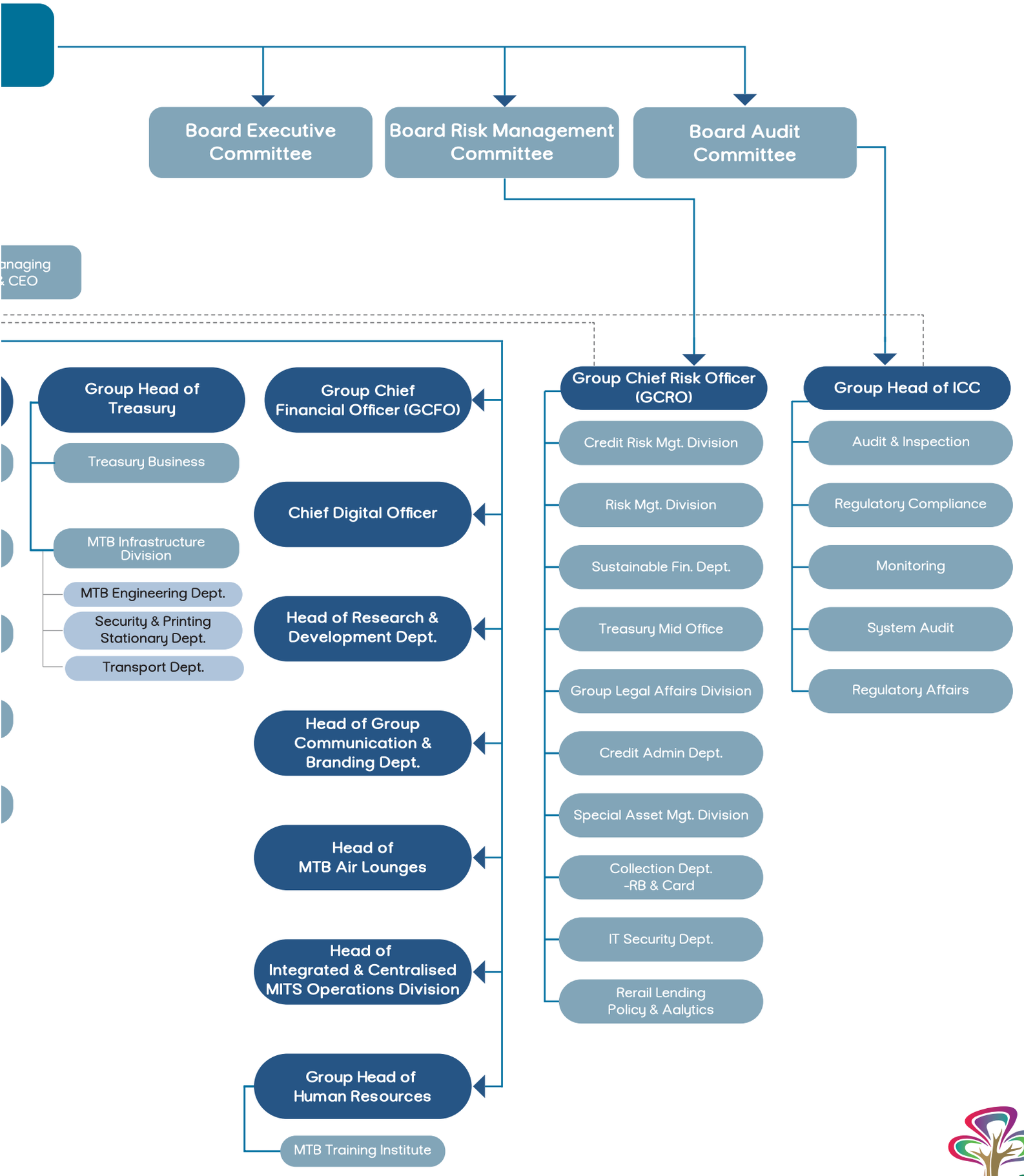
- The Institute of Bankers Bangladesh (IBB)
- Bangladesh Association of Banks (BAB)
- Bangladesh Foreign Exchange Dealer Association (BAFEDA)
- Bangladesh Institute of Bank Management (BIBM)
- Bangladesh Association of Publicly Listed Companies (BAPLC)
- Metropolitan Chamber of Commerce and Industry, Dhaka (MCCI)
- International Chamber of Commerce Bangladesh Limited (ICCB)
- Dhaka Stock Exchange Limited (DSE), Chittagong Stock Exchange PLC
- 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)



GOVERNANCE


Board of Directors
Chairman
Shariah Supervisory Committee
Managing Director & CEO
CEO
MTB Securities Ltd.
CEO
MTB Capital Ltd.
Office of M
Director &
Chief Business Officer (CBO)
Wholesale Banking Division
Branch Banking Division
Cash Management & Transaction Banking Division
Islamic Banking Division
SME & Agri Banking Division
Structured Finance Dept.
MTB MNC Banking Dept.
Network Expansion Dept.
MTB China Desk
MTB OBU (Business)
Chief Operating Officer (COO)
Operations Division
MITS Facilitation Dept.
MTB Factoring Service Dept.
MTB Int'l Trade Services & Offshore Banking Division
Group Security & Fire Safety Dept.
HSIA Booth Facilitation Dept.
Group Company Secretary & CAMLCO
Board Division
Share Dept.
Invst. Relations Dept.
Service Quality Dept.
AML & CFT Division
FATCA Compliance Dept.
Payment Technology and Reports (Flora Systems) Dept.
Technology Operations Division
MTB Foundation
Head of Retail Banking
Retail Business Dept.
Retail Segment & Strategy Dept.
Card Division
Agent Banking Dept.
Non-Resident Banking Division

MTB GROUP ORGANOGRAM



GOVERNANCE STRUCTURE GRI 2.9

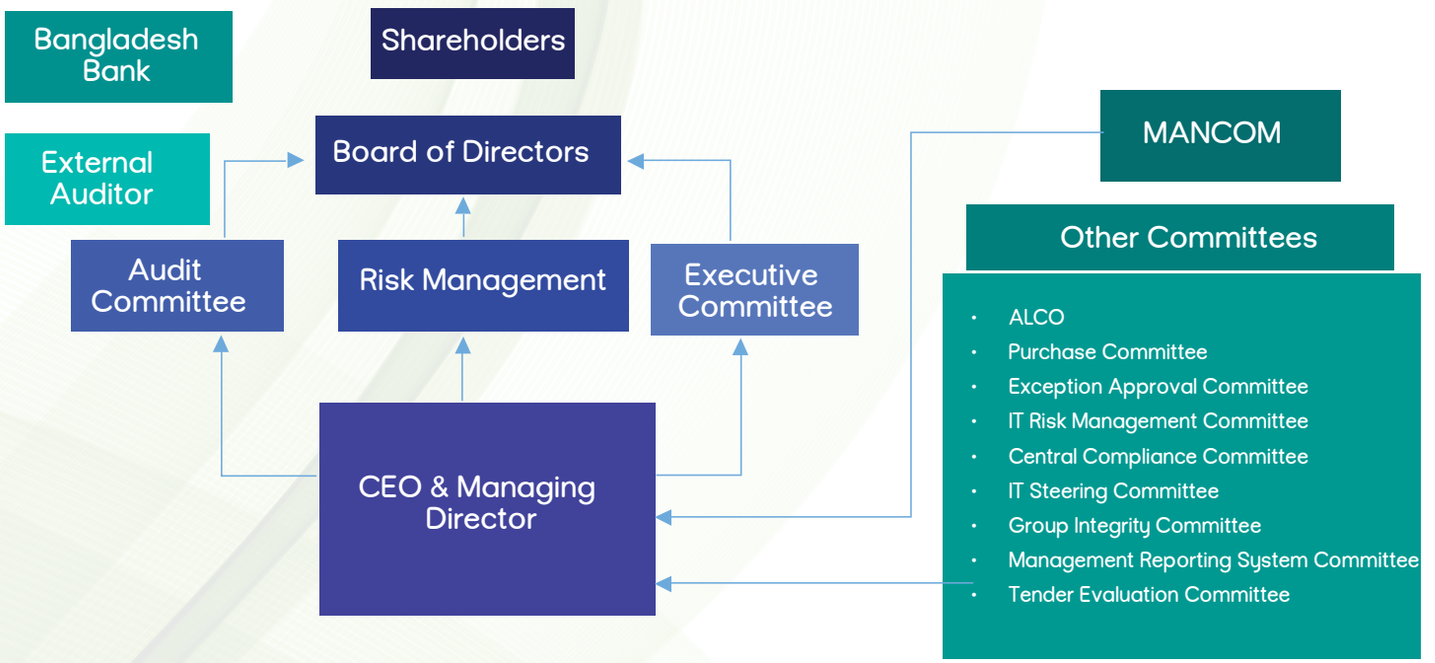
Mutual Trust Bank Limited (MTB) believes that its ongoing commitment and efforts in ensuring a strong corporate governance structure and culture across the organization will help it deliver value to all its stakeholders. Therefore, the Bank has strived to have good corporate governance practices along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

MTB CORPORATE GOVERNANCE PRINCIPLES

MTB has developed processes for identifying, assessing and managing the significant risks and uncertainties may pose as a threat to the bank. Internal control processes have been established to ensure efficiency and effectiveness of business operations and controls in all areas including finance and operations, as well as compliance with relevant laws and regulations. The Group Internal Control and Compliance Division has been tasked to provide oversight and support to ensure that individual business units conduct their businesses and affairs in a manner that drives forward the bank's strategic objectives, while complying with applicable laws and regulatory requirements. A strong focus is placed on educating and increasing awareness among directors, executive officers and employees on the bank's codes of conduct, the relevant laws and regulatory requirements as well as disciplinary procedures. The bank's corporate governance policy, which contains guidelines for directors, executive officers, and employees, has been formulated as per the guidelines of regulators.

MTB Corporate Governance Structure

Following flow chart describes the corporate governance process of MTB



GOVERNANCE BODY AND THE COMMITTEES

Highest Governance Body	• Board of Directors
Other Board Committees	• Executive Committee • Board Risk Management Committee • Board Audit Committee
Tenure of Governance Body	• Two years • No member in governance body from under-represented social group.

MTB BOARD STRUCTURE

The Board of Directors of MTB consists of 10 (ten) nonexecutive directors including two independent directors as required by Section 15 of the Bank Company Act 1991, facilitates comprehensive perspectives that contribute to decision-making. Senior Management is responsible for overseeing adherence to established policies and procedures, providing regular reports on their findings and recommendations to the Board. The composition of the board is as under

SL	Name of Director	Positon
1	Md. Abdul Malek	Chairman
2	Syed Manzur Elahi	Vice-Chairman
3	Md. Wakiluddin	Director
4	Md. Hedayetullah	Director
5	Rashed Ahmed Chowdhury	Director
6	Dr. Arif Dowla (Representing Advanced Chemical Industries Ltd.)	Director
7	Khwaja Nargis Hossain	Director
8	Anika Chowdhury (Representing ASTRAS Ltd.)	Director
9	Daniel Donald de Lange (Representing NORFUND)	Director
10	Nasreen Sattar	Independent Director
11	Dr. Mohammad Tareque	Independent Director
12	Shib Narayan Kairy	Independent Director

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 Nonexecutive 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 BB and BSEC. The Board composition is as follows: 1 (one) Executive Director, i.e., the Managing Director & CEO, 2 (Two) Independent Directors and 8 (Eight) Non-Executive Directors other than Independent Directors. Each director's term of office is prescribed in the Articles of Association, Bank Company Act as well as in the company act. At every Annual General Meeting (AGM), one-third of the directors retire. In any subsequent years, the directors, who have been in office the longest, retire. The retiring director may be re-elected.

GENDER DIVERSITY AMONG BOARD OF DIRECTORS (GRI 405-1)

Gender	Number	Percentage
Male	09	75%
Female	03	25%
Total	12	100%

APPOINTMENT OF DIRECTORS SELECTION, APPOINTMENT AND REMOVAL OF DIRECTORS (GRI 2-10)

Appointment of Directors

In accordance with the provisions of the Companies Act 1994, the Bank Companies Act 1991 (Amended up to 2023), the Corporate Governance Guidelines of Bangladesh Securities & Exchange Commission, Bangladesh Bank and Articles of Association (AoA) of the bank, the Board of Directors are appointed.

Directors are elected/re-elected by the shareholders at the Annual General Meeting (AGM) as recommended by the Board subject to approval of the regulatory authorities. MTB Board of Directors comprised with renowned entrepreneurs and business professionals with vast knowledge in banking, economics, IT accounting, marketing, administration and engineering. In case of any nomination or removal or casual vacancy, the bank adheres the relevant rules and regulations.

Election/Re-election of the Directors

Directors who were retired, appointed/reappointed during the year 2024:

SL.	Name of the Directors	Designation	Remarks
1	Faruq Ahmad Siddiqi	Independent Director	Tenure expired on March 11, 2024
2	Md. Abdul Malek	Director	Retired and Re-appointed at the 25th AGM
3	Mr. Syed Manzur Elahi (Founding Chairman)	Director	Retired and Re-appointed at the 25th AGM
4	Dr. Arif Dowla (Representing ACI Ltd.)	Director	Retired and Re-appointed at the 25th AGM
5	Dr. Mohammad Tareque	Independent Director	Newly Appointed on April 28, 2024
6	Shib Narayan Kairy	Independent Director	Newly Appointed on October 09, 2024

In 2025, Mr. Rashed Ahmed Chowdhury, Director, Mr. Md. Wakiluddin, Director and Ms. Anika Chowdhury, Director (representing ASTRAS Ltd.) will retire and are eligible for re-election at the 26th Annual General Meeting as per Corporate Governance Code issued by the BSEC.

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 director of the bank 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 fulfil the minimum eligibility criteria, the office of the director to be vacated. No such event occurred in MTB.

Removal of Directors from Office

According to section 108 (2) of the Companies Act, 1994, with the prior approval of BB, 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 BB. In this case, the removal becomes effective from the date of BB's approval. No such incidence occurred in MTB.

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

Executive Committee, formed with the members of the Board, performs according to its terms of reference determined by the Board of Directors.

- Organizational Structure
- Executive Committee formed as per Section 15B (2) of the Bank Company ACT 1991 and relevant circulars of Bangladesh Bank and Bangladesh Securities & Exchange Commission.
- Members of the Committee are nominated by the Board of Directors from themselves;
- The Committee constituted of 7 (Seven) members, i.e., within the limit set by the regulator; currently the members of the committee are 5 (fve).
- Company Secretary of the bank is the secretary of the Committee.

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

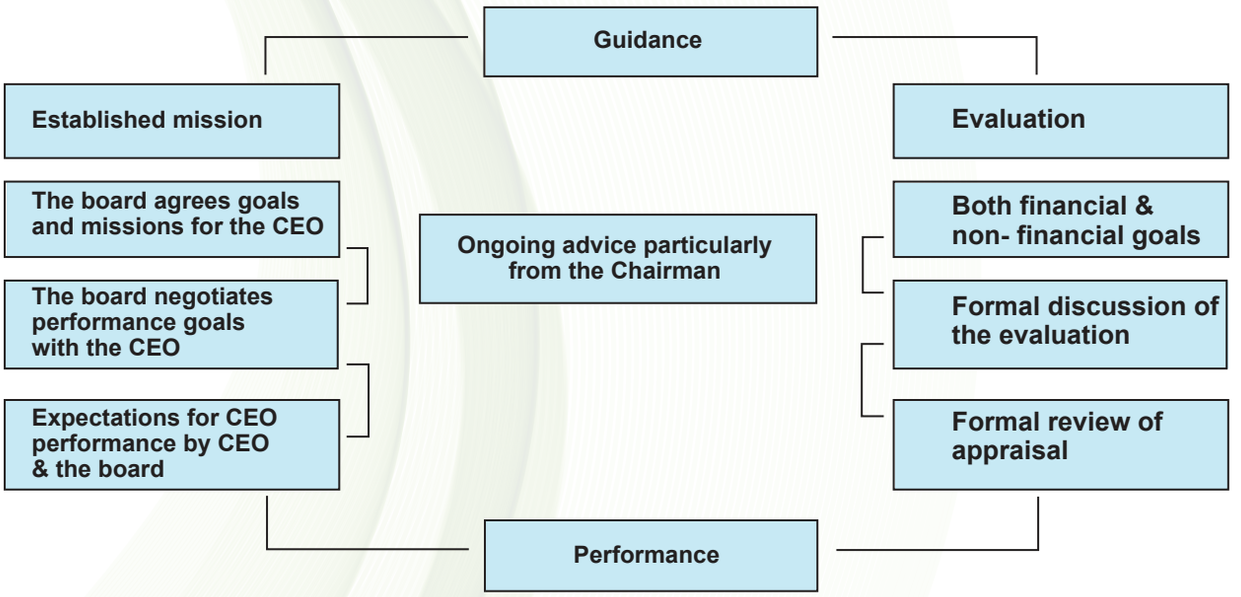


EVALUATION OF THE MANAGEMENT APPROACH (GRI 2-18)

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 and effectiveness of the internal control system based on the bank's established policy and procedures. The Senior Management Team (SMT) reviews on a yearly basis of the overall effectiveness of the control system of the organization and provides certification on yearly basis to the Board of Directors on the effectiveness of Internal Control policy, practice, and procedure. The management enriches audit teams with adequate skilled manpower and proper IT support as per requisition of the Audit Committee of the Board (ACB) for purposeful and effective audit. The management held liable for ensuring compliance off all laws and regulations that are circulated by various regulatory authorities, such as, Bangladesh Bank, Ministry of Finance, Bangladesh Securities and Exchange Commission, etc. During the audit period, if the present audit team finds any lapse or irregularity, that was not detected or identified by the previous auditors, then that would also be reported to the Audit Committee.

Establishment of High Level of Ethics and Compliance

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

BOARD AUDIT COMMITTEE

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

Organizational Structure

- Members of the Committee are nominated by the board from the directors.
- The Committee consists of 4 (four) 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

- Internal Control
- Financial Reporting
- Internal Audit
- External Audit
- Meetings with BB
- Submission of Audit Report to BB
- Compliance with Existing Laws and Regulations
- Other Responsibilities
- Internal Control and Compliance Division's Access to Audit Committee

Audit Committee meeting, attendance and remuneration

- The Committee met 4 times in 2024;
- 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 defend 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.

Meetings

- The BRMC met 4 (Four) times in 2024;
- 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.

ROLES AND RESPONSIBILITIES OF BRMC

01 Risk Identification and Control Policy

02 Construction of Organizational Structure

03 Analysis and Approval of Risk Management Policy

04 Storage of Data and Reporting System

05 Monitoring the Implementation of Overall Risk Management Policy



THE MANAGEMENT APPROACH & ITS COMPONENTS

MTB Senior Management Team



ENSURING CONFLICTS OF INTEREST ARE AVOIDED (GRI 2-15)

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 2-14)

The highest governance body plays a key role in corporate governance. It is their responsibility to endorse the organization's strategy, develop directional policy, appoint, and supervise senior executives and to ensure accountability of the organization to its owners and regulatory authorities. The highest governance body

approves the bank's budget and business plan and reviews those on quarterly basis 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 2-12)

• The highest governance body of the bank is MTB Board of Directors.

• 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 and business decisions.

• MTB Board Audit Committee is constituted by the Board for reviewing financial reporting process, the system of internal control and management of financial risks, the audit process, and the bank's process for monitoring compliance with laws and regulations and its own code of business conduct.

• MTB Board Audit Committee also reviews process of Audit, effectiveness of Internal Control system & its Compliance thereof, recovery from non-performing assets.

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

HIGHEST COMMITTEE OR POSITION APPROVING SUSTAINABILITY REPORT & MATERIAL ASPECTS (GRI 2-14)

The highest committee to approve it is 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 313th meeting of MTB Board of Directors on NOVEMBER 27, 2024, updated Environmental &Social Safeguard Policy (ESSP) 2024 was approved.

PROCESS FOR COMMUNICATING CRITICAL CONCERNS TO THE HIGHEST GOVERNANCE BODY (GRI 2-16)

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-

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 81 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 2024.

COMPETENCES RELATING TO ECONOMIC, ENVIRONMENTAL AND SOCIAL IMPACTS

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.

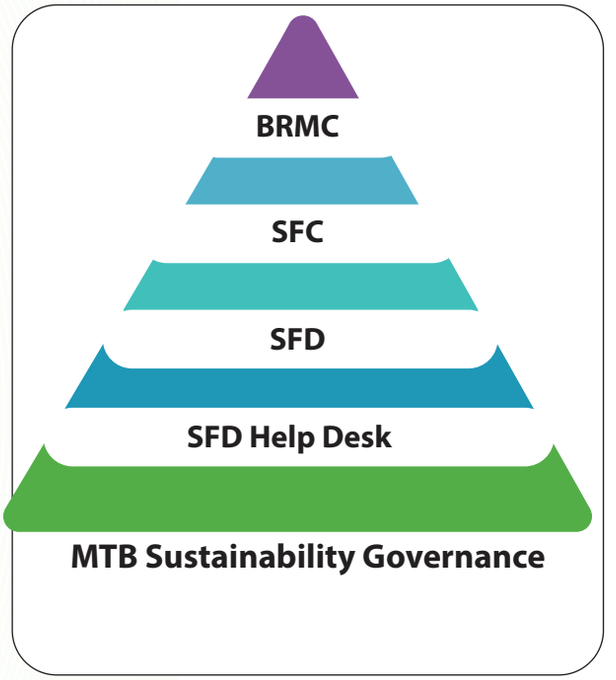
• Approving adequate record keeping & reporting system and ensuring its proper use.

• Holding at least 4 meetings in a year (preferably one meeting in very quarter) and more if deemed necessary.

Policy Formulation and Governance

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

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



The Executive Committee of the Board of Directors, at its 98th meeting, held on December 04, 2017, approved "Environmental and Social Risk Management (ERSM) Policy and Procedure of MTB 2017". This policy and procedure is a modification/amendment of our existing "Environmental Risk Management (ERM) Guidelines". Unlike the ERM guidelines issued in 2011, 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.

BB published its latest "Guidelines on Environmental &Social Risk Management (ESRM) for Banks and Financial Institutions in Bangladesh" on June 26, 2022. As per this latest circular MTB has revised its Environmental & Social Safeguard Policy in 2024. The latest update includes sector specific E&S guidelines and updated ESDD tool.

Sustainable Finance Committee

It's commendable that MTB has established a diverse Sustainable Finance Committee to ensure a wellrounded approach to making sustainable decisions. The composition of the committee, with representation from different departments such as Business, Communication, Infrastructure, Human Resources, MTB Foundation, Group Finance, Credit Administration, Retail & Wholesale Banking Division, reflects a comprehensive perspective on sustainability.

Mr. Chowdhury Akhtar Asif, AMD & GCRO, as the Chairman, plays a crucial role in guiding the committee and providing leadership to ensure the bank's sustainability efforts align with its overall goals and values.

Ms. Tahmina Zaman Khan, as the Member Secretary, holds a significant responsibility in coordinating and organizing committee meetings at regular intervals. This is vital for fostering communication, collaboration, and timely decision-making within the committee. Her role ensures that the committee remains active and effective in addressing sustainability challenges and opportunities.

The diversity within the committee is a strength, as it brings together individuals with different expertise and viewpoints. This diversity is likely to contribute to a more holistic and informed decision-making process, enabling the bank to navigate sustainability issues in a comprehensive manner.

SL	Name	Designation	As
1	Chowdhury Akhtar Asif	Additional Managing Director & GCRO	Chairman
2	Md. Khalid Mahmood Khan	Additional Managing Director & CBO	Member
3	Goutam Prosad Das	Deputy Managing Director & GHoICC	Member
4	Bakhteyer Hossain	DMD & Chief Operating Officer (COO)	Member
5	Rais Uddin Ahmad	Deputy Managing Director & CAMLCO	Member
6	Usman Rashed Muyeen	Deputy Managing Director & HoCRM	Member
7	Shafquat Hossain	DMD & Head Of Retail Banking Division	Member
8	Mir Iqbal Hossain	Head of Special Asset Management Division	Member
9	Amitav Kiser	Head of MTB Infrastructure Division	Member
10	Md. Habibur Rahman	Head of Wholesale Banking Division-2	Member
11	Masud Mushfiq Zaman	Cheif People Officer	Member
12	Sujan Barua	Cheif Finance Officer	Member
13	Sanjib Kumar Dey	Head of SME & Agri Banking Division	Member
14	Tahmina Zaman Khan	Head of Sustainability	Member Secretary
15	Md. Rozar Ibna Azad	Head of Brand	Member
16	Khalid Hossin	Head of Digital Banking	Member
17	Md. Abu Bokar Siddik	Head of Card Division	Member
18	Md. Shirajul Islam	Head of Credit Administration Department	Member
19	Samia Chowdhury	CEO, MTB Foundation	Member

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. Engaging our stakeholders is at the heart of MTB's commitment to sustainability. Our journey towards a sustainable future is a collective effort that involves various key players, and we recognize the importance of fostering meaningful connections with each stakeholder group. For our valued customers, your satisfaction and trust are paramount. We remain dedicated to delivering exceptional banking experiences, understanding your evolving needs, and ensuring transparency in our services. Your feedback shapes our initiatives, and we are committed to exceeding your expectations.



MTB is committed to creating long-term value through sustainable financial performance and strategic decisions. Employees of MTB are central to our success, and we prioritize their well-being by fostering a diverse, inclusive, and growth-oriented work environment.

In partnership with stakeholders, the bank upholds responsible banking practices that drive economic development, support financial inclusion, and align with national goals. It builds ethical relationships with suppliers who share our values of sustainability and integrity.

The banks environmental commitment goes beyond compliance—it actively reduces its ecological footprint through green technologies and sustainable practices. It also invests in communities by supporting education, healthcare, and welfare initiatives.

Together with its customers, shareholders, employees, government, suppliers, and communities, MTB is building a future grounded in trust, transparency, and shared values.

REMUNERATION (GRI 2-19 & 2-20)

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.

EMBEDDING POLICY COMMITMENTS (GRI 2-24)



Our Vision
To be the most trusted bank by exceeding customer expectations through innovation and sustainable banking solutions.

MTB Core Values (GRI 102-16)
- Commitment to Excellence
- Customer Focus
- Act with Transparency and Accountability
Agile to Adapt

Our Mission
To enhance customers' lives through innovative and sustainable solutions powered by an engaged workforce.

Stakeholders

Key stakeholders include the government and regulators, investors, auditors, customers, employees, and society. The bank commits to maintaining ethical relationships and compliance with legal requirements.

Employees are expected to:

- Maintain high ethical standards and professionalism.
- Ensure compliance with regulations.
- Provide excellent customer service.
- Work collaboratively and respect colleagues.
- Avoid conflicts of interest and corruption.

Responsibilities

- To Shareholders: Maximizing profits while maintaining ethical governance.
- To Customers: Providing secure, efficient, and fair banking services.
- To Society: Contributing to social welfare and environmental sustainability.

Property and Information Security

Employees must safeguard MTB's assets, confidential information, and intellectual property. Unauthorized disclosure or misuse of information is strictly prohibited.

Use of Position and Conflicts of Interest

Employees must not misuse their positions for personal gain or provide endorsements that create conflicts of interest. External employment is subject to approval.

Anti-Money Laundering and Fraud Prevention

MTB strictly prohibits involvement in money laundering, fraud, or illegal activities. Employees must report suspicious activities and adhere to anti-money laundering policies.

Anti-Harassment Policy

The Bank has established Anti-Harassment Policy. The MTB Group has grown large and is now a family of three separate companies. 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. The "Shreya" Women's Forum empowers female employees by helping them recognize their potential, overcome barriers, and break stereotypes, while offering networking and mentorship to enhance leadership skills. MTB ensures a safe, respectful workplace with a strong anti-harassment policy

Fraud, Theft or Illegal Activities

MTB Employees shall be vigilant about the frauds, theft or illegal activities and shall not engage in such activities at any cost.

Fair Treatment of Customers

Ensuring that communications are fair, concise, clear and not misleading so that clients are fully aware of the product features, relevant fees and associated risks.

Workplace Ethics and Employee Conduct

- Equal Opportunity: Employment decisions are based on merit without discrimination.
- Harassment-Free Workplace: Zero tolerance for harassment, violence, or unethical behavior.
- Teamwork & Collaboration: Encourages a respectful and inclusive work culture.

Compliance and Disciplinary Actions

- Employees must comply with all laws, regulations, and ethical standards.
- Violations of the Code may result in disciplinary actions.

Amendments and Updates

The Code of Conduct is subject to amendments by Bangladesh Bank and must be effectively communicated to employees and stakeholders.

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 ContactCentre	Dial 16219 to reach MTB Contact Centre
Complaint Box at Branch	Lodge written complaints via complaint form
Website	Lodge complaint through website:https://www.mutualtrustbank.com/ about-us/customer-complaint lodgement/
Email	Complaint@mutualtrustbank.com
Hotline	Reach us through hotline numbers:01708808420, 01708808421
Letter	Letters to Head office or branches
Virtual Assistant	Lodge complaint through MBot

With collective efforts, all the complaints received in 2024 via these channels have been resolved successfully that ensured customer satisfaction at the fullest.

Voice of Customer (VoC)



MSQD developed the VoC system, an automated, transparent platform that ensures customer feedback is heard and addressed at every touch point. By providing a 360° view, VoC helps MTB employees enhance efficiency and streamline customer experiences. In 2023, the implementation of Turnaround Time (TAT) within the platform led to quicker complaint resolution and higher customer satisfaction

Root-Cause Analysis



MSQD effectively leveraged root-cause analysis in 2024 to identify core issues behind customer complaints. Insights from customer feedback revealed gaps in products, policies, systems, and services. These findings were presented to senior management, leading to impactful corrective actions and process re-engineering, enhancing service quality and preventing recurrence.

Branch service level audit

The MSQD team conducts Mystery Shopping Surveys to assess service quality by visiting branches as regular customers. These audits evaluate employee soft skills, product knowledge, and overall ambiance, including cleanliness, dress code, and branding at customer touch points.

Contact Centre call monitoring and evaluation



MTB has a dedicated and well-equipped 24/7 Contact Centre to ensure the proper provision of information and services, which plays a vital role in customer retention. MSQD monitors call quality to ensure the service standard and customer satisfaction. Analysis of customer interactions through call monitoring is MSQD's regular job, and it helps to improve contact center call quality, problem resolution, and ultimately customer loyalty.

Customer Satisfaction Survey



It is equally important to get customer feedback to get an idea of whether the efforts are being put in the right direction to get the desired results in terms of customer satisfaction. SQD conducts a Customer Satisfaction Survey (CSAT) on a regular basis to find out what makes customers happy and what they are dissatisfied with. This survey allows MTB to reach out to the customers in many ways, especially because it helps us establish a loyal, engaged, and happy customer base.

Training on Product Knowledge and Service Excellence



MSQD arranges and conducts training for the bank's employees so that they follow the prescribed service standard mentioned in MTB Winning, an in-house guideline for etiquette and service excellence. These training programs intend to instill the right mindset and help build the competency of the frontline employees who serve customers face-to-face to ensure superior customer experience through their daily activities.

E-learning



Product knowledge is a critical success factor for achieving excellence in customer service. Knowledge evaluation via e-quizzes and exams assists employees in staying updated about the products and ensuring customer satisfaction. Considering the importance of product knowledge, MSQD successfully conducted two e-learning exams named "Knowledge Assessment of MTB Products (KAMP)" across the bank in 2024.

Customer Awareness Program



In 2024, MTB successfully organized the mandatory Customer Awareness Program (CAP) across all branches and sub-branches, as per Bangladesh Bank's FICSD circular. The initiative aimed to educate customers on banking products, services, and their rights and obligations. This enhanced financial literacy and strengthened customer relationships, driven by MSQD's continuous efforts.

CUSTOMER AWARENESS PROGRAM (GRI-413-1)

In 2024, MTB successfully organized the mandatory Customer Awareness Program (CAP) across all branches and sub-branches, as per Bangladesh Bank's FICSD circular. The initiative aimed to educate customers on banking products, services, and their rights and obligations. This enhanced financial literacy and strengthened customer relationships, driven by MSQD's continuous efforts.

Customer Service Week 2024

Since 2021, MSQD has been organizing "Customer Service Week" to enhance service uniqueness and customer experience, in line with Bangladesh Bank Circular FICSD/5094(1)/2020-714. In 2024, the event was held in Dhaka and Chattogram with the "Above & Beyond" theme, receiving positive customer feedback. The overwhelming response has motivated MSQD to further improve service levels. MTB will continue organizing CSW annually to strengthen customer relationships and maintain service excellence.

Recognition of Best Customer Service Providers

In December 2024, MSQD celebrated Customer Service Week by honoring 32 top-performing employees and 3 outstanding branches. The winners were selected based on employee votes, customer feedback, and service excellence. Of the 32 Service Heroes, 24 were from branches and 8 from support functions. The best branch was chosen based on team spirit and enthusiasm. The winners received cash rewards and certificates, motivating staff across the bank.



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. I nformation 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



AT YOUR SERVICE, ALWAYS

just dial **16219** or **096040 16219**

from overseas **+880 966040 16219**

ANTI-CORRUPTION:

ANTI-CORRUPTION POLICIES AND PROCEDURES

Operations Assessed for Risks Related to Corruption GRI 205-1

Mutual Trust Bank PLC (MTB) conducts comprehensive risk assessments across its operations to identify and mitigate risks related to corruption. In alignment with the National Integrity Strategy (NIS) of Bangladesh, and under the oversight of Bangladesh Bank, MTB evaluates corruption risks regularly through its Integrity Strategy Implementation Unit. This unit systematically reviews all business processes, especially credit operations, procurement, and vendor relationships, to detect and prevent potential fraudulent activities, loan defaults, forgeries, and other corrupt practices. The assessments are integrated into the Bank's broader Enterprise Risk Management (ERM) framework, ensuring that corruption risks are identified, monitored, and managed proactively.

Communication and Training about Anti-Corruption Policies and Procedures (GRI 205-2)

MTB is committed to fostering a culture of integrity and zero tolerance toward corruption. To this end, MTB has developed and implemented robust anti-corruption policies aligned with the National Integrity Strategy (NIS) and Bangladesh Bank directives. The Bank's Anti-Money Laundering (AML) & Combating Financing of Terrorism (CFT) compliance program forms a core part of these policies.

Regular communication and training programs are conducted across all levels of the organization to raise awareness of anti-corruption policies and procedures. These trainings include:

- Mandatory induction programs for new employees covering ethical conduct and anti-corruption.
- Periodic refresher courses for all staff on AML/CFT compliance, fraud prevention, and whistleblowing mechanisms.
- Specialized training for employees in high-risk departments, such as credit, procurement, and compliance, to detect and prevent corruption risks.
- Internal campaigns to promote a culture of integrity and ethical behavior bank-wide.

Additionally, MTB maintains clear reporting channels for employees and stakeholders to report suspected corrupt activities confidentially and without fear of retaliation.

Confirmed Incidents of Corruption and Actions Taken (GRI 205-3)

MTB maintains a strict policy of transparency and accountability in dealing with any confirmed incidents of corruption. During the reporting period, MTB has thoroughly investigated all reported allegations of fraudulent or corrupt behavior through its Compliance and Integrity units.

When incidents are confirmed, MTB takes decisive disciplinary and legal actions, including:

• Immediate suspension or termination of employees found responsible.
• Reporting incidents to relevant regulatory authorities such as Bangladesh Bank and law enforcement agencies.
• Implementing corrective and preventive measures to strengthen internal controls and mitigate recurrence.
• Engaging external auditors and forensic experts where necessary to support investigations.
No major corruption incidents that impacted MTB's operations or reputation were reported in the latest reporting period, reflecting the effectiveness of MTB's ongoing anti-corruption efforts.

MONEY LAUNDERING & TERRORIST FINANCING RISK MANAGEMENT

Empowering compliance for enduring growth

As a leading financial institution, MTB is committed to strict compliance with AML&CFT regulations, adhering to international standards and national laws. MTB's robust AML&CFT framework, aligned with the Financial Action Task Force (FATF) and Bangladesh Financial Intelligence Unit (BFIU) directives, ensures ongoing investment in technology, training, and risk management to protect against financial crimes. With a dedicated Central Compliance Committee (CCC), an AML&CFT Division, and compliance officers across branches, MTB collaborates with regulators, law enforcement, and international partners to uphold good governance and safeguard the integrity of Bangladesh's financial system.

Activity	Description
Central Compliance Committee (CCC) Meeting	The CCC, consisting of 18 members, had met 4 times to oversee and ensure that the organization adheres to regulatory requirements.
MD & CEO's Statement of Commitment	The Managing Director & CEO issued his statement of commitment that outlines strategy, action plan, regulatory standard and consequence of non-compliance. He also issued a special message guiding the MTBians in emergency situations.
Review & Update of Policy Guidelines	MTB updated "MTB Money Laundering (ML) & Terrorist Financing (TF) Risk Management Policy Guideline" and "MTB Guidelines for Prevention of Trade Based Money Laundering (TBML)"; which were reviewed and approved by the Board of Directors.
Appointment of Compliance Officers	Branch/divisional/departmental anti money laundering compliance officers (BAMLCOs/DAMLCOs) were appointed in branches and divisions/departments vulnerable to ML&TF risks.
Conference/Workshop/ Training programs	MTB organized 19 conferences/workshops/training programs on 'ML & TF Risk Management' through physical and virtual platforms with a total of 2651 participants.
BM & BAMLCO Conference	The conference was held on November 23, 2024 aiming to discuss the accomplishments and strategy to overcome future challenges.
Lead Bank Training Program	Organized Lead Bank training program on "Prevention of Money Laundering & Combating Financing of Terrorism" for the officials of scheduled commercial banks operating in Habiganj District on October 26, 2024, where 74 participants were present.
Correspondent Relationship Reviews	Correspondent relationships were assessed while establishing new and reviewing existing correspondent banking and remittance service relationships.

ML & TF Risk Assessment	Performed ML & TF risk assessment on the digital initiatives of the bank along with regular products/services/processes.
AML & CFT Assurance Review	AML & CFT Division continued risk based AML & CFT Assurance Review on branches and departments as well as on emerging risks.
Quarterly Compliance	Performed Quarterly Compliance check of AML & CFT compliance for a number of Head Office based divisions/departments.
Screening	Continued screening against extensive sanction lists, PEP list and adverse media through automated screening tools.
TBML Risk Assessment	Performed enterprise level risk assessment of TBML with the input from trade associated divisions and "TBML Compliance Solution" & "AML & CFT Compliance Solution" on screening, vessel tracking, dual use goods checking outcome and trade transaction alerts.
Price Verification of Goods	MTB developed its own database of trade transactions & search tools to check that prices declared by clients represent fair market value.
Adverse Media News Screening	AML & CFT Division reviewed the adverse media news, searched the alleged names in system and took necessary steps, as applicable.
E-learning & evaluation	To evaluate the AML & CFT knowledge base of the employees, MTB continued e evaluation under a program titled "Knowledge Assessment on Risk Management of AML & CFT (KARMA)". The assessment was conducted through an in-house e learning platform.
Extensive Monitoring of PEP/IP account	Conducted the extensive monitoring of PEP (Politically Exposed Persons) and IP (both Individuals & Entities) accounts to mitigate the high risks posed by these accounts in the changing environment.
Rule Based Transaction Monitoring	Implemented "Rule Based Transaction Monitoring & Case Management: General Banking" in AML & CFT Compliance Solution for all the Branches and Agent Banking Department. The monitoring system generates alerts when transactions violate these rules, prompting investigators to review the flagged activities for further analysis.
Half Yearly Evaluation	The Board of Directors reviewed the half yearly evaluation reports submitted by CCC and gave recommendations on improvements.
Health Check by GICCD	Group Internal Control & Compliance Division (GICCD) performed a comprehensive audit and independent testing procedure (ITP) on branches and divisions to examine the AML & CFT compliance status.

Plan for 2025

• Ensuring the implementation of MTB ML & TF Risk Management Policy Guideline and Guidelines for Prevention of Trade-Based Money Laundering approved by the Board of Directors.
• Identifying, assessing, and treating ML & TF risks of customers, products, services, delivery channels, and jurisdictions and incorporating them into respective Product Program Guidelines/Memorandums.
• Updating Standard Operating Procedures (SOPs) for existing processes and formulating SOPs/manuals for upcoming processes.
• Arranging workshop/training on ML & TF risk management, prevention of trade-based money laundering and sanctions for relevant employees to reinforce compliant culture.
• Arranging electronic evaluation of MTBians through e-learning/evaluation platform
• Hosting Branch Anti-Money Laundering Compliance Officers' Conference and Annual Trade-Based Financial Compliance Conference.
• Ensuring prevention of credit backed money laundering (CBML) through ML & TF risk assessment while assessing credit risk, performing due diligence during loan disbursement and monitoring nonperforming loans.
• Performing off-site monitoring of AML & CFT activities of the branches and concerned divisions, departments and units.
• Initiating comprehensive IP review against PEP/IP database purchased from Lexis Nexis.
• Accelerating the progress of Customer Due Diligence project and introducing customer initiated information update platform.
• Conducting assurance reviews on branches and head office departments/divisions for risk-based control.
• Ensuring implementation of Guidelines on e-KYC and Bangladesh Bank guidelines regarding digital boarding.
• Continue to improve AML & CFT risk fundamentals by deployment/enhancement of AML&CFT compliance solution covering risk based CDD, automated transaction monitoring, automated and real-time sanction screening, case management and automation of returns and reports.
• Performing off-site monitoring of AML & CFT activities of the branches and concerned divisions, departments and units.

Marketing and Labeling

Requirements for Product and Service Information and Labeling (GRI 417-1)

Mutual Trust Bank PLC (MTB) is committed to providing clear, accurate, and accessible information about its products and services to empower customers to make informed financial decisions. MTB's product portfolio includes loans to diverse sectors such as agriculture, green finance, SMEs, and women entrepreneurs, many of which generate positive social and environmental benefits including job creation, environmental protection, and women's empowerment.
Key measures for product and service information and labeling include:

• Employee Communication: All updated product information, interest rates, charges, and relevant announcements are circulated internally through the Bank's intranet platform (MNet), ensuring employees remain fully informed and capable of assisting customers.
• Customer Access: Product details are made available through multiple channels:
o Physical branch locations where brochures, leaflets, and posters outlining product features, eligibility criteria, interest rates, terms, and limitations are prominently displayed.
o The official MTB website offers comprehensive product descriptions and up-to-date information.
o The 24/7 Contact Centre provides personalized support and clarifications to customers.
• Transparency at Branches: Branch premises maintain prominently visible displays of:
o Interest rates for all deposit and loan products.
o Latest schedule of service charges and fees.

o Buying and selling rates for foreign currencies.
o The Bank's credit rating and key financial information.

- Contact details for the Central Customer Service and Complaints Management Cell.
- Banking hours and holiday notices.

These efforts ensure transparency, build customer trust, and comply with applicable regulatory requirements regarding product and service disclosure.

Incidents of Non-Compliance Concerning Product and Service Information and Labeling (GRI 417-2)

MTB maintains strict internal controls and quality checks to ensure that all product and service information provided to customers is accurate, complete, and compliant with regulatory standards.

During the reporting period, MTB did not record any material incidents of non-compliance related to product or service information and labeling. Any minor discrepancies identified through customer feedback or internal audits are promptly addressed through corrective actions and improved communication protocols.

Incidents of Non-Compliance Concerning Marketing Communications (GRI 417-3)

MTB adheres to responsible marketing and communication practices that emphasize honesty, fairness, and compliance with banking and advertising regulations.

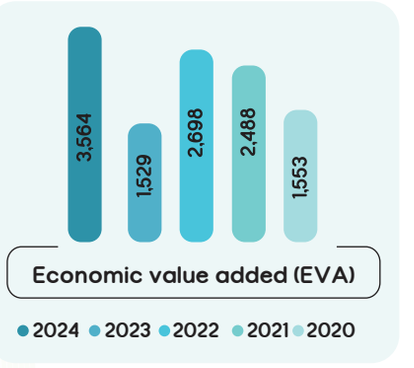
No incidents of non-compliance regarding marketing communications, including misleading advertising or inappropriate promotional activities, were reported during the reporting period. MTB continuously monitors marketing content and trains its staff to uphold ethical communication standards.


ECONOMY

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 of time. Such a metric is useful for investors who wish to determine how well the bank has added value for its investors and it can be compared against bank(s) peers for a quick analysis of how well the bank us operating in its industry. Economic Value Addition (EVA) by the bank has been estimated at BDT 3564.00 million for the reporting year of 2024.

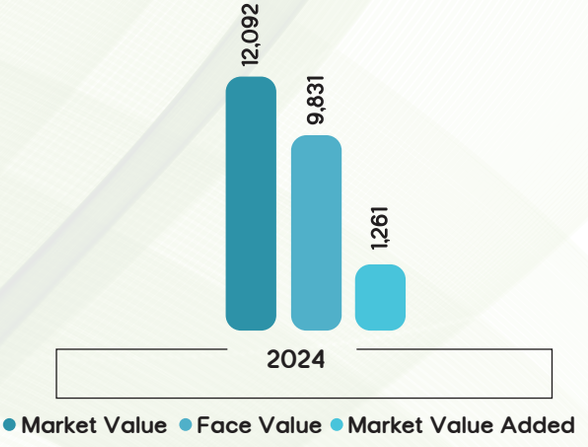


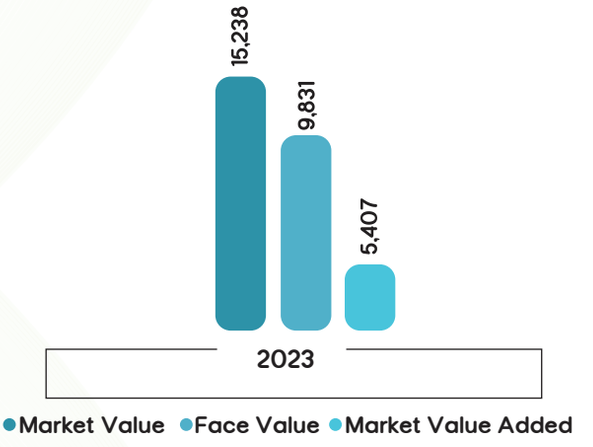
MARKET VALUE ADDED (MVA) STATEMENT

For the year ended 31 December 2024

Market Value Added (MVA) measures external performance in terms of market price as compared to the face value of shares. MVA is the difference between the current market price and the issue price that the investors subscribed. The positive MVA indicates that market value is appreciated and negative MVA indicates that erosion of investors' wealth. High MVA denotes maximization of shareholders' wealth. The calculation of market value added is tabled below.

Particulars	Number of Shares Outstanding	Share Price (BDT)	Value 2024 (BDT Million)	Value 2023 (BDT Million)
Market Value	983,119,746	12.30	12,092	15,238
Face Value	983,119,746	10.00	9,831	5,407
Market Value Added		2.30	2,261	





INDIRECT ECONOMIC IMPACTS (GRI 203-2)

During the year 2024, 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 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 aims to eliminate barriers and provide economically priced financial services to the less fortunate sections of the society so that they can be financially independent without depending on charity or other means of getting funds that are actually not sustainable. Financial inclusion also intends to spread awareness about financial services and financial management among people of the society. Moreover, it wants to develop formal and systematic credit avenues for the poor people.

Financial Inclusion Initiatives of MTB-

- Student Banking: The bank provides specialized services for students, including savings accounts in schools and colleges, promoting financial education among the youth.

- MTB 10 Taka Account
- MTB Agent Banking

Job Creation

Through financing in a diverse portfolio MTB is directly and indirectly impacting many income source. Clients who get financing from MTB, are establishing new industries/unit, expanding the established industries, meeting the local consumers need and exporting to the foreign countries. Thus MTB is assisting in job creation and assisting to the country economy. Through CSR, MTB is also creating jobs for the disadvantaged and marginalized people.
Contributions to Health and Education Sector

MTB has financing in many healthcare and pharmaceutical companies. Those companies are getting financed by MTB to maintain their current operation, enhance their capacity. MTB is also providing financial support to education sector. Apart from this through CSR MTB is assisting the poor students by providing scholarships.

MTB STUDENT BANKING

MTB Student Banking provides tailored financial solutions to foster savings and financial literacy among students. In partnership with Bangladesh Bank, MTB has increased student account openings through initiatives like the 2024 School Banking Conference in Madaripur, engaging 30 schools and 350+ students. Since its 2018 launch, MTB has established five Student Centers to manage student files, tuition fee remittances, and transfers, ensuring smooth fund management for students abroad.

Looking ahead to 2025:

- Real-time, low-cost tuition and living expense transfers
- Two new dedicated student banking centers

• Overhaul of the Graduate Account Proposition
• Insurance bundling with student accounts and files
• Facilitation of overseas student account openings

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 500-crore refinance scheme of the central bank by using the accounts for an interest rate of 7 percent. MTB also has initiated MTB 10/50/100 Taka account for providing financial assistance to the underprivileged groups of Bangladesh.

MTB Agent Banking

Bringing Financial Inclusion to Underserved Communities Since its launch on June 6, 2016, MTB's Agent Banking Department has been pivotal in providing modern banking services to unbanked rural communities, driving financial inclusion and economic development. This growing segment has also created employment opportunities, empowering communities and improving financial accessibility.

Product	Service	Security Features
Savings accounts • Current accounts • DPS accounts • Term Deposit Accounts • Loan products/ Lending facilities	• E-KYC • Cash deposit and withdrawal • Fund transfer to any MTB account • Electronic fund transfers through BEFTN & RTGS • Inward Foreign Remittance Disbursement • Balance inquiry • Account statement collection • Insurance premium collection • Utility bill collection • School fee collection • Payroll management • Debit card issuance • Prepaid Card (dual currency) issuance • Internet banking • Issuance of cheque book	• Real-time online transactions through Agent Banking Software (ABS) • Two-factor authentication (2FA) using biometric thumbprints of customer and agent • System-generated printed receipts and SMS alerts for executed transactions

Key Business Metrics

Metrics	Achievements
No. of MTB Agent Banking (MAB) Centre	184
District covered	46
Rural MAB Centre	133
Urban MAB Centre	51
Number of new Agent Banking Centers launched	10
No. of Accounts	131,105
Total Deposit Amount (Million Tk.)	4,403
No. of Remittance disbursed	129,521
Total Cash Remittance disbursed amount (Million Tk.)	6,101
No. of Debit Card issued	22,506
No. of Cheque Book issued	38,179
No. of REB Bill Collection	31,38,626
Amount of REB Bill Collection (Million Tk.)	2,326

Digital Capacity Development Program



MTB Agent Banking Department, in collaboration with the Digital Banking Division, has launched the "Digital Mawaghat" initiative. This project aims to enable all merchants and retail stores in the Mawaghat area to accept Bangla QR payments, promoting a cashless, secure, cost-effective, and convenient transaction ecosystem for both customers and businesses. To date, over 200 QR codes have been successfully installed in Mawaghat and its surrounding areas, driving the adoption of seamless digital payments.

Financial Literacy Program

MTB CSEs have conducted over 267 Uthan Boithak (Rural Activation Program) and financial literacy programs throughout Bangladesh throughout the year.

To cater to the underserved individuals living in remote areas where traditional banking is not feasible, MTB plans to expand its agent banking network. This will enable the bank to provide its services to those with limited financial and formal literacy at an affordable cost.





MTB as a Gender-Responsive Bank

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

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

Our main target is to not only ensure the availability of all necessary financial updates and information within their fingertips but also uplift their confidence to evaporate the inertia to speak up when & where it is needed. MTB is supporting women entrepreneurs by providing loan at preferential rate under Pre-Finance Scheme and Re-Finance Scheme. Women entrepreneurs can avail any facility as per their requirement through two of our innovative financial products for women entrepreneurs: MTB Ava and MTB Bhaggobati.

MTB finances women entrepreneurs at 5% rate under refinance scheme of BB Women Fund. 'MTB Ava and MTB Bhaggobati 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 & Agri Banking Division and Women Banking Department have special focus on catering Women entrepreneurs and are involved in creating gender-responsive marketplace.



AWARDS AND RECOGNITIONS

25 YEARS OF LEGACY

More than 30 Awards of Excellence in 2024

Top Sustainable Bank
Bangladesh Bank

Best Bank in Bangladesh
The Banker

Bank of the Year 2024
Global Excellence Chronicle Magazine

Digital Transformation of the Year - Bangladesh
Asian Banking & Finance

Best in Wholesale Banking in Bangladesh 2024
International Business Magazine

Excellence in Mastercard Business (Innovation)
Mastercard

Most Innovative Women Empowerment Initiatives - Banking - Bangladesh 2024
Women's Tabloid

Bangladesh's Best Bank for Diversity and Inclusion
Euromoney

Best PD Bank-2024
Bangladesh Bank

Best Bank
Indian Chamber of Commerce

Bangladesh's Best Digital Bank
Euromoney

Best Mobile Banking App
Global Finance

Excellence in Consumer Financing Bangladesh 2024
Global Business Magazine

Excellence in Product Innovation
Visa

Best CSR Bank - Bangladesh
Business Tabloid Magazine



GREEN FINANCING THROUGH MTB GREEN ENERGY (GRI 203-2)

Infrastructure Investments and Services Supported

Mutual Trust Bank PLC (MTB) actively supports infrastructure investments and services that foster environmental sustainability, low-carbon growth, and inclusive development. As part of its commitment to the Bangladesh Bank's Sustainable Finance Policy and the broader national agenda, MTB has prioritized financing in sectors that yield long-term positive environmental and social impacts.

MTB's Green Finance Portfolio

MTB has developed its own green finance product, "MTB Green Energy Loan," to promote renewable energy investment—particularly in solar energy—for households, small businesses, and agriculture. This loan is part of a broader strategy to reduce the country's carbon footprint and enhance energy access in rural and underserved areas.
In addition to its proprietary product, MTB also finances a wide range of green projects under the 14 categories defined by Bangladesh Bank, contributing to sustainable infrastructure development across multiple sectors.

The 14 Categories of Green Infrastructure Supported by MTB

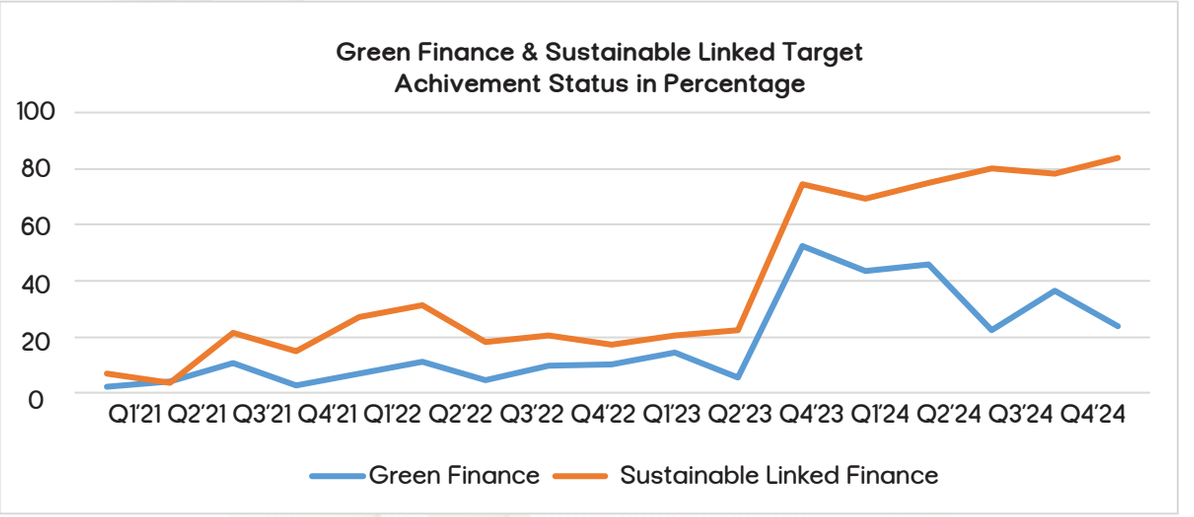
Category	Examples of Projects Financed
1. Renewable Energy	Solar irrigation, solar home systems, solar rooftops
2. Energy Efficiency	LED lighting, energy-efficient air conditioning/machinery
3. Alternative Energy	Biogas plants, biomass-based energy projects
4. Waste Management	Solid and liquid waste processing units, modern waste segregation
5. Recycling & Recyclable Product	Plastic, paper, and textile recycling projects
6. Green Brick Manufacturing	Financing for Zigzag kilns, Hybrid Hoffman Kilns
7. Green Industry	Eco-friendly production lines, water- and energy-efficient factories
8. Factory Safety & Security	Fire and electrical safety systems, ventilation and environmental control in factories
9. Green Architecture	Green-certified bank branches, rainwater harvesting systems
10. Environmental Risk Assessment	Implementation of E&S risk screening and monitoring tools during loan appraisal
11. Green Loans	Financing ETPs, solar energy, bio-fertilizer projects
12. Sustainable Agriculture	Organic farming, vermicomposting, solar-powered irrigation
13. CMSME	Loans to small green entrepreneurs or rural SMEs adopting clean tech
14. Socially Responsible Finance	Community solar, education financing with environmental components, low-income housing support

Impact of Infrastructure Investment

These investments contribute to:

- Environmental Impact: Reduction in CO_2 emissions, improved energy efficiency, and conservation of natural resources
- Social Impact: Job creation, health and safety improvements, women empowerment, and financial inclusion
- Economic Impact: Support to SMEs, rural development, and innovation in green business models

Through these infrastructure services and financial support initiatives, MTB demonstrates its strong alignment with the UN Sustainable Development Goals (SDGs) including SDG 7 (Affordable and Clean Energy), SDG 9 (Industry, Innovation, and Infrastructure), SDG 11 (Sustainable Cities and Communities), SDG 12 (Responsible Consumption and Production), and SDG 13 (Climate Action).



PROCUREMENT PRACTICES OF MTB (GRI 204-1)

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

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



Mutual Trust Bank PLC (MTB) has once again been recognized for its strong commitment to sustainability, securing the 4th position among the Top 10 Sustainable Banks for the year 2024, as announced by Bangladesh Bank.

The recognition was conferred at an award giving ceremony organized by Bangladesh Bank, where Dr. Ahsan H. Mansur, Governor of Bangladesh Bank, along with Chowdhury Liakat Ali, Director, Sustainable Finance Department, handed over the award to MTB representatives.

On behalf of MTB, Syed Mahbubur Rahman, Managing Director & CEO, Chowdhury Akhtar Asif, Additional Managing Director & GCRO, and Tahmina Zaman Khan, Head of Sustainability, received the award with pride.

ENVIRONMENT



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 2024 (GRI 302-1)

The bank consumed 40.51 million mega joules of energy in 2024 by using electricity and diesel and octane as fuels. In banking business, there is no scope as of date to calculate consumption of energy outside organization's premises.

Energy Consumption of MTB

Fuel/Source Type	Total Unit			Mega Joules		
	2024	2023	2022	2024	2023	2022
Electricity (KWH)	11254123.3	11,079,402.18	11,343,988.38	40514843.772	39,885,847.85	40,838,358.17
Diesel (LTR)	130905.687	156,840.34	153,336.35	4556476.886	5,459,190.28	5,337,228.67
Octane (LTR)	93292.1361	84,337.06	65,789.05	3247250.23	2,935,546.24	2,289,941.37
Total	**11478321.1**	**11,320,579.59**	**11,563,113.78**	**48318570.888**	**48,280,584.36**	**48,465,528.21**

Conversion Standards:

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

https://www.epa.gov/energy/greenhouse-gas-equivalencies-calculator

https://www.convertunits.com/from/gallon/to/megajoule

Per Employee Energy Consumption in Mega Joules

Fuel/Source Type	*Per Employee Energy Consumption in Mega Joules		
	2024	2023	2022
Electricity (KWH)	14542.3	14,756.14	16,027.61
Diesel (LTR)	1635.491	2,019.68	2,094.67
Octane (LTR)	1165.56	1,086.03	898.72
Total	**17343.35**	**17,861.85**	**19,021.01**

** Total Employees as on December 2024=2790*

Per day Energy Consumption in Mega Joules

Fuel/Source Type	*Per Employee Energy Consumption in Mega Joules		
	2024	2023	2022
Electricity (KWH)	1110999.6	109,276.30	111,885.91
Diesel (LTR)	12483.5	14,956.69	14,622.54
Octane (LTR)	8896.576	8,042.59	6,273.81
Total	**132379.6**	**132,275.57**	**132,782.27**

**365 in a day*

MTB's Solar Power Capacity

MTB has installed solar power panels at its Corporate Head Office, branches and ATM booths. By 2024, total capacity installed is 41.72 KW of solar panels that reduce total power consumption by the bank.

Solar Power Capacity of Branches in 2024

Branch	Solar Power Capacity
MTB Centre	5000 W
MTB Tower	36000 W
MTB Syedpur SME/Agri Branch	720 W
Total	**41720 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.

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	2024	2023
Internet Banking Users	185056	295,370
MTB Smart Phone App-based Banking Users on Mobile & Tab	159,991	194,327

Table: E-Statement

Topic	2024	2023
Number of E-statements Delivered to Customers through Email instead of Using of Papers Traditionally	255,549	69,815

Automation towards Green Banking

Total Number of Customer's Accounts - 1,361,894

Number of Online Branches	
Rural	Urban
35	85

Number of Agent Outlets		Number of Solar Powered Agent Outlets	
Rural	Urban	Rural	Urban
133	51	3	0

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.

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

Name of the Facilities	Name of the Facilities
Lien Marketing Daily Forex rate Fresh Deposit Tracker News Headlines Recent Transfers & Releases Retail Business Dashboard MAB Business Dashboard Internet Banking Remittance SMS Banking Out of Office (OD/OT Marking) Ongoing Campaign Ready Reference Downloads	Interest Rate Change UN Sanction Screening Dashboards of Staff Anniversary, Staff on Leave, BACH-EFT Dashboard, EFT Pending etc Info & Archives CBS SME Business Dashboard Ask & Learn. Finance Glossary Bill Collection MTBian's News Doctor's Requisition Subsidiaries M-tracker MTB Policies & Guidelines

Table: In-house Green Banking Practices

In-house Green Banking Practices (in million Taka)	2024	2023	2022
Electricity Consumption per employee	0.04816	0.07370	0.04060
Water Consumption per employee	0.00203	0.00371	0.00216
Paper Usage per employee	0.01250	0.01985	0.00898
Transport expenses for official purpose per employee	0.00435	0.00728	0.00336

Emission (GRI 302)

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

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

Fuel/Source Type	2024	2023	2022
Electricity (KWH)	4610	4,619	4,907
Diesel (LTR)	307	368	360
Octane (LTR)	220	198	154
Total	**5137**	**5,185**	**5421**

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)

Fuel/Source Type	2024	2023	2022
Electricity (KWH)	1.654702082	1.708842027	1.925824176
Diesel (LTR)	0.110193826	0.136145024	0.141287284
Octane (LTR)	0.07896626	0.073251942	0.06043956
Total	**1.843862168**	**1.918238994**	**2.12755102**

Table: Greenhouse gas (GHG) Emission Intensity

Category	2024	2023	2022
M Tons of CO2 Emissions/Employee	1.843862168	1.918238994	2.12755102
M Tons of CO2 Emissions/Day	14.03551913	14.20547945	14.85205479

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

Table: Water Consumption in MTB- MID mail

Category	2024	2023	2022
Water (LTR)	16964722 litter	194,36,000*	1,94,77,000*

**MTB Centre & MTB Tower*

Waste Management (GRI 306-2)

MTB's waste management strategy is grounded in the principles of waste reduction, reuse, and recycling. We actively promote a culture of awareness and responsibility among our employees to minimize the generation of unnecessary waste within our premises. Through targeted training programs and awareness campaigns, we foster a sense of environmental consciousness, encouraging practices that align with our commitment to sustainability.



Sustainability Reporting 2023



In 2024, MTB had the pleasure of publishing its yearly Sustainability Report for 2023 in order to highlight our ongoing commitment to environmental stewardship, social responsibility, and sustainable business practices based on Global Reporting Initiatives (GRI) standards. Since the year 2014, MTB has embraced GRI standards, and this was our 10th report published under the GRI criteria. Our Sustainability Report is a comprehensive overview of our successes, initiatives, and progress towards our sustainability goals as well as a statement of transparency and accountability to our stakeholder.

Through meticulous data collection and analysis as well as stakeholder engagement, we have carefully documented our work to reduce our environmental footprint, embrace diversity and inclusivity, support local communities, and adhere to ethical principles throughout our business practices. As we move towards a sustainable future, our dedication to creating positive changes and lasting value for our business and society will not waiver.

Sustainable Banking

Banks have progressed far beyond their historic role as interpersonal entities to simply provide access to funds, they now play a role in promoting a greater societal interest. There is widespread agreement in the industry, and beyond, that sustainability is the future of banking. Banks, as economic grow engines, need to start focusing on sustainability with purpose and develop a plan to implement meaningful actions to achieve sustainability.

For this reason, banks must align with established voluntary frameworks (of which there is a growing number, such as UNEP FI, Equator Principles or GRI) or develop their own comprehensive sustainable banking policy.

Banks can achieve all of this with technology as an enabler. With an agile and analytical ecosystem, banks can continue to enhance and deepen their sustainable banking initiatives and integrate sustainability into the fabric of their organization and contribute to a better society.

Financial institutions, as major sources of money creation and custodians of national economic fates, must take public accountability seriously. Their responsibilities must be assessed not only through a financial lens but also in terms of sustainability considerations, including but not limited to climate change, biodiversity, and human rights. This is not simply a moral responsibility rather it is a matter of enlightened self-interest. While the social and environmental risks may not be considered financial risks right now, they will likely be over time and can ultimately place individual firms and possibly the entire financial system at risk. Sustainable banking is not just a worthy aspiration; it is clearly on the cusp of becoming the required and informed anticipatory model for banking institutions of the future.

As a socially responsible corporate citizen, Mutual Trust Bank (MTB), continues to engage in corporate philanthropy while maintaining responsible business conduct. The foundation includes financial support and other resources to nonprofit organizations and community initiatives, across a variety of sectors such as: arts, education, housing, health care, social services, disaster relief and environmental conservation. MTB's corporate philanthropy is done with integrity and for the public good.

As a commercial bank, the Mutual Trust Bank (MTB) does not participate in direct industrial activities, such as production or power generation, which might directly discharge pollutants into the environment, whether air, water, soil, natural vegetation, or biodiversity. Moreover, MTB's supply chains do not involve high intensity raw material extraction and consumption with externalities having high environmental footprints. MTB has limited direct impact from its operations, mostly on resources at its administrative offices, branches, banking booths, ATM booths, kiosk centers, sales offices, agent banking centers, and IT updated system with limited environmental impact. MTB acknowledges that projects,

facilities, businesses, and other activities it finances can have considerable environmental and social ramifications; and acknowledges that evaluating and addressing indirect impacts too is part of MTB's responsibilities, where sustainable or responsible bank practices are engaged

Many countries have embraced a landmark initiative addressing the increasing demand for sustainability globally called, "Transforming Our World: The 2030 Agenda for Sustainable Development," which was adopted by all 193 Member States of the United Nations. This agenda outlines 17 Sustainable Development Goals (SDGs) that sets the path forward for the world collectively. The implementation of the SDGs is expected to accomplish many positive outcomes including: supporting inclusive development, reducing long-term environmental, social and economic costs, facilitate to enhance global competitiveness, and eradicate poverty. As businesses implement the SDGs that provide guidelines for determining and managing their risk organizations can ultimately enhance brand development, public perception, and position in global markets for the long term. At its heart, the UN SDGs are a universal call to action, with one goal; to eradicate poverty, protect the planet and ensure that all people enjoy peace and prosperity and dignity.



Product List of Sustainable Linked Finance

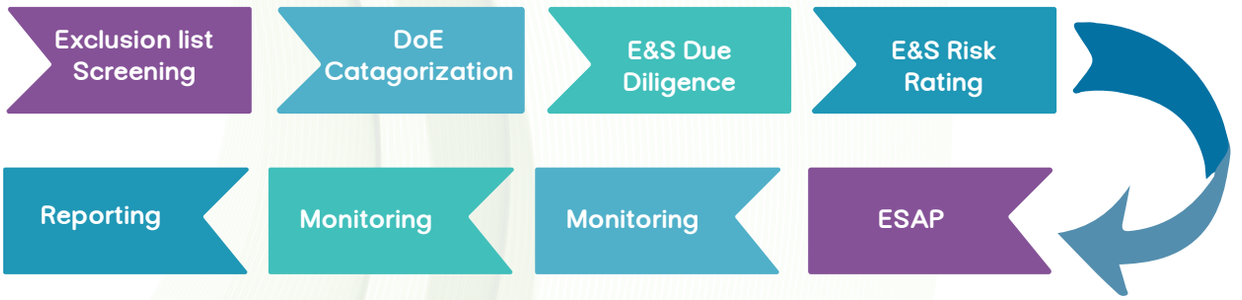
Environmental and Social (E&S) Risk Management

Mutual Trust Bank PLC (MTB) takes pride in responsible banking, especially comprehensively examining environmental and social risk before lending. This process only adds to their commitment to environmental and social responsibility by adhering to the guidelines for sustainable financing established by Bangladesh Bank. The bank utilizes robust risk assessment processes and frameworks of practice and industry-level standards for a thorough evaluation of the possible environmental and social effects of financed projects. In situations where risk has been determined to exist, MTB typically includes the identification of a project risk mitigation measures, which speaks to the responsible role undertaken for society and environmental safeguarding. MTB reinforces a culture of sustainable banking that adds long-term value for society and the environment and the economy by applying their responsibilities above and beyond regulatory requirements.

Environment, Social & Safety Status of Client

In the year of 2024, MTB's comprehensive assessments of clients delved into their Environment, Social, and Safety practices. Notably, a significant number of clients were found to have implemented commendable fire protection systems in accordance with Bangladesh labor law and the Fire Prevention Act. The RMG businesses, constituting a substantial portion of these clients, often boasted certifications from Accord/RSC or alliance, further attesting to their commitment to safety standards.

In the realm of environmental management, a commendable proportion of our clients have embraced robust systems aligned with ECR 2023 & ECR 1997. Despite this positive trend, some clients were found to have room for improvement in their environmental management systems, where MTB provides tailored suggestions for enhancement.



Concerning worker rights and social compliance, the MTB team discovered that a commendable percentage of clients adhered to minimum standards encompassing areas such as minimum wages, the prohibition of child labor, and the establishment of harassment-free workplaces. MTB remains steadfast in its commitment to encouraging these clients to achieve the pinnacle of worker rights compliance.

Environmental, Social, and Customer Safety Considerations (GRI 416, 414, 308)

Customer Health and Safety (GRI 416)

416-1: Assessment of the Health and Safety Impacts of Product and Service Categories

While banking products do not directly pose physical health and safety risks, Mutual Trust Bank PLC (MTB) recognizes its responsibility to assess the environmental and social impacts of the activities it finances. In line with Bangladesh Bank's Sustainable Finance Policy, MTB evaluates the environmental and social (E&S) risks of all financed projects through the Environmental & Social Risk Management (ESRM) framework.

This distribution indicates that no lending was made to high- or medium-risk (A/B) E&S projects, highlighting MTB's strong commitment to safeguarding customer and community well-being by avoiding exposure to high-impact activities.

416-2: Incidents of Non-Compliance Concerning Health and Safety Impacts

During the reporting period, no incidents of non-compliance were identified concerning the health and safety impact of MTB's financial products and services.

Supplier Environmental Assessment (GRI 308)

New Suppliers Screened Using Environmental Criteria (GRI 308-1)

MTB, as a service-oriented financial institution, has a relatively small environmental footprint in its procurement. However, the Bank is integrating environmental screening practices in its vendor selection processes for major goods and services such as IT equipment, construction, maintenance, and outsourced operations.

• Vendors are required to comply with Bangladesh's environmental laws and demonstrate responsible waste and energy practices.

• Preference is given to eco-certified or energy-efficient suppliers when applicable.

• MTB ensures that vendors for infrastructure-related projects follow proper environmental clearances.

Negative Environmental Impacts in the Supply Chain and Actions Taken (GRI 308-2)

No significant environmental non-compliance or negative impacts were identified within MTB's supply chain during the reporting period. The Bank continues to strengthen its environmental due diligence and procurement policies to promote greener practices among suppliers.

Supplier Social Assessment (GRI 414)

New Suppliers Screened Using Social Criteria (414-1)

To align with responsible banking practices, MTB is progressively incorporating social risk screening into its supplier management system:

• Suppliers are required to comply with local labor laws, health and safety standards, and non-discrimination principles.

• MTB favors vendors with good records in labor rights, workplace safety, and ethical business conduct.

• In large procurement contracts, vendors are asked to submit declarations on anti-corruption, freedom of association, and non-exploitation of labor.

Negative Social Impacts in the Supply Chain and Actions Taken (GRI 414-2)

No known significant social impacts or violations were reported in the Bank's supply chain during the reporting year. MTB is working toward adopting a formal supplier ESG risk register in the coming reporting periods.

MTB's Action Plan for Green Banking



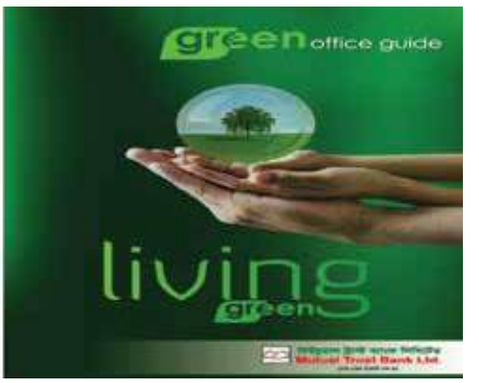
Rudiments of MTB E&S Safeguard Policy

MTB's fundamental business model defines its sustainability to the environment and outlines its environmental motives. The actions of the bank in green banking includes: online banking/paperless banking; monitoring greenhouse gas emissions; mapping operational carbon footprint; energy efficient consumption; eco-friendly projects (including nursery, horticulture projects among others). The main advantage of MTB's green banking is preservation of natural resources and environment. Green banking activities encourage our MTBians to minimize paperwork and maximize electronic transactions and products: ATM transaction, mobile banking, online banking etc. Hanging onto electronic transaction means ensuring sustainability along with convenience to our customers and to MTB. If papers means cutting trees; less paper=less trees. In pursuit of eco-friendly business, MTB has been implementing an environmental standard in our landings because it improves the bank's asset quality.

Mutual Trust Bank PLC (MTB) Green Banking practices are having a positive effect on the environmental performance of its customers. This positive impact is occurring because MTB encourages and enables its clients to act responsibly in an environmentally positive way. As the clients' businesses align with sustainability objectives, it promotes a wider sense of environmental stewardship in the business landscape in which MTB operates. Just as importantly, MTB's Green Banking purpose directly impacts the bank's institutional reputation as a result of the bank's commitment to green banking. In addition to improving its environment practices, this enhances MTB's ability to comply with laws, which improves legal risk management. Interestingly, the Bank provides green loans with favorable interest rates to support entrepreneurs engaged in environmental initiatives. The use of preferred loans will not only encourage sustainable ventures, but it will also raise the awareness of environmental conservation measures nationwide. At the end of the day, the conclusion here is simple. MTB Green Banking approach has created a win-win-win situation. The environment wins, clients can have new and sustainable growth opportunities, and the bank can build a positive and progressive position as a responsible financial institution.

MTB Green Office Guide

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



- Reduce
- Reuse
- Recycle

MTB's Green Marketing System

Green marketing means the marketing of products and services that are environmentally-friendly. As part of its sustainability vision, Mutual Trust Bank PLC (MTB) will continue to focus on marketing products and services that would provide an environmental benefit. MTB will market a variety of environmental-friendly products and services: debit and credit cards, internet banking, mobile top-up services, SWIFT transactions, call centre support, online banking, SMS banking and shining the spotlight on their environmental benefits. The marketing of the above products will be through vibrant advertising in electronic media and digital platforms.

In addition to marketing the products and services, MTB will use various environmentally-friendly promotional materials and placards specific to advertising, digital brochures, leaflets, banners, flags, festoons, danglers, billboards, etc. In addition, MTB will use the news of new branches and/or opening up of ATM booths to adver-

tise that it is the launching its green products and services. MTB will aim to influence its clients to adopt greener business practices by improving their product lines and moving to new environmentally-efficient technology and machinery, and create a greater consciousness of environmental practices and sustainability.

MTB's Green Marketing Communication Tools

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

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

MTB Green PIN Service

MTB Green PIN is a Contact Centre IVR based instant and secure PIN generation service for all MTB Cards. Moreover, this is a paperless "Go Green & Save the Planet," initiative to live better. Anytime & anywhere, a Cardholder can generate PIN for his/her new card, change the old PIN as well as reset the old PIN in case he/she has forgotten. Cardholders no longer need to visit any MTB premises to place requests for PIN, nor do they have to wait for PIN after placing the request; they will get their desired PIN instantly. Fraud risk for Green PIN is minimal as customer's identity is verified and entire conversation is recorded in the system. PIN generation is just a call away! Call MTB 24/7Contact 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 3 solar powered agent banking outlets among a total of 184 agent outlets.

Solar Powered Automated Teller Machine (ATM):

In 2024, total number of MTB ATM reached 341. 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 Payment Switch Bangladesh (NPSB)
MTB also joined National Payment Switch Bangladesh (NPSB) network which enabled the cardholders of the Bank to enjoy cash withdrawal



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.

Automated Banking	2024	2023	2022
Number of ATM	341	320	312
Number of MTB's POS Machines on Market	3140	2,829	2,854
Number of branches with online banking	120	120	119
Number of SMS Banking Accounts	878,064	868,941	744,026
Number of Internet Banking users	185,056	295,370	210,223
Number of MTB Mobile App Users	159,991	194,327	115,174
Number of branches powered by solar energy	1	1	9
Number of ATM Booths powered by solar energy	7	7	7

MTB's Green Initiatives in 2024

Training on Sustainable Banking, Environmental & Social Risk Management



IMutual Trust Bank (MTB) places significant emphasis on building employee capacity in sustainable banking and environmental and social risk management (ESRM). Recognizing the growing importance of integrating environmental, social, and governance (ESG) considerations into banking operations, MTB organizes structured training programs to ensure employees are well-equipped with the latest knowledge and practical skills.

MTB arranges training sessions in collaboration with industry experts, Bangladesh Bank officials, and internal specialists. These sessions focus on a variety of critical areas, including environmental and social due diligence, fire safety, climate change, environmental reporting, and other ESG-related topics. By leveraging the expertise of external and internal professionals, the bank ensures that employees gain both theoretical understanding and practical insights into managing ESG risks effectively.

Special attention is given to new employees through dedicated training on Sustainable Banking and Green Banking principles. This onboarding training helps them understand the bank's commitment to sustainability and equips them with the necessary tools to integrate ESG considerations into their roles from the start.

Over the years, MTB has successfully conducted more than 202 training sessions for its employees, reflecting its strong commitment to continuous learning and professional development. The bank's training programs not only enhance employee skills but also strengthen organizational capacity to identify, assess, and manage environmental and social risks in banking operations.

Through these initiatives, MTB demonstrates its proactive approach to fostering a culture of sustainability within the organization, aligning its operations with national and global ESG standards. By continuously investing in employee knowledge and expertise, the bank ensures that it remains at the forefront of sustainable banking practices in Bangladesh, contributing positively to both the environment and society while maintaining financial resilience and responsible growth.

MTB Green Events
Earth Day 2024

April 22 marks Earth Day. Every year this day acts as an annual reminder for all of us that climate change is a reality and it has a major impact on our planet, lives and future. Since 1970, this day has been observed to show solidarity and draw people's attention on environmental protection. The theme of Earth Day 2024 was Invest in Our Planet. MTB shared awareness poster in social media on the occasion of Earth Day.

Environment Day 2024

World Environment Day is the biggest international day for the environment. Led by the United Nations Environment Programme (UNEP), and held annually since 1973, it has grown to be the largest global platform for environmental outreach. It is celebrated by millions of people across the world. The theme of World Environment Day 2024 was # Land Restoration, Desertification, and Drought ResilienceIt highlights the need to take concrete action to achieve transformative change to tackle the climate crisis. The human mobility implications of the climate and environmental crisis are profound. MTB celebrated the day with all staff mail from MD on emphasizing the themes importance, a quiz highlighting plastic pollution.



Dear MTBians

Happy World Environment Day 2024.

I am delighted to address you all on the occasion of World Environment Day 2024, celebrated globally on June 5th. This day is a reminder of our collective responsibility to protect and preserve our environment for future generations. The theme for 2024, "Our Land, Our Future. We are #GenerationRestoration," emphasizes the importance of restoring land, combating desertification, and enhancing resilience to drought. We all know, Bangladesh is experiencing a faster sea-level rise than the global average of 3.42 mm a year, which will impact food production and livelihoods even more than previously thought. This faster rate of rising sea-level on Bangladesh's coast will increase the vulnerability of coastal people and their livelihoods immensely.

It is evident that the world faces record environmental challenges, including climate change, deforestation, biodiversity loss, and pollution. Recent years have seen shocking disasters globally and in Bangladesh, demanding urgent action. In Bangladesh, floods, cyclones, and droughts frequently cause significant loss of life and property. The Amazon rainforest has suffered unprecedented fires, leading to vast deforestation and biodiversity loss, while Australia's bushfires have devastated millions of hectares, impacting wildlife and communities. The Beirut port explosion caused immense human suffering and environmental damage. Additionally, the increasing frequency of hurricanes, cyclones, and oil spills like Deep water Horizon underscore the urgent need for environmental stewardship and sustainable practices.

These disasters serve as wake-up calls, emphasizing the interconnectedness of human activity with nature and the profound consequences of neglecting environmental responsibilities. As we commemorate **World Environment Day**, we must reaffirm our commitment to protect and preserve our planet for future generations.

At Mutual Trust Bank PLC, we are committed to integrating sustainability into our business operations. Our initiatives towards reducing carbon footprints, promoting green finance, and supporting eco-friendly projects are steps in the right direction. However, we recognize that there is always more to be done.

Here are a few actions we can collectively take to celebrate World Environment Day and contribute to a healthier planet:



1. Reduce, Reuse, and Recycle: Adopt practices that minimize waste generation. Use resources efficiently and recycle whenever possible.
2. Energy Conservation: Make conscious efforts to reduce energy consumption in our daily operations. Simple actions like turning off lights and equipment when not in use can make a significant difference.
3. Support Green Projects: Participate in or support initiatives that aim to restore and preserve natural biodiversity and habitats.
4. Eco-friendly Commutes: Consider carpooling, using public transportation, or cycling to reduce your carbon footprint.
5. Plant a Tree: Trees play a crucial role in maintaining ecological balance. Planting a tree is a simple yet powerful way to contribute to the environment.

Let us pledge to protect and restore our Earth, not just today, but every day. I look forward to your enthusiastic participation in our **World Environment Day** activities and your continued support in our sustainability initiatives.

Thank you for your commitment and dedication.

Syed Mahbubur Rahman
Managing Director & CEO
Mutual Trust Bank PLC

SNIPPET OF MTB'S ENVIRONMENTAL AWARENESS



MTB Green Building



Mutual Trust Bank PLC (MTB) has taken the necessary steps to confirm its commitment to sustainability and practicality by building two of its corporate office buildings, MTB Centre and MTB Tower as fully green and energy-efficient buildings. Both buildings have a lighting system that uses motion sensors to turn lights off when it does not detect human activity, which accounts for a significant amount of avoided energy waste, and have solar power systems installed on their rooftops as the bank continues to use new renewable energy sources in its operations. The buildings were purposely designed to reduce energy consumption and become one part of the vision for MTB to be a fully green and environmentally sustainable financial institute. MTB Tower also has a rainwater collection system with a capacity of 10,000 liters and has carpet made from natural wool fiber that was manufactured without any chemical use. Through these thoughtful developments, MTB is not only increasing its operational efficiencies, but is also establishing the order for what the sustainable corporate development standard is in the banking industry.

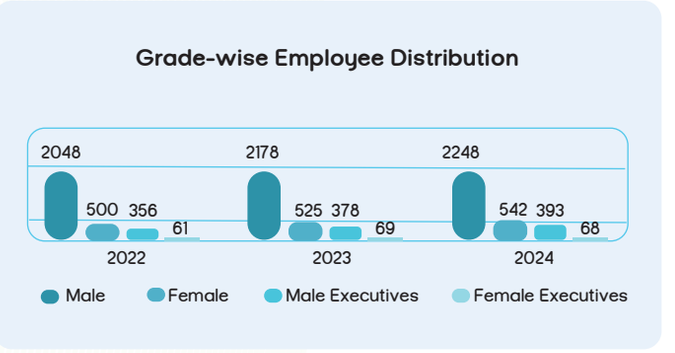
MTB Smart Banking App

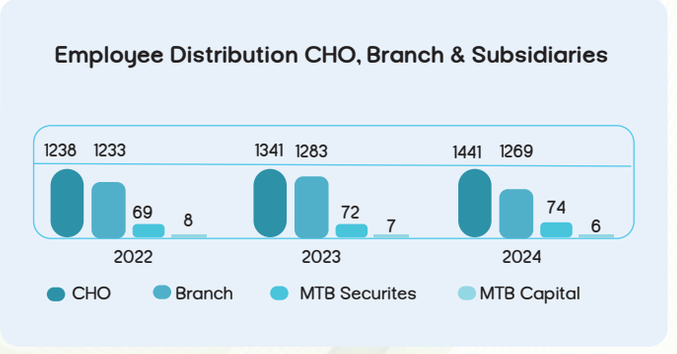
To serve its customers better, MTB is continuously working to offer new and improved services. As part of this endeavor, MTB has introduced MTB Smart Banking App for Smartphone devices, which allows constant access to bank accounts. MTB Smart Banking App is a type of green service provided by MTB for 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.

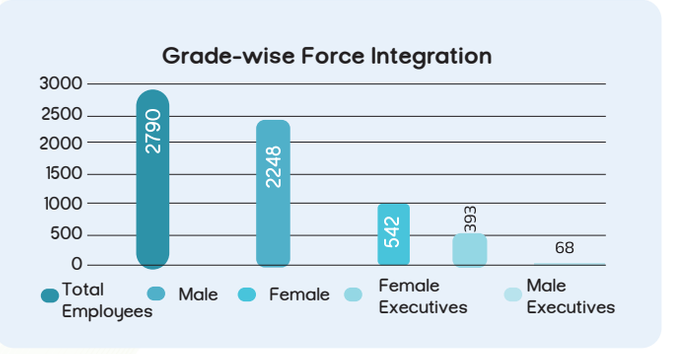
INVESTING IN OUR EMPLOYEES
MTB Group Human Resources GRI 2-7

In a rapidly evolving financial landscape, MTB values its people as its greatest asset. Aligned with its core values of customer focus and agility, HR practices empower employees to meet the dynamic needs of customers. Through strategic talent acquisition, targeted training, and ongoing development, HR built a team of competent, innovative professionals committed to exceptional service, ensuring MTB remains at the forefront of the banking industry and consistently enhances the customer experience.









Trends of MTB Workforce (GRI 401-1)

Total number and rate of new employee hires during the reporting period, by age group, gender, region,
Total number and rate of new employee turnover during the reporting period, by age group, gender, region,
From HR

	Employee Hires		Employee Turnover	
Age Group	Gender		Gender	
	Male	Female	Male	Female
Under 30 Years	85	18	5.91%	3.61%
30-50 years	56	14	4.03%	4.01%
Over 500 years old	0	01	6.25%	0%

Integrated Initiatives to Identify, Select and Onboard Human Capital

MTB places significant emphasis not only on securing the right individual for each role but also on fostering diversity, inclusion, and organizational alignment. This commitment is exemplified by the increased representation of female executives compared to the previous year. Our recruitment processes, spanning from temporary placements to full-time positions, adhere strictly to competency frameworks to identify and select the most suitable candidates.

All communications regarding job openings, meticulously crafted to target specific skill sets, are made available to the public, resulting in a remarkable surge in applicants for entry-level positions. Furthermore, tailored recruitment assessments are developed and implemented across various departments to ensure a thorough evaluation of candidates' capabilities.

In addition to conventional recruitment channels, MTB also utilizes headhunting services and engages external industry experts as assessors for lateral hires.

Inclusion, Diversity & Community Engagement

MTB aims to be responsive and promote gender equality and equity within the organization. Regarding diversity and inclusion, MTB ensures that women and men are hired at an equal pay scale, given equal opportunities, and evaluated based on performance and talent. MTB is progressing in terms of gender ratio over the years. Currently, MTB is maintaining a standard male-to female ratio in the workplace. At the executive level, a significant number of females are employed. MTB has a strong anti-harassment policy and maintains all compliances towards providing a safe and healthy work environment. MTB has taken the initiative to assess, analyze, and develop potential female leaders for future leadership through the assessment center. Additionally, MTB plans to develop mentorship and sponsorship programs for aspiring female leaders soon.

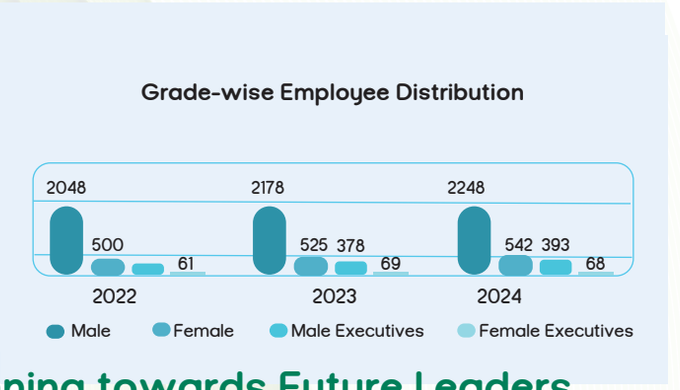
'Aporajita' is one of the MTB Women's Forums that focuses on all female MTBians, providing opportunities to understand their potentials, challenge their limitations, and overcome stereotypes. It aims to network women within and outside the organization for knowledge sharing and capacity building among female employees.

MTB offers internship and fast-track career opportunities to numerous graduates. With a strong infrastructure of 120 branches, MTB accommodates them throughout the country and helps them gain hands-on experience in the banking and finance sector. In terms of recruitment, MTB plays a bias-free role, fosters a culture of openness and acceptability, and encourages every competent candidate to apply for significant job roles.

HR Operations towards Desired Outcomes

Human Resource Operations maintain a comprehensive employee database, HRIS, to ensure the timely and accurate processing of records. This system assists senior management by providing all necessary employee information, financial details, work history, and detailed employee profiles to facilitate real-time decision-making. Additionally, Human Resource Operations are responsible for onboarding employees, disbursing benefits, maintaining employee discipline, and performing other administrative functions to meet stakeholders' requirements.

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



Succession Planning towards Future Leaders

MTB believes that a highly skilled, diverse and transformed workforce, representative of society, is key to remaining competitive. As one of the pioneers of fast-track career paths in local banks, MTB always focuses on nurturing the next business leaders via its MMT (MTB Management Trainee) program. Rigorous recruitment results in finding the best talents, followed by a year-long comprehensive on-the-job training that shapes up future business leaders.

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

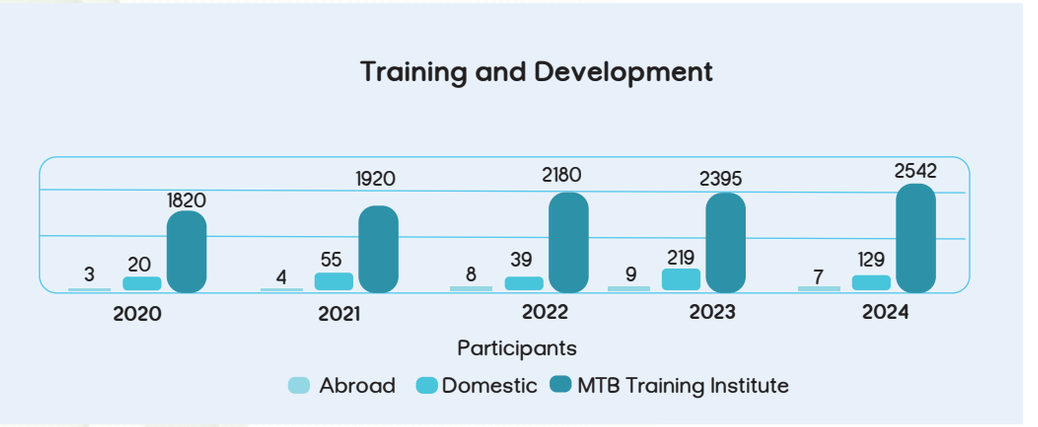
A well-designed performance management system facilitates continuous communication, development, and alignment of employee efforts with organizational goals, ultimately contributing to enhanced productivity, employee engagement, and organizational success. GHR, aims to maintain a perpetual sense of motivation among employees to strive for optimal results consistently. This performance evaluation framework serves as a conduit between internal human capital and the strategic goals of the bank.

The performance evaluation process begins with goal setting, where employees input their anticipated outputs for the year by discussing them with supervisors. Employees delineate their anticipated outputs for the year, and these objectives must be Specific, Measurable, Achievable, Realistic, and Time bound (SMART). Both employees and their reporting supervisors contribute to the performance assessment by providing feedback, planning for development, and identifying areas of improvement. During the appraisal process, several key elements are considered, including ongoing job responsibilities, efforts in system redesign, enhancements to operational efficiency, contributions to projects and assignments, business development initiatives, efforts in developing people, cost reduction strategies, and self-improvement pursuits. The performance management system also supports the overall strategic objectives of the organization by linking individual and team performance goals to broader organizational goals and priorities.

While conducting the performance review discussion, employees are encouraged to participate in minimum 40 hours training and development program in a year to fill up the performance gaps. The Bank's PMS philosophies are structured to support the achievement of the Bank's Strategic Objectives such as Compliance, managing Cost, customer service, Strengthening Systems, and Human Capital Development.

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

MTB's learning and development strategies aim to build a capable, adaptable, and engaged workforce. Through in-house programs and external collaborations, it fosters a culture of continuous improvement. In 2024, the bank focused on specialized skills, compliance training, and onboarding. MTB Training Institute (MTBTI) delivered over 202 programs, ensuring employees are equipped to contribute to our vision of being the most trusted bank. HR prioritized ongoing learning through training sessions, workshops, and conferences across various areas to meet organizational needs.



Besides in-house, MTB officials attended 60 external and some foreign training programs, workshops, and seminars organized by the Bangladesh Bank Training Institute, Bangladesh Institute of Banks Management, Bangladesh Association of Banks, ICC Bangladesh. Some noteworthy training, workshops, seminars, master classes, and conferences:

- Future Leader Development Program for Branches
- Workshop on Credit Documents & Documentation
- Foundation Training for In-service officers
- Training program on MS-Excel-Data Analysis and MIS
- Workshop on Cash Operation Fake note detection and vault Management
- Workshop on Green Banking & Green Finance
- Workshop on Security and Fire safety
- Training Program on Sustainable banking Environment & Social Risk Management
- Money laundering and Terrorist Financing Risk Management
- Zoom-based workshop on Information & Cyber Security Awarness
- Training program on RFCD account and offshore banking deposit account
- Workshop on MTB card products process & system: A Business Development Approach
- Workshop on Green Banking & Green Finance
- Bancassurance Business Workshop
- MTB Annual Risk Conference 2024
- MTB Annual Trade Based Financial Compliance Conference 2024

Employee Health & Safety (GRI 403-1)

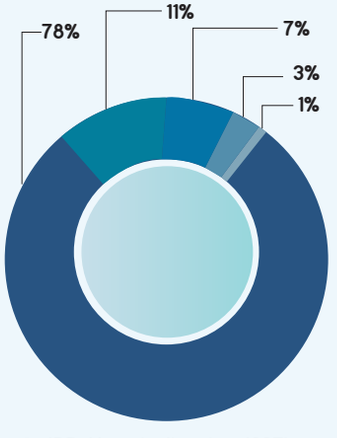
Health and safety of MTBians are given prime importance at MTB. MTB has many schemes to ensure health status of employees, engage them into lifestyles to enhance mental and physical well beings.
MTB provides doctor appointment facilities to all of its employees. Apart from that, first aid box and emergency 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.

Insurance to keep employees happy, healthy and productive

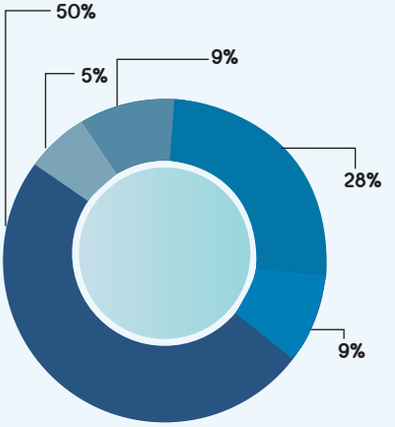
Compensation and benefits are essential in shaping an organization's culture, driving engagement, and motivating employees. MTB's comprehensive framework includes salaries, performance-based incentives, loans, provident fund, gratuity, recognition programs, wellness initiatives, career development, and work-life balance support. These offerings enhance job satisfaction, inspire high performance, and prioritize employee well-being and growth. By aligning compensation with organizational goals and employee aspirations, MTB fosters a motivated workforce that contributes to both individual and business success.

Insurance to Mitigate Risk in Life and Health As an employee-friendly bank, MTB makes a significant annual investment in health insurance to ensure that MTBians, their children, and even their parents receive comprehensive healthcare benefits. MTB provides Outpatient Treatment (OPD) and Inpatient Treatment (IPD), Critical Illness for its employees and family members. In the year of 2024, MTB included parents under the insurance policy while they can also claim for IPD, OPD. A total of 19,586 number of Insurance claims have been settled amounting to BDT 126 million in the year 2024. It is mentionable that six Critical Illness claims and two Death claims have been settled during this period, totaling BDT 16 million

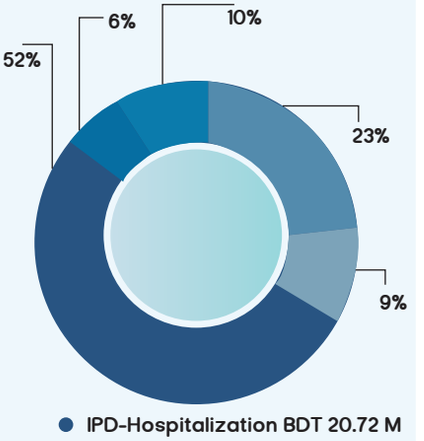


- IPD-Hospitalization (627)
- IPD-Maternity (232)
- OPD-General (15195)
- OPD-Optical (2150)
- OPD Dental (1382)

Total 19586 number of claims



- IPD-Hospitalization BDT 42.54 M
- IPD-Maternity BDT 13.91 M
- OPD-General BDT 79.54 M
- OPD-Optical BDT 9.13 M
- OPD Dental BDT 14.97 M



- IPD-Hospitalization BDT 20.72 M
- IPD-Maternity BDT 11.63 M
- OPD-General BDT 65.56 M
- OPD-Optical BDT 8.06 M
- OPD Dental BDT 12.23 M

Total settled amont 126.19 M

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

The role of GHR in devising compensation strategies, and compensation structures, as well as negotiating pay and benefit packages with potential employees is pivotal. MTB sponsors a number of employee benefits and contribution plans on behalf of its employees. The plans consist of good compensation packages, fringe benefits, and perquisites. Employees can also avail highly lucrative car and housing loans that ensure crucial financial leverage for all spheres of life. Furthermore, they can enjoy Employee Provident Fund, MTB Gratuity Scheme, Reward for Good Deeds in terms of Integrity. As part of taking care of its family- the employees, MTB ensures highly competitive salaries and benefits to motivate its people.

Work-life balance towards Job Satisfaction

A healthy work-life balance is key to well-being and productivity. To support this, employees receive 30 days of Earned Leave annually, including 15 days of Mandatory Leave and 10 days of Casual Leave. Parental support includes 10 working days of Paternity Leave and 6 months of Maternity Leave, with Miscarriage Leave available for mothers recovering from loss. Employees are also entitled to 30 days of Medical Leave and 10 days of Bereavement Leave for immediate family loss.



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 it's 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, and 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 childen of MTBians are rewarded for good deeds. There are also other ways of engaging employees to the core of the organization. The bank also initiated health insurance coverage (Pragati 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 7 (seven) 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 "Mutual Trust Bank PLC 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 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 & 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.

g) MTB Foundation

The Bank, as part of corporate social responsibility, has established MTB Foundation for the benefit of the community in which it operates and as part of its said responsibility it commits itself to human development, poverty alleviation and overall national economic development. The Bank contributes to the fund from the annual profit of the Bank on requirement basis. The fund is governed and administered by the Board of trustees consisting of nine (09) members.

h) Incentive Bonus

Mutual Trust Bank PLC has started an incentive bonus scheme for its employees. This bonus amount is distributed among the employees based on their KPI 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	February 26, 2013
MTB Fire Safety and Firefighting Policy	April 24, 2013
Earthquake Emergency Procedure	April 24, 2013

Safety and Security Initiative/Measures Taken by MTB GS & FSD in 2024(GRI 403-3)

S/N	SAFETY & SECURITY MEASURES	DETAILS
1	Maintaining Standard Security Protocols. a. Installed archway door at few MTB premises to enhance security system.	Assist, monitored and ensured.
2	Office/ Environmental Safety	Safety Advisories given via circulars and email during national emergencies.
3	Security personnel Training a. Basic Security, Fire safety and firefighting Training.	Physically conducted by field security inspectors, CMR agents and service providers.
4	MTB Employee Training Firefighting and Evacuation Drill at MTB Centre and MTB Tower. Security and Fire Safety Training.	Conducted the drill by Fire Service & Civil Defense authority. Conducted training with the presence of Branch Security & Fire Safety Officer, BSFSO from various Branches.



Fire Drill Briefing



First Aid Drill





Fire Extinguisher Usage





Training for MTBians





Security Guard Training



Thu 8/29/2024 3:41 PM
Lasker Jewel Rana
Office Security and Safety during Holidays
To: MTB Centre; MTB Tower; MTB HEADs; MTB Branch Managers; MTB Branch Operations Managers
Cc: Syed Mahbubur Rahman; MTB Additional Managing Directors (AMDs); MTB DMDs

Dear Colleagues,

Please accept the best compliments from GS&FSD.

Office Security and Safety during Holidays are essential for protecting our assets, information, and staffs. As such, early information regarding any holiday work/event/training/interview session, etc assist facility security team to keep all measures ready in hand to prevent any untoward incident, if happened. Besides, security team also need to know the name of the attendees of such events for managing parking and other administrative arrangements.

In this regard, it's an existing practice in MTB that concern person/department/division arranging such work/event/training/interview session on holidays, takes holiday work/event approval from their line manager(s) and side-by-side inform GS&FSD in advance through official mail. Therefore, you are requested to follow this practice sincerely.

Your cooperation is essential for maintaining a secure and well-managed workplace in all time. Thank you for your attention to this matter.

Circular ID#: 7220

GS&FSD/2024/27

14 Mar 2024

Find it important?
Save in My Basket
My Circular Basket

Managers of all MTB Branches, Sub branches & Other MTB Premises
Mutual Trust Bank PLC

Dear Colleagues

SPECIAL SECURITY MEASURES FOR UPCOMING LONG WEEKENDS

We have a long weekend ahead along with the Govt. holiday of Nations Fathers Birthday. It has been observed that people remain in a festive mood and found less cared in terms of safety and security during these days. Criminals try to take advantage of this situation. Moreover, in recent days we have observed many fire incidents and incident related theft in different parts of the country. All these demands a very strict security and safety measures during this upcoming long weekends.

Also FIRE is always a silent threat and comes when we are expecting the least. Sometimes little awareness and steps from our end can prevent such incidents and save our most beloved things and assets; lives too. There has been serval fire incidents in the country and the current weather is Fire Friendly. In this regard, it is just a gentle reminder from MTB Fire Safety Policy to our MTBians to adhere to the MTB Premises Checklist (to be filled up on daily basis) before closing the branch operation today, considering the long weekend from tomorrow. Everyone is requested follow the process as stated in the premise check list meticulously and avoid storing flammable liquids, oils, gas stoves in the branch/sub branch premise.

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)

At MTB, responsible business means caring for our people and the planet. We prioritize the well-being of our employees, customers, and the communities we serve. Recognizing the vital importance of safeguarding the environment for a thriving future, Corporate Social Responsibility (CSR) is central to our mission. Since our inception, we've been leaders in CSR, actively engaging in initiatives that create lasting value for stakeholders, the environment, and society at large. Our unwavering commitment extends beyond financial metrics, driving us to champion causes that resonate with our values. In staying abreast of global CSR trends and issues, we ensure our efforts remain relevant and impactful. Education, healthcare, environment, and disaster management stand as focal points, emblematic of our dedication to fostering sustainability and empowerment. Our approach is underpinned by sustainable business principles, emphasizing governance and social priorities to enrich communities sustainably. At MTB, we aspire not only to profitability but to a legacy of positive impact and lasting change.

HIGHLIGHTING CSR ACTIVITIES OF MTB IN 2024

At MTB, our commitment to corporate social responsibility (CSR) is deeply ingrained in our core values. We strive to make a positive impact on society by addressing crucial areas, including Education, Health, Environment & Climate Change Mitigation & Adaptation, disaster management, Sports, and cultural activities.
Future CSR Roadmap of MTB

A future Corporate Social Responsibility (CSR) roadmap outlines how a bank plans to evolve its CSR strategy over time to better address social, environmental, and economic issues. It also focuses on integrating CSR into its core business operations.

Key Achievements in 2024

- 47 CSR projects and 54 events executed.
- 5.68 Crore spent across key sectors.
- Additional 5.54 crore allocated from donation fund for emergencies.
- Over 11,66297 (Approximate) beneficiaries reached.
- Major initiatives included ambulance donation to CRP and Plastic-Free Campus initiative with ESDO.

CSR Policy & Strategy

MTB's CSR activities are guided by its Board-approved CSR Policy, compliant with Bangladesh Bank's SFD Circular No. 1/2022. Most projects are screened through the Sustainable Finance Committee (SFC). The MTB Foundation executes CSR initiatives, ensuring end-use monitoring through progress reports, field visits, and internal audits. The bank's core CSR principles include community development, environmental stewardship, inclusivity, and ethical governance.
The 17 Sustainable Development Goals (SDGs) are as follows:



CSR Governance and Accountability

As the policy aims to undertake CSR activities in a planned and structured manner to promote sustainable social growth rather than contributing as a charity, all relevant parties are expected to extend sincerest cooperation for the successful implementation of the policy, which will not only lead to the fulfillment of the basic objectives of CSR but also help to build an even stronger brand image of the Bank. MTB has a Board approved CSR Policy 2023 which was approved by the Board of Directors of MTB in its 297th meeting held on October 25, 2023.

CSR ACTIVITIES BY SFD

Plastic-Free Campus (PFC) project

MTB collaborated with Environment and Social Development Organization (ESDO) to assist Plastic-Free Campus (PFC) project. The PFC project was conceived in response to the urgent need to address the rising problem of plastic pollution, particularly single-use plastics. Plastic, while incredibly versatile and integral to modern life, has led to severe environmental consequences due to its universal use and improper disposal. Choosing the PFC project is a strategic decision aimed at creating immediate and long-term positive impacts on the environment and society. By educating the youth, fostering leadership, and engaging the community, the PFC project sets the foundation for a sustainable future free from plastic pollution.



Project Journey -

Project Proposal Submission and Approval

Environment and Social Development Organization ESDO submitted a proposal to MTB to initiate a plastic-free campus (PFC) project, which was approved after a presentation to the MTB culminating in an initial funding allocation.
Brainstorming and Project Implementation

Following the funding approval, ESDO conducted brainstorming sessions involving all organization members to develop environmental education materials.

Workshop for "Plastic-free Campus" Project

- The "Plastic-free Campus" project officially began its journey with an inception workshop, where key stakeholders gathered to understand the project's implementation plan, goals, and outcomes.

- Teachers and Girl Guides Orientation Workshop on "Plastic-free Campus" Project: The journey of the "Plastic-free Campus" project included a significant milestone with a two-day orientation workshop organized by ESDO where selected school teachers and Girl Guides participated to understand the project's goals and activities, and prepare for active involvement.

- Virtual Orientation workshop on "Plastic-free Campus" with Girl Guides and Boy Scout Association: ESDO conducted a virtual orientation workshop with Girl Guides and Boy Scouts from Rangpur, Sylhet, Rajshahi, and Khulna divisions, garnering appreciation and commitment from both associations to combat plastic usage in their campuses.

- The Training of Trainers (ToT) Session: The Training of Trainers (ToT) session, aimed to build capacity among PFC project team members to effectively conduct environmental education camps and ensure alignment in their approach,

- Book launching Ceremony of "Plastic-free Campus" Project

The "Plastic-free Campus" project reached a milestone with the successful book launching ceremony, featuring esteemed guests and presentations showcasing the educational materials, followed by student testimonials and distribution of materials to raise awareness on plastic pollution.

- Environmental Education Camps

The Plastic-Free Campus project journey involved conducting Environmental Education Camps with follow-up sessions in Dhaka, Rajshahi, Khulna, Sylhet, and Rangpur, featuring interactive presentations and activities centered on plastic pollution, zero-waste living, and environmental conservation.

- Youth Empowerment Initiative: Transforming Schools into Eco-Friendly Zones

ESDO embarked on a journey to empower youth and transform schools into eco-friendly zones through initiatives such as the Youth Campaign to Create Awareness on Reduce Plastic Pollution and the Plastic-Free Campus Initiative.



Success factors-

- Government Support and Policy Alignment: The endorsement and prioritization of the Plastic Free Campus project within the Ministry of Environment, Forest and Climate Change's (MoEFCC) 100-day priority action plan provided crucial institutional support and ensured alignment with national environmental goals and policies.

- Active Youth Engagement and Leadership: The active engagement of youth as key stakeholders and leaders within the PFC project was instrumental in driving progress and fostering a culture of environmental stewardship. By empowering young people to take ownership of initiatives and become ambassadors for change, the project cultivated a sense of responsibility and agency among the next generation.

• Extended Reach and Replication: Building on the success in five divisions, the project is now expanding to additional divisions including Barishal, Mymensingh, and Chattogram. This expansion aims to replicate the successful model and extend the impact of the project across more regions.

Addressing Climate Vulnerability through Innovative Farming

MTB Launches Sustainable Agriculture Project to Combat Climate Challenges in Mehendiganj. MTB in collaboration with the Lal Sabuj Society has implemented Sustainable Agriculture Project in Mehendiganj, Barishal aimed at addressing the region's climate challenges and food insecurity. This initiative seeks to enhance food security, empower local communities, and promote environmental sustainability in a flood-prone area.



Mehendiganj has faced significant climate-related issues, with frequent floods disrupting traditional agriculture. The project has transformed an unused pond into a resilient agricultural ecosystem, introducing innovative practices such as floating gardens for vegetable cultivation, fish farming, and duck raising. This sustainable approach not only improves food availability for 30 local families but also fosters community empowerment through active participation in farming. The successful implementation of this project exemplifies MTB's commitment to corporate social responsibility and sustainable development. By leveraging local resources and promoting environmentally friendly practices, the initiative builds resilience against climate impacts and provides a replicable model for other vulnerable communities.

Disaster resilience bags for cyclone, flood affected area's people

MTB has supported an initiative to improve disaster preparedness by distributing Disaster Resilience Bags to local communities in cyclone, flood affected areas. MTB undertook this initiative through Footsteps Bangladesh who designed the disaster resilience bags, that aims to provide critical support to families during natural disasters. MTB remains committed to supporting vulnerable communities and building resilience against natural disasters through innovative and practical solutions.



In times of cyclones, storms, and floods, families often face the challenge of leaving behind essential items such as cash, identification documents, and electronics, which are vital for their livelihoods and protection from further financial hardship. The waterproof Disaster Resilience Bags provided by MTB contain essential items including disaster preparedness guidelines, torchlights, life jackets and whistles. These bags enable families to securely store their valuables and evacuate safely during natural disasters.

Drinking water stations for two schools

Project Trishna is a social venture by Footsteps Bangladesh which empowers communities through safe water access. The project utilizes Corporate Social Responsibility and donor funds to implement safe water systems in marginalized communities suffering from water shortage and contamination. The project then works with communities to establish community funding models which will sustain the system without donor support in the long run. MTB provided financial support to Footsteps Bangladesh for implementation of drinking water stations in 2 school.



Youth4NDCs

MTB supported First-ever youth-led review of Bangladesh's NDC. Back in 2015, 196 countries committed to create their own Nationally Determined Contributions (NDC) to keep the global temperature rise around 1.5 degrees by 2030. Bangladesh also has an NDC. Bangladesh last updated their NDC back in 2021 and is due to submit their 3rd round of NDC in 2025.

The Paris Agreement clearly outlined the importance of civil society and major stakeholder groups' engagement in creating and implementing the country's NDCs. Unfortunately, there had been no civil society assessment of this national document Bangladesh over the past nine years.
Youth4NDCs a youth-led multi stakeholder platform just published THE NDC (YOU)TH Review, a comprehensive, and in-depth review of Bangladesh's current NDC through the youth lens. This review is the culmination of months of dedicated work by young policy enthusiasts. In the document youth voices across the country shorted out gaps and challenges in implementation and tracking process of NDCs. It also contains policy recommendations by the youth.



DFI Affiliation

We know that Development Financial Institutions (DFIs) play a crucial role in helping financial institutions to develop and upgrade their Environmental and Social Risk Management (ESRM) systems. They provide financial, technical, and strategic support to ensure that banks integrate environmental and social (E&S) considerations into their risk assessment and decision-making processes.





The Global Climate Partnership Award was launched in 2018 by GCPF with the motivation to recognize the outstanding achievements of its partner financial institutions. In 2023, MTB, was selected as the winner. In 2024, MTB submitted ideas for 2024 Global Climate Partnership Award.

CSR ACTIVITIES BY MTB

MTB Supports Healthcare Access with Ambulance Donation to CRP

As part of its unwavering commitment to Corporate Social Responsibility (CSR), Mutual Trust Bank PLC has donated an ambulance to the Centre for the Rehabilitation of the Paralyzed (CRP) to enhance emergency medical support for individuals with physical disabilities. The handover ceremony took place at CRP's headquarters in Savar, Dhaka, where Md. Bakhteyer Hossain, Deputy Managing Director & Chief Operating Officer of MTB, officially presented the ambulance keys to Dr. Mohammad Sohrab Hossain, Executive Director of CRP.



Senior representatives from both organizations, including Shah Md. Ataur Rahman, Chief of Administration & Director; Md. Mizanur Rahman, Head of Finance & Accounts; Md. Mahedul Islam, Manager, Resource Mobilization, Grant & Compliance Management; and Mohammad Shahin, Manager, Finance & Accounts of CRP attended the event. From MTB, Usman Rashed Muyeen, Deputy Managing Director & Head of CRM; Azam Khan, Head of Communications; Mohammad Shirajul Islam, Head of Credit Administration; and Mamun-Ur-Rashid, Manager, Savar Branch, were also present to mark the occasion.

This initiative aligns with Sustainable Development Goal (SDG) 3: Good Health and Well-being, reinforcing MTB's dedication to supporting healthcare services and community welfare. By facilitating better access to medical transportation, MTB continues its mission to foster a healthier and more inclusive society

National Bikal Govt. Primary School: Empowering Education for All

In line with its commitment to Sustainable Development Goal (SDG) 4: Quality Education, Mutual Trust Bank PLC supported National Bikal Govt. Primary School in Mirpur, Dhaka, by providing essential educational materials to its students. This initiative aims to enhance learning opportunities and ensure that all children, regardless of background, have access to the tools they need for success. Through this contribution, MTB reinforces its dedication to fostering education as a key driver of social progress and sustainable development.

MTB Supports Inclusive Education for Children with Autism

As part of its ongoing commitment to corporate social responsibility (CSR), Mutual Trust Bank PLC has extended financial support to the Society for the Welfare of Autistic Children (SWAC) to facilitate the education and training of individuals with autism. This initiative reflects MTB's dedication to fostering an inclusive society where every child can reach their full potential.



By supporting SWAC, MTB is contributing to Sustainable Development Goal (SDG) 4: Quality Education, ensuring equal learning opportunities for children with special needs. This effort not only enhances their quality of life but also empowers them to become active, productive members of society, reinforcing MTB's vision of sustainable community development.

MTB Empowers Lives with Computers Donation to Rehabilitation & Vocational Training Centre

As part of its commitment to corporate social responsibility (CSR), Mutual Trust Bank PLC has donated computers with UPSs to the Rehabilitation & Vocational Training Centre to support skill development and digital literacy. This initiative aims to empower individuals undergoing rehabilitation by providing them with access to technology and vocational training, helping them build a brighter future.

By facilitating digital education, MTB is contributing to Sustainable Development Goal (SDG) 4: Quality Education and SDG 8: Decent Work and Economic Growth, fostering skill enhancement and employment opportunities. This donation reflects MTB's continued dedication to creating a more inclusive and self-reliant society through sustainable community initiatives.

MTB Supports Academic Excellence with AC Donation to Dhaka University's Department of Criminology

Demonstrating its commitment to education and academic development, Mutual Trust Bank PLC has extended its support to the Department of Criminology, University of Dhaka, by donating an air conditioner (AC) to enhance the learning environment for students and faculty. This initiative aligns with MTB's dedication to fostering higher education and research excellence in Bangladesh.

By contributing to improved academic facilities, MTB is reinforcing Sustainable Development Goal (SDG) 4: Quality Education, ensuring that students have access to a comfortable and conducive learning atmosphere. This initiative reflects MTB's broader vision of empowering future leaders through sustainable educational support.

MTB Angona Hosts Its First Financial Literacy & Inclusion Program



MTB Angona, the dedicated women's banking initiative of Mutual Trust Bank PLC, successfully organized its first Financial Literacy and Inclusion Program in the Munshiganj region, engaging 250 participants from diverse backgrounds, including farmers, low-income marginalized individuals, students, and micro-entrepreneurs.
This initiative aimed to promote financial literacy and inclusion, empowering women with knowledge of business opportunities, deposit mobilization, and lending options. The program featured interactive sessions, workshops, discussions, and instant account opening through MTB's digital platform, ensuring accessibility for all.

The event was facilitated by Microsave Consulting Limited and MTB Sreenagar Branch, with distinguished guests including Md. Abul Bashar, Executive Director, Bangladesh Bank, alongside MTB's senior leadership: Md. Khalid Mahmood Khan, Additional Managing Director & CBO; Md. Shafquat Hossain, Deputy Managing Director & Head of Retail Banking Division; Madan Mahan Karmoker, Head of Agent Banking; and Rashid Rezoana, Head of Women Banking Department. M.K.M. Wahid Uddin Robin from Microsave Consulting Limited also participated.

By advancing SDG 5: Gender Equality and SDG 8: Decent Work and Economic Growth, MTB Angona continues to drive meaningful change, ensuring women's financial empowerment and inclusion in Bangladesh's economic landscape.

MTB Supported DAWC's 'Women in Art' Event to Empower Women and Children

Mutual Trust Bank PLC proudly supported the 'Women in Art' silent auction and reception organized by the Dhaka American Women's Club (DAWC). This event showcased the talents of 28 emerging and established Bangladeshi women artists, including notable figures such as Kanak Chanpa Chakma, Rokeya Sultana, and Maksuda Iqbal Nipa.
Held at the Gulshan Club, the event attracted over 150 art enthusiasts. Attendees had the opportunity to bid on various artworks, with proceeds directed towards nonprofit organizations focused on empowering women and children in Bangladesh.
MTB's sponsorship of this event aligns with its commitment to SDG 5: Gender Equality, reinforcing the importance of corporate support in philanthropic endeavors that uplift women and children in the community.

MTB Supports MAP Photo Agency's Exhibition Showcasing Acid Survivors' Resilience

As part of its commitment to social empowerment and inclusivity, Mutual Trust Bank PLC partnered with MAP Photo Agency to support the portrait exhibition of acid survivors at the Well-being Summit Dhaka 2024. The exhibition, held at Bangla Academy, highlighted the resilience and strength of survivors through framed portraits, shedding light on their journey of healing and empowerment.





Curated by renowned photographer Shafqul Alam Kiron, the exhibition aimed to raise awareness, challenge stigma, and advocate for gender equality. This initiative also aligned with the Well-being Week organized by the Acid Survivors Foundation, emphasizing holistic well-being, mental health, and social inclusion.

MTB's support for this initiative reflects its dedication to SDGs, particularly SDG 5: Gender Equality, SDG 3: Good Health and Well-being, and SDG 10: Reduced Inequalities. By amplifying the voices of acid survivors and promoting positive societal change, MTB continues to champion meaningful CSR initiatives that create lasting impact.

MTB Supports Student Traffic Volunteers with Refreshments at Dhaka's Busy Intersections



As part of its ongoing Corporate Social Responsibility (CSR) initiatives, Mutual Trust Bank PLC extended its support to student volunteers managing traffic at key intersections in Dhaka. The bank distributed mineral water and light snacks to students and others present at the Gulshan traffic points, recognizing their dedication and contribution to maintaining road discipline.
This initiative aimed to encourage youth engagement in civic responsibilities while ensuring their well-being under challenging conditions. By providing essential refreshments, MTB acknowledged the efforts of these students, who played a vital role in improving traffic management and raising awareness about road safety

MTB Partners with Bangladesh Red Crescent Society to Support Flood-Affected Communities



In response to the devastating floods in the eastern region of Bangladesh, Mutual Trust Bank PLC has partnered with the Bangladesh Red Crescent Society to extend urgent relief to those affected. This initiative reflects MTB's commitment to social responsibility and emergency humanitarian aid, ensuring timely support for vulnerable communities.

As part of this effort, Md. Shafquat Hossain, Deputy Managing Director & Head of Retail Banking Division of MTB, handed over a donation cheque to Kazi Shofqul Azam, Secretary General of Bangladesh Red Crescent Society, at a ceremony held at the organization's Head Office in Dhaka on August 25, 2024. Also present were Azam Khan, Head of Communications Department, and Md. Rozar Ibna Azad, Head of Brand from MTB, along with M. A. Salam, Treasurer, and Dr. Shahana Jafar, Director of Fund Raising from Bangladesh Red Crescent Society. This initiative aligns with SDG 11: Sustainable Cities and Communities and SDG 13: Climate Action, reinforcing MTB's dedication to building a resilient and supportive society.

MTB Extends CSR Support for Underprivileged Families during Ramadan

Mutual Trust Bank PLC, as part of its Corporate Social Responsibility (CSR) commitment, has extended financial support to F R Foundation to provide Iftar and Eid gifts to 1,000 underprivileged individuals, including orphans in various unions and villages of Sitakunda, Chattogram.

In response to the appeal received from the Sustainable Finance Department of Bangladesh Bank, MTB has taken this initiative to bring joy and relief to disadvantaged families during the holy month of Ramadan. This effort aligns with the bank's dedication to community welfare and its ongoing mission to create a meaningful social impact.

MTB remains steadfast in its commitment to supporting underprivileged communities and will continue to contribute towards sustainable and inclusive development through its CSR initiatives.

MTB Extends Education Support to SOS Children's Villages Bangladesh



As part of its commitment to Corporate Social Responsibility (CSR), Mutual Trust Bank PLC has partnered with SOS Children's Villages Bangladesh to support the education of orphaned and vulnerable children across multiple regions, including Dhaka, Chattogram, Bogura, Sylhet, Rajshahi, and Khulna.

This initiative ensures that 1,000 children receive essential educational materials, school uniforms, and digital learning resources, fostering a safe and inclusive learning environment. By addressing barriers to education caused by poverty, child labor, and lack of resources, MTB's support plays a crucial role in helping these children build a brighter future. Aligning with SDGs such as SDG 4: Quality Education and SDG 1: No Poverty, this partnership reflects MTB's dedication to empowering communities and promoting sustainable change. Through this initiative, MTB continues to invest in the next generation, ensuring they have access to the education and opportunities needed for a better tomorrow.

MTB Contributes to the Honorable Chief Adviser's Relief and Welfare Fund to Support Flood-Affected Communities

As part of its Corporate Social Responsibility (CSR) commitment, Mutual Trust Bank PLC has extended its support to the flood-affected people across Bangladesh by donating BDT 15.00 million to the Honorable Chief Adviser's Relief and Welfare Fund. This financial assistance, approved by the MTB Board of Directors, aims to provide immediate relief and rehabilitation support to those severely impacted by the devastating floods in August and September 2024.
In addition to the donation, MTB actively participated in onground relief efforts, distributing essential supplies such as aid to affected communities in Feni, Nazirhat, and other flood-stricken regions.
This initiative aligns with SDGs, particularly SDG 11: Sustainable Cities and Communities, reinforcing MTB's role as a responsible corporate entity dedicated to disaster response and community resilience. MTB remains committed to supporting vulnerable communities and ensuring timely interventions during national crises.

Supporting Cold-Affected People of Banglades h

In 2024, Mutual Trust Bank PLC extended its support to cold-affected communities in Bangladesh by distributing blankets to those in need during the winter season. This initiative targeted vulnerable groups, including the elderly and children, across various regions.
MTB's blanket distribution drive, in collaboration with various partners and channels, aimed to provide immediate relief and comfort during the harsh winter months. This effort reflects the bank's ongoing commitment to social welfare and its core values of trust and mutual benefit, reinforcing MTB's role in improving the lives of those in need.

Financial Overview (CSR Spend Trend)

Year	Total CSR Spend (Crore BDT)
2021	13.86
2022	18.54
2023	9.88
2024	5.68 + Donation

MTB CSR Expenditures in 2024

Sectors	Amount in Crore
Education	1.31
Health	1.98
Environment and Climate Change Mitigation & Adaption	1.31
Income Generating Activities	0.00
Disaster Management	0.63
Sports and Culture	0.33
Other	0.13
Total CSR funding	**5.68**

In addition to the mentioned expenditures, MTB has dedicated BDT 5.54 Crore from its Donation Fund to support communities affected by floods and severe colds across the country. This initiative reflects the bank's commitment to standing by the nation and its people during times of crisis, ensuring timely assistance to those in need. Impact Measurement & SDG Mapping MTB's CSR activities are aligned with SDGs including SDG 3, 4, 5, 10, 11, and 13. Key outcomes:

- 1,000 (Approximate) underprivileged children supported through education.
- 10,000+ (Approximate) individuals served through ambulance and healthcare donations.
- 250+ women (Approximate) empowered through financial literacy programs (MTB Angona).
- Climate-adaptive farming in Barishal benefited 30 families.
- Plastic-Free Campus initiative expanded to five divisions.

Sample Impact Table

Initiative	SDG Link	Outcome Summary
Autism Education Support	SDG 04	Assisted 100 special children to continue their education
Assistance for Climate-Affected Fishermen	SDG 13, SDG 02	Around 500 fishermen received assistance
Implementing Pure Drinking Water and Sanitation Programs	SDG 06, SDG 15	More than 1,500 community members gained access to safe drinking water
Environment-Friendly Agriculture Project	SDG 01, SDG 02	10 families supported in implementing environment-friendly agriculture practices
Providing Disaster Resilience Bags	SDG 13, SDG 02	200 families received disaster resilience bags
Plastic-Free Campus Project	SDG 11, SDG 13, SDG 04	Implemented across 5 divisions; 10,000+ youth actively engaged
Ambulance to CRP	SDG 03	10,000+ patients benefit annually through ambulance support
Medical Assistance for Underprivileged People	SDG 03	More than 100 patients directly received medical assistance
Awareness through Celebrating Environment Day	SDG 04	Approximately 1,500 students gained environmental awareness
Environment-Friendly Cycle Support for Female Students	SDG 04, SDG 05, SDG 10	Provided cycles to underprivileged female students to help them continue education
Increasing Community Awareness on NDCs	SDG 13, SDG 16, SDG 17	Educated more than 10,000 community members on climate commitments (NDCs)

HIGHLIGHTING CSR ACTIVITIES OF MTB FOUNDATION IN 2024

To ensure the sustainability of the bank's financial growth, MTB believes in sharing its success with the communities in which it operates. This means driving progress on societal priorities, including those broadly defined in the United Nations (UN) Sustainable Development Goals (SDGs) — such as poverty, hunger, health, education, gender equality, climate action, and other key areas. MTB develops strong partnerships with individuals and organizations through a separate foundation, MTB Foundation, to support the country's vulnerable population.

Category	Activity	Location/Partner
Education	Niloufer Manzur Memorial Scholarship Program	Faculty of Business Studies, University of Dhaka
Education	Samson H. Chowdhury Memorial Scholarship Program	Jahangirnagar University.
Education	Saifuddin Ahmed Memorial Scholarship Program	Bangladesh University of Engineering & Technology
Education	International Day of Education 2024	UCEP-MTB Foundation Johara Samad Technical School, Khulna
Education	Support for Female Education	Prothom Alo Trust
Education	Swapno Sarathi Bicycle Distribution	Schools in Bogura and Thakurgaon
Education	World Autism Awareness Day	PFDA - VTC
Healthcare	World Thalassemia Day - Blood Donation & Awareness	Bangladesh Thalassemia Hospital
Healthcare	World Menstrual Hygiene Day	Abinta Kabir Foundation School
Healthcare	Eye Camps	Barishal Division with Ispahani Islamia Eye Institute
Healthcare	Special Eye Camp (MTB Silver Jubilee)	Komlapur, Patuakhali
Healthcare	Artificial Limbs Distribution	Centre for Disability in Development (CDD)
Healthcare	International Day of Persons with Disabilities	Centre for Disability in Development (CDD)
Environment	Livelihood Support to Fishing Communities	Patharghata, Barguna, Barisal
Environment	World Environment Day - WTP, Tree Distribution	Charduani, Patharghata, Barguna
Environment	Water Treatment Plant Inauguration	Patharghata, Barguna
Environment	Community Water Project	Thanchi, Bandarban
Other	Flood Relief	Feni and Sylhet
Others	MTB Foundation Bravery Award	Family of Late Md. Jubayer, Gaibandha
Others	Blanket Donation	Cadet College Club Limited (CCCL)

IFRS S1 & S2 Disclosure

GOVERNANCE
Board and Committee Oversight: Climate and Sustainability Frameworks

- Responsibilities of Board of Director: Establish a climate focused Risk Management structure to monitor risk, set tolerances, audit controls, implement policies, and empower risk officials.
- Responsibility of BRMC: Oversee and implement a robust environmental risk management structure, aligning policies with regulatory and IFRS S1 & S2 standards, monitoring compliance, reporting to the Board, and integrating climate risk awareness and mitigation across the bank.
- Responsibility of SFC : Develop and implement sustainable finance strategies aligned with MTB's goals, integrate climate considerations, innovate in green products, foster partnerships, engage stakeholders, monitor performance, ensure regulatory compliance, and transparently report progress through IFRS S1 & S2-aligned disclosures.

Skill Assessment and Development for Sustainability Governance

Mutual Trust Bank PLC (MTB) is steadfast in its commitment to integrating sustainability into its strategic decision-making processes. The Board of Directors and its dedicated committees recognize that robust governance of sustainability-related risks and opportunities hinges on the availability of specialized skills and competencies. Aligned with the IFRS S1 & S2 recommendations and global best practices, the Bank employs a systematic approach to ensure its governance bodies are equipped to deliver effective oversight.

- Skills Assessment: Regular evaluations by Board and committee, on employee's expertise in financial risk management, sustainability, and climate science identify gaps to prioritize development.
- Capacity Building: Targeted training programs and collaboration with external experts enhance competencies in climate-related risks, sustainable finance, and regulatory frameworks.
- Accountability: Performance reviews and stakeholder feedback refine governance practices, ensuring alignment with sustainability goals.

MTB's commitment to skill development and governance excellence strengthens its ability to navigate sustainability challenges, uphold global standards, and lead responsibly in sustainable finance.

Oversight Briefings: Board and Committee Updates on Climate and Sustainability Related Risks & Opportunities
MTB integrates climate and sustainability updates into Board and committee agenda, with dedicated E & S risk issues for transparent data sharing.

Integration of Climate and Sustainability Risks in Board Strategy and Transactions
MTB's E & S risk management policy emphasizes a robust risk culture and financial stability while integrating climate and environmental risks. The policy includes a comprehensive risk mitigation methodology, categorizing transactions based on environmental and social risk levels. Due diligence involves screening against exclusion lists and generating Environmental and Social Action Plans for identified risks. High-risk & medium risk transactions require Board approval, while risks are escalated to management for decision-making.

Climate and Sustainability Related Target & Performance Metrics in Board Policies

At MTB, the Board and its committees actively integrate climate and sustainability considerations into the bank's strategic planning and risk management processes.
The process begins with assessing baseline emissions and environmental impact, and then developing SMART (Specific, Measurable, Achievable, Relevant, Time-bound) targets. Senior management, sustainability experts, and external advisors contribute to refining these targets to align with the bank's broader strategic priorities.
Robust systems for data collection and analysis allow for diligent monitoring of progress through clearly defined metrics and key performance indicators, covering areas like carbon emissions reduction and renewable energy adoption. Regular reviews, in line with international standards such as IFRS S1 & S2 guidelines, keep the Board informed of any challenges and necessary corrective actions.
In addition, sustainability performance is planned to be integrated into remuneration policies for key executives, thereby aligning incentives with long-term sustainable growth. This comprehensive approach reinforces accountability, promotes responsible growth, and ensures that climate and sustainability-related risks and opportunities are managed effectively in a rapidly evolving regulatory and market environment.

Management's role

Management's Role in Climate and Sustainability Governance: Delegated Oversight and Control Frameworks MTB have delegated responsibility for overseeing climate and sustainability-related risks to a specific management-level position, such as a Group Chief Risk Officer & Dept. Head of Sustainable Finance Department. Sustainable Finance Committee oversight mechanisms are established to ensure effective governance. This includes regular reporting to the Board and/or BRMC to provide updates on risks, opportunities, and mitigation strategies.
Integration of Climate and Sustainability Oversight with Internal Functions Management at MTB uses controls and procedures to integrate climate and sustainability-related risks into existing internal functions, such as risk management, strategic planning, and compliance.Controls include robust data collection and analyze processes to monitor environmental impacts, regulatory changes, and stakeholder expectations. These controls are integrated to ensure consistency and alignment across all operational areas.

Impact of Climate and Sustainability related Risk Controls on Internal Governance Policies

Enhancements to Existing Policies: The integration of E&S risks into MTB's internal control policies has led to enhancements in risk management frameworks and operational practices.
Specific updates include incorporating climate risk factors into risk assessment methodologies, revising business continuity plans to address climate-related events.

Governance and Compliance: Management ensures that climate-related controls and procedures comply with regulatory requirements and industry standards. This involves periodic reviews and audits to assess the effectiveness of controls and identify areas for improvement.

Continuous monitoring and adaptation of internal control policies strengthen MTB's resilience to impacts, enhance transparency in reporting, and support long-term sustainability objectives

STRATEGY

Climate and Sustainability related Risks & Opportunities: Impacts on Business Models and Value Chains

Physical Risks: Currently, flooding and cyclones may disrupt branch operations and drive up maintenance costs, and these challenges are anticipated to continue. Extreme heat may raise cooling costs and affects productivity; to counter this, the bank may plan to introduce energy-efficient cooling systems and flexible work policies. In future, coastal branches may face risks from sea level rise and water shortages, which are expected to intensify, leading to strategies like branch relocation and adoption of water-saving technologies. Infrastructure damage, which may disrupts branch access and ATM functions, will be mitigate through collaboration with local authorities and targeted investments in resilience.

Transition Risks: At present, regulatory changes are resulting in higher compliance costs due to carbon reduction mandates, and similar challenges are anticipated as policies evolve. In response, MTB is proactively adopting sustainable practices and engaging in policy advocacy. The market is already witnessing increased demand for green banking products, and this trend is expected to grow, prompting the bank to expand its green loans and renewable energy financing. Meanwhile, constant technological advancements require ongoing upgrades, with current investments in R&D and cybersecurity expected to ramp up further. Reputation and legal risks arising from non-compliance are being managed today through transparent reporting and robust stakeholder engagement, a practice that will grow even more important. Additionally, credit and financial risks—including challenges faced by carbon-intensive clients—are being addressed through rigorous climate risk assessments and portfolio diversification, and these measures are anticipated to become increasingly crucial.

Opportunities: MTB is currently expanding its green finance offerings by increasing sustainable loans for renewable energy and electric vehicle financing, a sector poised for further growth. Digital banking initiatives like MEasy have already reduced operational costs, enhanced financial inclusion, and minimized environmental impact; these benefits are expected to expand further. Investments in climate-resilient infrastructure, such as solar installations, are yielding long-term savings and efficiency improvements, with future prospects promising even more substantial benefits. Additionally, sustainable investment products are beginning to attract ESG-focused investors, and this opportunity is expected to broaden. CSR initiatives and employee engagement are already reinforcing brand loyalty and boosting morale, a trend that is anticipated to become even more significant, with further support from government incentives like grants and tax breaks for sustainable initiatives.

Focal Points of Climate and Sustainability related Risk & Opportunities in Business Models and Value Chains
At MTB, sustainability and climate-related risks and opportunities are concentrated in key areas of our business model and value chain.

In lending, we recognize that climate risks can impact borrowers, increasing credit risk. However, this also presents an opportunity to provide green loans for renewable energy and climate-resilient agriculture.
Our investment portfolio focuses on shifting towards sustainable assets, such as green & climate finance, to mitigate risks associated with high-carbon industries. Operationally, we are implementing energy-efficient practices to reduce costs and enhance sustainability.

In our value chain, we encourage suppliers to meet environmental standards, while also developing tailored financial products for customers affected by climate change. Finally, our commitment to regulatory compliance and transparent sustainability reporting positions MTB as a responsible banking partner, attracting environmentally conscious investors

and customers.

Short Term- We focus on immediate actions and responses to address current sustainability and climate-related challenges. This period involves rapid assessment and quick decision-making to adapt to emerging risks and opportunities

Medium Term- The medium-term horizon allows MTB to implement more comprehensive strategies that require moderate time for planning and execution. This period is crucial for embedding sustainability into core business operations and aligning with longer-term goals.

Long Term- In the long-term, MTB focuses on achieving its strategic vision of sustainability and resilience. This period involves significant investments and long-term commitments to transform the bank's business model and value chain.

Strategic Timeframes in Banking: How Short, Medium, and Long-Term Goals Shape Decisions

The strategic link between short, medium, and long-term planning in MTB's is crucial for aligning operational goals with broader institutional objectives. Short-term planning focuses on immediate financial performance and operational efficiency, ensuring liquidity and responsiveness to market changes. Medium-term planning translates broader long-term goals into actionable initiatives, allowing banks to assess market trends and build capabilities for growth. Long-term planning shapes the institution's vision and direction, enabling strategic investments in innovation and sustainability. Together, these planning horizons facilitate resource allocation, risk management, and the pursuit of competitive advantages in a dynamic financial landscape.

Strategy and decision-making

From Now to Next: Evolving Business Models and Resource Strategies for Climate related Risks

Current Changes:

- Resource Allocation: MTB has resources to prioritize sustainability initiatives, such as green financing, renewable energy projects, and sustainable procurement practices.
- Digital Transformation: The bank is investing in digital banking services to reduce paper usage and enhance operational efficiency, thereby lowering its carbon footprint.
- Green Products: Introduction of green loans, and other sustainable financial products to support environmentally friendly projects and attract sustainability-conscious customers.
- Credit Appraisal: Conducting Environment & Social Due Diligence for ensure compliance & take action plan

Anticipated Changes to MTB's Business Model to Address Climate Risks & Opportunities:

1. Digital Transformation for Operational Sustainability
- Investing in digital platforms (e.g., MTB Neo) to reduce paper usage, cut carbon footprints, and enhance service efficiency.

2. Capacity Building & ESG Compliance
- Employee Training: Programs on ESG compliance, climate finance, and green banking practices.

Bridging Now and Next:

Direct Mitigation and Adaptation Initiatives in Practice

Digital Transformation & Operational Adaptation: MTB's ongoing digital transformation has significantly reduced its environmental footprint. In 2024, the surge in digital banking adoption to 226,032 users enabled more paperless transactions and lower energy consumption through initiatives like the MTB Green PIN service and video conferencing. These efforts complement the bank's direct mitigation measures by reducing its reliance on physical resources while maintaining operational efficiency.

Anticipated Adaptation & Future Scaling Efforts: Looking ahead, MTB is set to expand its current efforts by scaling climate-resilient infrastructure in vulnerable regions.

Indirect Routes to Resilience: Assessing Current and Anticipated Climate Mitigation Actions

Current Indirect Efforts:

MTB is actively engaging in customer education through initiatives like training programs and financial literacy campaigns

Anticipated Indirect Efforts:

MTB aims to expand policy advocacy by collaborating with regulators to strengthen environmental regulations and incentivize green financing. The bank also aims to deepen industry collaboration, building on existing partnerships to promote sector-wide sustainability.

The Blueprint of a Climate Transition: Integrating Assumptions with Strategic Dependencies

Phased Transition Strategy: MTB's climate transition plan will be designed as a phased strategy aimed at achieving net-zero targets while ensuring that sustainability and financial stability are maintained. This approach underscores the bank's commitment to leading in sustainable banking by progressively transforming its operations.
Critical Dependencies: The success of MTB's transition strategy will depend on several key factors. These include ready access to affordable clean energy infrastructure and stable supply chains for critical resources, both of which are essential for scaling renewable energy projects.

Transparent Reporting and Adaptability Aligned with IFRS S1/S2, transparent reporting practices will be maintained to ensure accountability.

Implementing Change: Strategic Approaches for Achieving Climate and Greenhouse Gas Objectives
The transition plan emphasizes a phased implementation with clear milestones for achieving sustainability targets, alongside regular monitoring and transparent reporting using key performance indicators (KPIs).

Strategic Resource Allocation for Climate and Sustainability Actions

MTB has allocated specific financial resources for sustainability initiatives, established a dedicated sustainability team, and provides continuous training to employees while investing in energy-efficient technologies and collaborations to enhance its climate strategies.

Plan in Action: Achieving Milestones

Compared with the year of 2023

- Increase in Green Loan Portfolio & Energy Consumption
- Training Programs & Enhanced Policies.
- Enhanced Board Oversight
- Digital Transformation

Strategic Trade-Offs: Assessing Sustainability Risks and opportunities

MTB's strategic approach to balancing sustainability-related risks and opportunities involves optimizing both short-term performance and long-term resilience

Financial Resilience: Navigating Climate and Sustainability Challenges

Operational costs due to investments in sustainable technologies and, such as energy-efficient systems and green building certifications.

Shifts in market demand toward sustainable banking products, such as green loans and eco-friendly investment options

Strategic Financial Planning: Anticipating Climate and Sustainability Effects over Time

Short Term (Below 1 Year): MTB anticipates that sustainability and climate-related risks will not have immediate effects on its financial performance.

Medium Term (1-5 Years): Over the medium term, the bank expects improvements in operational efficiencies.
Long Term (5+ Years): In the long term, complete integration of climate risk into financial models and capital allocation is expected to build a resilient financial structure.

Report Period Review: Effects of Climate and Sustainability related Risks on Financials

The overall effect on cash flows is balanced, with short-term expenditures paving the way for long-term benefits.
From Strategy to Change: Forecasting Financial Transformation with Climate & Sustainability in Focus

Short Term (Less Than 1 Year): MTB anticipates that its financial position will not experience any drastic change as a result of initial investments in regulatory compliance, pilot green loan projects, and energy-efficient upgrades

Medium Term (1-5 Years): Over the medium term, the bank expects operational efficiencies derived from digitization and an expanded green financing portfolio to bolster revenues and reduce costs.

Long Term (Over 5 Years): In the long term, MTB foresees that a full integration of climate considerations into its financial models will lead to a fundamentally low-carbon financial structure

From Strategy to Balance Sheet: Funding Our Path to Sustainability MTB plans to strengthen its financial position by strategically funding its climate and sustainability initiatives using both internal reserves and external instruments such as green loans and partnerships.

Evolving Finance: Predicting Cash Flow and Performance Shifts Through Sustainability & Climate Initiatives

Short Term (<1 Year): MTB expects that initial investments in regulatory compliance, green infrastructure, and digital tools will not put any pressure on its profitability as it is already in planned budget.

Medium Term (1-5 Years): As sustainability investments mature, the bank foresees improved efficiency and revenue growth from an expanded portfolio of green products.

Long Term (>5 Years): Over the long haul, full integration of climate-related strategies is expected to generate stable cash flows and significantly enhance financial performance.

Resilience

Building Resilience: Our Strategy for Handling Sustainability Risks MTB has built a strong capacity to manage sustainability-related risks through a comprehensive risk management framework, strategic foresight, and proactive adaptation.
Climate-Resilient Strategy: Navigating Uncertainty through realistic assumptions
MTB's resilience to climate-related changes is grounded in proactive risk management and strategic adaptation. Governance oversight and stakeholder engagement further support MTB's strategy, ensuring alignment with sustainability goals and positioning it for long-term resilience and growth in a low-carbon economy.

Climate Resilience at a Glance: From Strategy Shifts to Financial and Asset Adaptability

MTB's climate resilience strategy will integrate climate-related risks into its risk management framework and business model, focusing on sustainable development and reducing its carbon footprint. MTB adapts flexibly to regulatory changes and market demands, while uncertainties around climate policies, market dynamics, and weather events are closely monitored. The bank's strategic investments in mitigation, adaptation, and green products may strengthen its position in the emerging green economy, aiming for sustainable growth and long-term resilience.

RISK MANAGEMENT

Strategic Processes: Enhancing Identification of Sustainability and Climate Risks

Transition risks will include regulatory changes, market shifts towards low-carbon products, and technological advancements. Physical risks will assess acute impacts from extreme weather events and chronic changes like sea-level rise.

Evaluating Risk Impact: Nature, Likelihood, and Magnitude

MTB will use different tools like Heat Map, Risk Register, and various Risk Management Platforms for risk escalation, Key Risk Indicators (KRI) to identify risk and assess the effects of the risks on business operation.

Balancing the Risk Portfolio: Where Sustainability and Climate Risks Stand

MTB integrates sustainability and climate-related risks into its risk management. Risk Ranking: Risks are escalated via platforms like ERAF, ERMC & BRMC. They are assessed against severity and likelihood, using a scoring system and risk heat map to prioritize management efforts, with regular updates to reflect changing conditions. The risks are monitored until they are fully resolved or being mitigated through various treatments.

Systematic Surveillance of Climate and Sustainability Risks

MTB monitors climate and sustainability-related risks through a robust framework that includes: Regular Reviews, Reporting and Governance.

Modernizing Risk Management Process

MTB is enhancing its management of sustainability and climate risks through with its strengthened Governance framework

Optimizing Opportunities: Structured Assessment of Climate & Sustainability related Prospects

MTB employs a comprehensive approach to identify, assess, prioritize, and monitor climate and sustainability-related opportunities

Unified Risk Management: Integrating Climate & Sustainability Insights

MTB integrates climate and sustainability-related risks into its risk management through adherence to Bangladesh Bank's ESRM guidelines and a unified risk framework that considers all risk types holistically. The bank conducts regular environmental and social risk assessments. Risk prioritization is based on materiality assessments and established risk appetite levels. This comprehensive approach enhances MTB's resilience to environmental & social safeguard, climate change and strengthens its commitment to sustainable banking.

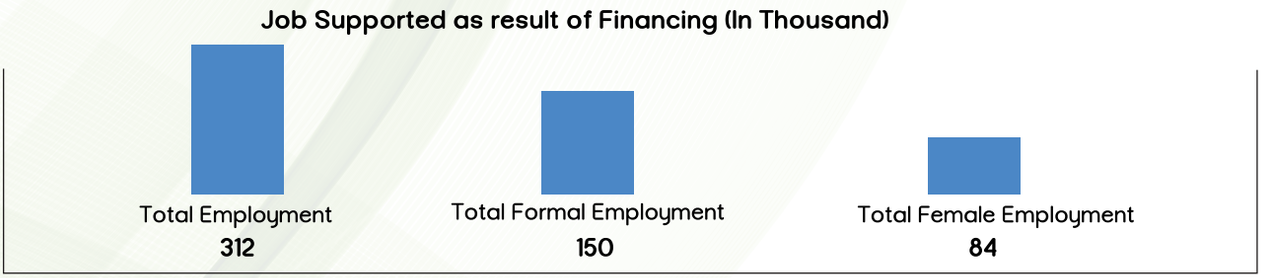
Carbon Accounting

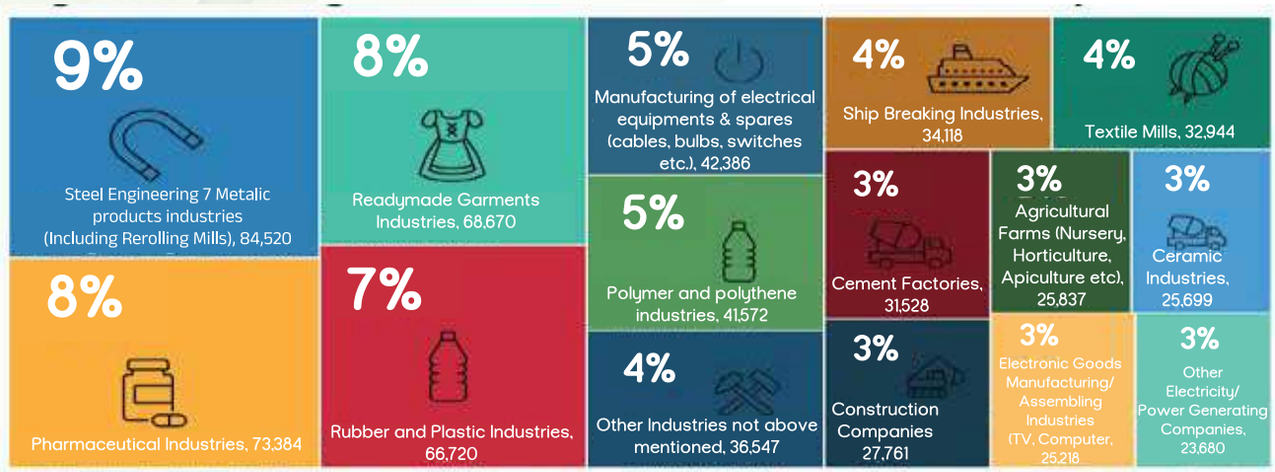
MTB is committed to measuring, managing, and reducing its carbon footprint in alignment with global best practices. To ensure robust and transparent reporting, MTB applies the Joint Impact Model (JIM) to quantify the economic, social, and environmental impacts of its financing activities. This enables us to assess value added, employment generation, and greenhouse gas (GHG) emissions resulting from our investment portfolios.

As part of our climate strategy, MTB discloses financed GHG emissions (Scope 3) at the portfolio level through carbon accounting calculations in partnership with the Joint Impact Model (JIM) Foundation. The JIM methodology enables us to quantify emissions associated with our financing, ensuring alignment with Bangladesh Bank requirements and international climate standards. It is important to note that MTB's Scope 3, or financed emissions, are calculated exclusively through JIM.

In addition, MTB monitors its operational emissions (Scope 1 and Scope 2). While these represent a smaller share of our overall footprint, disclosing them ensures full transparency and accountability.

Emission Scope	Description	Emissions (tCO_2)
Scope 1	Direct GHG emissions from owned or controlled sources (e.g., fuel combustion in company vehicles, onsite generation)	527
Scope 2	Indirect GHG emissions from purchased electricity, steam, heating, and cooling	4,610
Scope 3	All other indirect GHG emissions in the value chain, primarily financed emissions (calculated via JIM)	910,131
Total	Combined emissions from Scope 1, 2, and 3	**915,268**





Top 15 highest emitting sectors that account 70% of total emissions. Other 93 sectors represent <3% each (total of 30% aggregated)

METRICS AND TARGETS

Scope 3 Emission was calculated with the help of The JIM Foundation.

Climate-related Metrics	Remarks
Absolute gross greenhouse gas emissions generated by the consolidated accounting group during the reporting period, expressed in metric tonnes of CO2 equivalent	5137
Absolute gross greenhouse gas emissions generated by other investees (excluded from the disclosures above) during the reporting period, expressed in metric tonnes of CO2 equivalent	
Total absolute gross greenhouse gas emissions generated during the reporting period, expressed in metric tonnes of CO2 equivalent (equity share method)	5137
Industry 1 GICS code (using 6-digit GICS code) or according to international best practices	
Loans and Advances (other than project finance)	910131

Scope 3 Emission was calculated with the support of The JIM Foundation.

Climate-related Metrics	Scope 1 GHG emissions	Scope 2 GHG emissions
Absolute gross greenhouse gas emissions generated by the consolidated accounting group during the reporting period, expressed in metric tonnes of CO2 equivalent	**527**	**4610**
Absolute gross greenhouse gas emissions generated by other investees (excluded from the disclosures above) during the reporting period, expressed in metric tonnes of CO2 equivalent		
Total absolute gross greenhouse gas emissions generated during the reporting period, expressed in metric tonnes of CO2 equivalent (equity share method)	**527**	**4610**

TOGETHER FOR A SUSTAINABLE FUTURE

HEAD OF SUSTAINABILITY



TAHMINA ZAMAN KHAN

At MTB, our sustainability journey in 2024 is defined by action. We are strengthening our focus on climate adaptation and mitigation, channeling resources towards solutions that help communities withstand climate risks while accelerating the transition to a low-carbon economy.

Our aspiration is clear: to align with the country's Paris Agreement commitments and advance toward a net-zero future. Through green and climate financing, we are investing in renewable energy, supporting sustainable infrastructure, and enabling innovation that reduces emissions while enhancing resilience.

Such progress is only possible because of the trust, collaboration, and encouragement of our stakeholders—clients, partners, regulators, employees, and communities. Your support empowers us to transform ambition into impact and to make climate finance a driver of inclusive, long-term prosperity.

With immense gratitude, we reaffirm our shared commitment: **Together, we will build a climate-ready, resilient, and sustainable future.**

MUTUAL TRUST BANK PLC

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