# DRIVING CHANGE FOR A SUSTAINABLE FUTURE

SUSTAINABILITY REPORT 2022



# Transforming Our World: The 2030 Agenda for Sustainable Development

### Article 67 agreed to by all 193 UN Member States:

'Private business activity, investment and innovation are major drivers of productivity, inclusive economic growth and job creation. We acknowledge the diversity of the private sector, ranging from micro enterprises to cooperatives to multinationals.'

-United Nations

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# **OBJECTIVE OF PARIS AGREEMENT (PA)**

Limiting global warming within 1.5-2.0 degree Celsius above pre-industrial level.

### **NATIONALLY DETERMINED CONTRIBUTION (NDC)**

Overall GHG emission to be reduced by 6.73% unconditionally & 15.12% conditionally by 2030 compared to base data of 2012, as per plan of Bangladesh Government.

### DELTA PLAN 2100

Reducing GHG from key sectors and ensuring long term water and food security, economic growth and environmental sustainability

### **IMPACT OF BANK & FINANCIAL INSTITUTIONS (BFIs)**

BFIs are at the forefront of sustainability challenges because they facilitate major financing decisions for development of the economy.

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**STAKEHOLDER IDENTIFICATION** 

ECONOMIC SUSTAINABILITY







# ABOUT THIS REPORT GRI 2-3

Standard Bank Limited, a bank with 23 years of banking experience has been always focused on internal and external sustainability context of the organization. As part of our strategy towards sustainability and to become more aligned with global sustainability practices, we are very delighted to initiate publication of annual sustainability report since last year on the position of 2021, which is expected to be published on a regular basis. We have been preparing this report based on Global Reporting Initiative (GRI) Standards with an effort to measure and disclose materiality aspects and be accountable to internal and external stakeholders in terms of economic, environmental and social governance, including impacts on human rights. We have tried to ensure applying all the GRI reporting principles to report the required contents maintaining quality of the data.

This report has been prepared in accordance with the GRI Standards 2021.

Reporting period: January 2022 – December 2022 Date of last published report: August 25, 2022 Reporting Frequency: Annual

### **Reporting Scope**

The sustainability report 2022 of Standard Bank Limited will cover the significant environmental, economic and social impacts resulting from Standard Bank's activities in the calender year 2022. The Report will be prepared once a year describing our business activities, achievements as well as impacts on triple bottom line (people, planet and profit) and impact on human rights during the reporting year.

#### **Restatement of information GRI 2-4**

The economic data of SBL in the sustainability report has been presented based on consolidated basis, thus it includes both local and international subsidiaries, which however was mentioned as excluded in the previous report. Therefore, we are providing a restatement in this section regarding the inclusion.

#### Boundary of the Report GRI 2-2

This report provides information on our economic, social, environmental, governance, commitments and performance for the year 2022 and covers Standard Bank's activities operated through its corporate office, its branches and other direct networks in Bangladesh. In addition, Standard Bank has two overseas subsidiaries and two local subsidiaries which also contribute to the leaving of manifold impacts in the economy.

Local	Overseas		
1. SBL Capital Management	1. Standard Exchange Company (UK) Limited		
2. Standard Bank Securities Limited	2. Standard Co (USA) Inc.		

A comprehensive overview of our impact and engagement across economic, social and environmental sectors has been covered in different chapters of this report (including material topics), with a special emphasis on the role of stakeholders in our sustainability management program.

#### External Assurance GRI 2-5

The report has been prepared by the resources who have received training on latest GRI Standards 2021 from GRI certified training partner, lota Consulting BD. External assurance service is yet to start in Bangladesh. However, the report has been internally assured by certified assurer Mr. Md. Touhidul Alam Khan, FCMA, CSRA, CSP (Membership no. 30182009). The internal assurer has assured that-

- The level of accuracy of data included in the Sustainability Report 2022 is fair and acceptable.
- The sustainability report was prepared in accordance with GRI Standards 2021.
- The overall report content and quality were well-established.
- The information has been presented in an appropriate manner.
- The report provides reasonable and balanced presentation of the sustainability performance of Standard Bank Limited.



### Sustainability Reporting Committee (SRC)



**Md. Touhidul Alam Khan,** FCMA, CSRA Additional Managing Director, CRO & CAMLCO Chairman of SRC



Md. Bahar Mahmud

Executive Vice President & Head of Investment Risk Management Division, Member of SRC

#### Khandaker Amir Entezam

Senior Assistant Vice President & Head of Risk Management Division, Member of SRC



Md. Ali Reza, FCMA, CIPA Executive Vice President & CFO Member Secretary of SRC



Tapas Kumar Mandal Vice President, Investment Risk Management Division, Member of SRC



Md. Muqib-UI Ahsan Senior Officer, Investment Risk Management Division, Member of SRC



### Feedback GRI 2-3

We welcome any feedback on our sustainability report. For further information and comments, please contact Sustainability Reporting Committee (SRC).

The committee members may be reached through email: sfd@standardbankbd.com

# **STANDARD BANK AT A GLANCE**

#### Corporate Profile GRI 2-1



Amount in BDT million

Particulars	31.12.2022	31.12.2021
Total Investment	178,128	167,538
Total Asset	233,925	225,085
Total Liabilities	216,222	207,831
Total Shareholders' Equity	17,703	17,254

# **GOVERNANCE STRUCTURE AND COMPOSITION GRI 2-9**



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## **PRODUCT PORTFOLIO**

GRI 2-6



### Investment Products

#### **C BAI MODE**

#### Bai-Murabaha (Corporate, SME, Retail & Agri)

- Murabaha TR General
- Murabaha TR Work Order
- MPI TR Industrial
- MPI TR -Others
- Murabaha ABP

#### Murabaha Bill of Exchange (MBE)

MBE - Cash LC
MBE - Cash LC (EDF)
MBE - BTB LC (EDF)

#### Bai-Muajjal (Corporate, SME, Retail & Agri)

- Bai-Muajjal General
- Bai-Muajjal Work- order
- Bai-Muaiial Export
- Bai-Muajjal SWC (Stimulus Working Capital)

#### Bai-Muajjal (Term) (Corporate, SME, Retail & Agri)

- Bai-Muajjal Term General
- Bai-Muajjal Term NGO Linked Agri
- Bai-Muajjal Term Agri -Standard Solar Panel
- Bai-Muajjal Term Workers salary under FSF
- Bai-Muajjal Term Workers salary under IND and SER
- Bai-Muajjal MBE (Cash LC)
- Bai-Muajjal EDF (Cash LC)
- Bai-Muajjal EDF (BTB LC)
- Bai-Muajjal ABP (DP LC)
- Bai-Muajjal Bank Guarantee

#### **Bai-as-Sarf**

- Bai as Sarf (FDBP)
- **Bai-Salam**
- Bai-Salam Pre shipment

#### **D MUSHARAKA**

Musharaka Documentary Bill purchase (MDBP)

#### **D MUDARABA**

- Mudaraba EDF (Cash LC)
- Mudaraba EDF (BTB LC)

#### HIRE PURCHASE UNDER SHIRKATUL MELK (HPSM) (Corporate, SME, Retail & Agri)

- HPSM Club Fin Industrial
- HPSM Syn Fin Industrial
- HPSM Industrial
- HPSM lease finance industrial
- HPSM lease finance others
- HPSM House Building Industrial
- HPSM House Building Commercial
- HPSM House Building General
- HPSM Semi Pucca Housing
- HPSM House Renovation
- HPSM Transport commercial
- HPSM Auto
- HPSM Consumer Investment Scheme (CIS)
- HPSM Staff House Building
- HPSM Staff House Renovation
- HPSM Staff Consumer Investment Scheme (CIS)
- HPSM Staff Transport
- HPSM others

#### **JIJARA**

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- Quard against MTDR/Scheme
- Quard against Earnest money
- Quard against Cash Incentive

#### **○ CONTINGENT LIABILITY ISLAMIC BANKING PRODUCTS**

- Letter of Credit
- Letter of Guarantee Payment Guarantee
- Letter of Guarantee Performance Guarantee, Bid Bond
- Inward Bills
- Local Document Bill Collection
- Foreign Doc. Bill Collection
- Letter of Credit (BTB)
- Documentary Credit
- Master LC



### Deposit Products

#### Al-Wadeeah mode

- **Current and Foreign Currency Account**
- Al-Wadeeah Current Account (AWCA)
- Al-Wadeeah Convertible Taka Account
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- Al-Wadeeah Non-Convertible Taka Account
- NFCD Accounts
- RFCD Accounts
- O Private Foreign Currency Account

#### Mudaraba Mode

#### **Mudaraba Savings & Term Deposit Products**

- Mudaraba Savings Account (MSA)
- Mudaraba School Banking
- Mudaraba SBL-10 Taka Account
- Mudaraba Special Notice Deposit (MSND)
- Mudaraba Term Deposit
- Mudaraba SBL -Garments Workers -SHOFOL
- Mudaraba SBL Bondhon Savings
- Mudaraba SBL Savings Premium
- Mudaraba SBL Savings Premium Plus
- Mudaraba SBL Super Savers Savings
- Mudaraba SBL Women Savings
- Mudaraba SBL Classic Savings
- Mudaraba SBL Golden Age Savings
- Mudaraba Remittance Savers Savings
- Mudaraba MSD-Non Profit
- Mudaraba Savings Account-National Service

#### Mudaraba Employee Savings Account (Payroll a/c)

- Mudaraba Smart Saver-LITE
- Mudaraba Smart Saver-PREMIUM

#### Mudaraba SBL Scheme Deposit Products

- Mudaraba SBL DPS Sarbojonin
- Mudaraba SBL DPS Projonmo
- Mudaraba SBL DPS Ghoroni
- Mudaraba SBL Lakhpati Plus
- Mudaraba SBL Kotipoti Plus
- Mudaraba SBL DPS Bondhon
- Mudaraba SBL Monthly Income PROTTASHA
- Mudaraba SBL Monthly Income SHRODDHA

- Mudaraba SBL DIGUN SHOMRIDDHI
- Mudaraba Monthly Savings Scheme (MMSS)
- Mudaraba Hajj Savings Scheme (MHSS)
- Mudaraba Regular Income Program (MRIP
- Mudaraba Cash Waqf
- Mudaraba Mohor

### 📆 Technology Products

#### Internet Banking

- **SMS Banking**
- DigiBanking
- ATM Banking
- POS Banking
- SBL Express Booth
- NPS Connectivity



#### Visa Tijarah Card

- Visa Platinum
- Visa Gold
  - » Zero Pay (EMI)
  - » Credit Shield Premium » Balance Transfer
  - » 2FA

#### Visa Prepaid Card

- » Visa Travel Card » Visa Hajj Card
- Debit Card



Agent Banking SBL



# **MISSION, VISION AND CORE VALUES**



#### **Core Values**



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# STRATEGIC PRINCIPLES GRI 2-22



# STRATEGIC ACTION PLAN AND CHALLENGES GRI 2-23, GRI 2-24

As mentioned in strategic principles, Standard Bank Limited believes in innovation in service quality, sustainability in business operations, inclusiveness in addressing mass peoples' need and protection of stakeholders' interest. In order to ensure sustainable business operation SBL not only prioritizes on ethical and environment friendly financing practices but also responsible internal processes. Thus the bank has adopted following principles to create positive impact to the environment.

# SUSTAINABILITY STRATEGY OF STANDARD BANK



Through actionable measures reduce ecological footprint by:

#### **Policy Commitments:**

Integration with National Strategies and SDGs:

Being a responsible corporate entity, we believe that we have ample duties and responsibilities to safeguard our people and planet apart from generating sustainable profit for the shareholders. As a country Bangladesh has developed its own nationally determined contributions (NDCs) in response to Paris Agreement objectives to limiting global warming within 1.5-2.0 degree Celsius above pre-industrial level. NDC was previously known as intended nationally determined contributions (INDC), which was submitted to United Nations Framework Convention on Climate Change (UNFCCC) on 25 September, 2015.

As per NDC 2021 paper, total GHG emission is found to increase from 169.05 Mt CO2e in 2012 to 409.4 Mt CO2e in 2030 under the business as usual scenario with an increase of 2.4 times than the base year. There are 4 UNFCCC sectors and 14 subsectors against which a plan has been devised to minimize  $CO_2$  emission by the Govt. of Bangladesh. Standard Bank Limited aims to prepare a strategic plan in line with the NDC 2021 action plan by the year 2023, an update of which is expected to be reported in the next Sustainability Report.

# CODE OF CONDUCT GRI 2-23

Values of SBL are defined in line with what we stand for everywhere we do business. They are reflected in our behavior and the way we build relationships and deliver value to all our stakeholders, clients, employees, shareholders, communities and others we deal with. In striving for outstanding performance and results, we do not compromise with our ethics or principles. SBL places great importance on honesty, integrity, quality and trust. In doing this, we follow a well-set of code of conduct. SBL's Code of Conduct incorporates SBL's Values, in particular Value of Integrity, to guide employees' day-to-day actions and decisions so that they can always do the right thing as desired by the management in achieving common goal of the bank.

All employees of SBL are required to display the highest standard of conduct in all dealings within and outside the bank. The success of the Bank is dependent on maintaining a high level of public trust. The following Code of Conduct Guiding Principles of SBL is in place:

#### PERSONAL RESPONSIBILITIES

- Maintain high level of integrity and ethics in line with Islami Shahri'ah Principle
- Be punctual, well dressed and placid mannered
- Stick to company policies, instructions and guidelines of the bank •
- Do not compromise with bank's interest with personal interest Workplace Responsibilities
- Ensure appropriate use and safeguarding bank's property •
- Behave with decorum and decency with other colleagues •
- Do not harass and be not be ill-mannered to female colleagues •
- Do not engage in any kind of business, gambling, racing, betting or wagering contracts
- No insider trading, workplace violence is allowed
- Follow proper procedures in raising grievance and disciplinary action Marketplace

#### RESPONSIBILITIES

- Report all sorts of fraud, anti-money laundering and terrorist financing, theft or illegal activities to concerned authority
- Be ever responsive to all requirements of customers •
  - Maintain customers 'confidentiality
- Maintain utmost secrecy and confidentiality in dealing with bank's affairs
- Report all records, accounts or books accurately abiding by law •

#### **CORPORATE CITIZENSHIP**

- Respond to all public or corporate enquiries timely
- Extend all-out assistance for business communities •
- Emphasize on green banking to save environment

# STRATEGIC PRIORITIES OF STANDARD BANK LIMITED GRI 2-22



🐠 Standard Bank Limited



### Maximize potential use of people, technology and data for societal wellbeing

- Train existing and hire skillful people
- Adopt state-of-art and innovative technology
- Providing green services through Internet banking, electronic fund transfer, automated cheques clearing, e-bank statement, SMS alert etc.
- Develop new ideas for more financial inclusion
- Serving unprivileged group through Mobile banking and Agent banking.



### Serve the people in need

Help people in need through CSR and other philanthropic programs

Serve the community through SBL Foundation



# **STANDARD BANK'S MEMBERSHIP OF ASSOCIATION GRI 2-28**



# **OUR VALUE DRIVEN BUSINESS MODEL** GRI 2-6







Excellence in Sustainable Banking



Awarded



in Asia Sustainability Reporting Rating (ASRRAT)-2022





Figure: Mr. Md. Touhidul Alam Khan, Additional Managing Director & CRO of SBL handing over Gold Trophy of Asia Sustainability Reporting Rating 2022 to honorable Chairman of the Bank Ln. Kazi Akram Uddin Ahmed, accompanied by Mr. Md. Ali Reza, EVP & CFO of SBL.



Figure: "Best Bank for Sustainable Business transformation in Bangladesh-2021" by The Global Economics in Dubai



### STANDARD BANK LIMITED GETS FIRST PRIZE OF "NATIONAL PRODUCTIVITY AND QUALITY EXCELLENCE AWARD 2018" LARGE INDUSTRY (OTHERS) CATEGORY



### OBTAINED CAMELS RATED BEST BANK AWARD

### WON THE SOUTH ASIAN FEDERATION OF ACCOUNTANTS (SAFA) AWARD 2018

😔 Standard Bank Limited

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STANDARD BANK LIMITED GETS "19TH ICAB NATIONAL AWARD FOR BEST PRESENTED ANNUAL REPORTS", JOINT THIRD POSITION UNDER THE CATEGORY OF CORPORATE GOVERNANCE DISCLOSURES





AWARDED THE QUALITY CHOICE PRIZE 2022 FROM THE EUROPEAN SOCIETY FOR QUALITY RESEARCH (ESQR) AWARDED THE "BUSINESS TRANSFORMATION AWARD-2021" ON A GLOBAL PLATFORM





### OBTAINED NATIONAL TAX CARD AWARD FROM NBR

GETS WORLD QUALIRY COMMITMENT AWARD

# STATEMENTS OF DECISION MAKERS



"THE GREATEST THREAT TO OUR PLANET IS THE BELIEF THAT SOMEONE ELSE WILL SAVE IT"

# **CHAIRMAN'S NOTE**

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Kazi Akram Uddin Ahmed

Chairman

We strongly believe in the power of community engagement and collaboration

The year 2022 was fought with unprecedented challenges in the aftermath of the global pandemic, COVID-19, testing our resilience on multiple fronts. In the face of these challenges, Standard Bank Limited remained steadfast in our commitment to our stakeholders, recognizing our responsibility to create a positive impact on society and the environment. We firmly believe that conducting business responsibly is not only the right thing to do, but also crucial for long-term success. Our sustainability strategy served as our guiding light, empowering us to make significant strides in various areas throughout the year.

Our sustainability strategy is the bedrock of our operations encompassing multiple dimensions that are essential for creating a positive impact on the environment, society, and the economy. It goes beyond mere compliance, reflecting a fundamental philosophy that permeates every aspect of our business. Our sustainability strategy has been our compass, guiding us to make decisions aligned with our values and long-term vision. It has enabled us to embrace a holistic approach, recognizing the profound consequences of our actions and our profound responsibility to act as a force for good.

We firmly believe that our success as an organization is intrinsically linked to the well-being and satisfaction of our employees. We have continued to foster a diverse, inclusive, and equitable workplace that promotes employee growth, empowerment, and work-life balance. We implemented robust health and safety protocols to prioritize the well-being of our workforce during the pandemic, while ensuring their safety remained our topmost priority.

Despite the challenging economic landscape, we have remained committed to sustainable economic growth. Through responsible financing practices, we have supported businesses, particularly those impacted by the pandemic, by providing access to affordable investment facilities and tailored financial solutions. We have embraced digital innovation, enhancing our product and service offerings to meet the evolving needs of our customers and contribute to their economic resilience.

We strongly believe in the power of community engagement and collaboration. In 2022, we extended our focus on social development by forging strategic partnerships with local organizations to address pressing societal issues. We launched initiatives that promoted financial literacy, entrepreneurship, and skills development, empowering individuals and communities to create sustainable futures.

Upholding the highest standards of integrity and ethical conduct is at the core of our values. We have strengthened our corporate governance frameworks, reinforcing transparency, accountability, and responsible decision-making. Through comprehensive training programs and awareness campaigns, we have ensured that all our employees understand and adhere to our zero-tolerance policy towards corruption.

We recognize that our products and services can have a significant impact on our customers and society at large. We have continued to prioritize responsible financing and investment practices, ensuring that our offerings rightly align with environmental, social, and governance principles. We have also implemented robust risk management systems to address potential negative impacts and protect the interests of our customers.

As an environmentally responsible institution, we have made substantial progress in reducing our ecological footprint. We are highly focused on implementing energy-efficient technologies, reducing electricity and paper consumption, and exploring opportunities to establish renewable energy sources for our operations.

In conclusion, I express my deepest gratitude to our employees, customers, and stakeholders for their unwavering support and dedication to our journey toward sustainability. The challenges we faced in 2022 have only strengthened our resolve to continue driving positive change and building a more sustainable world. As we forge ahead, we remain steadfast in fostering a culture of sustainability within our bank, collaborating with our stakeholders, and embracing innovation to address emerging sustainability challenges. By staying true to our values and purpose, we will build a future that is not only economically prosperous but also socially inclusive and environmentally responsible.

Kazi Akram Uddin Ahmed Chairman

# **MESSAGE FROM THE MANAGING DIRECTOR & CEO**

Md. Habibur Rahman

Managing Director & CEO

Sustainability is not just an obligation; it is a remarkable opportunity n recent years, the concept of sustainability has taken the center stage as we witness the profound consequences of our actions on the environment. Climate change, resource depletion, and pollution serve as urgent reminders of the challenges we face as a global society. As an organization committed to environmental stewardship, it is our responsibility to acknowledge these challenges and take concrete steps towards a sustainable future. This GRI-based Sustainability Report not only helps us track our progress, but also speaks volume for our unwavering commitment to sustainability.

First and foremost, sustainability is not just an obligation; but offers a remarkable opportunity. By embracing sustainable practices, we hold the power to create positive change and contribute to the well-being of both the environment and society as a whole. It is not a burden but a strategic advantage that will set us apart from our competitors and position us as leaders in our industry.

At our company, we have wholeheartedly committed ourselves to a comprehensive sustainability agenda that encompasses every aspect of our operations. We have taken significant strides to reduce our carbon footprint, minimize waste, and conserve resources. From adopting energy-efficient technologies to implementing sustainable supply chain practices, we make conscious choices to mitigate our impact on the environment. However, we acknowledge that there is much more work to be done.

Sustainability transcends internal operations and necessitates collaboration with our partners, customers, and stakeholders to drive change at a broader level. By engaging in open dialogue and sharing best practices, we can collectively intensify our efforts and make a meaningful difference in the world.

Furthermore, as responsible corporate citizens, we recognize our duty to support the communities in which we operate. In 2022, we allocated more than BDT 140 million to Corporate Social Responsibility (CSR) initiatives. We actively invest in social and environmental programs that improve the lives of vulnerable populations and foster sustainable development. Through initiatives focused on education, healthcare, and environmental conservation, we strive to leave a positive and lasting impact on society.

The journey towards sustainability is far from over; it is a continuous process of growth and improvement. We must constantly push ourselves to innovate and set ambitious goals, while holding ourselves accountable for achieving them. Sustainability is not a destination; it is an ongoing journey of continuous improvement and adaptation.

Therefore, I call upon all stakeholders, especially my fellow employees, to embrace sustainability as an integral part of our corporate culture. Each one of us possesses the power to make a difference, whether through simple everyday actions or by spearheading transformative projects. Let us foster a culture of sustainability where ideas are encouraged, and actions are celebrated.

As part of our sustainability strategy, we will focus on several key areas to further advance our sustainability agenda:

- Climate Action: We will intensify our efforts to reduce our carbon footprint and accelerate the transition to a lowcarbon economy. This includes investing in renewable energy, exploring innovative technologies, and collaborating with industry partners to drive systemic change.
- Circular Economy: We will embrace circular economy principles to minimize waste, promote resource efficiency, and
  extend the life cycle of our products. By designing for recyclability, implementing take-back programs, and exploring
  product-as-a-service models, we will contribute to a more sustainable and regenerative economy, both through
  financing and our own consumption.
- Financial Inclusion: We recognize that sustainability encompasses not only the environment but also social equity and justice. We will enhance our diversity, equity, and inclusion initiatives to ensure a fair and inclusive society, equitable opportunities for all, and a just transition to a sustainable future.

In conclusion, I emphasize once again that sustainability is not just an option; it is an imperative. It is the only path forward if we are to safeguard our planet for future generations. As the CEO of this Bank, I wholeheartedly pledge my commitment to sustainability, and I invite each and every one of you to join me on this transformative journey.

Md. Habibur Rahman Managing Director & CEO

# MASSAGE FROM CHAIRMAN OF SUSTAINABLE REPORTING COMMITTEE (SRC)

# Md. Touhidul Alam Khan

Additional Managing Director

Driving sustainable change: Standard Bank's commitment to a better future

t Standard Bank, we are immensely proud of our ongoing efforts to publish our sustainability report based on the Global Reporting Initiative (GRI) standards for the second consecutive year. We are fully committed to continuing this journey, recognizing the importance of aligning ourselves with an internationally acclaimed sustainability standard. In a world where environmental challenges are increasingly urgent, it is our responsibility as business leaders to embrace sustainability as a fundamental value and take decisive action towards creating a better future for our planet and future generations.

Sustainability is not just a passing trend or a buzzword; it is a guiding principle that should inform every decision, strategy, and operation we undertake. We cannot afford to treat sustainability as an afterthought or an optional extra. Instead, we must integrate it deeply into the fabric of our organization, making it an integral part of our business model and culture.

Why is sustainability so crucial? The answer lies in the interconnectedness of our planet and its inhabitants. Our actions have farreaching consequences that extend beyond our immediate surroundings. Climate change, deforestation, pollution, and resource depletion serve as stark reminders of the detrimental impact our industrial activities have had on the Earth. We cannot turn a blind eye to these issues; instead, we must confront them head-on.

As responsible corporate citizens, we have a duty to minimize our ecological footprint and strive for sustainable practices across all aspects of our operations. This commitment encompasses energy consumption, waste management, supply chain practices, and product development. By adopting sustainable technologies, reducing emissions, and embracing renewable energy sources, we can mitigate our impact on the environment and contribute to a greener and more resilient future.

However, sustainability goes beyond environmental concerns alone. It also encompasses social and economic dimensions. We must strive for fairness and equity in our dealings, ensuring the well-being of our employees, suppliers, and communities. By fostering inclusivity, diversity, and ethical business practices, we can create a positive social impact that extends beyond our immediate sphere of influence.

To achieve these ambitious goals, we must cultivate a culture of innovation, collaboration, and continuous improvement. Merely relying on existing technologies and approaches is not enough; we must push boundaries, embrace emerging solutions, and challenge the status quo. Through investments in research and development, we can unlock new possibilities and spearhead sustainable advancements within our industry.

One of our core focuses has been the integration of Environmental, Social, and Governance (ESG) factors into our investment process. We have deepened the integration of ESG factors into our risk management frameworks, investment decisions, and financing practices. In compliance with central bank guidelines, we have implemented Environmental & Social Due Diligence (ESDD) processes for both our large and SME customers. Throughout 2022, we appraised 649 customers through Environmental & Social Risk Rating (ESRR), resulting in financing of BDT 55,600 million. We have also enhanced our data collection and reporting capabilities to provide transparent information on our ESG performance, empowering stakeholders to make informed decisions.

Ultimately, our commitment to sustainability is not just about doing the right thing; it is also a sound business strategy. Consumers and stakeholders increasingly demand sustainable practices and environmentally conscious products. By aligning our business with these expectations, we enhance our reputation, build trust, and gain a competitive advantage in the marketplace. Sustainability is not a burden or a cost; it is an opportunity for growth, innovation, and long-term success.

We are thrilled to once again produce a GRI-based Sustainability Report, and we take great pride in our first report receiving the 'Gold Rank' from the highly prestigious Asia Sustainability Reporting Rating 2022, NCCR, headquartered in Indonesia. While we celebrate these achievements, we recognize that sustainability is an ongoing journey, and we remain dedicated to raising the bar even higher. Sustainability is not an isolated task; together, we will drive positive change, protect our planet, and create a legacy we can be truly proud of.

As we move forward, let us remember these words by Mahatma Gandhi, "The future depends on what you do today." Our actions today will shape the world of tomorrow, and by embracing sustainability, we can contribute to a better and more sustainable future for the generations to come.

**Md. Touhidul Alam Khan** Additional Managing Director

# **GOVERNANCE STRUCTURE OF STANDARD BANK**

#### GRI 2-10, GRI 2-11, GRI 2-12, GRI 2-13, GRI 2-14, GRI 2-17, GRI 2-18

Sustainable development of a bank highly depends on effective governance within the organization. Being an experienced bank, Standard Bank has gone through lots of development processes over the course of time. As part of regulatory compliance and with the aim to establish good governance within the bank, there are Executive Committee, Board Risk Management Committee, Shari'ah Supervisory Committee and Audit Committee under Board of Directors.



#### **Role of the Board**

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The Board, as the highest governing body, plays supervisory role of the bank, oversees implementation of the bank's governance framework and periodically reviews if it remains appropriate in the light of material changes to the bank's size, complexity, geographical footprint, business strategy, markets and regulatory requirements. The Chairman, who leads the board, or chairman of any other committee formed by the board or any director of the bank does not personally possess the jurisdiction to apply either policy making or executive authority. He/she does not participate in or interfere into the administrative, operational and routine affairs of the bank. Majority of the board of directors do have a wide range of business experience covering different industries of the country.

#### **Board and Management Committee**

Various board committees have been formed to act in order to obtain the most effective operations. Such committees are important Corporate Governance tools to monitor corporate activities and can play a valuable role in the protection of shareholder value. During selection of the chairman of different committees, all the board members can freely perform their unbiased voting rights, thus an appropriate chairperson is selected based on their merits and capabilities to lead the committees.

One of the crucial governance tool, the risk management committee under the board is responsible for overall risk mitigation of the bank, be it investment risk, foreign exchange risk, IT risk, internal control and compliance risk, money laundering risk or any other risks and also implementation of policies and business plan of the bank.

Moreover, to support the management of the bank, there are several committees at management level. Among these committees, the Management Committee/ Senior Management Team (SMT) holds the highest position and responsible for overall management of the bank. The committee is led by MD & CEO and formed with the Head of different Divisions which operate overall banking activities. All the divisional heads are accountable to the SMT for their divisional performance. The division/departments are bound to comply with the sustainable strategies of the bank and report to the board accordingly. Apart from review or regular basis, the board check quarterly data and progress report for performance evaluation and guide the management accordingly to achieve organizational overall goal and objectives. All the management level committees operate independently without any intervention of the board and any undue influence of any director.

SMT is designed with the major divisions or departments. Including MD & CEO, all the divisional heads are selected based on their education, professional knowledge, experience, suitability, dynamism, transparency and track record. The selection committee takes an unbiased selection approach to selecting the officials keeping organizational requirement in mind and reflecting stakeholder-interest.

#### Sustainability with Shari'ah Law and Compliance

Islamic banking is a financial system that conducts all operations based on Islamic Shari'ah principles, especially avoiding Maysir (gambling), Gharar (uncertainty), Darar (loss) and Riba (interest) in financial transactions. And the main objective of Islamic Shari'ah is to achieve the well-being of humanity in here and the hereafter. In detail, the core objectives or Maqasid al-Shari'ah is to promote human well-being, which lies in safeguarding their faith (deen), lives (nafs), intellect ('aql), posterity (nasl), and property (maal). The guarantee of these five things means that it will fulfill the public interest and the welfare of the society, which is the ultimate goal of development.

Therefore, in order to fulfill the objectives of Shari'ah, Islamic banking achieves the welfare of people through economic growth, including poverty alleviation, reduction of unemployment, improvement of health standards, improvement of education and preservation of environmental sustainability etc. Based on this, Islamic banking has a significant relationship with sustainable finance and thus with Sustainable development goals (SDGs). In our last sustainability report 2021, we have demonstrated how the principles of Prophet (saws), mental and spiritual balance of life, are fundamentally aligned with the principles of triple bottom line. If illustrated, the Magasid al-Shari'ah relationship with the implementation of sustainable finance policies may be portrayed as follows:



### Serve the people in need

Falah: The ultimate goal is to practice ethical behavior and be successful not only in this world but also in hereafter.

Maslaha: The common social good or public interest.

Therefore, Standard Bank adopts Sustainable Finance Policy to meet the basic and complementary needs of people, increase financial inclusion, improve quality of living standards, and achieve balanced economic development. The ultimate aim to achieve Falah and Maslaha. In addition, the objective of adding the pillar of prophet (peace be upon him) to profit, people, and the planet (3ps) is to raise oneself with higher moral and spiritual values to strike a balance between business profits and ethical responsibilities to reduce social problems such as hunger, poverty, unemployment, illiteracy and social inequality etc.



#### Shari'ah Supervisory Committee

The Bank has a Shari'ah Supervisory Committee (SSC) consisting of renowned and prominent Shari'ah scholars. In addition to the Board of Directors of the bank, the Shari'ah Supervisory Committee of the bank performs significant roles and responsibilities to achieve the sustainable financial goals of the bank.

The Shariah Supervisory Committee supervises organizational policies and guidelines, product program guidelines (PPG), agreements, operations, transactions, processes, corporate social responsibilities (CSR) as well as the sustainable finance of the Bank to ensure full compliance with Shari'ah principles and rules.

#### **Organogram of Shari'ah Secretariat Division**



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# SUSTAINABILITY GOVERNANCE GRI 2-14



In order to confirm sustainability actions within the organization, Standard Bank Limited has developed its governance structure by maintaining Bangladesh Bank's directives to ensure green governance. There is an independent Sustainable Finance Division led by Head of Investment Risk Management Division (IRMD) as per instruction of Bangladesh Bank vide SFD Circular No. 02. Moreover, Sustainable Finance Committee (SFC) has been formed chaired by the Additional Managing Director & Chief Risk Officer of the Bank. The Risk Management Committee (RMC) of the Board of Directors approves policies, strategies and programs related to Sustainable Banking and Sustainable Finance (Green Banking, Environmental and Social Risk Management and CSR) programs.

The bank remains vigilant to adopt and update quality approaches to help ensure a sustainable business model within the organization. This helps the organization to get competitive advantage within existing process and find new opportunities for sustainable business growth. One of the main objectives of the SFD is to help reduce carbon footprints in investment decisions and environment-friendly

business initiatives. Being a responsible entity toward environment and society, we are committed to taking necessary actions as precautionary measures during any business operation. However, in this process, we do not always focus on scientifically proven methods to tackle environmental emergency. Rather we look for widely accepted methods or techniques that mostly serves the interest of the environment and our stakeholders. The bank has following entities to ensure sustainable banking governance.

### **Sustainable Finance Division (SFD)**

To perform sustainable banking, Standard Bank Limited established SFD, led by Head of IRM Division, as per Bangladesh Bank SFD Circular No. 02. The Division is assigned with different sustainability actions, among which some are done on regular basis and some periodically.

Assigned Tasks	Checklist	Remarks
Formulation, amendment and implementation of Green Banking policy, Green Office Guide, Environmental and Social Risk Management	$\checkmark$	Periodically
Planning and getting approval from Bangladesh Bank for setting up green branch	Х	Highly keen to implement in future in suitable time
Collaboration with PR and Brand Communication for green marketing	$\checkmark$	When required
Participation in agreement signing and applying refinance from Bangladesh Bank	$\checkmark$	When required
Support in annual CSR budget preparation and escalation	$\checkmark$	Yearly
Provide necessary assistance to internal and external stakeholders	$\checkmark$	Regularly
Preparing Annual Sustainability Report under supervision of Sustainability Reporting Committee (SRC)	$\checkmark$	Initiated this year
Regulatory and Internal Reporting in timely manner	$\checkmark$	Regularly
Generating new ideas for banking practices to reduce carbon footprint	$\checkmark$	Ongoing process



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### Sustainable Finance Committee (SFC)

As per Bangladesh Bank SFD Circular No. 02, dated 01.12.2016 Standard Bank Limited established SFC chaired by AMD and CRO. The ToRs of SFC are as under:

- To approve, monitor and evaluate the activities of Sustainable Finance Unit at management level.
- To set annual objective of Sustainable Finance Division and evaluate its performance.
- To ensure appropriate coordination and support among all relevant divisions of the Bank to accomplish the activities
  of Sustainable Finance Division.



### Sustainability Reporting Committee (SRC)

SRC has been formed comprising of cross departmental representation. The Committee works for gathering information for General Standard Disclosures. The committee also ensure their presence during the dialogue with key stakeholders to list and define material aspects to be reported on and to make recommendations to executive team on this.

#### Green Office Guide of Standard Bank Limited



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As part of the Standard Bank's continuous effort of positively upholding the Green Banking initiatives, the Bank has developed Green Office Guide as a general guideline to facilitate the in-house green banking objectives of the Bank. Our Green Office Guide has pictorial demonstration for better understanding of the readers. The Green Office Guide of the Bank was formulated and circulated by SFD vide instruction circular among all employees. The Green Office guide includes, but not limited to, the following objectives:



### **Energy Efficiency**

for optimal use of energy reducing carbon footprint

### Paper Reduction

for saving the trees and deforestation

### Water Conservation by safeguarding

misuse of water

### **General Waste** Management through reuse or recycling

### **Environmental and Social (ES) Risk Management**



Environmental and Social (ES) Risk refers to the uncertainty or probability of losses that may originate from any adverse environmental or climate change events or non-compliance with prevailing environmental regulations related to ES issues. The impact of climate change is undeniable in our country. We not only ensure a proper mitigation strategy while extending investment facilities, but also make sure that our dedicated relationship team is closely monitoring and counseling customers to assist them to efficiently handle adverse ES situations. Simultaneously, to safeguard our environment from further deterioration, we place strong emphasis on sustainable banking practice. We have a culture to promote sustainable actions through our banking operations. Our relationship team, investment officials and Sustainable Finance Division (SFD) worked persistently throughout the year to guarantee the maximum ES due diligence during financing. Furthermore, we have enhanced our SFD capability, while our employees have participated in trainings on sustainable banking. This, in turn, has enabled us to expand our capacity regarding robust ES Risk Management.

# **OUR MATERIAL CONCERN** GRI 3-1

As a Bank, we aim to elevate our position as a leader in sustainable business operations and in order to enhance our positive impact on the community, an ample assessment takes place on quarterly basis to identify and categorize the sustainability topics that are most relevant to our operations and our stakeholders based on the stakeholders' mapping exercise. we identified the most appropriate material topics based on understanding of our stakeholders' requirements and priorities. In our last sustainability report 2021, we have found 15 material topics as our priority concerns. During the sustainability committee meeting, after threadbare discussion, the committee reiterated the material topics and thus we are reporting them all in this report, without addition and deletion of any further topic. The material topics that have been outlined below are well aligned with our triple bottom line of sustainability i.e. economic, environmental & social.

Office Commuting

tele and video conferencina

**Responsible Purchase** 

by avoiding unnecessary

Practice 3Rs (Reduce,

fundamentals at all level for

sustainable business practice

**Reuse & Recycle**)

buying and using eco-

friendly products

through reducing fuel consumption and increasing

# **TRIPLE BOTTOM LINE MATERIAL TOPICS** GRI 3-2

As a Bank, we aim to elevate our position as a leader in sustainable business operations and in order to enhance our positive impact on the community, an ample assessment takes place on quarterly basis to identify and categorize the sustainability topics that are most relevant to our operations and our stakeholders based on the stakeholders' mapping exercise. we identified the most appropriate material topics based on understanding of our stakeholders' requirements and priorities. In our last sustainability report 2021, we have found 15 material topics as our priority concerns. During the sustainability committee meeting, after threadbare discussion, the committee reiterated the material topics and thus we are reporting them all in this report, without addition and deletion of any further topic. The material topics that have been outlined below are well aligned with our triple bottom line of sustainability i.e. economic, environmental & social.



# **MAPPING OF MATERIAL TOPICS**



# STAKEHOLDER ENGAGEMENT GRI 2-29

Stakeholder engagement is embedded into Standard Bank's day to day practices, business operations and processes. To achieve the desired goal together, our Bank involves all of its stakeholders in the business administration and decision-making process, as well as determining the Bank's strategic direction. Standard Bank defines stakeholders as groups that hold an impact on and/or are affected by Bank's operations. A 'stakeholder' is more clearly defined as any group or individual who can affect or be affected by the achievement or non-achievement of the objectives of the Bank. Through various kinds of involvements, Standard Bank has been able to align its business strategy direction with the expectations and needs of all stakeholders.

We understand that it is important to look at our business from our stakeholders' viewpoint and to find areas where our programs overlap. This means listening to and working with our stakeholders across the country/sphere and being very clear about our intentions and priorities. We define anyone who comes into contact with the Bank as our stakeholder. Our engagement process ensures that stakeholders have direct contact with the Bank so that we can respond to issues that may arise and that we are able to take account of stakeholder views in our ongoing and long term decisions. We consider ongoing, open dialogue and relationships of trust, integrity and respect as the markers of successful stakeholder engagement.

We believe that by continuing to engage and listen to the aspirations of our stakeholders, Standard Bank can continue to grow, help communities to progress and increase sustainability. Standard Bank has a method of multi stakeholder engagements that make sure every stakeholder can easily, comfortably and effectively present their opinions, ideas and concerns. Standard Bank also ensures that this input is clearly understood. Throughout 2021, Standard Bank was engaged with the following stakeholders:
# **STAKEHOLDER MAPPING**

Our Bank believes in the proper mapping of stakeholders in every aspect of its banking activities. We identify our stakeholders through conducting impact analysis in respect of:

Accountability: Standard Bank has direct legal responsibility to central bank, security exchange commission, tax authority & other regulators.

Impact: Decision making of the bank is influenced to reach its intended goals by shareholders and employees.

Proximity: The local community that heavily influences our day-to-day business operation.

Reliance: Those who are dependent on their operational performance, e.g. business partners, suppliers, vendors and others.

**Representation:** Those who represent the Bank to the outside world, e.g. employees, Board of Directors, business association leaders, local community leaders etc.



## **STAKEHOLDER IDENTIFICATION AND THEIR CONCERNS**



# STAKEHOLDER ENGAGEMENT METHOD AND FREQUENCY

Stakeholder Group		Communication channel	Frequency
Shareholders and Analysts	<b>E</b>	Annual General Meeting Annual Report Press release Meeting (Board, EC etc) E-mail and phone call Website	Once a year Once a year Several times a year Usually monthly Several times a year Ongoing
Government and regulatory authorities	s 🔒	Meeting Reporting E-mail and phone call	Several times a year Usually monthly, quarterly and half yearly Ongoing
Customers	8	Branch Relationship officer SMS, Email and phone call Website	Ongoing Ongoing Ongoing Ongoing
Employees	රිදුරි	Adhoc internal Meeting Corporate program E-mail- Office outlook Phone call	Ongoing Occasional Ongoing Ongoing
Society and local communities	8-8- 8-8-	Website & media	Ongoing
Suppliers	<b>₽</b>	Meeting Phone call and e-mail	Several times a year Ongoing





"An investment isn't an investment if it destroys the planet"

# ECONOMIC PERFORMANCE GRI 201

The economic statement provides a detailed picture of total value addition and the distribution of the value created by the organization. Our Bank contributes positively to socioeconomic development by empowering the employees through the payment of salaries and allowances; by distributing attractive and constant dividend to the shareholders; by assisting the regulatory capacities through paying taxes and of course keeping in mind company's continuous expansion and business growth.

Direct Economic Value Creation	BDT in million	
Particulars	2021	2022
Revenues earned from Profit on financial investments	12,086.95	12,029.71
Revenues earned from Investment on assets	291.50	1,023.63
Revenue earned from commission, exchange earnings & brokerage	1,113.04	1,580.62
Revenues earned from other operating income	374.79	323.44
Total direct economic value creation (A)	13,866.27	14,957.40

Economic Value Distribution		BDT in million
Particulars	2021	2022
Operating costs	1,532.00	1,740.01
Salaries paid to employees	2,925.46	3,370.43
Payments to deposit holders	7,624.21	8,260.76
Payments to providers of capital as dividend and reserve	618.68	531.04
Income tax paid on earnings	638.63	470.00
Community investment (CSR expenditure)	80.20	140.40
Total Economic Value Distribution (B)	13,419.18	14,512.64

Value Retention		
Particulars	2021	2022
Economic Value Retention (A-B)	447.09	444.76
Net profit after tax	778.61	1,121.80

#### Payment to Govt. Exchequer in Year 2022 (in BDT million)



Value Addition		BDT in million
Particulars	2021	2022
To employees	2,925.46	3,370.43
Total payment to government exchequer	2,265.90	2,572.40
Payments to providers of capital as dividend and reserve	618.68	531.04
Retained earnings for organizational growth	535.50	845.37
Community investment	80.20	140.40
Depreciation and amortization	315.04	262.28
Total Economic Value Addition	6,740.78	7,721.92

#### Value Addition in Capital Market

Particulars	2021	2022
Earnings per share (Consolidated)	0.73	1.06

#### **Geographical Investment Distribution**



#### Divisionwise Investment Portfolio 2022 (BDT Crore)

## **SECTOR-WISE INVESTMENT DISTRIBUTION**



#### Community support program through MFI linkage financing



#### **Rural economy development**

#### **Disbursement during 2022**

Agriculture Sector	Disbursement during 2022 (in BDT Mn)
Crops	3,455
Fishery	608
Crop Storage	135
Livestock	1,033
Poverty Alleviation	485
Others	340
Total	6,055



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# **ECONOMIC SUSTAINABILITY OF STANDARD BANK**



# **FINANCIAL INCLUSION**

#### Agent banking and others

Standard Bank believes that each & every people has the right of getting modern banking facility. Therefore SBL introduced agent banking service to ensure such right of all people including rural people of the country. In view of this objective we have a plan to appoint agent in most rural areas of the country.

SL	Particulars	2021	2022	Target-2023	Target Growth
1	No. of Agent Outlet in operation	26	24	36	50%
2	Total No of A/C	14,902	16,103	20,000	24%
3	Total Deposit (BDT million)	242.80	251.38	360.00	43%
4	Operating profit (BDT million)	5.60	5.061	8.00	58%
5	F. Remittance Disburse (BDT million)	154.30	144.52	200.00	38%
6	Collection of Utility Bill (BDT million)	77.60	72.67	100.00	38%

The bank aims to expand the number of agent outlets in coming years so that more unbanked people be reached and served with banking services.





• Foreign remittance







# PHOTO GALLERY OF SOME PROJECTS FINANCED BY SBL



Figure: One of livestock projects financed by Standard Bank Limited.





Figure: Standard Bank Limited Gulshan-1 Branch Financed NDE Ready Mix Ltd.



Figure: Standard Bank Limited Gulshan-1 Branch Financed Nitol Motors Ltd.





Figure: Standard Bank Limited Principal Branch Financed Vitalac Dairy & Food Industries Ltd.



Figure: Standard Bank Limited Principal Branch Financed Chaity Composite Limited.



Figure: Standard Bank Limited Narayanganj Branch financed Eurotex Knitwear Ltd.



Figure: Standard Bank Limited (Foreign Exchange Branch) Financed Noman Home Textile Mills Ltd.

#### Procurement practices GRI 204

Standard Bank is highly committed to supporting local and environmentally-responsible suppliers as it realizes that procurement practices have both economic and environmental impacts on communities. As maintaining proper supply chain operation and conducting ethical procurement practice is very crucial for bank's smooth and sustainable business operation, the bank has General Service Division (GSD equipped with competent resources to deal with concerned matters. Selection of suppliers maintained centrally from head office to avoid any unethical practice and negative social and economic impact. Major suppliers' category of bank are as follows:

#### **Supporting Local Procurement**

The Bank continued to support the national economy in 2022 by contracting with local suppliers. In 2022, our local suppliers represented 100% of our total spending on suppliers.

#### Anti-Corruption GRI 205

#### **Risk Assessment** GRI 205-1, GRI 2-27 Internal Control & Compliance

As per the instruction of Bangladesh Bank, the Bank has set Internal Control & Compliance (ICC) Division at Head Office to ensure that the internal control process is in place through establishment of Audit Committee of the Board of Directors. Internal Control & Compliance (ICC) promotes operational efficiency and encourages compliance with managerial policies and procedures, laws and regulations and supervisory requirement. The ICC comprises of the following three Departments:

- i. Audit Department
- ii. Monitoring Department
- iii. Compliance Department

The Audit Committee reviews the internal & external audit reports without any intervention of the Bank management and ensures that management takes effective measures in case of any deficiencies/lapses are found in the reports of internal control system. The Risk Based Internal Audit Program for the year 2022 was chalked out by ICC Division which was duly approved by the Management as well as the Audit Committee of the Board of Directors, as shown below.

Aud	Audit Program in 2022			
	Audit Conducted on	Number		
1.	No of branches (comprehensive)	138		
2.	No of Agent outlets (comprehensive)	05		
3.	No of Division/ Department/ subsidiary	09		
4.	Surprise Inspection on branches	32		
5.	Special investigation (times)	36		
6.	AML & CFT Compliance	54		

ICT Audit		
7.	No of branches	40
8.	No of Divisions/Department in Head office	07

Onl	Online Reporting of foreign exchange transaction		
9.	AD branch	19	
10.	Division	03	

In addition to the above, Bangladesh Bank Inspection team also conducted 32 (thirty two) different inspections in the year 2022 on different Branches and Departments of Head Office. Details are as under:

Bangladesh Bank Audit Program			
	Nature of Inspection	Number of Audit	
1	Special Inspection on Core Risk	05	
2	Comprehensive	17	
3	Foreign Exchange Transaction	05	
4	Surprise Inspection	05	

To comply with the directives of Bangladesh Bank, ICC Division of the bank takes proper initiative to comply the observations/ suggestions of Bangladesh Bank and also send the Compliance Report in time.

#### Anti-Money Laundering and CFT Division

AML & CFT Division has assessed money laundering (ML), terrorist financing (TF) & proliferation financing (PF) risks that has to be mitigated properly. Some vital areas of risks involved are identified as follows:

- Identify the customer's actual source of fund and verify from independent & reliable sources.
- Identify the ultimate beneficial owner (UBO) of the account opened.
- Any new customer who was involved in ML or TF or PF previously before being our customer through screening on boarding in the Automated/Manual Sanction Screening procedure.
- Whether any person/entity maintaining any type of account or making any transaction who is involved in any incident related with ML or TF or PF or any fraudulent activity which has been published in the daily newspaper through periodical automated and manual screening.
- Verification of price of the underlying commodities in foreign trade specially capital machinery & luxury goods.
- Information and identification of the exporters/importers/UBO in foreign trade related transactions.
- Counter party (customer) risk assessment by the bank in international trade.
- Tracking the transport/vessels to comply the regulatory directives.
- Phantom shipment i.e. the shipments, which exists only on paper in international trade.

For mitigating the risk associated with corruption related with ML or TF or PF, bank has taken some precautionary measures which are as follows:

- AML & CFT Division follow daily newspaper and search for any incident happened regarding ML or TF or PF and check if the person/entity involved in the incident maintaining any account with the Bank.
- Collect the latest credit report of both supplier and buyer.
- Verify the price of the goods from different local and international sources by trade officers before processing any foreign trade related transaction.
- Verify the previous trade behavior of the importer and exporter and justify the current approach for getting foreign trade facility.
- Ensure the proper payment system and identify the actual end user/beneficiary of the foreign payment or cross border transaction either in trade or remittance through sanction screening.

#### Capacity Building for Anti-Corruption GRI 205-2

AML & CFT Division with the help of Human Resource Division & Training Institute regularly arranges training programs on AML & CFT to obtain cent percent employees training.

- To comply the section 11.2 of BFIU circular 26 dated 16.06.2020, AML & CFT Division arranged training program totaling for 186 Executives/Officers on AML & CFT related issues in 2022 jointly with the help of Human Resource Division (HRD) & learning center.
- Special training program has been arranged to prevent Trade Based Money Laundering (TBML) and 71 participants attended the program.

#### Confirmed incidents of corruption and actions taken GRI 205-3

The management of the bank has taken required actions against all the related incidents found during the assessment process with zero tolerance to safeguard ethical practice and good governance.

#### **Tax** GRI 207

#### Nature of organizational tax strategy & regulatory compliance GRI 207-1

The Bank is Financial Organization and Public Listed Company. We are also withholding authority. We submit monthly VAT return, half yearly withholding return and yearly corporate Tax return to tax authority regularly in compliance of IT Ordinance 1984, VAT and Customs Act 2012, time to time updated Finance Act as well as SROs issued by NBR.

#### Description of the governance body GRI 207-1

We have tax advisers as well as designated officer (Professional Accountant) for compliance of Tax/Vat issues along with regulatory compliance. Designated officer prepare note for payment of Tax/VAT/Excise Duty amount and submit the related return in compliance of IT Ordinance 1984, VAT and Customs Act 2012, time-to-time updated Finance Act as well as SROs issued by NBR, which is subsequently reviewed and approved by Deputy Head of FAD, Head of FAD, CFO and CEO respectively.

#### Description of the tax governance and control framework GRI 207-2

We deduct tax/VAT from all supplies and service as a withholding authority and pay corporate tax to Large Tax Payer Unit (LTU) as per rule of IT Ordinance 1984, VAT and Customs Act 2012, time to time updated Finance Act as well as SROs issued by NBR. A Designated officer reviews the compliance issues relating to Tax/VAT/Excise duty which is subsequently reviewed and approved by Deputy Head of FAD, Head of FAD, CFO and CEO respectively.

#### Description of the approach to tax risks & its management GRI 207-2

Tax risks are directly involved with government. National Board of Revenue (NBR) is our regulatory authority/body. We are always aware of the risks. We manage the issues in computer based system and monitor both in computer system and manually

#### Description of the assurance process for disclosures on tax GRI 207-2

We always give disclosures notes in our annual report regarding VAT/Tax issues, corporate tax calculation process and procedures as well as total payment in government exchequer.

#### Description of the approach to engagement with several stakeholders GRI 207-3

We always issued Tax/VAT Deduction at Sources (TDS/VDS) certificate to the stakeholders against tax/VAT deducted from all supplies and service as a withholding authority as per rule of IT Ordinance 1984, VAT and Customs Act 2012, time to time updated Finance Act as well as SROs issued by NBR and comply with all relevant circulars of tax authorities.

#### Description of the organizational tax jurisdictions GRI 207-4

We are publicly listed financial organization (Bank). Our tax jurisdiction is Large Tax Payer Unit (LTU) where we paid our corporate tax. Besides this we paid the withholding Tax/VAT in respective circle as per IT Ordinance 1984, VAT and Customs Act 2012, time to time updated Finance Act as well as SROs issued by NBR and complied with all relevant circulars of tax authorities.

# Environmental SUSTAINABILITY



"The Earth does not belong to us, we belong to the Earth"

# ENVIRONMENTAL SUSTAINABILITY PERFORMANCE OF STANDARD BANK GRI 302, GRI 303, GRI 305, GRI 306, GRI 307

As a financial institution, we are exposed to environmental and social risk in the course of our clients / investee. If not managed properly, these risks tarnish the financial institution's reputational image, costly litigation or loss of revenue. On the other hand, the bank may produce emission through its in house operations. In order to reduce the emission, environmental risks and social risks as well as improve the reputational image, banks have to conduct sustainable banking practices. The sustainable banking approach is based on certain principles which not only believe in profit making but also economic, environmental and social wellbeing. Standard Bank in line with global norms has already introduced Sustainable Banking practices. The sustainable banking initiative of our Bank has multidimensional areas including both in-house environment management and undertaking Green Financing towards supporting Green Economy.

Moreover, Standard Bank has developed and introduced Green Banking Policy, Green strategic plan and Green office guide. As one of the strategic focuses of Standard Bank is 'going green', which includes efficient energy consumption, paperless office, financing renewable energy etc. As an eco-friendly bank, we tend to reduce the carbon emission which ultimately helps us to ensure green society. Being a leading financial institution SBL can influence economy, society, people and the environment directly and indirectly through our stakeholders. Our Bank is striving for excellence to create Social, Environmental and Economic benefits by showcasing high level of commitment to sustainable banking. We believe we can enhance the ability to grow by enabling the transition to a sustainable future. Sustainability thereby generates value in itself. As a bank, we have identified the material aspects in line with new GRI Standards. Relevant material information have been disclosed in this report for its stakeholders. The Bank shows its material impacts within and outside the Bank.

As a responsible bank, we are working to reduce carbon emissions directly and also reduce the carbon emission by investing in environment friendly business. The bank has formed a Sustainability Reporting Committee to prepare sustainability report annually.

#### **Environmental Disclosure**

Our Bank reduces carbon emission through reduction of energy consumption and transport usage as well as financing in environment friendly projects. The bank has been working with its stakeholders to recognize Social, Environmental and Economic issues and contribute to reduce the negative impact through its innovative products and services as well as advanced technologies to meet its stakeholders' needs and expectations.

#### Energy Consumption GRI 302-1

#### Type of fuel from Non-renewable sources: Octane & Diesel

The main sources of the energy consumption of the bank are vehicle transport and generator operation. In 2022.

#### Total Fuel Consumption (non-renewable energy) in liter

Year 2020	Year 2021	Year 2022
134,443	145,015	1,82,390

In 2020, due to Covid-restriction, physical movement was limited and more online communication took place. After that covid-led crisis, business activities have been increasing.

#### Consumption of Electricity (kWh)

Year 2020	Year 2021	Year 2022
4,437,931	4,457,017	3,815,554



Operating banking business must depend on using electricity. Since increase in consumption of electricity causes increased use of fossil fuel, we are concerned about electricity usage. Therefore, we are keen to increase usage of renewable energy, like solar power. New Head office of Standard Bank Limited, under construction, is designed in such a way so that it may use daylight as much as possible and it can operate with low energy demand (LEED certified). In the Green office quide, our green instruction to all employees related to optimal electricity usage are as follows-

- Optimal usage of personal computer
- Optimal usage of printer
- Optimal usage of photocopier
- Installation of times thermostats for Air-condition
- Maximum usage of natural light

#### Direct GHG Emissions GRI 305-1

Greenhouse Gas (GHS) Emission is worldwide a major environmental concern and among top priorities of SDG goals. As a responsible business entity, the management is mindful of the negative impact of GHG emission. There are two sources of GHG emissions from the Standard Bank Limited, which are specified below.

#### GHG emissions from stationary sources - Diesel only from Generator (liter)

Year 2020	Year 2021	Year 2022
91,438	79,412	114,300

#### GHG emissions from mobile combustions - Octane only from vehicle (liter)

Year 2020	Year 2021	Year 2022
43,005	65,603	68,090

From the data we see that diesel usage for generator notably increased by around 44% due to excessive load shedding during the year. On the other hand octane usage from transportation enhanced by merely 3.8%. The management purposefully avoid any transportation-movement if manageable otherwise.

#### Waste 306-1, 306-2, 306-3

Due to the nature of the operation, banks do not produce that much hazardous waste like other environmentally impactful organizations. However, the main source of waste generation comes from usage of paper as office stationeries. Earlier, all the necessary documents have been preserved through paper based work and by computer-printing. However, now, the usages of paper is being rationalized and unnecessary printing has been highly discouraged through green banking initiatives. Year-wise paper waste data is provided below.

#### Paper waste generation (Kg)

Year 2020	Year 2021	Year 2022
9,960	7,383	8,778

We know that using more paper means destruction of more trees and forests. Therefore, we cannot remain unperturbed despite seeing the future of environment at stake. With our green banking policy and Green office guide, we have created awareness among our employees to use papers responsibly. These policies have been circulated to all the employees for their ready reference and required sustainable actions. Paper usage increased in last year 2022, compared to that of previous year 2021, due to increased business activities. We are trying to streamline our investment processes to keep paper usage limited. We use the tagline, **'think before you print'** so that employees remain sensible of unnecessary paper-printing.

<text>

As a financial institution, we are exposed to environmental and social risk in the course of our clients / investee. For minimizing environment related non-compliance, the bank arranged training and workshop program for its employees to equip them with related knowledge. Therefore, we have incorporated environmental risk management as part of the existing investment risk methodology to assess borrowers through Environmental & Social Due Diligence (ESDD) checklists before lending.

#### **Environmental & Social Due Diligence**

- 649 customers appraised for Environmental & Social Due Diligence (ESDD) during 2022.
- BDT 55,600 million financed based on Environmental & Social Risk Rating (ESRR) during 2022



#### SBL DigiBanking- making banking faster

As part of Green Banking initiatives, Standard Bank has developed SBL DigiBanking App which is the latest product of ADC Department. With this sophisticated App, customers can do banking at anytime from anywhere around the globe. Customers can perform Fund Transfer to any SBL Account, Other Bank Account, Pay their Credit Card Bill, WASA Bill and can perform Mobile Recharge anytime and from anywhere. Moreover, anyone can identify the contact details of our branches, call Branch Managers, apply for different products & services, identify benefits & EMI facilities offered by SBL Credit Card and also locate any Branch, ATM, Agent locations etc. The App is getting widely popular among the customers.

#### **Internet Banking:**

Particulars	2021	2022
Total No. of Accounts	11,807	12,315
No. of Transactions	355	561
Amount of Transactions (in BDT)	8,893,454	13,763,594

#### SBL Digibanking:

Particulars	2021	2022
Total No. of Customers in Mobile Apps in DigiBanking	8,430	12,761
No. of Transactions	130,099	232,665
Amount of Transactions (in BDT)	1,468,686,648	2,808,033,829

From the data we see that our Digibanking app is increasingly getting more popular compared to internet banking performance, due to substantial growth of smart devices. Number of Digibanking app user has increased by 51% during 2022 while number transaction has increased by 79%, while the volume of transaction enhanced by more than 90%, resulting in significant savings of paper, time and fuel combustion.

#### **Online Banking**

100% of our Bank branches provide online Banking facility which help reduce physical movement and thus fuel consumption.

During the year 2022, there was no non-compliance incidents reported and no fines imposed by any external stakeholders due to such incidents.





# Social Sustainability



"BUSINESSES CANNOT BE SUCCESSFUL WHEN THE SOCIETY AROUND THEM FAILS"

# SOCIAL SUSTAINABILITY PERFORMANCE

#### Employment GRI 2-7, GRI 401, GRI 404

Human resource management plays a key role towards ensuring sustainable future and our Bank is not an exception. Human Resources Division of the Bank, managed by highly professional and dedicated team, has been playing a pivotal role in ensuring sustainable human resource management. Sustainable human resource management showcases some qualitative attributes like healthy and secured work environment, gender diversity, gender equality, reward & recognition, capacity development of employees, competitive salaries & benefits etc.

Human Resources team of the Bank always strives to ensure sustainable working environment. Market competitive monetary benefits are ensured to motivate employees through a robust performance evaluation process administered on all employees. The Bank has dedicated in-house training institute for creating & ensuring scopes of employee skill & knowledge development as per requirement.

#### **Division-wise Employee Distribution**

Division	2020	2021	2022
Barishal	20	21	86
Chattogram	309	304	508
Dhaka	1057	1024	479
Khulna	95	91	261
Mymensingh	15	14	66
Rajshahi	72	69	135
Rangpur	61	62	101
Sylhet	42	41	31
Grand Total	1,671	1,626	1,667

#### Total male and female employees (service employees)



#### **Employees by Age Group**

Age Group	2020	2021	2022
Below 30 Years	226	118	180
30-50 Years	1,368	1,418	1,391
Above 50 Years	77	90	96
Total	1,671	1,626	1667





#### Stakeholder consideration into HR process GRI 2-20

- To remain competitive and reap the competitive advantage, Standard Bank Limited always take its internal (employees & Line Managers) and external stakeholders (Customers & Investors) demands into consideration to achieve the corporate goal. The Bank has its own remuneration committee to oversee the process. The decision of the committee is taken to the board and subsequently approved by them.
- The Bank is also very much aware of any relevant opinion of other stakeholders such as regulatory authorities, government etc. with utmost care to develop the operations process.
- Stakeholders including shareholders can significantly affect the remuneration policies through their opinions, circulars, and directives.

#### Remuneration Policy GRI 2-19, GRI 2-20

- All executives and officers are remunerated as per pay structure approved by Board of Directors. Executives get basic pay, house rent allowance, medical allowance, house maintenance allowance, entertainment allowance, residence security guard, cook & servant, house utility charges. They also get car investment, house furnishing allowance, incentive bonus, provident fund (PF), gratuity etc. Whereas officers enjoy basic pay, house rent allowance, medical allowance, conveyance allowance, house maintenance allowance, entertainment allowance, residence security guard, cook & servant etc. They also get incentive bonus, PF, Gratuity facilities.
- Promotion, Pay increment, Incentive Bonus are given based on exceeding the business objectives/targets as set by Board
  of Directors/Managing Directors.
- Remuneration Committee oversees and reviews remunerations of the Bank time to time as per Market Competitiveness & Cost of Living Adjustment (COLA).

#### Annual Total Compensation GRI 2-21

Total annual compensation for highest paid individual is 12.80% to the median of annual total compensation all other employees.

The ratio of percentage increase in annual total compensation of highest paid individual to the median percentage increase in annual total compensation of all other employees is **0.76%** 

#### **Facilities and Benefits**

Compensation includes basic and other facilities/allowances which are paid on monthly basis and disbursed on 25th day (or any other day if 25th is holiday or weekend) of every month. Facilities and benefits are illustrated below:

- House Rent Allowance
- House Maintenance Allowance
- Conveyance Allowance for Non Executives
- Medical Allowance
- Entertainment
- Cook & Servant

- Residence Security Guards
- Extra Allowance
- Car Maintenance Allowances for Executives

#### Apart from the above, SBL is also providing benefits & rewards which are given below:

- Incentive Bonuses
- Festival Bonuses
- Boishakhi Allowances
- Car Investment Schemes for Executives
- Maternity Benefits for Employees
- Leave Fare Compensation
- Charge Allowance for Branch Managers
- Risk Allowances for Officers of Cash Department
- Consumer Investment Schemes (Staff) at concessional profit rates
- Staff House Building Investment at concessional interest rates
- Major surgical (Medical) treatment expenses borne by the bank
- Honorarium for passing Banking Diploma
- Crest, Certificate and Cash Incentives for Performing Employees
- Arranging Foreign Training for Employees.

#### **End Service Benefits**

End Service Benefits are valuable benefits that impact the present and future lives of employees. End service benefits are important catalysts that increase employees appeal to job, minimize turnover rate, enhance job performance etc. SBL maintains separate fund for its employees' end benefit services. Provident fund contributions are made by employees (10% of basic salary per employee) and by the employer with equal amount. Following end service benefits are offered at SBL:



(as on 31.12.2022)

#### Description of non-employee workers GRI 2-8

Standard bank mostly employs three types of employees/staffs; employees, sub-staffs and contractual workers. Here employee refers to regular service employees (desk officers) where sub-staffs work as blue collar employees to serve the needs of desk employees. Contractual employees are recruited for short time period usually for 1 year or less, specially for division/departments like IT, Card sales, dispatch etc. to fulfill short-term needs. Number of contractual employee hired during 2022 was 225, which was 233 during previous year, 2021.

#### Employment service rules GRI 2-23

Standard Bank Limited has defined employee service rules which along with code of conduct are shared with employees during their recruitment, so that the employees know about their ethical role and responsibilities toward the organization and his deserving returns from it.

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#### Employee Grievance handling procedure GRI 2-25, GRI 2-26

As per SBL Sexual Harassment Awareness/Prevention Policy and SBL Employee Code of Conduct, an aggrieved employee may pursue a formal grievance mitigation process by reporting the same to the concerned authority. The authority concerned through forming complaint committee shall dispose of such grievance/harassment. To support raising concern, like whistleblowing mechanism, the bank prohibits any acts of violence toward the whistle blower as per clause 35 of SBL Employee Code of Conduct.

#### Recruitment

The Recruitment & Selection team of the Bank works dedicatedly as per Bank's 'best fit' philosophy. Our Bank has recruitment policy that clearly states the criteria and procedures to recruit fresh and lateral entrants. The fresh hires take place as Trainee Assistant Officer (TAO) and Management Trainee Officer (MTO). The interested candidates are shortlisted based on their qualification and subsequently appear for written test. Subject to obtaining benchmark SCORE in the written test, qualified candidates are interviewed by the Selection Committee of the bank. On the other hand, Bank also recruits experienced candidates as lateral entrants for different functions based on business need. Subject to matching the required qualifications, competency and experience level, lateral entrants are also assessed rigorously by the Selection Committee before appointments. The Bank has a policy that provides guidelines on appointing contractual employees for a specific period to fulfill the needs of the Bank.

#### **Employee Hiring**

In 2022, a total of 150 employees was recruited for different divisions/departments or different branches all over Bangladesh. The Bank attracted a good number of female employees last year.



Division-wise recruitment				
Divisions	Female	Male	Total	
Barisal	1	7	8	
Chattogram	15	41	56	
Dhaka	12	31	43	
Khulna	5	11	16	
Mymensingh	1	4	5	
Rajshahi	5	8	13	
Rangpur		6	6	
Sylhet	2	1	3	
Grand Total	41	109	150	

#### Year-wise employee hiring

#### Number of Newly Recruited Employee



#### **Employee Turnover in 2022**



#### Age-group wise employee turnover

Age Category	2020	2021	2022
30-50 Years	51	51	85
Above 50 Years	14	13	11
Below 30 Years	25	8	25
Total	90	72	121

#### Diversity & Equal Opportunity GRI 405

Standard Bank always believes in diversified workforce in order to produce better synergy, innovation and business development. The comprehensive workforce diversity culture promotes the exchange of ideas and collaboration among individuals and across groups.

#### List of carried out program / measure to fulfill equal opportunities at the facility

- Conducting Awareness creation session on equal opportunities for all employees
- Fair and Equal Employment Opportunity and Awareness on Harassment established through SBL Employee Code of Conduct clause number 33 and 34
- SBL has separate policy on Prevention of Sexual Harassment at Workplace
- SBL circulates all job circulars stating "Equal Opportunity Employer".

Standard Bank Limited arranged special program on **International women's day** on 08 March, 2022, encouraging women to work freely and motivate them to take more job responsibilities and gradually move towards executive-roles.



**Figure:** As a part of observing World Women's Day 2022, a special View Exchange Session was held at Standard Bank Limited on virtual platform. Acting Country Manager of Bangladesh, Bhutan and Nepal of International Finance Corporation (IFC, which is part of World Bank Group) Nuzhat Anwar attended the session as Chief Guest. A total of 340 female employees of SBL virtually attended the session along with the senior management.

#### Some key HR accounting information:

Particulars	2020	2021	2022
Total Employees	2289	2225	2239
Operating Revenue Per Employee (Million in Tk.)	3.41	2.81	3.00
Net Profit before Taxes per Employee (Million in Tk.)	0.94	0.61	0.69
Net Income Per Employee (Million in Tk.)	0.47	0.35	0.50
Asset Per Employee (Million in Tk.)	95.79	101.16	104.48
Direct Investment in Human Capital (Million in Tk.)	2881.66	2840.30	3291.36

#### Occupational Health & Safety (OHS) GRI 403-1

As Standard Bank Limited believes in employees' health and welfare, the bank takes different initiatives to safeguard their interest on safety issues. On this ground, the Bank complies with the directives of the Central Bank in regards to fire safety as well as follows its own fire safety mechanism. Apart from the existing Offices and Branches, Bank's new Offices/Premises are also having built-in fire safety mechanism. We ensure that both fire and health hazards are reduced in the Bank by adopting the sound policy of "Smoke-free Workplace" to protect our employees from harm.

#### Impact of Covid-19 at SBL:

Year	Number of affected employee	Number of Recovered employee	Number of Death Employee
2021	246	246	0
2022	166	166	0

#### Maternity Leave:

Maternity Leave in 2022					
Female	No. of Female Employees	Days of Leave at a time	Total Days	Employee returned to work	Employee retained after getting back to work
	10	180	1800	All	All

#### GRI 403-2

All the branches and head office premises of the Standard bank are well equipped and has sufficient breathing space for the employees. HR and General Service Division (GSD) of the bank take care of health and safety issues of the employees. Regarding description of the processes used to identify work-related hazards and assessed risks, the Bank checks critical areas to prevent fire arising from short circuit or other sources.

Description of the control mechanism of work-related hazards and assessed risks are as follows:

- Regular Training on Fire Safety
- Regular Checking of Critical Areas to prevent fire arising from short circuit or other sources.
- Smoke free working environment
- Regular defogging & disinfecting process of office premises during COVID 19 pandemic
- Regular cleaning of office premises, toilets, washrooms to avoid physical injuries, illness
- Filling up check-list on safety and security and reporting the same to Head Office and
- Letter, Email or any other means can be used to report work-related hazards are in place in order to describe hazardous situations.



Figure: A snapshot taken on periodical briefing session to employees on fire & safety issues

#### GRI 403-4

Description of the formation, members, responsibilities, meeting frequency, decision-making criteria of health and safety committee are as follows:

- Safety Committee at Head Office is formed with officers and support staff in collaboration with MCCI and Bangladesh Employers' Federation which meets four times in a year, discuss various aspects of safety and health issues and jointly recommends things to do.
- All the branch managers maintain safety and security checklist on regular basis and report to Head Office if any adverse safety and health issues appear.

#### GRI 403-5, 403-7, 403-8

Standard Bank Limited in collaboration with Bangladesh Employers' Federation conducts regular inspection; training and checking initiatives to identify work related hazards and assessed risks. There were 10 number of trainings conducted in 2022 at Head Office. In-house officials conducted the training.

Descriptions of approach to preventing or mitigating significant negative OHS impacts are listed as below:

- Regular Training on Fire Safety
- Regular Checking of Critical Areas to prevent fire arising from short circuit or other sources.
- Smoke free working environment
- Regular cleaning of office premises, toilets, washrooms to avoid physical injuries, illness

Number of fire emergency drills is conducted in 2022 at Head Office: **04.** 

Percentage of employees trained on relevant health and safety matters in 2022: 40%

Number of hours worked in 2022: 1952

Number of shifts in 2022: There is no shift for employees. But two or three shifts are available at IT Division, ADC & Card Division for support.

#### GRI 403-3, 403-6

As the management of the organization believes in promotion of worker health for competent service delivery, they have adopted manifold strategies to support employees' health-care whenever required:

- Sick leave up-to 14 days and leave period may be extended by competent authority if recommended by medical authority.
- Quarantine Leave up-to 21 days upon certificate of medical authority (Covid-period)
- Maternity Leave for six months with maternity benefits.
- Reimbursement of maternity expenses
- Hospitalization Bill for serious illness
- Major surgical operations charges
- Financial assistance is also given to respective employees at Managing Director's discretion.

Standard Bank Limited Employees' Welfare Fund is subscribed by monthly contribution of the employees. The Bank also contributes to the fund from time to time. The fund is established to cover the accidental coverage in the event of death or permanent disabilities, retirement benefit and stipend to the employees' children.

#### GRI 403-9, GRI 403-10

The main types of work-related injuries that prevails in Bank are Fire and explosions, Falls, slips or trips, Overexertion and muscle strains, Struck by employees, equipment or falling objects, Crashes or collisions, Exposure to harmful substances or environments but during 2022, no fatalities due to work related injuries were reported.

#### Training & Education GRI 404

For the development of employees' skill and professionalism the bank has a well-equipped learning center in the head office. Throughout the year SBL arranges required training for its valued employees. These training includes Banking Foundation training, ICT/Technical skills, soft skills, core banking, customer service, product and services, marketing & sales, relationship management, audit & compliance, AML & CFT, risk management, team building, managerial and leadership, Ethics, gender equality awareness, ESRM Etc. The bank also arrange external training in order to develop employees with required banking and organizational skills.

Name of Training	Number of Training	Number of Participant
Internal	50	3155
External	58	154
Total	108	3309

Number of training organized in 2022-108 (including internal and external sources)



#### Diversied Subjent Matters Covered Through Dierent Training & Workshops (Inhouse) with Respective Numbers of attendees







#### Diversied Subjent Matters Covered Through Dierent Training & Workshops (External) with Respective Numbers of attendees



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#### Non-Discrimination GRI 406

During the year 2022, no discrimination incident was reported. Thus there is no scope for reviewing the reported incidents and taking corrective actions.

#### Training on gender equality/ awareness program:

The bank organized gender equality/awareness program where around 151 participants were engaged, where 112 were male and 39 were female attendees.

#### Customer Privacy GRI 418

During the year 2022, no complaint was received regarding customer privacy related issue like leaks/theft/loss of customer data, thus there was no action taken in this regard. Moreover, to safeguard customer privacy the Bank has approved Guidelines for customer services and complaint management which has been implemented accordingly. However, the bank has dedicated complaint management cell to deal with any dissatisfaction from customers or external sources. In this case number of complaints that was received were as follows:

Year	r 2020	Year	2021	Year	2022
Number of complaints	Total Complaints resolved	Number of Complaints	Total Complaints Resolved	Number of Complaints	Total Complaints resolved
32	All	28	All	66	All

#### **Socioeconomic Compliance**

During the year 2022, the number of non-compliance reported incident was zero and thus no such fine due to non-compliance incidents related to socioeconomic factors was imposed on SBL. Moreover, as Standard Bank transformed into Shari'h based Bank from conventional Bank during the year 2021 and the core concept of Shari'ah based Bank is the ultimate spiritual sustainable development which is well-matched with 3Ps PEOPLE, PLANET & PROFIT. As reward of transforming itself into Shari'ah Based Bank and complying with Shari'ah compliance, Standard Bank has won "Business Transformation Award" under Sustainable Business category in the Global Sustainability Leadership Awards 2021 and won "Best Bank for Sustainable Business Transformation Award-Bangladesh 2021" from The Global Economics Limited.

# **CORPORATE SOCIAL RESPONSIBILITY (CSR) ACTIVITIES OF STANDARD BANK**



Figure: Standard Bank Limited donates BDT four crore to the project of "House with Land for the Homeless People"

#### CSR expenditure in 2022: BDT 140.40 million

Standard Bank Limited being a Shari'ah based Bank of the country always believes & aspires to promote socio-economic development. As part of our commitment and to ensure value in the changing economy of the nation; we always aim to reinforce our role in supporting economy which is fully backed by societal awareness of responsibility to society. Accordingly, we take on initiatives and implement actions that assemble a wide range of societal needs and requirements, thereby enhancing the overall contribution to society. We have adopted CSR practices in a structured manner in line with our organizational mission and vision in order to assist the underprivileged inhabitants of our country.

#### **EDUCATION: BDT 6.09 million**

Standard Bank always stands beside the meritorious students from low-income family in reputed academic and vocational training institutions by granting scholarships/stipends. We also support for upgrading the facilities in academic and vocational training institutions facilitating the under privileged rural & urban population.

#### HEALTH CARE: BDT 1.82 million

Since Covid-19 has been discovered, health issues are rapidly increasing and getting more and more complicated. Under such situation, support of corporate houses would certainly be beneficial for the underprivileged segment of our country. Thus, preventive and curative healthcare support for underprivileged people is another venture of Standard Bank's CSR initiatives.

#### **DISASTER MANAGEMENT: BDT 124.98 million**

 $\leftarrow \rightarrow$ 

The bank always plays a crucial role in contribution to disaster management and comes forward when the country is stricken by massive natural calamity, tragic accident etc. Thus, our Bank tries to contribute in a way so that the economic and human costs of natural disasters can be minimized. The large portion of CSR activities in 2022 went to this portion due to the severe impact of flooding.



Figure: Standard Bank Limited donates TK 100 million to the Honorable Prime Minister's Relief and Welfare Fund.



Figure: Standard Bank Limited donates 75,000 pcs blankets to the Honorable Prime Minister's Relief and Welfare Fund



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#### ART, CULTURAL WELFARE AND SPORTS: BDT 7.03 million

Art and culture play an important role for development of a nation. With that notion, Standard Bank promotes local art & culture that help develop sound mind and emotional state.

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#### **OTHER CSR ACTIVITIES: BDT 0.48 million**

688 G F Since its inception Standard Bank has been taking various moves to promote humanity, moral values and patriotism as well as for wellbeing of society and country. During the year 2022, bank donated BDT 0.48 million to individuals for operating a Day Care Centre, run by different banks. As part of humanitarian activities, SBL hosted a luncheon for over 1,000 underprivileged children on the National Mourning Day in 2022.



Figure: Standard Bank hosts luncheon for 1,000 underprivileged children in different locations.



Figure: Standard Bank distributed Ifter among the impoverished people.

# **GRI STANDARDS CONTENT INDEX**

	Statement of use	Standard E			ordance with the GRI St December 31, 2022.	andards for the
	DISCLOSURE	LOCATION	OMISSION			GRI SECTOR
GRI STANDARD/ OTHER SOURCE			REQUIREMENT(S) OMITTED	REASON	EXPLANATION	STANDARD REF. NO.
General disclo	osures					·
	2-1 Organizational details	6				
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	2-4 Restatements of information	4				
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	2-9 Governance structure and composition	7				
	2-10 Nomination and selection of the highest governance body	28				
	2-11 Chair of the highest governance body	28				
	2-12 Role of the highest governance body in overseeing the management of impacts	28				
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	2-14 Role of the highest governance body in sustainability reporting	28, 29				
	2-15 Conflicts of interest	28				
	2-16 Communication of critical concerns	62, 63				
	2-17 Collective knowledge of the highest governance body	28, 29				
	2-18 Evaluation of the performance of the highest governance body	29				
	2-19 Remuneration policies	61				
	2-20 Process to determine remuneration	61				
	2-21 Annual total compensation ratio	61				
	2-22 Statement on sustainable development strategy	11				
	2-23 Policy commitments	11, 12				
	2-24 Embedding policy commitments	12				
	2-25 Processes to remediate nega- tive impacts	63				
	2-26 Mechanisms for seeking advice and raising concerns	63				

	Statement of use	Standard E			accordance with the GRI Stand 2 to December 31, 2022.	lards for th
GRI STANDARD/			OMISSION			GRI SECTOR
OTHER SOURCE	DISCLOSURE	LOCATION	REQUIREMENT(S) OMITTED	REASON	EXPLANATION	STANDARD REF. NO.
	2-27 Compliance with laws and regulations	50				
	2-28 Membership associations	14				
	2-29 Approach to stakeholder engagement	35				
	2-30 Collective bargaining agreements			Not applicable	Not related to Banking Industry	
Material topics						
GRI 3: Material	3-1 Process to determine material topics	33			s for omission are not permitted for the di	sclosure or
Topics 2021	3-2 List of material topics	34	that	a GRI Sector Sta	ndard reference number is not available.	
Economic perfo	ormance					
GRI 3: Material Topics 2021	3-3 Management of material topics	40				
	201-1 Direct economic value generated and distributed	40				
GRI 201: Economic Performance 2016	201-2 Financial implications and other risks and opportunities due to climate change			Not applicable	Due to the nature of being a service providing organization, the bank is not directly involved in such activities. However, during financing in different businesses the bank makes prudent decisions to make unwanted impact of climate change	
	201-3 Defined benefit plan obligations and other retirement plans	62				
	201-4 Financial assistance received from government			Not applicable	No such assistance was received by the bank.	
Procurement p	ractices					
GRI 3: Material Topics 2021	3-3 Management of material topics	50				
GRI 204: Procure- ment Practices 2016	204-1 Proportion of spending on local suppliers	50				
Anti-corruption						
GRI 3: Material Topics 2021	3-3 Management of material topics	50				
	205-1 Operations assessed for risks related to corruption	50				
GRI 205: Anti-corruption 2016	205-2 Communication and training about anti-corruption policies and procedures	51				
	205-3 Confirmed incidents of corrup- tion and actions taken	52				
Tax						
GRI 3: Material Topics 2021	3-3 Management of material topics	52				

	Statement of use	Standard E			accordance with the GRI Stanc 2 to December 31, 2022.	lards for th
				OMIS	SSION	GRI SECTOR
GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION	REQUIREMENT(S) OMITTED	REASON	EXPLANATION	STANDARD REF. NO.
	207-1 Approach to tax	52				
GRI 207:	207-2 Tax governance, control, and risk management	52				
Tax 2019	207-3 Stakeholder engagement and management of concerns related to tax	52				
	207-4 Country-by-country reporting	52				
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GRI 3: Material Topics 2021	3-3 Management of material topics	55				
	302-1 Energy consumption within the organization	54				
GRI 302: Energy 2016	302-2 Energy consumption outside of the organization	54		Not applicable	As banking business is not directly involved to production related activities, data intensity is not directly linked to the organization.	
2010	302-3 Energy intensity					
	302-4 Reduction of energy consumption	54				
	302-5 Reductions in energy require- ments of products and services	54				
Emissions						
GRI 3: Material Topics 2021	3-3 Management of material topics	55				
	305-1 Direct (Scope 1) GHG emis- sions	54, 56				
	305-2 Energy indirect (Scope 2) GHG emissions	54				
	305-3 Other indirect (Scope 3) GHG emissions			Not applicable	No such data is available for disclosure	
	305-4 GHG emissions intensity	54				
GRI 305: Emissions 2016	305-5 Reduction of GHG emissions	54				
Emissions 2016	305-6 Emissions of ozone-depleting substances (ODS)			Not applicable	Due to the nature of being a service providing organization, the bank is not involved in such activities	
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions			Not applicable	Due to the nature of being a service providing organization, the bank is not involved in such activities	
Waste						
GRI 3: Material Topics 2021	3-3 Management of material topics	53				
	306-1 Waste generation and signifi- cant waste-related impacts	53				
GRI 306: Waste 2020	306-2 Management of significant waste-related impacts	53				
	306-3 Waste generated	53				

	Statement of use	Standard E			ccordance with the GRI Stand 2 to December 31, 2022.	lards for th
GRI STANDARD/			OMISSION			GRI SECTOR
OTHER SOURCE	DISCLOSURE	LOCATION	REQUIREMENT(S) OMITTED	REASON	EXPLANATION	STANDARD REF. NO.
	306-4 Waste diverted from disposal			Information unavailable/ incomplete	No such activity took place during the year under review. The bank does not produce much waste except e-waste. However, the bank follow reuse princple to reduce e-waste.	
	306-5 Waste directed to disposal			Information unavailable/ incomplete	No such activity took place during the year under review	
Employment					·	
GRI 3: Material Topics 2021	3-3 Management of material topics	60				
	401-1 New employee hires and employee turnover	63				
GRI 401: Employ- ment 2016	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	61, 62				
	401-3 Parental leave	66, 67				
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	403-2 Hazard identification, risk as- sessment, and incident investigation	66				
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	403-4 Worker participation, con- sultation, and communication on occupational health and safety	67				
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	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	67				
	403-8 Workers covered by an occupational health and safety management system	67				
	403-9 Work-related injuries	67				
	403-10 Work-related ill health	67				
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GRI 3: Material Topics 2021	3-3 Management of material topics	67				
GRI 404:	404-1 Average hours of training per year per employee	67				
Training and Education 2016	404-2 Programs for upgrading employee skills and transition assis- tance programs	68				

	Statement of use	Standard E			ccordance with the GRI Stand 2 to December 31, 2022.	dards for the
GRI STANDARD/				OMIS	SION	GRI SECTOR
OTHER SOURCE	DISCLOSURE	LOCATION	REQUIREMENT(S) OMITTED	REASON	EXPLANATION	STANDARD REF. NO.
	404-3 Percentage of employees receiving regular performance and career development reviews	60				
Diversity and e	equal opportunity					
GRI 3: Material Topics 2021	3-3 Management of material topics	64				
GRI 405: Diversity	405-1 Diversity of governance bodies and employees	64				
and Equal Opportunity 2016	405-2 Ratio of basic salary and remuneration of women to men			Not appli- cable	No difference in basic salary and remuneration of women to men in different grades	
Non-discrimina	ation		1		-	
GRI 3: Material Topics 2021	3-3 Management of material topics	70				
GRI 406: Non-dis- crimination 2016	406-1 Incidents of discrimination and corrective actions taken	70				
Customer priv	acy					
GRI 3: Material Topics 2021	3-3 Management of material topics	70				
GRI 418: Custom- er Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	70				

# **ABBREVIATION**

AACOBB	Association of Anti Money Laundering Compliance Officers of Banks in Bangladesh
ABB	Association of Bankers, Bangladesh
ADC	Alternate Delivery Channel
ALCO	Assets and Liabilities Committee
AMD	Additional Managing Director
AML	Anti- Money Laundering
BAMDA	Bangladesh Money Market Dealers' Association
BAPLC	Bangladesh Association of Publicly Listed Companies
BDT	Bangladeshi Taka
BFIU	Bangladesh Financial Intelligence Unit
BIBM	Bangladesh Institute of Bank Management
BPR	Business Process Reengineering
BRAC	Bangladesh Rural Advancement Committee
BRPD	Banking Regulation and Policy Department
CAMLCO	Chief-Anti Money Laundering Compliance Officer
ССС	Central Compliance Committee
CFO	Chief Financial Officer
CFT	Combating Financing on Terrorism
CMSME	Cottage, Micro, Small & Medium Enterprises
CPF	Proliferation Financing
CRO	Chief Risk Officer
CSBIB	Central Shari'ah Board for Islamic Banks of Bangladesh
CSR	Corporate Social Responsibility
CSRA	Certified Sustainability Reporting Assurer
CTR	Currency Transaction Report (CTR)
DAMLCO	Divisional/ Departmental AML Compliance Officer
ESDD	Environmental & Social Due Diligence
ESDD	Environmental and Social Due Diligence
ES	Environmental and Social
ESG	Environmental, Social and Governance
ESMS	Environmental and Social Management System
ESRM	Environmental and Social Risk Management
ESRR	Environmental and Social Risk Rating
FAD	Financial Administration Division
FBCCI	Federation of Bangladesh Chambers of Commerce & Industries

FCMA	Fellow Cost Management Accountant
GHS	Greenhouse gas
GRI	Global Reporting Initiative
GSD	General Service Division
HRD	Human Resource Division
IBB	The Institute of Bankers, Bangladesh
ICC	Internal Control & Compliance
ILO	International Labor Organization
IRMD	Investment and Risk Management Division
LTU	Large Tax Payer Unit
MCCI	Metropolitan Chamber of Commerce and Industries
ML	Money Laundering
NGO	Non-Governmental Organization
NGO	Non-governmental organizations
OHS	Occupational Health & Safety
PPG	Product Program Guideline
PR	Public Relation
RMC	Risk Management Committee
RMD	Risk Management Division
RRF	Rural Reconstruction Foundation
SAR	Suspicious Activity Reports
SDG	Sustainable Development Goal
SFC	Sustainable Finance Committee
SFD	Sustainable Finance Division
SMT	Senior Management Team
SRC	Sustainability Reporting Committee
STR	Suspicious Transaction Reports
TAT	Turn-around Time
TBML	Trade Based Money Laundering
TDS	Tax Deduction at Sources
TF	Terrorist Financing
UBO	Ultimate Beneficial Owner
UNEP	United Nations Environment Program
UNGC	United Nations Global Compact
VAT	Value Added Tax
VDS	VAT Deduction at Sources

Published in different social media pages of Standard Bank Limited for awareness development of mass people on Earth Day.

## SAVE THE PLANET IT'S OUR ONLY HOME EARTH DAY 2023

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Baugladesh Post

The Business Standard

June 23, 2023

Articles published in different newspaper on World Earth Day, written by Md. Touhidul Alam Khan, Additional Managing Director & CRO, SBL & Chairman of Sustainability Reporting Committee (SRC).

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