

# INCLUSIVE INNOVATION, GREEN TOMORROW



Sustainability  
Report 2024





# INCLUSIVE INNOVATION, GREEN TOMORROW

At NRBC Bank PLC, we believe that inclusive innovation is fundamental to building a sustainable and prosperous future. By integrating cutting-edge technology with social inclusivity, we aim to create financial solutions that reach underserved communities, empower marginalized groups, and promote eco-friendly practices. Our commitment to fostering innovation that is accessible and equitable ensures that no one is left behind as we transition toward a greener tomorrow. Through sustainable initiatives, green financing, and collaborative efforts, we are dedicated to driving positive change that benefits both society and the environment. Together, we envision a future where innovation and sustainability go hand in hand, shaping a resilient and equitable world for generations to come.



## Theme of World Environment Day 2025

### #BEATPLASTICPOLLUTION

**Plastic pollution permeates every corner of the planet—even in our bodies in the form of micro-plastics.**

**World Environment Day 2025 calls for collective action to tackle plastic pollution.**

## FACTS AND FIGURES

### Global consumption and production

- In 2025, the world is expected to consume 516 million tonnes of plastics.
- By 2060, annual global plastic consumption is forecast to reach over 1.2 billion tonnes.

### Environmental impact

- Plastic pollution is present everywhere, from the Mariana Trench (deepest ocean point) to Mount Everest (highest mountain peak).
- Every year 19-23 million tonnes of plastic waste leaks into aquatic ecosystems, polluting lakes, rivers and seas.
- Around 13 million tonnes of plastics accumulate into the soil annually.

### Health impact

- Plastics break down into micro-plastics and nano-plastics, which can enter the food chain and cause adverse health impacts.
- Micro-plastics have been found in [human arteries, lungs, brains](#)—and even in breast milk.



# KEY OUTCOMES AND DISCUSSIONS OF COP29



## Climate Finance

The conference finalized a new collective quantified goal (NCQG) on climate finance, agreeing to triple finance to developing countries to \$300 billion annually by 2035, with an ambition to scale up to \$1.3 trillion.

## NDCs

The conference also served as a last opportunity to agree on a new financial goal before countries submit updated Nationally Determined Contributions (NDCs) ahead of 2035.

## Technology Implementation

The Technology Implementation Programme was initiated, with the Green Climate Fund (GCF) expected to play a key role.

## Fossil Fuels

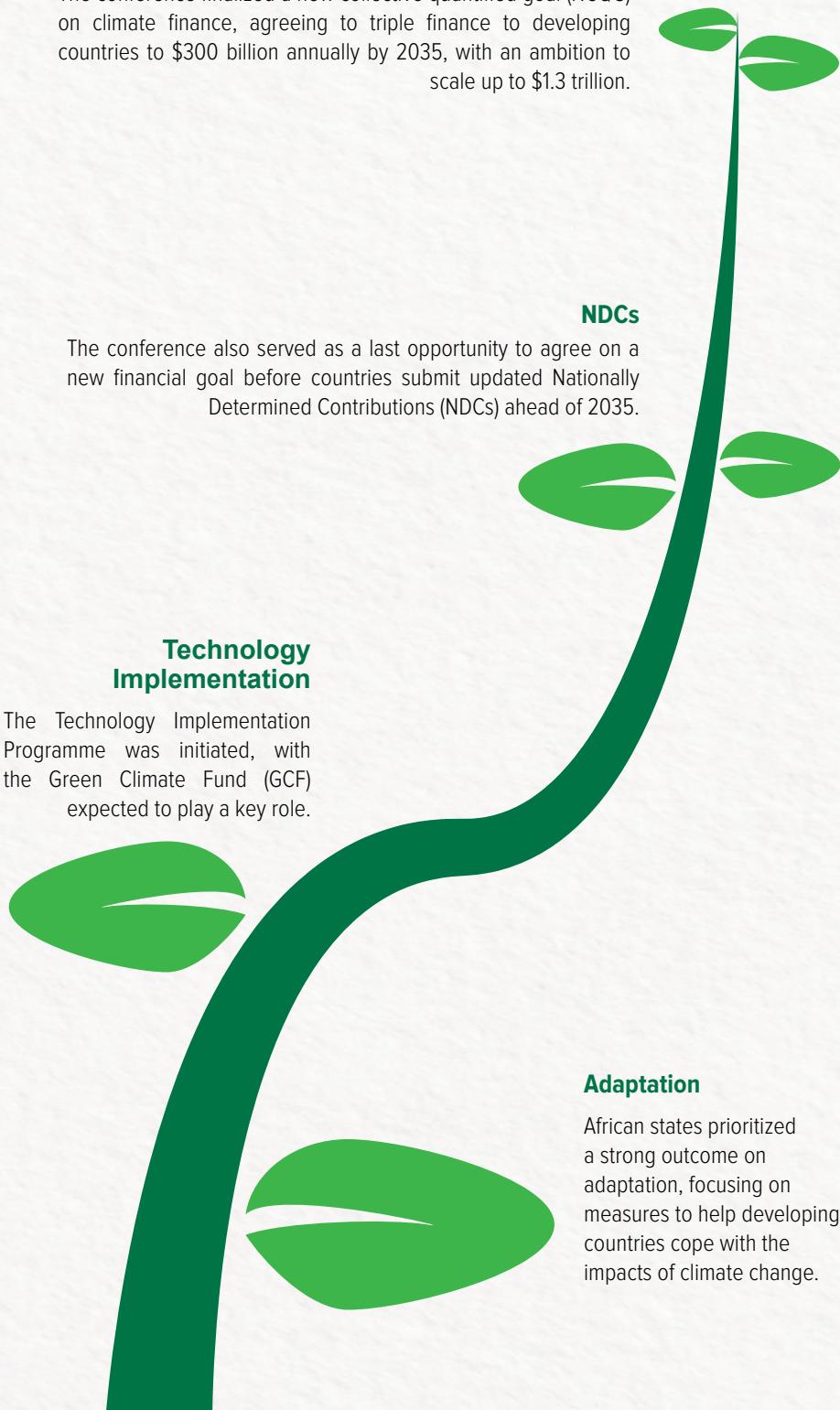
There was criticism for the lack of concrete steps to phase out fossil fuels and reduce emissions.

## Carbon Markets

COP29 saw progress in operationalizing carbon markets, with the supervisory body finalizing technical details for the mechanism.

## Adaptation

African states prioritized a strong outcome on adaptation, focusing on measures to help developing countries cope with the impacts of climate change.



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Abbreviation

## ABOUT THIS REPORT GRI 2-1, GRI 2-3

NRBC Bank PLC proudly presents its maiden Sustainability Report, prepared in accordance with the Global Reporting Initiative (GRI) Standards 2021. This landmark publication reflects our unwavering commitment to transparency, accountability, and sustainable growth. Guided by the principles of environmental stewardship, social responsibility, and sound governance, the report showcases our progress in integrating sustainability into every aspect of our operations. From promoting financial inclusion and supporting green finance to fostering community development and responsible banking practices, this report captures the initiatives and impacts that define NRBC Bank's journey toward a more resilient and inclusive future.

This report has been prepared in accordance with the GRI Standards. We have tried to ensure applying all the GRI reporting principles to report the required contents maintaining quality of the data.

**Reporting period:** January 2024 – December 2024

**Date of last published report:** This is maiden Sustainability report of NRBC Bank PLC.

**Reporting Frequency:** Annual

### Reporting Scope GRI 2-2

This Sustainability Report covers NRBC Bank PLC's environmental, social, and governance (ESG) performance for the reporting period January 1 to December 31, 2024. Prepared in accordance with the Global Reporting Initiative (GRI) Standards and G4 Financial Sector Standard. The report encompasses all material operations of the Bank, including its head office, branches, sub-branches, and agent points across Bangladesh. The Report will be published annually, highlighting our business activities and achievements, along with our impacts on the triple bottom line—people, planet, and profit—as well as our influence on human rights throughout the reporting year.

### Restatement of information GRI 2-4

This is NRBC Bank PLC's first Sustainability Report; therefore, there is no restatement of information from previous reports. All data and disclosures presented herein are reported for the first time in accordance with the GRI Standards.

### Boundary of the Report GRI 2-2

This report provides information on our economic, social, environmental, governance, commitments and performance for the year 2024 and covers NRBC Bank's activities operated through its corporate office, its branches and other direct networks in Bangladesh. In addition, NRBC Bank has two local subsidiaries which also contribute to the offering manifold impacts in the economy.

1. NRBC Bank Securities Ltd. (NRBCSL)
2. NRBC Bank Asset Management Ltd. (NRBCAML)



# SUSTAINABILITY REPORTING COMMITTEE (SRC)



## SITTING FROM LEFT

4

**Serajul Amin Ahmad,**  
EVP

3

**Harunur Rashid**  
DMD & CFO

2

**Tanusree Mitra**  
SEVP

1

**Md. Mynul Hossain Kabir,**  
EVP

## STANDING FROM LEFT

4

**Md. Razidul Islam**  
SVP

3

**Md. Jafar Iqbal Howlader**  
SVP

2

**Niher Ranjan Halder**  
Principal Officer

1

**Md. Habibur Rahman Sohag**  
Executive Officer

## STANDING FROM LEFT

7

**Md. Firog Ahmed**  
FVP

6

**Md. Shohel Rana**  
AVP

5

**Rubel Deb**  
FAVP



## FEEDBACK GRI 2-3

You can reach the Sustainability Reporting Committee (SRC) and give your feedback or valuable suggestions through

Email: [sfu@nrbcommercialbank.com](mailto:sfu@nrbcommercialbank.com)



# NRBC BANK AT A GLANCE

## Corporate Profile GRI 2-1

**Name of the Company:** NRBC Bank PLC.

Chairman of the Bank: Md. Ali Hossain Prodhania

Managing Director and CEO: Dr. Md Touhidul Alam Khan

Legal Form: A public limited company

Date of Incorporation: February 20, 2013

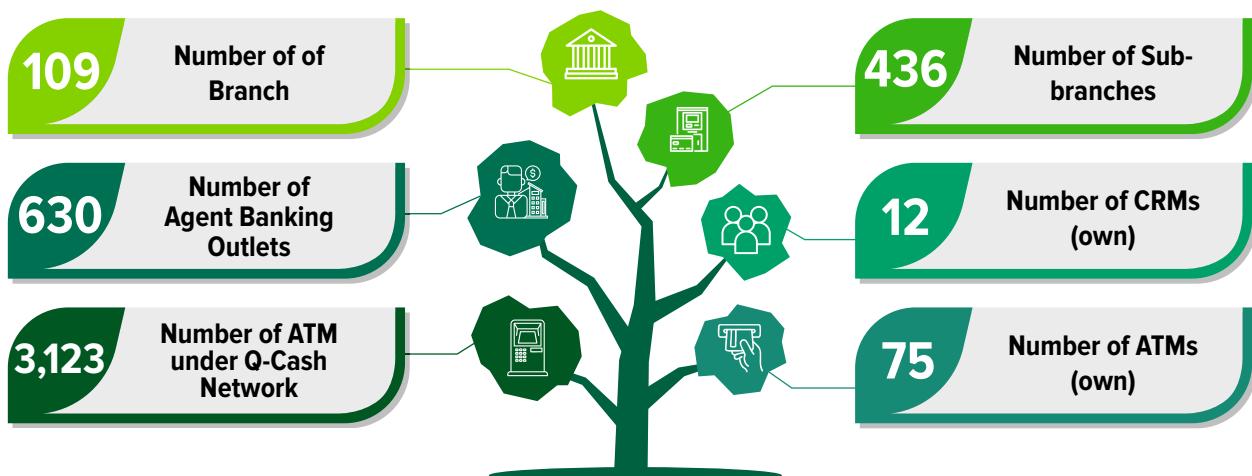
Date of Formal Inauguration: April 02, 2013

Inauguration of Islamic banking window (soft launch): 20 January 2020

Inauguration of Islamic banking window (all branch): 08 February 2021

Stock Exchange Listing: Dhaka Stock Exchange PLC. (DSE) & Chittagong Stock Exchange PLC. (CSE)

Registered Office: Red Crescent Jashim Trade Centre, 114, Motijheel C/A, Dhaka-1000



Amount in BDT million

Particulars	31.12.2024	31.12.2023
<b>Total Loan &amp; advance</b>	147,576	145,086
Total Deposit	169,737	162,989
Total Asset	230,593	217,993
Total Liabilities	218,953	205,227
Total Shareholders' Equity	13,297	14,180

# PRODUCT PORTFOLIO

GRI 2-6



## Retail Banking Products

Low Cost/No Cost Deposit Accounts		
Savings Deposits- Customer	Savings Deposits- Corporate Staff	Savings Deposits- RMG Workers
Savings Bank A/c- Contractual Staff	Savings Bank A/c- 50 Tk.	Savings Bank A/c- 10 Tk.- General
NRBC Sohoj Sanchay	Savings Deposits- NRBC Staff	Savings Deposits- NBFI
Shikkhaguru- Savings Account Special	Savings Deposits- Other Institutions	Non Resident Taka Account -NRTA
Non Resident Investors Taka Account- NITA	Current Deposit- Customer	Current Deposit- Other Institution
Special Notice Deposit- Customer	Foreign Currency Deposit- General (USD)	Foreign Currency Deposit- General (GBP)
Foreign Currency Deposit- General EURO	Foreign Currency Deposit- General JPY	Foreign Currency Deposit- General CNY
Foreign Currency Deposit- NRBC (USD)	Foreign Currency Deposit- NRBC (EURO)	Foreign Currency Deposit- NRBC (GBP)
Foreign Currency Deposit- NRBC (JPY)	Foreign Currency Deposit- NRBC (CNY)	Exporters Retention Quota Deposit- USD
Exporters Retention Quota Deposit- EURO	Exporters Retention Quota Deposit- GBP	Exporters Retention Quota Deposit- JPY
FC Held for BTB-USD	FC Held for BTB-GBP	FC Held for BTB-EURO
FC Held for BTB-CNY	FC Held EDF - USD	Shohoj Shonchoy Premium
Term Deposits		
Resident Foreign Currency Term Deposit- USD	Resident Foreign Currency Term Deposit- GBP	Resident Foreign Currency Term Deposit- EURO
Resident Foreign Currency Deposit - JPY	Non Resident Foreign Currency Term Deposit- USD	Non Resident Foreign Currency Term Deposit- GBP
Non Resident Foreign Currency Term Deposit- EURO	Non Resident Foreign Currency Term Deposit- JPY	Non Resident Foreign Currency Term Deposit (Others)- USD
Non Resident Foreign Currency Term Deposit (Others)- GBP	Non Resident Foreign Currency Term Deposit (Others)- EURO	Non Resident Foreign Currency Term Deposit (Others)- JPY
Exporters Retention Quota Term Deposit- USD	Exporters Retention Quota Term Deposit- GBP	Exporters Retention Quota Term Deposit- EURO
Exporters Retention Quota Term Deposit- JPY	Fixed Deposit- 1 month	Fixed Deposit- 3 months
Fixed Deposit- 6 months	Fixed Deposit- 12 months	Fixed Deposit- 24 months
Fixed Deposit- 36 months		
Scheme Deposits		
NRBC Money Maker Scheme-Customer	NRBC Money Maker Scheme- RMG workers	
Double Benefit Scheme	Triple Benefit Plus Scheme	Mashik Munafa Prokalpa
Lakhopoti Deposit Scheme	Millionaire Deposit Scheme	Kotipoti Deposit Scheme
Shikkhaguru- Kotipoti Deposit Scheme Special	Shikkhaguru- Mashik Munafa Prokalpa Special	Shikkhaguru- NRBC Money Maker Scheme - Special
Shikkhaguru- Triple Benefit Plus Scheme Special	Shikkhaguru- Double Benefit Scheme Special	Shikkhaguru- Lakhopoti Deposit Scheme Special
Shikkhaguru- Kotipoti Deposit Scheme Special	Shikkhaguru- Millionaire Deposit Scheme Special	
School Banking Accounts		
Savings Deposits- Students	Savings Bank A/c- Student Agent Point	Student Money Maker Scheme-Agent Point
NRBC Student Deposit Scheme		

Mainstream Loan Products		
<b>Term Loan, Cash Credit &amp; Overdraft</b>		
Corporate Term Loan - General	Corporate Term Loan - Wholesale	Corporate Term Loan (Int.)
Lease Finance	Hire Purchase	Time Loan
Corporate Staff Loan- Personal	Term Loan- Corporate	Construction Finance
Time Loan - Corporate (General)	Working Capital- Ind./Corporate (Int. Subsidy)	Overdraft- Corporate
Post Import Finance (PIF)- Corporate	Post Import Finance (PIF)	Term Loan - Refinance (Green)
Packing Credit	Pre-shipment credit (Refinance)	EDF Loan
Term Loan – Small Enterprise	NRBC Nari-Term Loan-Small Enterprise	NRBC Sasroye Cottage
NRBC Sasroye Micro	NRBC Sasroye Small	NRBC Sasroye Medium
Term Loan – Medium Enterprise	Post Import Finance- Small Enterprise	Post Import Finance- Medium Enterprise
Lease Finance- Small Enterprise	Hire Purchase- Small Enterprise	Time Loan - Small Enterprise
NRBC Sasroyee Demand- Small Enterprise	Time Loan- Medium Enterprise	NRBC Sasroyee Demand- Medium Enterprise
Hire Purchase- Medium Enterprise	Time Loan ( Earnest Money) – Small Enterprise	Time Loan ( IDBP) – Small Enterprise
NRBC Commercial Vehicle Loan-Small Enterprise	NRBC Commercial Construction Loan- Small Enterprise	P.A.D. Cash Foreign
Time Loan (Forced)	Cash Credit- HYPO	Cash Credit- HYPO- Small Enterprise
NRBC NARI- Cash Credit (HYPO)-Small Enterprise	Cash Credit HYPO- AGRI	Cash Credit HYPO- Medium Enterprise
Over Draft Agt. FDR	Over Draft Agt. Special Scheme Deposit (SSD)	Over Draft Agt. Financial Obligation
OD Against Salary	Over Draft	Over Draft- Small Enterprise
NRBC Nari-Overdraft- Small Enterprise	Over Draft - Agri	Term Loan - Simple
Loan Against Work Order	Loan Against Supply Order	Term Loan – Agri.
Loan Agt. Accepted Bills/IDBP	Over Draft – Medium Enterprise	FDBP
<b>Retail Credit</b>		
Car/Auto Loan	Home Loan	Working Capital CMSME (Int. Subsidy)
NRBCBL Education Loan	Any Purpose Loan	Teachers Lifestyle loan
NRBC Bike Loan	NRBC Mortgage Term Loan	NRBC Equitable Mortgage Loan
NRBC Projon Loan	Working Capital- Ind./Corporate (Int. Subsidy)	Overdraft- Corporate
Construction Finance	House Building Loan Res.	
<b>Staff Loan</b>		
Employee House Building Loan	Car Loan- Staff	Staff Personal Loan



## Credit Card

### NRBC Visa Credit Card

NRBC Visa Platinum Dual Currency Credit Card	NRBC VISA Gold Dual Currency Credit Card	NRBC Classic Dual Currency Credit Card
NRBC Visa Debit Card	NRBC Visa Prepaid Card	NRBC Visa ERQ Card
NRBC Visa RFCD Card		



## Islamic Banking Products

### Deposit Products

Al-Wadeah Current Deposit	Mudaraba Savings Deposit- Staff	Mudaraba Savings Deposit- Custom- er
Mudaraba Savings Deposit- Agent Bank- ing	Mudaraba SHOHOJ SHANCHAY	Mudaraba Special Notice Deposit
Mudaraba Term Deposit- 1 Month	Mudaraba Term Deposit- 3 Months	Mudaraba Term Deposit- 6 Months
Mudaraba Term Deposit- 1 Year	Mudaraba Term Deposit- 2 years	Mudaraba Monthly Deposit Scheme
Mudaraba Monthly Income Scheme	Mudaraba Hajj Scheme	Mudaraba Corporate Savings-Staff

### Investment Products

Bai-Murabaha (Commercial/General)	Bai-Murabaha (Work order finance)	Bai-Murabaha (Term finance)
Bai-Murabaha (Agri)	Bai-Murabaha (Trading)	Bai-Murabaha (Working capital)
Bai-Murabaha Term (CMSME- Refinance)	Bai-Murabaha (CMSME- Stimulus)	Bai-Murabaha Trust Receipts
Bai-Muazzal (Real Estate)	Bai-Muazzal (Staff)	Hire Purchase Shirkatul Meelk (In- dustrial)
Hire Purchase Shirkatul Meelk (Real Estate)	Hire Purchase Shirkatul Meelk (Trans- port)	Hire Purchase Shirkatul Meelk (House building- Staff)
Employee House Building Investment - HPSM (Staff)	Single Bi-Salam (Commercial/Indust.)	Quard against MTDR
Quard (Earnest Money)	Quard against Bill Purchased	Quard against Accepted IDBP Clean



## Micro, Small , Medium & Agriculture Banking Products

### Micro Credit (Term)

NRBC Sonali Din	NRBC Desh Gori	NRBC Karigor
NRBC Shukhi Bangla	NRBC Probash Bandhu	NRBC Probash Bandhu (Short Term)
NRBC Power Tools	NRBC Shuborno Shadhinota	

### Micro Credit (Time/Demand)

NRBC Shukhi Bangla		
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### Agriculture And Rural Credit

Term Loan - Agri	Term Loan Agri (Refinance)	Agri Loan under BB Refinance- Phase II
Time Loan -Agri		



## Corporate Banking Products

(Term)		
Loan General	Term Loan-Corporate	Term Loan –NGO (Refinance To Individual)
Lease Finance	Hire Purchase- Corporate	Term Loan –NGO (Refinance To Enterprise)
Hire Purchase	Lease Finance- Corporate	Loan General (Special)
Construction Finance	House Building Loan (Commercial)- Corporate	
Loan General (RS)	Loan General (INT)	
Term Loan-NBFI	Term Loan (Stimulus Fund)	
(Demand)		
EDF Loan	Time Loan	Post Import Finance (PIF)- Corporate
Loan Against Accepted Bills/ IDBP	Post Import Finance (PIF)	Pad- Corporate
IDBP	Packing Credit	Time Loan (Forced)
FDBP	Loan Against Work Order	Time Loan (PAD)
Accepted Bills Exports (Inland Bill-AD)	Loan Against Supply Order	Pre-Shipment Credit (Refinance)
Accepted Bills Exports (Foreign Bill-AD)	Export Time Loan	Forced Loan - PIF
Import Bill (UPAS)-NRBC	Loan Against Earnest Money	Factoring (Redress To Supplier)
Import Bill (UPAS)-Others Bank	Corporate Note	
PAD	Time Loan- Corporate	
(Continuous)		
Cash Credit (Hypo)	Export Cash Credit (Hypo)	Cash (Hypo)- Corporate
Overdraft- Corporate		



## Offshore Banking Unit (OBU)

Low Cost/No Cost Deposit Accounts		
Saving Deposit- Customer	Current Deposit- Customer	Current Deposit- Institution
Foreign Currency Deposit- General (GBP)	Foreign Currency Deposit- General (USD)	Foreign Currency Deposit- General (EURO)
Special Notice Deposit- Institution		
Term Deposits		
International Banking (IB) Account	Fixed deposit receipt - 1 year	Fixed deposit receipt - 2 year
Fixed deposit receipt - 3 year	Fixed deposit receipt - 4 year	Fixed deposit receipt - 5 year
Demand Loan		
Accepted Bills Exports (Inland Bill-AD)	Accepted Bills Exports (Foreign Bill-AD)	Import Bill (UPAS)-NRBC
Import Bill (UPAS)-Others Bank		
Borrowing		
Borrowing from Head Office Through Treasury	Borrowing from banks	



## Agent Banking

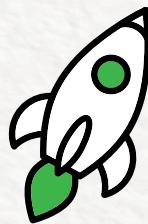
Low Cost/No Cost Deposit Accounts		
Savings Deposits- Agent	Current Deposit- Agent	Savings Deposits- Boisko Vata Agent Point
Savings Deposits- Bidhoba Vata agent Point	Savings Deposits- Protibondhi Vata Agent Point	Savings Deposits- Muktijoddha Vata Agent Point
Savings Bank A/c- 10 Tk.- Agent point	Savings Deposits- RMG Workers Agent Point	Savings Bank A/c- Bede Community (Agent Point)
Savings Bank A/c- Hijra Community (Agent Point)	Savings Bank A/c- Underprivileged Community (Agent Point)	Special Notice Deposit- Agent
Special Notice Deposit- Agent Own Deposit	Special Notice Deposit- Robi Retailer	Special Notice Deposit- GP Micro Merchant
Term Deposits		
Fixed Deposit- 1 month- Agent	Fixed Deposit- 3 months- Agent	Fixed Deposit- 6 months- Agent
Fixed Deposit- 12 months- Agent	Fixed Deposit- 24 months- Agent	
Scheme Deposits		
NRBC Money Maker Scheme- Individuals-Agent	NRBC Money Maker Scheme- RMG workers Agent Point	Mashik Munafa Prokalpa- Agent Point
Double Benefit Deposit Scheme-Agent Point	Triple Benefit Plus Scheme- Agent Point	
School Banking Accounts		
Savings Deposits- Students	Savings Bank A/c- Student Agent Point	Student Money Maker Scheme- Agent Point
NRBC Student Deposit Scheme		

# MISSION, VISION AND CORE VALUES GRI 102-16



## VISION

- To become a peerless bank in terms of providing efficient & innovative banking services, safeguarding depositor's interest, fulfilling shareholders' desire, supporting economic growth of the country with particular attention to channelize regular inflow of foreign remittance of Bangladeshi expatriates working abroad and also the inflow of idle and less remunerative fund held with wealthy NRBS.
- To become an entrusted partner of the people.



## MISSION

- Revolutionize banking by enhancing efficiency and transforming customer experiences in line with the government's vision of cash-less, digitally-driven society.
- Expanding our reach through an extensive network to Empowering communities and enriching their lives.
- Commitment to Non-Resident Bangladeshis (NRBs) is unwavering, as simplify remittance processes and offer secure, lucrative investment opportunities tailored to their needs embracing the slogan 'Your dreams at your doorsteps'.
- The bank shall create extra-ordinary opportunities to the intending wage earners in getting jobs abroad through our dependable and reliable intermediary services.
- The bank is focus on supporting to grassroots communities turning individuals into entrepreneurs to foster job creation and alleviate poverty.
- The bank shall also constantly focus and monitor the changing needs and aspirations of its customers, to develop new and re-engineer the process of service delivery.
- The bank shall always be vigilant to maintain banking business risks within its tolerable limit in order to protect depositor's interest and ensure highest return to the shareholders.
- The bank shall create an enabling environment, adopt and nurture carefully a team-based culture where people will be motivated to accept banking challenges and to face other competitors.

## CORE VALUES

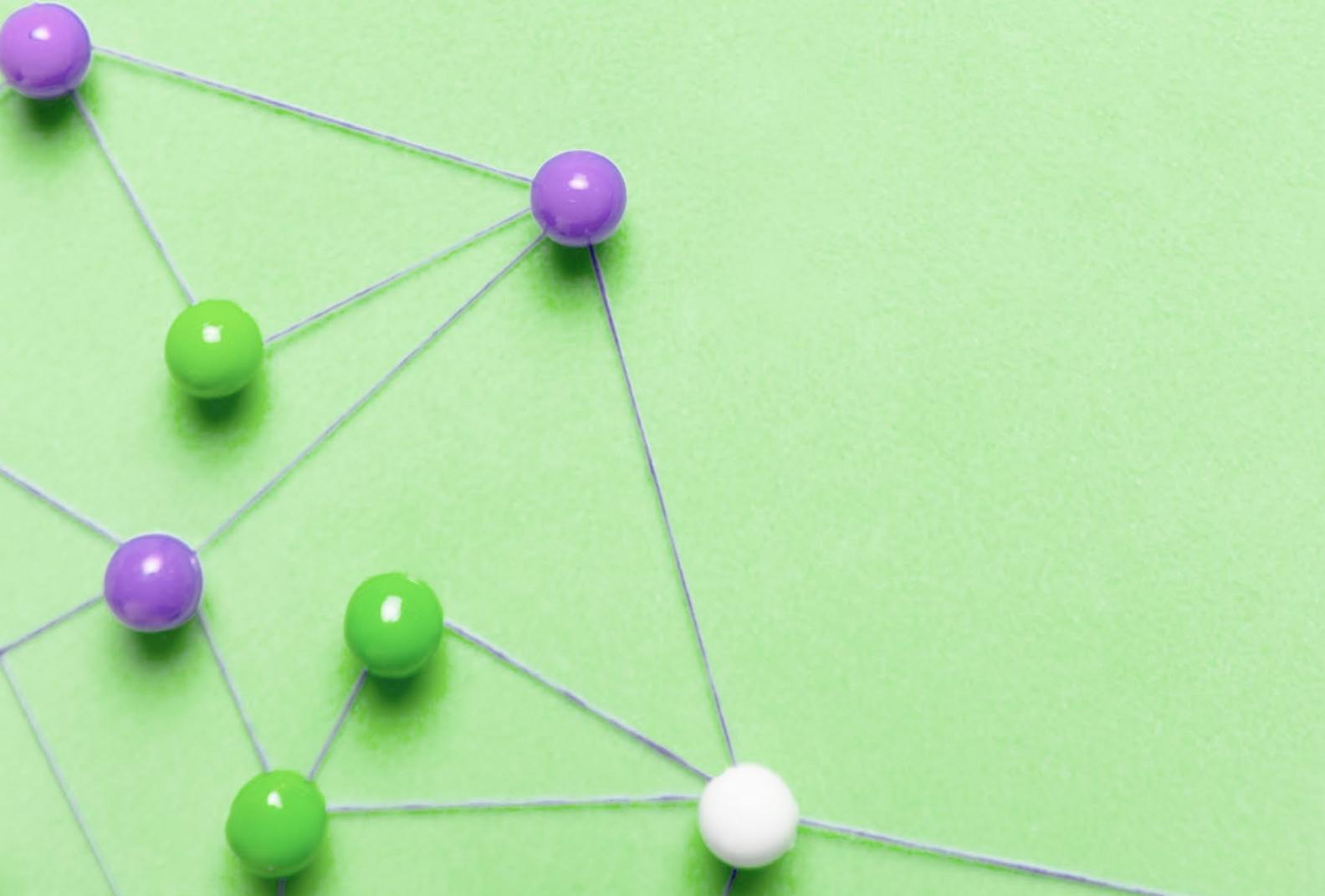
GRI 2-23



- Corporate Governance: Conducting all business affairs in compliance with regulatory rules.
- All ears on Customer delight : Believing & practicing a culture with the motto of 'Customer comes first', thus making customer oriented products and services by placing customer interest and satisfaction as first priority
- Humanity: Enable humanity through banking by financially enabling mass people with affordable, accessible and relevant financial products and services.
- Innovation: Stimulating innovation to strengthen our business. The origin and objectivity of change management is to achieve perfection and we believe change is always constant.
- Trustworthy: Always care and share the views and knowledge with all stakeholders and believe in both way communications.
- Integrity: Maintaining complete transparency in dealings with high ethical standard.
- Performance Orientation: Encouraging all its employees to believe & Practice a performance oriented culture.
- Responsibility: Committed to shield the environment and go green by ensuring the use of modern technology.
- Sustainability: Creating sustainable economic value for our shareholders, Customers, employees, and community by utilizing an honest and efficient business methodology.
- Skill appraisal: Putting respect to the individual worth and self-esteem and thus realizing latent potentials.
- Loyalty: Be a bank of loyal customers and employees by adding values in their financial lives.

## STRATEGIC PRINCIPLES GRI 2-22

- NRBC remains committed to its objective of financial inclusion for all segments of society.
- Channelize idle and less remunerative fund of NRB's.
- Balanced and sustainable growth.
- Value maximization for our shareholders and stakeholders.
- Establishing the brand image as a growth supportive.
- Accomplish the long cherished desire and dream of NRB's to have a Bank which they can call their 'own'.
- Excellence of manpower efficiency through attractive compensation package, promoting staff moral through training, development and career plan.
- Investment in the thrust sector for the overall economic development.
- Deliver efficient banking services to fostering a cash-less society and a thriving Smart Bangladesh
- Ensure best Corporate Social Responsibility (CSR) practice.
- Promise to make the world of NRBC Bank a little bigger, every day.
- Establish an image as a bank for the mass people.
- To be a Bank this will assist the Government of Bangladesh to collect all the revenues in timely, systematic, clean & efficient manner.
- Be a market toper in financial product and services innovation.
- Emphasis in cross boarder transaction through OBU with having deposit mobilization and diversified portfolio in the foreign trade basket.
- Upholding and instilling compliance culture and good governance practices.

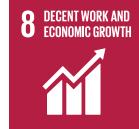


# SUSTAINABLE DEVELOPMENT STRATEGY

GRI 2-22

At NRBC Bank, sustainability is not an add-on but a strategic imperative that guides how we operate, engage, and grow. Our Sustainable Development Strategy is anchored in the Triple Bottom Line of People, Planet, and Profit and aligned with the UN Sustainable Development Goals (SDGs) and Bangladesh Bank's Sustainable Finance Policy.

**Financial Inclusion & Innovation:** Expansion of agent banking, school banking, and microfinance partnerships to reach underserved rural and urban populations, especially women entrepreneurs.



**Green & Sustainable Finance:** Financing renewable energy, eco-friendly brick kilns, green buildings, waste management, and agriculture value chains.



**Digital Transformation:** Promoting paperless banking through e-challan, QR withdrawals, Green PIN, and other digital channels to enhance efficiency and reduce environmental footprint.



**Community Development:** CSR initiatives in health, education, disaster relief, and skill development to uplift marginalized communities.



**Responsible Banking:** Upholding ethical business practices, anti-money laundering safeguards, responsible lending, and collaborative partnerships with regulators, NGOs, and international agencies.



## Policy Commitments: 2-23

NRBC Bank is committed to conducting business responsibly by integrating Environmental, Social, and Governance (ESG) principles into all operations. Our policies align with the Bangladesh Bank Sustainable Finance Policy, the UN Sustainable Development Goals (SDGs), and international best practices. We ensure compliance with all legal, regulatory, and ethical standards while promoting financial inclusion, green financing, climate resilience, responsible lending, and customer protection. In addition to that NRBC Bank remains committed to align its lending practices in sustainable manner to support country's national policies like nationally determined contributions (NDCs), which has been developed in response to Paris Agreement objectives to limiting global warming within 1.5-2.0 degree Celsius above pre-industrial level.

## Embedding Policy Commitment: GRI 2-24

To embed policy commitments across the organization, NRBC Bank takes following actions:

- Integrating ESG considerations into credit risk management and investment decisions.
- Operating a dedicated Sustainable Finance Unit to oversee green and sustainable lending.
- Providing training and awareness programs for employees to strengthen sustainability culture.
- Embedding sustainability into product design, digital services, and operational practices (e.g., paperless banking, e-challan, Green PIN).
- Aligning performance reviews and reporting with GRI Standards, ensuring accountability and transparency.
- Engaging stakeholders—including customers, employees, regulators, and communities—to ensure policies translate into meaningful outcomes.

## CODE OF CONDUCT GRI 2-23

The Code embodies the Bank's commitment to conduct our business and ourselves in accordance with applicable laws, rules and regulations and the highest level of ethical standards. Practicing such code of conduct may also promote fair competition among institutions and strengthen the banking and financial environment. Salient features of NRBC Bank Code of conduct are given below:

- At all times the stakeholders of NRBC Bank shall act in a professional and ethical way, and uphold the highest standards of honesty, trust, fairness, integrity and diligence;
- All in NRBC Bank shall take firm promise to comply with all current regulatory and legal requirements, and adopt endeavor to follow best industry practices;
- Prevent and avoid potential conflict of interest that may arise and influence one while he/she performs;
- Every stakeholder shall consider the risks and implications of their actions and in principle, should feel accountable for them, and for the potential adverse impacts;
- Train and encourage the staff/officials to act with complete integrity towards customers, colleagues, counter parties and others with whom they may come into contact.
- Set the service standard for the organization that reflects professionalism and also expresses values and attitudes, as well as positive attitude;
- All information be used and handled with best care and due diligence be applied to ensure highest confidentiality and preserving sensitivity;
- Serve customers, colleagues and counter parties with due care. Respect their desires and serve them with responsibility if they asked for, or help them voluntarily;
- Equip employees to carry out their duties with due regards to the technical and professional standards expected by qualified customers. Encourage the staffs continuously to develop and maintain their technical and professional knowledge and level of competence;

## BANK'S MEMBERSHIP OF ASSOCIATION

GRI 2-23



# **STATEMENT OF DECISION MAKERS**



## CHAIRMAN'S NOTE



**We are  
committed to  
integrating  
sustainability  
into every facet  
of our operations**

Dear Esteemed Shareholders,  
Assalamu Alaikum wa Rahmatullah.

It is with great pride and a sense of responsibility that I present NRBC Bank's inaugural Sustainability Report, crafted in accordance with the globally recognized GRI Standards 2021. This milestone signifies more than just transparency; it embodies our unwavering dedication to fostering responsible banking practices, creating long-term value, and ensuring positive impacts across our stakeholders' lives.

Anchored by our theme "Inclusive Innovation, Green Tomorrow," this report illustrates how NRBC Bank is actively shaping a resilient and sustainable future—balancing robust financial growth with environmental stewardship and social equity. We firmly believe that innovation—when inclusive—serves as a catalyst for transformative change, unlocking opportunities for all segments of society, and steering Bangladesh toward a sustainable and prosperous future.

Our journey towards sustainability is rooted in strategic initiatives that extend beyond conventional banking. From expanding our green finance portfolio and supporting renewable energy projects to championing financial literacy and deepening community engagement, we are committed to integrating sustainability into every facet of our operations. While our current report marks our initial step in this ongoing journey, it reflects our resolve to embed sustainability into our governance framework, strategic priorities, and daily practices.

Looking ahead, we are committed to enhancing transparency, accountability, and stakeholder engagement. Our ambition is to evolve into a bank that not only accomplishes financial success but also leads as a catalyst for positive societal and environmental change.

On behalf of the Board of Directors, I reaffirm our pledge to uphold the highest standards of integrity, ethical conduct, and innovation. Together—with our employees, clients, investors, regulators, and communities—we aspire to foster a banking ecosystem that is resilient today and sustainable for generations to come.



**Md. Ali Hossain Prodhania**  
Independent Director & Chairman  
NRBC Bank PLC

## MESSAGE FROM THE MANAGING DIRECTOR & CEO



Dear Stakeholders,

Assalamu Alaikum Wa Rahmatullah.

It is with great pride and optimism that I present to you NRBC Bank PLC's inaugural Sustainability Report, prepared in accordance with the Global Reporting Initiative (GRI) Standards. This achievement signifies more than mere compliance; It reinforces our commitment to building a banking institution that upholds responsibility while serving the wider interests of society, the environment, and the economy.

Since our inception, NRBC Bank has envisioned banking as a catalyst for inclusive growth. With one of the most extensive networks of sub-branches across Bangladesh, we have extended essential financial services to communities previously underserved by formal banking. Through this network, we provide savings, credit, and remittance facilities to households in rural and semi-urban areas, thereby advancing our mission of financial inclusion and making meaningful contributions towards SDG 1: No Poverty and SDG 10: Reduced Inequalities.

We are also dedicated to empowering women entrepreneurs by providing accessible financing, capacity-building, and advisory support to foster their business growth. These efforts align with SDG 5: Gender Equality and endeavor to turn women into catalysts for economic and social progress.

Innovation is at the core of our strategy. By investing in digital banking solutions, mobile applications, and online services, we have minimized physical barriers to banking, enhanced operational efficiency, and improved customer convenience. Additionally, these digital initiatives support environmental sustainability by reducing paper consumption, transportation needs, and overall carbon emissions, contributing to SDG 13: Climate Action.

Our responsibilities extend beyond financial services. We actively support communities through initiatives in education, healthcare, and humanitarian aid, guided by our strong sense of social responsibility. These efforts align with SDG 3: Good Health and Well-Being and SDG 4: Quality Education.

This Sustainability Report demonstrates our commitment to transparency and accountability. More importantly, it embodies our vision for the future: to maintain NRBC Bank as a trustworthy partner in sustainable development, one that harmonizes profitability with purpose, innovation with inclusion. We are deeply grateful to the Honorable Board of Directors for their guidance and steadfast support in realizing this vision.

Together with our customers, employees, regulators, shareholders, and partners, we aspire not only to strengthen our bank but also to contribute to building a resilient, inclusive, and sustainable Bangladesh.

Thank you.



**Dr. Md. Touhidul Alam Khan, FCMA, CSRA**

Managing Director & CEO  
NRBC Bank PLC

## MESSAGE FROM CHAIRMAN OF SUSTAINABLE REPORTING COMMITTEE (SRC)



Dear Stakeholders,

Assalamu Alaikum Wa Rahmatullah.

It is with great pride and responsibility that we present NRBC Bank's first Sustainability Report, prepared in alignment with the Global Reporting Initiative (GRI) Standards. This milestone reflects our unwavering commitment to building a financial institution that delivers economic value while creating lasting social and environmental impact. More than disclosure, it is a declaration of our resolve to align profitability with purpose and growth with responsibility.

The financial world is undergoing profound transformation. Stakeholders—customers, regulators, investors, and communities—expect accountability that extends beyond financial outcomes to the wider social and environmental footprint of decisions. This report is our response: a testament to our pledge to operate responsibly, inclusively, and sustainably.

### **Why Sustainability Reporting Matters**

Sustainability is no longer optional—it is essential. As a bank, our decisions shape industries, communities, and the environment. By adopting GRI Standards, we ensure transparent, comparable, and globally benchmarked disclosures that enable stakeholders to credibly evaluate our progress. This process also strengthens our ability to measure, monitor, and improve performance against key Environmental, Social, and Governance (ESG) indicators.

Our approach integrates sustainability into the core of our strategy, embedding responsible banking across all levels of operations. From green finance and SME growth to digital transformation, sustainability remains at the heart of NRBC Bank's journey.

### **Our Commitments**

- **Inclusion at Scale** – Extending financial services through one of Bangladesh's largest sub-branch networks, empowering entrepreneurs and women-led enterprises.
- **Responsible Financing** – Prioritizing renewable energy, eco-friendly industries, and inclusive business models.
- **People & Communities** – Promoting financial inclusion, SME financing, and community development for broad-based growth.
- **Planet** – Reducing carbon footprint, advancing digital banking, and aligning with the UN SDGs.
- **Governance & Transparency** – Upholding strong governance, ethical practices, and integrity in disclosures.

### **The Road Ahead**

This inaugural report is a roadmap for embedding sustainability deeper into our strategy, culture, and operations. At NRBC Bank, we aspire to be more than a financial intermediary—we aim to be a catalyst of transformation, a trusted ally in Bangladesh's journey toward inclusive, resilient, and sustainable growth.

We extend heartfelt gratitude to regulators, stakeholders, colleagues, and partners for their support. Together, let us shape a future that is financially rewarding, socially just, and environmentally sound.

Regards.



**Harunur Rashid**

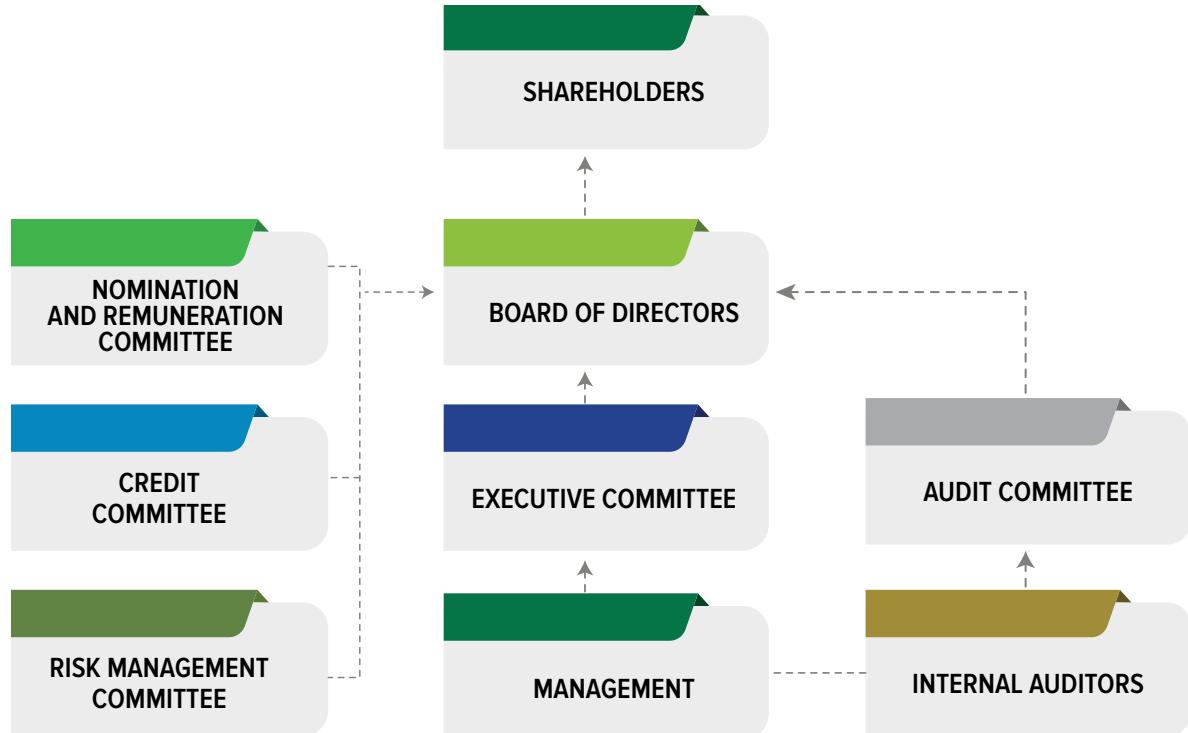
Deputy Managing Director (DMD)  
NRBC Bank PLC

# GOVERNANCE STRUCTURE

GRI 2-9, GRI 2-10, GRI 2-11, GRI 2-12,  
GRI 2-13, GRI 2-14, GRI 2-17, GRI 2-18

The Board of Directors plays a pivotal role in shaping governance structures and practices through their choice of strategy and leadership to drive the bank towards growth. The board is responsible for the design and implementation of governance mechanisms, including the selection and appointment of members of subcommittees.

The risk management and overall support functions of the bank have been designed and kept fully independent of the ordinary course of business to safeguard against any unforeseen events that may weaken the bank's brand value. The governance structure of the bank is as follows:



## Governance Body of NRBC GRI 2-10, 2-11

The Board of Directors of NRBC Bank PLC is constituted in accordance with the Bank Company Act 1991, Bangladesh Bank guidelines, and corporate governance codes issued by regulatory authorities. Directors are nominated and elected by the shareholders at the Annual General Meeting (AGM), while independent directors are appointed as per Bangladesh Securities and Exchange Commission (BSEC) requirements to ensure objectivity and balance.

The nomination and selection process considers professional expertise, integrity, leadership capability, industry knowledge, and alignment with the Bank's long-term strategy. Diversity of background, skills, and experience is also taken into account to ensure effective governance.

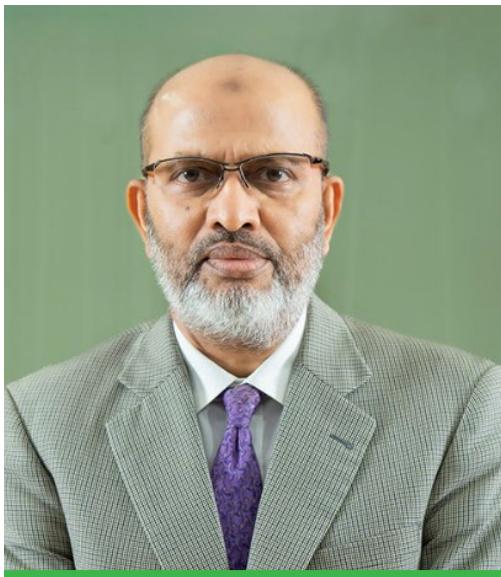
The Chairman of NRBC Bank's Board of Directors is a non-executive director, elected by the Board. The roles of the

Chairman and the Managing Director & CEO are separated to ensure independence between governance and management.

## Role of the Board GRI 2-11, 2-12

The Board of Directors, as the highest governing body, exercises a supervisory role over the Bank, ensuring the effective implementation of its governance framework. The Board periodically reviews the framework to confirm its relevance considering changes in the Bank's size, complexity, business strategy, geographical footprint, market dynamics, and regulatory requirements. The Chairman, who leads the Board, as well as the other directors of the board, do not hold policymaking or executive authority on their own. They refrain from involvement in the administrative, operational, or routine affairs of the Bank. The majority of the Board members bring with them diverse professional and business experience spanning multiple industries in the country, which strengthens the governance capacity of the Bank.

## BOARD OF DIRECTORS' PROFILE



**Md. Ali Hossain Prodhania**

Independent Director & Chairman

A veteran banker with over 39 years of experience, was appointed Independent Director and Chairman of NRBC Bank PLC on 12 March 2025 by Bangladesh Bank. A former Managing Director of Bangladesh Krishi Bank, he is known for leading transformative reforms in banking operations, transparency, and technology. His international exposure includes serving as Chief Executive Officer (CEO) of Agrani Exchange House in Singapore, expanding remittance flows to Bangladesh. He currently serves as a Supernumerary Professor at Bangladesh Institute of Bank Management (BIBM) and holds leadership roles in key financial associations. An alumnus of the University of Dhaka, Mr. Prodhania is pursuing Doctor of Business Administration (DBA) and remains committed to upholding corporate governance and ethical banking practices.



**Md. Abul Bashar**

Independent Director

A seasoned central banking professional with nearly 32 years of experience, was appointed as an Independent Director of NRBC Bank PLC on 12 March 2025 by Bangladesh Bank. Renowned for his leadership in financial inclusion, he played a key role in implementing the National Financial Inclusion Strategy and developing Bangladesh's first financial literacy guidelines. Throughout his distinguished career at Bangladesh Bank, he served as Executive Director and held pivotal roles in the Financial Inclusion and Law Departments. He also led major development projects funded by the World Bank and Asian Development Bank (ADB). An alumnus of the University of Chittagong, National University, and Bangladesh Open University, Mr. Bashar brings a rich academic background and extensive international exposure to his role at NRBC Bank.



**Md. Anwar Hossain**

Independent Director

A highly experienced central banker with around 31 years of service at Bangladesh Bank. Throughout his distinguished career, he contributed to a wide range of departments including Expenditure Management, Industrial Credit, Currency Management, the Training Academy, and the Equity and Entrepreneurship Fund. He held key leadership roles as Director of the Banking Inspection Department, Expenditure Management Department, and Barishal Office, and actively participated in regulatory oversight and project financing initiatives. He also significantly contributed to the development of entrepreneurs and the supervision of departments related to banking regulations, credit guarantees, and security management. He holds both Bachelor's and Master's degrees in Public Administration from the University of Dhaka and has participated in international training programs on central bank operations in Germany and India.



**Md. Nurul Haque**

Independent Director &  
Chairman, Risk Management Committee

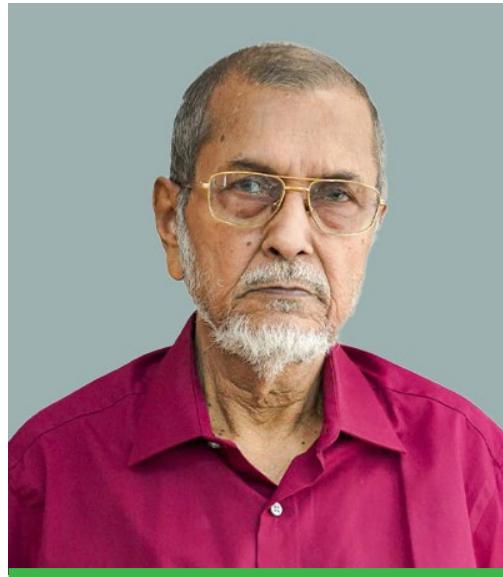
A seasoned banking professional with 35 years of extensive experience in both banking and non-banking financial institutions. He has held key leadership roles across diverse areas such as Information Communication & Technology (ICT), credit, compliance, risk management, SME and agriculture finance, and banking operations. He served as the Managing Director & CEO of Agrani SME Financing Company Limited (2017–2020) and was the Deputy Managing Director of Sonali Bank PLC. (2014–2015), contributing significantly to strategic planning and financial management. He played an instrumental role in implementing online banking and systems developed by the Financial Sector Reform Project (FSRP). Academically accomplished, he holds an MBA from IBA, University of Dhaka, and degrees in Soil Science from the same university. He also earned professional certifications including Diplomaed Associate of the Institute of Bankers, Bangladesh (DAIBB) and Post Graduate Diploma in Personnel Management (PGDPM). Appointed as an Independent Director at NRBC Bank PLC. in March 2025, Mr. Haque is widely respected for his integrity, leadership, and lasting contributions to the banking sector.



**Barrister Md. Shafiqur Rahman**

Independent Director

A seasoned legal professional and Barrister-at-Law from the Honorable Society of Lincoln's Inn, UK, with over 17 years of experience in corporate law, litigation, and arbitration. A practicing lawyer at the Supreme Court of Bangladesh, he holds an LL.B. (Hons) from the University of Wolverhampton and completed the Bar Vocational Course at Northumbria University, UK. Mr. Rahman has built a strong reputation for his expertise in banking, securities, commercial, corporate, and labour law. He has successfully represented numerous multinational corporations, financial institutions, and government bodies in complex legal matters. Beyond his legal practice, he is actively involved in philanthropic initiatives, serving as Treasurer of the ZNRF University of Management Sciences Trust and holding trustee positions in several charitable organizations. A Notredamian by background, he is widely respected for his strategic legal insight and dedication to justice.



**Prof. Dr. Syed Abul Kalam Azad**

Independent Director

A distinguished academic and marketing expert with a long-standing career in higher education and research. Born in a respected family in Lakshmipur, he earned his Bachelor's and Master's degrees in Marketing from the University of Dhaka, followed by an MBA from Western Illinois University, USA, and a Ph.D. from the University of Dhaka. Dr. Azad began his academic career as a lecturer at the University of Dhaka in 1975 and rose through the ranks to become a Selection Grade Professor, serving until 2017. He later taught at the American International University-Bangladesh (AIUB) as a professor in the Department of Marketing from 2017 to 2025. In addition to his academic contributions, Dr. Azad has been involved in various consultancy and research projects. He supervised both M.Phil. and Ph.D. theses on topics related to export and tourism in Bangladesh and has authored around 22 publications, primarily under Dhaka University studies. He currently serves as an Independent Director at NRBC Bank PLC.



**Muhammad Emdad Ullah**

Independent Director & Chairman, Audit Committee

A seasoned finance professional with approximately 35 years of experience across both local and international organizations. His expertise spans a wide range of areas including accounting, financial management, auditing (external, internal, cost, and quality), taxation, corporate governance, feasibility studies, business valuation, and public offerings. He holds Bachelor's and Master's degrees in Accounting from the University of Dhaka and is a qualified Cost and Management Accountant (1993), Chartered Accountant (1995), and Certified Public Accountant (USA, 2012). Mr. Ullah has held key leadership roles such as Chief Financial Officer (CFO), Finance Director, and Chief Internal Auditor in reputed companies in Bangladesh and Saudi Arabia. He is currently a Senior Partner (in progress) at J.U Ahmed & Company, Chartered Accountants.



**Dr. Md Touhidul Alam Khan**

Managing Director and CEO, Ex-Officio Director

Dr. Md Touhidul Alam Khan joined NRBC Bank PLC as Managing Director and CEO on May 5, 2025. With over 32 years of banking experience, he previously served as MD & CEO of National Bank and held different senior leadership roles across Prime Bank, Bank Asia, Modhumoti Bank, Standard Bank, and Premier Bank. He is a recognized expert in syndication finance, leading Bangladesh's first Shariah-based syndication deal and the country's largest term loan syndication at the time. He holds a Master's in Finance from the University of Dhaka, a PhD from Bangladesh University of Professionals, and multiple professional certifications, including Bangladesh's first Certified Sustainability Reporting Assurer (CSRA). He is also a fellow member of Institute of Cost & Management Accountants of Bangladesh (ICMAB). With multi-dimensional expertise in Islamic and conventional banking, sustainability, risk management, and corporate governance, Dr. Touhid has published over 350 articles nationally and internationally, contributing regularly to Singapore based Journals: - "The Asian Banker (TAB)" & "Asian Banking & Finance (ABF)" and the International Correspondent of "Islamic Finance News (IFN)", Malaysia as a prolific scholar and thought leader.

## Minimizing Conflicts of Interest GRI 2-15

NRBC Bank PLC maintains a strict policy to prevent and manage conflicts of interest at both Board and management levels. Directors and senior executives are required to disclose any personal, financial, or professional interests that may influence their impartial judgment in decision-making. The Board ensures that such disclosures are documented and, where necessary, the concerned member refrains from participating in related deliberations or voting. The Bank also complies with Bangladesh Bank guidelines and BSEC regulations to uphold integrity, transparency, and stakeholder trust in all governance practices.

## Delegation of Responsibility for Managing Impacts GRI 2-13

The Board delegates day-to-day responsibility for managing ESG and sustainability impacts to the Managing Director & CEO, who is supported by the Sustainable Finance Unit, the Risk Management Division, and other relevant departments. These units ensure that sustainability policies and commitments are embedded into core operations.

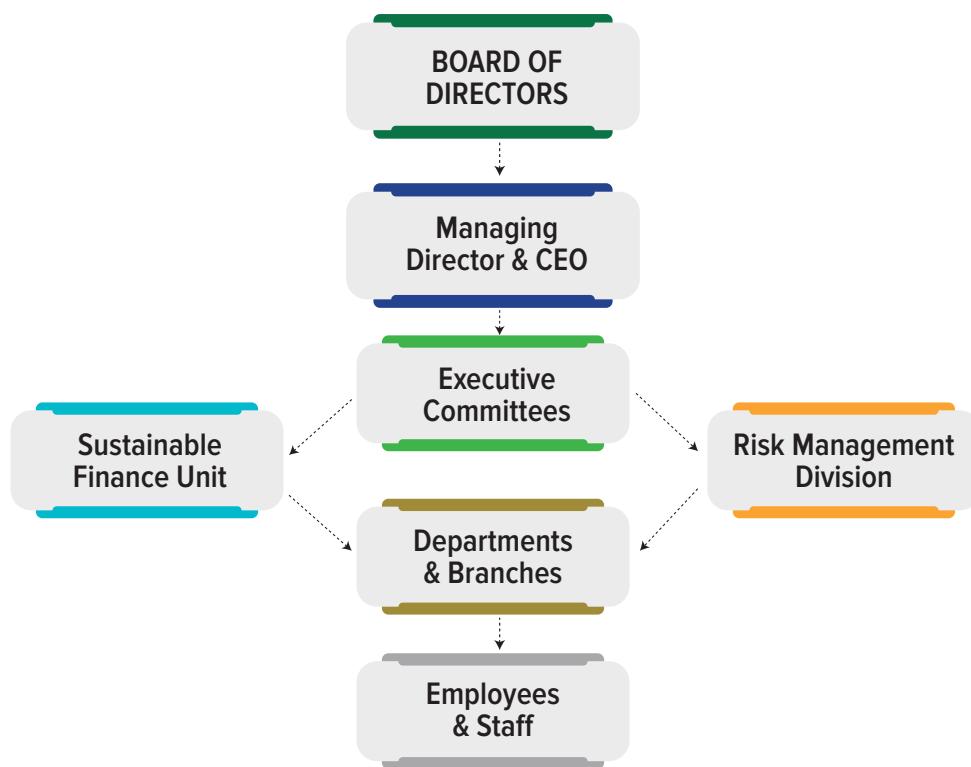


Figure: Delegation of Responsibility

## Role of the Highest Governance Body in Sustainability Reporting 2-12, 2-14

At NRBC Bank, the Board of Directors retains ultimate accountability for overseeing the management of the Bank's economic, environmental, social, and governance (ESG) impacts. The Board sets the strategic direction and policies, while the responsibility for day-to-day implementation and monitoring of sustainability-related commitments is delegated to management through a structured governance framework stated as follows.

### a) Managing Director & CEO:

The Managing Director & CEO is entrusted with overall responsibility for executing the Board-approved sustainability

strategy and ensuring compliance with Bangladesh Bank's Sustainable Finance Policy, ESG risk guidelines, and other regulatory requirements.

### b) Executive Management Committees:

Under the leadership of the CEO, senior management committees (e.g., Management Committee, Asset Liability Committee, Credit Committee) oversee specific aspects of ESG integration, including risk management, lending policies, and operational efficiency.

### c) Sustainable Finance Unit (SFU):

A dedicated Sustainable Finance Unit, operating under the Credit Risk Management Division, coordinates and monitors

green and sustainable financing activities. This unit ensures that lending decisions incorporate environmental and social risk assessments and that projects financed by the Bank align with sustainability objectives.

#### **d) Risk Management Division:**

The Risk Management Division integrates ESG factors into the Bank's overall risk framework. It identifies, assesses, and monitors environmental and social risks in the loan portfolio and ensures that mitigation measures are in place.

#### **e) Departmental and Branch-Level Responsibilities:**

Each department and branch is responsible for embedding policy commitments into daily operations, such as promoting paperless banking, supporting financial inclusion through agent banking, and complying with environmental and social due diligence in lending.

#### **f) Capacity Building:**

To strengthen delegation, NRBC Bank provides training and awareness programs for employees, ensuring they understand their role in managing sustainability impacts, from frontline staff to senior executives.

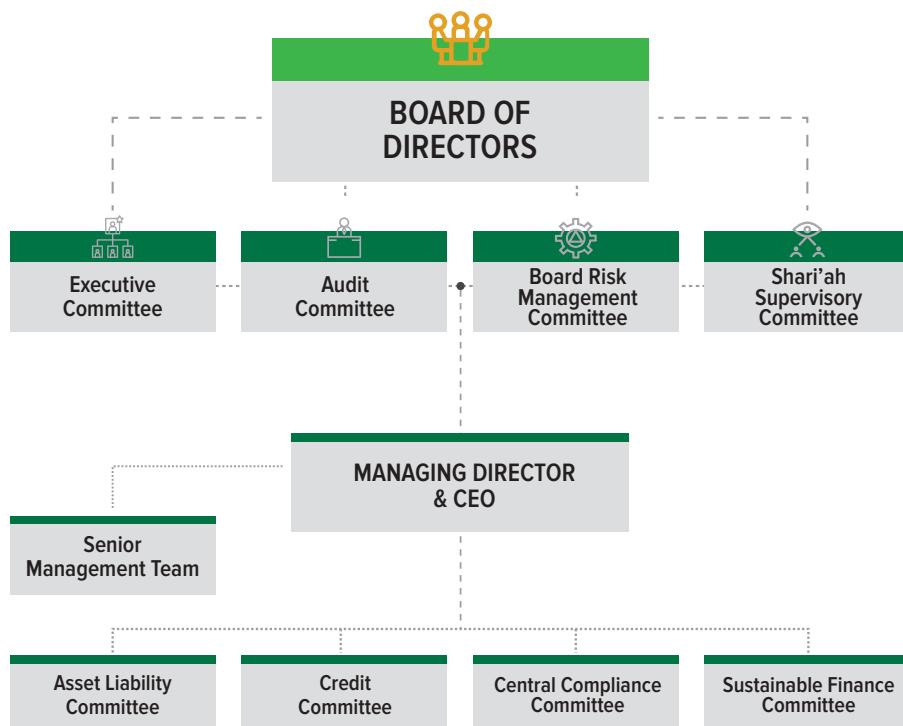
Through this layered structure, responsibility for managing impacts flows from the Board to the CEO, and then across specialized units, committees, and branches. This ensures that sustainability commitments are systematically embedded across all levels of the Bank, driving accountability and continuous improvement.

#### **Board and Management Committee GRI 2-9**

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 a suitable 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.

## Performance Management by the Highest Governing Body GRI 2-18

The Board of Directors of NRBC Bank conducts regular evaluations to ensure the effectiveness of its governance role and to strengthen accountability, transparency, and strategic oversight. The evaluation process is designed to assess the Board's collective performance as well as the contribution of individual members.

**Evaluation Criteria:** Performance reviews cover areas such as strategic guidance, risk oversight, compliance with regulatory requirements, ESG integration, decision-making quality, and contribution to long-term value creation.

**Process:** Evaluations are carried out periodically under the guidance of the Nomination and Remuneration Committee (NRC), which recommends improvements to enhance Board effectiveness. Feedback is gathered from directors, senior management, and other relevant stakeholders.

**Follow-up Actions:** Findings from the evaluation are discussed at Board meetings, and corrective measures are taken to improve governance practices. These may include additional training, refining committee structures, strengthening independence, or updating policies.

**Continuous Improvement:** The evaluation process helps the Board remain aligned with the Bank's strategic priorities, regulatory expectations, and stakeholder needs, ensuring the highest standards of governance are upheld.

## Communication of Critical Concerns GRI 2-16

NRBC Bank has established structured channels for the communication of critical concerns to ensure transparency, accountability, and timely resolution. Employees, customers, shareholders, and other stakeholders are encouraged to raise concerns related to ethical conduct, compliance, risk management, environmental and social impacts, or operational matters.

- Internal Channels:** Employees can report concerns through direct reporting lines, the Human Resources Division, or to the Company Secretary. Sensitive matters such as ethics, fraud, or misconduct can also be reported via designated whistleblowing mechanisms.

- Management Escalation:** Significant concerns raised are escalated to the Managing Director & CEO and, where appropriate, referred to the Board of Directors or relevant Board Committees (e.g., Audit Committee, Risk Management Committee).
- External Stakeholders:** Customers and external stakeholders may raise concerns through customer service desks, hotlines, branch networks, or the Bank's digital channels. These are monitored regularly to ensure prompt response and corrective action.
- Oversight:** The Board of Directors is informed of material concerns and emerging risks through periodic reports from management and committees. Critical matters are addressed with priority to safeguard stakeholder trust and protect the Bank's long-term sustainability.

This framework ensures that concerns are heard, addressed, and integrated into governance and decision-making, fostering a culture of openness, integrity, and responsiveness.

## Islamic Banking Sustainability

The operation of our Islamic Banking is totally different from the Bank's conventional operation as the former operates their business on the basis of Islamic Shariah. Accounting system is vital for ensuring Shariah compliance in such banking operation. Our Islamic Banking operation is committed to follow the accounting principles that refrain from interest. In a nutshell, we follow under noted principles for accounting under its Islamic Banking umbrella, run through a separate Islamic Banking software namely Ultimus. To ensure/ supervise Shariah compliance in banking operation, NBRC has a knowledgeable Shariah Supervisory Committee comprising renowned Fuqaha, Islamic bankers and academicians conversant in Islamic Economics & Finance.

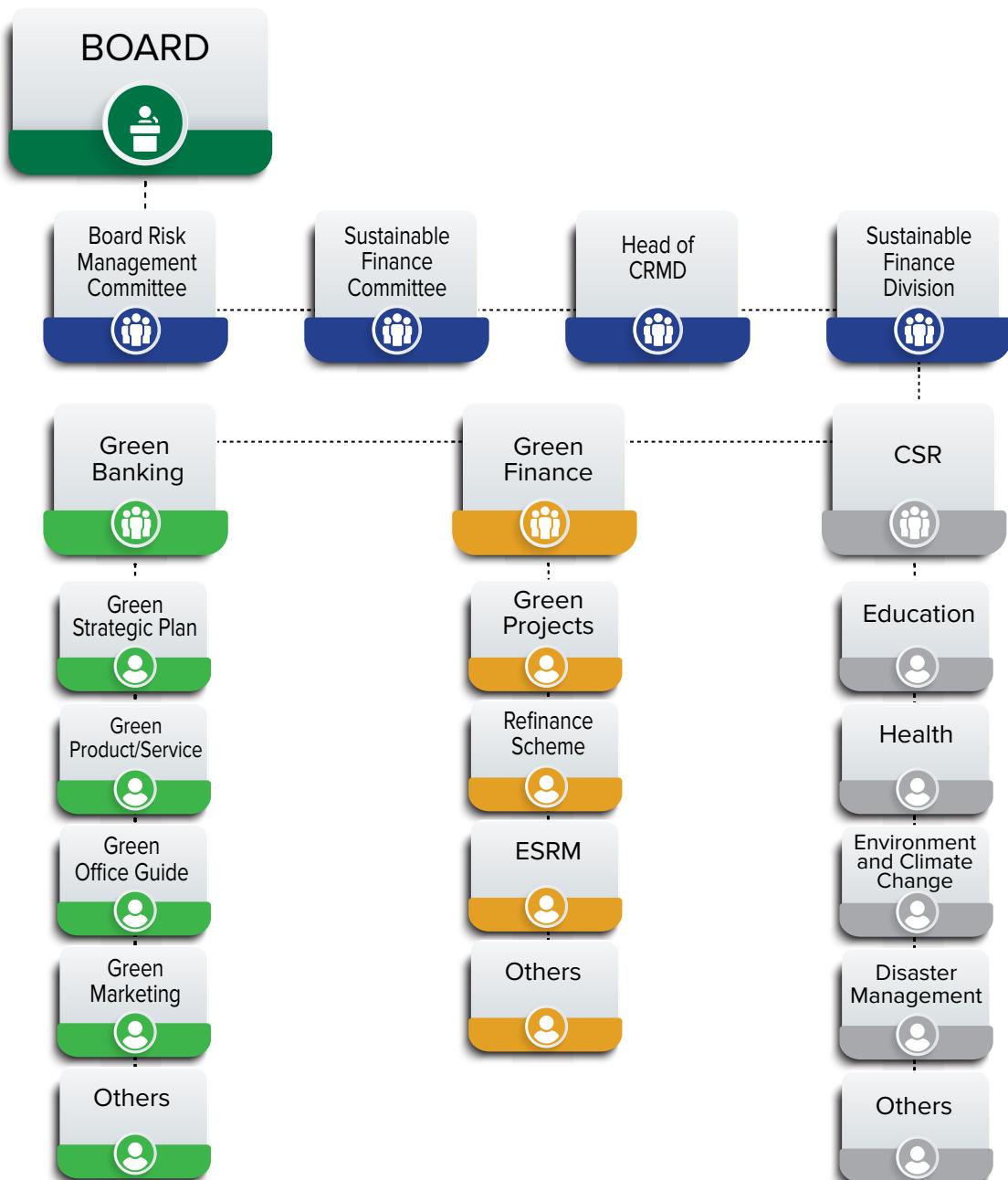
## Shari'ah Supervisory Committee

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 Shari'ah 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.

# SUSTAINABILITY GOVERNANCE

GRI 2-9



In order to confirm sustainability actions within the organization, NRBC Bank has developed its governance structure by maintaining Bangladesh Bank's directives to ensure green governance. There is an independent Sustainable Finance Unit (SFU) led by Head of Credit Risk Management (CRM) Division as per instruction of Bangladesh Bank vide SFD Circular No. 02. 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 Sustainable Finance Unit (SFU) 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 Unit (SFU)

NRBC Bank PLC. established SFU, led by Head of CRM 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	✓	Periodically
Planning and getting approval from Bangladesh Bank for setting up green branch	✗	Highly keen to implement in future in suitable time
Collaboration with PR and Brand Communication for green marketing	✓	When required
Participation in agreement signing and applying refinance from Bangladesh Bank	✓	When required
Support in annual CSR budget preparation and escalation	✓	Yearly
Provide necessary assistance to internal and external stakeholders	✓	Regularly
Preparing Annual Sustainability Report under supervision of Sustainability Reporting Committee (SRC)	✓	Initiated this year
Regulatory and Internal Reporting in timely manner	✓	Regularly
Generating new ideas for banking practices to reduce carbon footprint	✓	Ongoing process



## Sustainable Finance Committee (SFC)

As per Bangladesh Bank SFD Circular No. 02, dated 01.12.2016 NRBC Bank established SFC chaired by senior most DMD of the Bank. 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)

NRBC Bank has formed a Sustainability Reporting Committee (SRC) to oversee the preparation and quality of its Sustainability Report. The SRC is responsible for coordinating with different divisions, ensuring compliance with GRI Standards, and integrating stakeholder feedback. It plays a key role in identifying material topics, reviewing data accuracy, and presenting the report to the Board for final endorsement.



## Green Office Guide of NRBC Bank

As part of the NRBC 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 SFU vide instruction circular among all employees. The Green Office guide includes, but not limited to, the following objectives:

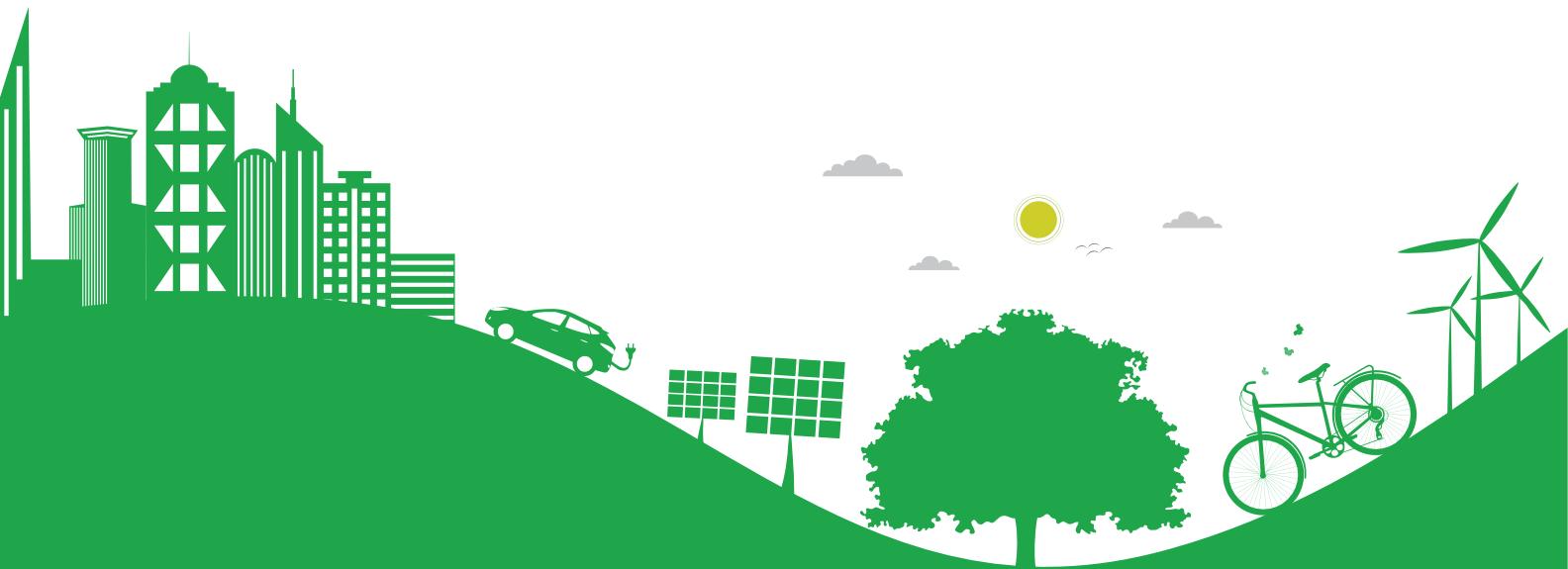
- Energy Efficiency for optimal use of energy reducing carbon footprint
- Paper Reduction for saving the trees and deforestation
- Water Conservation by safeguarding misuse of water
- General Waste Management through reuse or recycling
- Office Commuting through reducing fuel consumption and increasing tele and video conferencing
- Responsible Purchase by avoiding unnecessary buying and using eco-friendly products
- Practice 3Rs (Reduce, Reuse & Recycle) fundamentals at all level for sustainable business practice



## Environmental and Social (ES) Risk Management FS4

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 Unit (SFU) worked persistently throughout the year to guarantee the maximum ES due diligence during financing.

NRBC Bank enhances staff competency on environmental and social policies through regular training, workshops, and awareness sessions. Employees, especially credit and risk officers, are guided on sustainable finance, green banking, and social safeguard practices. Training materials and updated guidelines are circulated across branches to ensure uniform application. These efforts strengthen the Bank's ability to integrate sustainability into business operations and client services.



# 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.

## 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:** NRBC Bank PLC. 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.

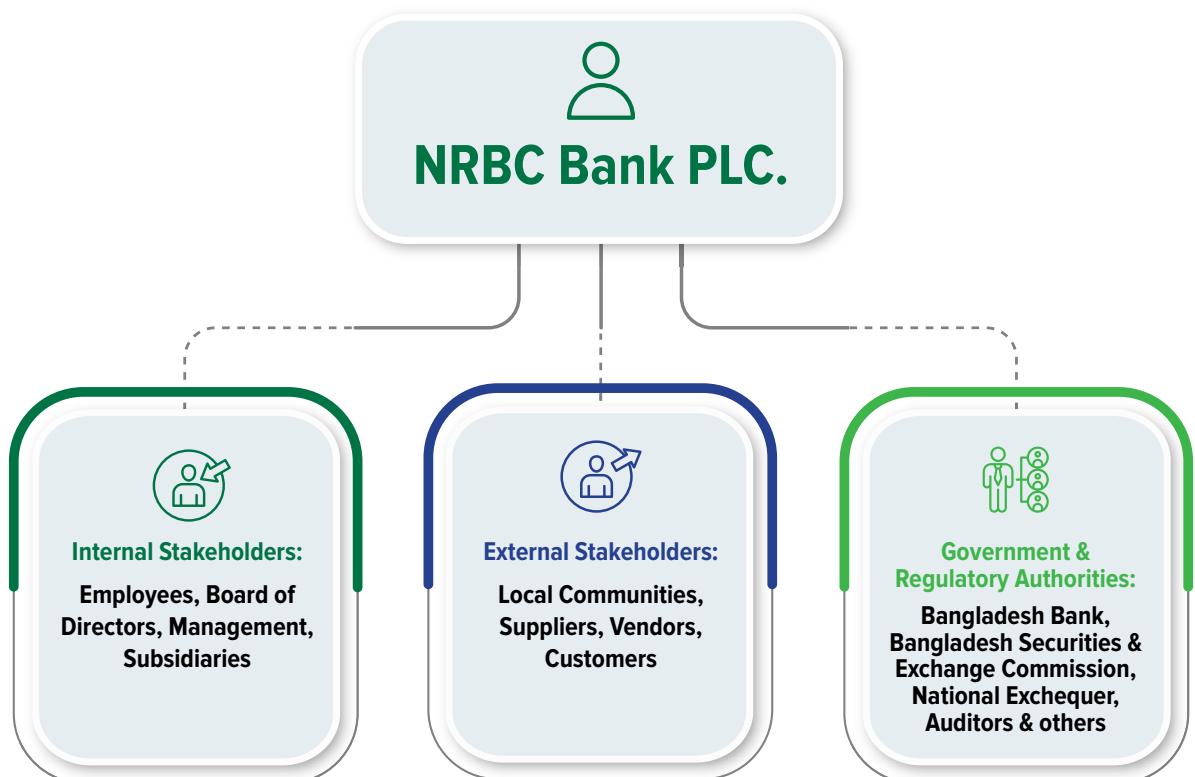
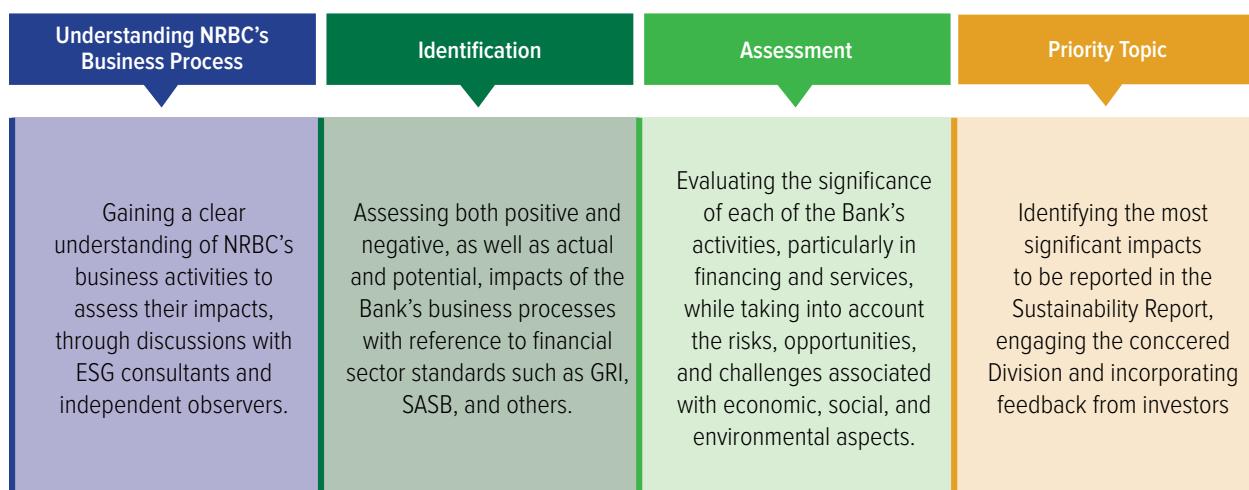


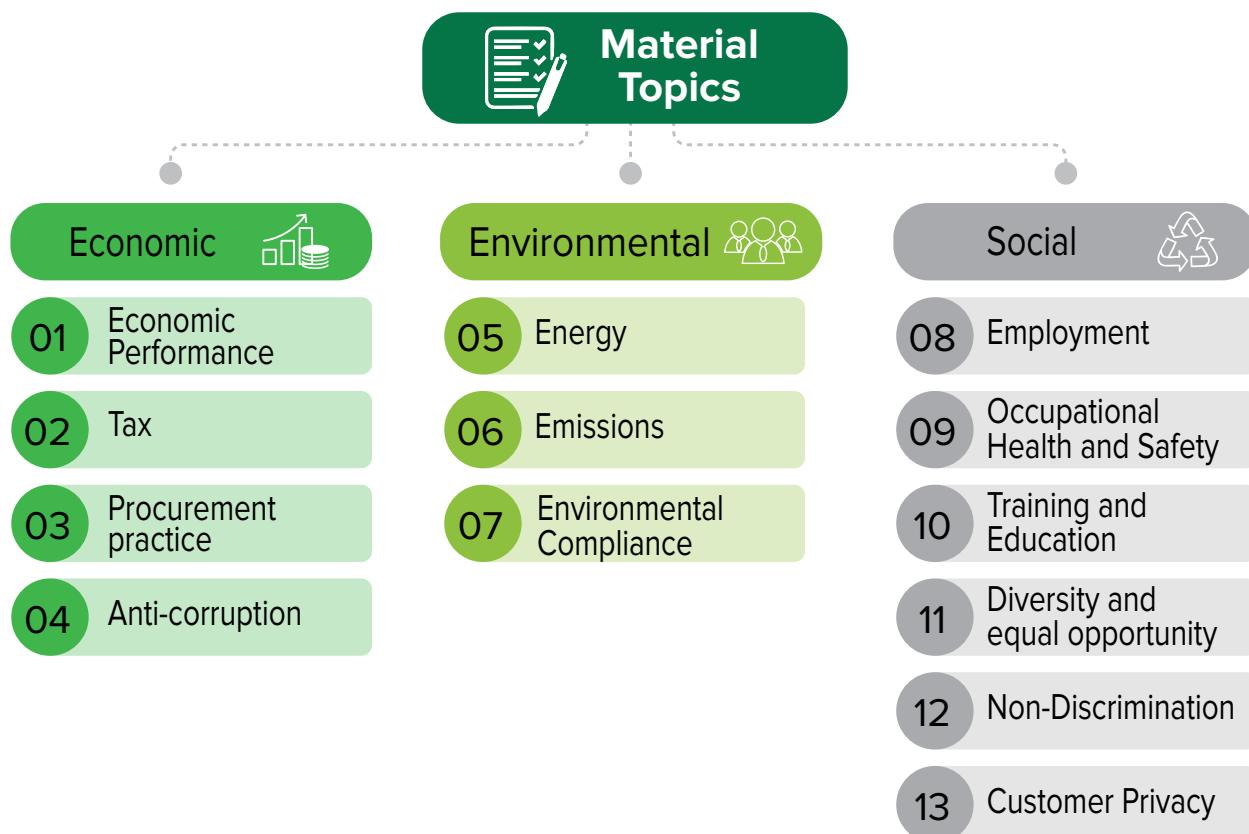
Figure: Types of Stakeholders of NRBC Bank

## PROCESS OF DETERMINING MATERIAL TOPICS GRI 3-1



We identified the most appropriate material topics based on understanding of our stakeholders' requirements and priorities. Thus, we have found 13 material topics as our priority concerns. The material topics that have been outlined below are well aligned with our triple bottom line of sustainability i.e. economic, environmental & social.

## TRIPLE BOTTOM LINE MATERIAL TOPICS GRI 3-2



## APPROACH TO STAKEHOLDER ENGAGEMENT GRI 2-29

NRBC Bank PLC adopts a structured and inclusive approach to stakeholder engagement to ensure its business strategies reflect the interests and expectations of all relevant parties. Stakeholders are identified and prioritized based on their level of influence on the Bank's operations and the extent to which they are affected by the Bank's activities. Key groups include customers, employees, shareholders, regulators, business partners, and the wider community.

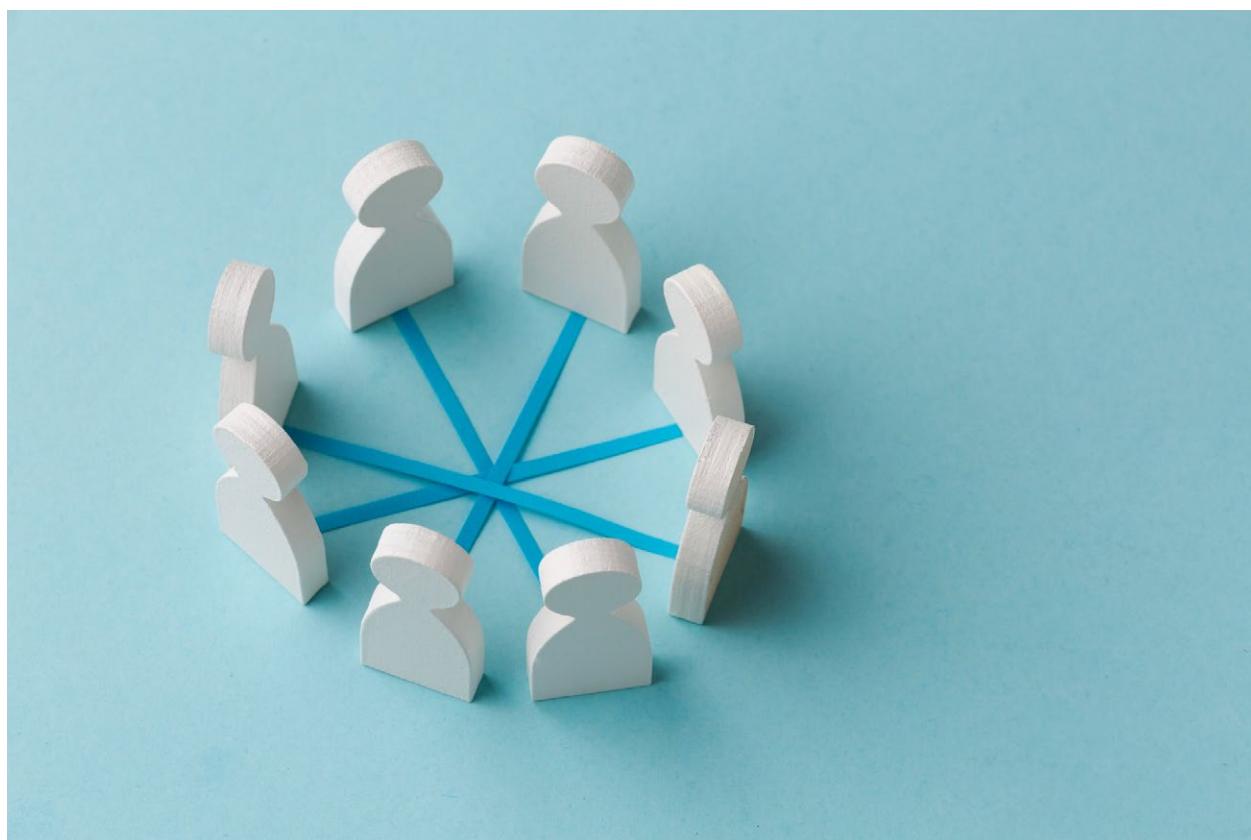
The Bank engages stakeholders through multiple channels: customer service centers, feedback surveys, social media, employee meetings, town halls, training sessions, investor briefings, annual general meetings, and regulatory consultations. Engagement takes place on a regular basis — daily through service touch-points, quarterly with regulators and investors, and annually through formal disclosures and consultations.

Feedback received through these interactions is systematically reviewed and integrated into the Bank's decision-making

processes, covering areas such as product development, service quality, risk management, sustainability practices, and compliance. The Bank ensures transparency by communicating actions taken in response to stakeholder concerns through annual reports, sustainability disclosures, and direct communication channels.

In 2024, NRBC Bank strengthened its engagement approach by expanding digital feedback platforms and enhancing community-level dialogues to capture broader perspectives, representing a significant improvement from previous years. This continuous process helps the Bank foster trust, ensure regulatory compliance, and align its growth strategy with stakeholder expectations.

We place strong importance on continuous, open dialogue built on trust, integrity, and respect. This process enables us to respond to emerging issues, incorporate stakeholder perspectives into decision-making, and strengthen long-term relationships that are essential for sustainable growth.



## STAKEHOLDER IDENTIFICATION AND THEIR CONCERNs

Stakeholder Group	Their Concern	Our Responsibilities
 <b>Shareholders and Analysts</b>	<ul style="list-style-type: none"> <li>Return on investments</li> <li>Brand image of the bank</li> <li>Management excellence and stable rating of the bank</li> </ul>	<ul style="list-style-type: none"> <li>Ensure sufficient return to shareholders</li> <li>Uphold brand image by excellent customer service and other economic activities</li> <li>Ensure responsible investment and recovery</li> </ul>
 <b>Government and regulatory authorities</b>	<ul style="list-style-type: none"> <li>Support government policy</li> <li>Business ethics and legal compliance</li> <li>Timely reporting</li> <li>Timely payment of income tax and VAT</li> </ul>	<ul style="list-style-type: none"> <li>Develop and promote good governance and ethical practice</li> <li>Submit required reports accurately on time</li> <li>Strict compliance with all rules and regulations</li> </ul>
 <b>Customers</b>	<ul style="list-style-type: none"> <li>Competitive return on deposit</li> <li>Quality service delivery</li> <li>Convenient service</li> <li>Data privacy</li> <li>Product variation</li> <li>Shariah complied Islamic products and services</li> </ul>	<ul style="list-style-type: none"> <li>Offering different product through market research</li> <li>Offering competitive rate of return decided by ALCO</li> <li>Ensuring positive customer experience</li> <li>Ensuring data security</li> <li>Providing seamless digital services</li> <li>Shari'ah compliance reviewed by Shari'ah Supervisory Committee</li> </ul>
 <b>Employees</b>	<ul style="list-style-type: none"> <li>Health, safety and well being</li> <li>Self-development</li> <li>Regular training</li> <li>Performance driven career progression</li> </ul>	<ul style="list-style-type: none"> <li>Providing training for skill development</li> <li>Promoting and maintaining an amicable relationship with all employees</li> <li>Shape future leaders</li> <li>Recognize exceptional performers</li> <li>Ensuring all employees have a proper work life balance</li> </ul>
 <b>Society and local communities</b>	<ul style="list-style-type: none"> <li>Financial inclusion through banking service at all levels</li> <li>Poverty reduction</li> <li>Environmental and social impact</li> </ul>	<ul style="list-style-type: none"> <li>Support in the development of Covid-crisis situation</li> <li>Agent banking service for financial inclusion</li> <li>Perform CSR activities for people in need</li> <li>Empowering women</li> <li>Encourage people for savings</li> </ul>
 <b>Suppliers</b>	<ul style="list-style-type: none"> <li>Fair treatment</li> <li>Sustainable business growth</li> </ul>	<ul style="list-style-type: none"> <li>Ensure fair selection process</li> <li>Timely payment to vendors</li> </ul>

# STAKEHOLDER ENGAGEMENT METHOD AND FREQUENCY

Stakeholder Group	Communication channel	Frequency
 <b>Shareholders and Analysts</b>	<ul style="list-style-type: none"> <li>• Annual General Meeting</li> <li>• Annual Report</li> <li>• Press release</li> <li>• Meeting (Board, EC etc)</li> <li>• E-mail and phone call</li> <li>• Website</li> </ul>	<ul style="list-style-type: none"> <li>• Once a year</li> <li>• Once a year</li> <li>• Several times a year</li> <li>• Usually monthly</li> <li>• Several times a year</li> <li>• Ongoing</li> </ul>
 <b>Government and regulatory authorities</b>	Meeting Reporting E-mail and phone call	<ul style="list-style-type: none"> <li>• Several times a year</li> <li>• Usually monthly, quarterly and half yearly</li> <li>• Ongoing</li> </ul>
 <b>Customers</b>	<ul style="list-style-type: none"> <li>• Branch</li> <li>• Relationship officer</li> <li>• SMS, Email and phone call</li> <li>• Website</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing</li> <li>• Ongoing</li> <li>• Ongoing</li> <li>• Ongoing</li> </ul>
 <b>Employees</b>	<ul style="list-style-type: none"> <li>• Adhoc internal Meeting</li> <li>• Corporate program</li> <li>• E-mail- Office outlook</li> <li>• Phone call</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing</li> <li>• Occasional</li> <li>• Ongoing</li> <li>• Ongoing</li> </ul>
 <b>Society and local communities</b>	<ul style="list-style-type: none"> <li>• Website &amp; media</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing</li> </ul>
 <b>Suppliers</b>	<ul style="list-style-type: none"> <li>• Meeting</li> <li>• Phone call and e-mail</li> </ul>	<ul style="list-style-type: none"> <li>• Several times a year</li> <li>• Ongoing</li> </ul>

# **ECONOMIC SUSTAINABILITY**



# OUR APPROACH TO FINANCIAL SUSTAINABILITY AND MANAGEMENT OF GREEN FINANCE

3-3

NRBC Bank is committed to fostering long-term economic sustainability by integrating responsible banking practices into its core operations. The Bank aligns its strategy with national priorities and global sustainability frameworks to ensure that financial growth goes hand in hand with social and environmental responsibility.

A key element of this approach is the management of its green portfolio. NRBC Bank actively finances environmentally friendly projects, including renewable energy, energy efficiency, sustainable agriculture, and waste management initiatives. The Bank applies a structured risk management process under its Environmental and Social Risk Management (ESRM) framework to ensure that financed projects are economically viable, socially beneficial, and environmentally sustainable.

To strengthen accountability, the Bank sets clear targets for green financing and continuously monitors portfolio performance in line with Bangladesh Bank's Sustainable Finance Policy. The

green portfolio not only supports low-carbon development but also enhances resilience against environmental and climate-related risks.

Through this approach, NRBC Bank seeks to balance profitability with responsibility, ensuring that its economic activities create shared value for stakeholders while contributing to national and global sustainability goals.

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 (Consolidated)

Particulars	BDT in million	
	2024	2023
Revenues earned from Profit on financial investments	12,824.02	12,581.79
Revenues earned from Investment on assets	5,548.44	3,074.08
Revenue earned from commission, exchange earnings & brokerage	1,342.55	1,429.55
Revenues earned from other operating income	539.61	535.08
<b>Total direct economic value creation (A)</b>	<b>20,254.62</b>	<b>17,620.50</b>

## Economic Value Distribution (Consolidated)

Particulars	BDT in million	
	2024	2023
Salaries paid to employees	3,422.83	3,183.02
Payments to deposit holders	12,529.63	8,701.71
Total appropriations	71.35	1,989.80
Income tax paid on earnings	3,375.86	3,022.24
Community investment (CSR expenditure)	61.11	75.03
<b>Total Economic Value Distribution (B)</b>	<b>19,460.77</b>	<b>16,971.80</b>

## Value Retention

Particulars	2024	2023
Economic Value Retention (A-B) in BDT million	793.85	648.70
Net Asset Value (NAV) per Share	16.55	17.58

## Contribution to Nation Building

Contribution to the nation NRBC Bank remains firmly committed to being a responsible financial institution that not only creates value for its stakeholders but also actively contributes to the broader economic development of Bangladesh. Guided by its core values and national priorities, the Bank has positioned itself as a partner in progress—supporting the government's long-term vision of achieving middle-income country status within this decade and becoming a developed nation by 2041.

## Contribution to the National Exchequer

BDT in Million		
Sector of Govt. Revenue	2024	2023
Corporate Tax paid by bank & Tax deduction at Source	3,028.99	3,317.3
VAT	321.14	316.85
Excise Duty	444.73	423.75
<b>Total</b>	<b>3,794.86</b>	<b>4,057.9</b>

## Economic Value Addition

BDT in Million		
Particulars	2024	2023
To employees	3,422.83	3,183.02
Total payment to government exchequer	3,794.86	4,057.9
Total appropriations	71.35	1,989.80
Retained earnings for organizational growth	1,751.47	2,615.06
Community investment	61.11	75.03
<b>Total Economic Value Addition</b>	<b>9,101.62</b>	<b>11,920.81</b>

## Value Addition in Capital Market

BDT in Million		
Particulars	2024	2023
Earnings per share (Consolidated)	0.086	2.401

## Geographical Investment Distribution

SI	Division	2024			2023		
		Urban	Rural	Total	Urban	Rural	Total
1	Dhaka	87,663.14	14,703.24	102,366.38	80,523.94	14,487.99	95,011.93
2	Chattogram	9,996.06	6,617.15	16,613.21	10,362.31	6,269.25	16,631.56
3	Rajshahi	6,037.01	3,023.88	9,060.89	5,944.27	3,721.02	9,665.29
4	Sylhet	4,608.88	778.10	5,386.98	5,297.82	725.77	6,023.59
5	Barishal	1,564.09	1,287.22	2,851.31	1,826.09	1,482.91	3,309.00
6	Rangpur	891.58	4,894.94	5,786.52	1,011.39	6,815.67	7,827.06
7	Khulna	2,371.70	1,410.81	3,782.51	2,586.78	1,878.87	4,465.65
8	Mymensingh	733.46	995.14	1,728.60	700.08	1,452.40	2,152.48
	<b>Total</b>	<b>113,865.92</b>	<b>33,710.48</b>	<b>147,576.40</b>	<b>108,252.68</b>	<b>36,833.88</b>	<b>145,086.56</b>

## Sector-wise Loan and advance Distribution

BDT in Million

Sl.	Name of Sector	2024	2023
1	Agriculture, Fishing, and Forestry	2,067	2,066
2	Industry	42,050	36,123
3	Trade and Commerce	10,457	8,353
4	Construction	10,556	8,838
5	Transport	159	3
6	Consumer Financing and house building (Res)	29,553	29,216
7	Investment to Financial Institutions	975	1,041
8	Miscellaneous(+Stuff Loan)	1,054	1,259
	<b>Total</b>	<b>96,871</b>	<b>86,898</b>

Note: Excluding SME, Card, NGO and Capital Market.

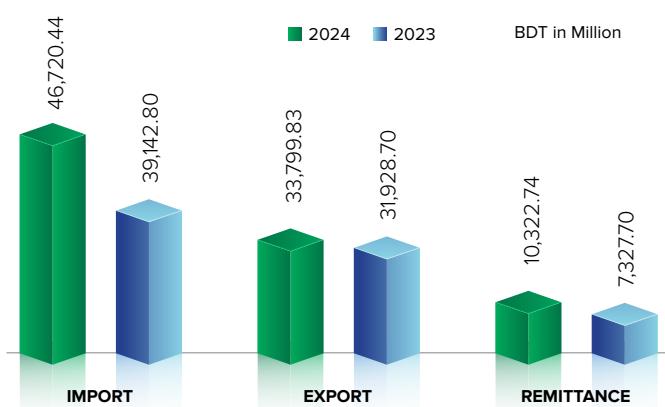
## Industry-wise Breakdown

BDT in Million

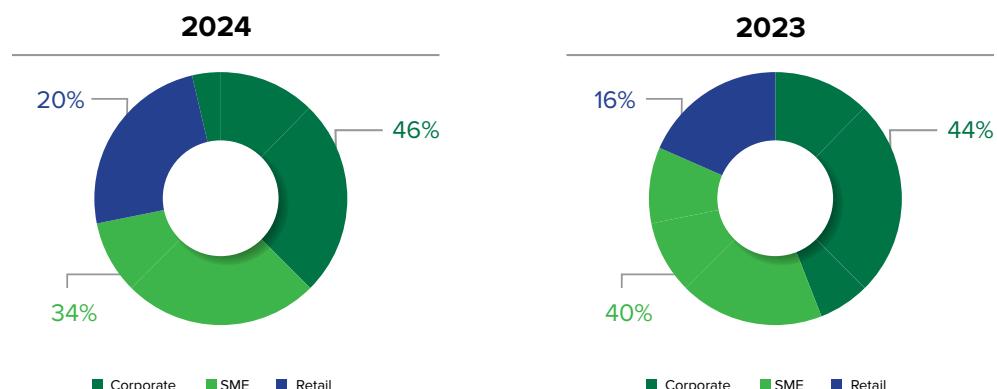
	Name of Industry	2024	2023
1	RMG	10,186.38	9,793.66
2	Textile	2,289.99	1,688.27
3	Food and Allied	219.60	206.50
4	Pharmaceutical	368.70	143.20
5	Chemical, Fertilizer, etc.	-	-
6	Cement and Ceramic	1,375.09	-
7	Ship Building	1,113.25	-
8	Ship Breaking	1,016.50	975.97
9	Power and Gas	635.61	-
10	Other Manufacturing	17,946.00	15,877.00
11	Service Industries	6,694.00	7,438.00
12	Others	205.00	-
	<b>Industry Total</b>	<b>42,050.12</b>	<b>36,122.60</b>

## Import, Export and Remittance Performance

■ 2024 ■ 2023 BDT in Million



### Share of Corporate, SME and Retail portfolio FS6



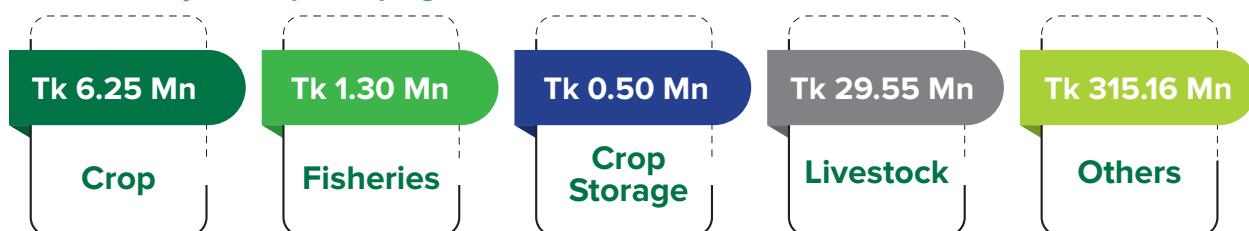
### Contribution of SME Portfolio to Sustainability

	Particulars	2024	2023	Growth
Type	Small	24,826	28,301	-12%
	Medium	13,328	14,647	-9%
Sector	Manufacturing	10,160	12,819	-21%
	Service	18,157	17,619	3%
	Trade	9,837	12,509	-21%
Women Entrepreneur	Total loan and advance	2,285	2,092	9%
Number of Client	Male	16,234	15,672	4%
	Female	1,892	1,088	74%

### Community support program through MFI linkage financing

Particulars	2024	2023	Growth
District Covered	55	29	90%
Urban Areas (in BDT million)	807.30	379.05	113%
Rural Areas (in BDT million)	2,702.70	1,425.95	90%
Male	20,153	10,327	95%
Female	75,227	38,722	94%
<b>Total beneficiaries</b>	<b>95,380</b>	<b>49,049</b>	<b>94%</b>

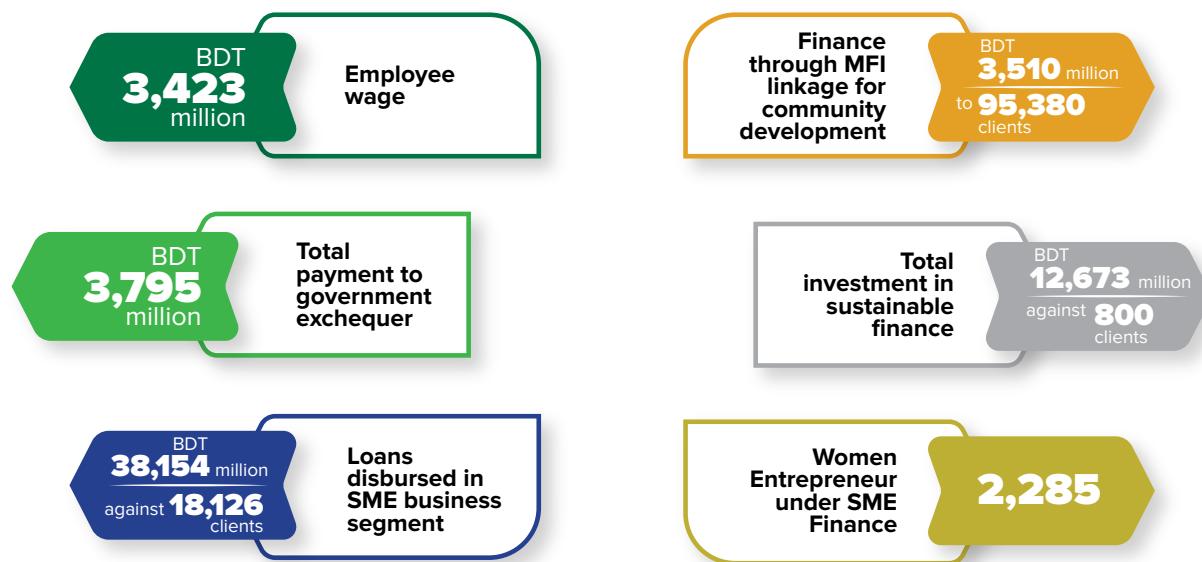
### Rural Economy Development program in 2024



## Sustainable Branch Network FS13

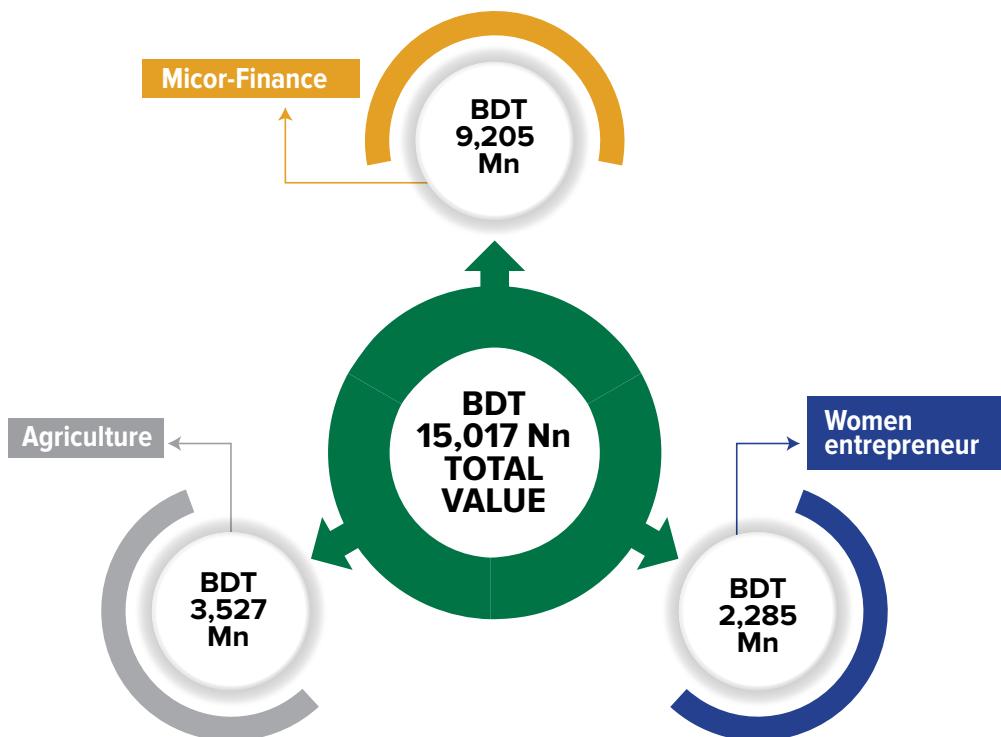
Aligned with national goals and the UN SDGs, NRBC Bank is expanding access to banking for vulnerable groups, including low-income households, women entrepreneurs, and youth. With 109 branches, 436 sub-branches, and over 630 agent outlets, many in remote areas, the Bank ensures nationwide coverage and delivers savings, loans, and digital services to previously unbanked communities.

## Economic Sustainability of NRBC Bank



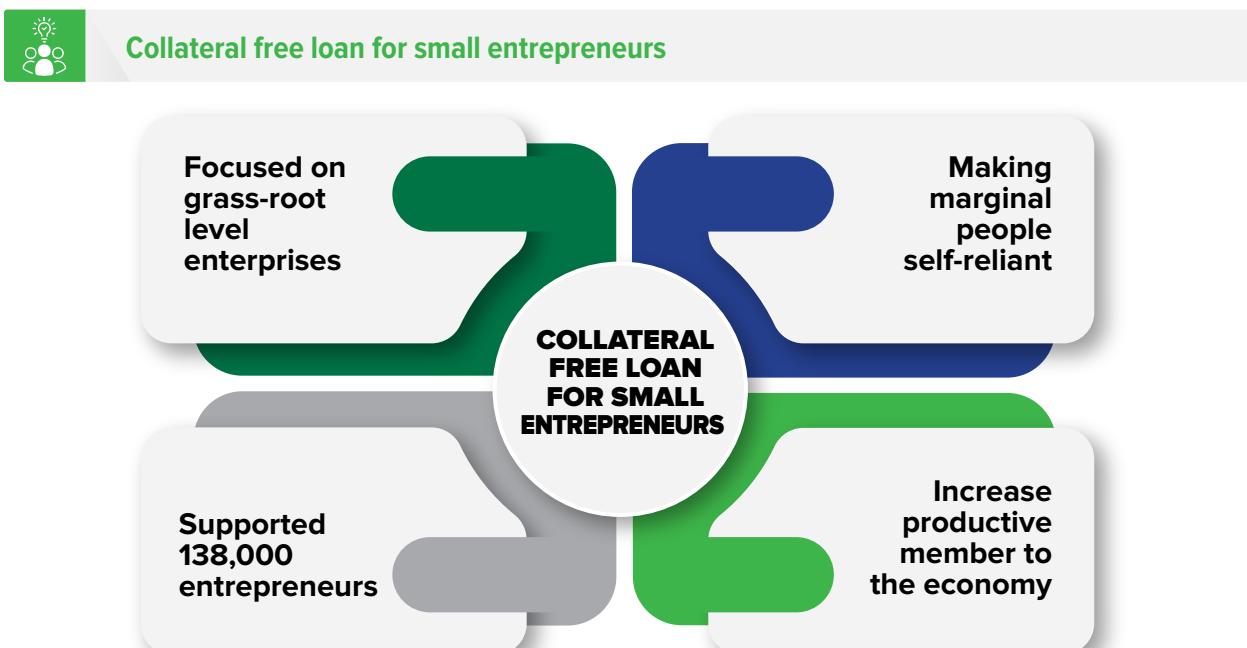
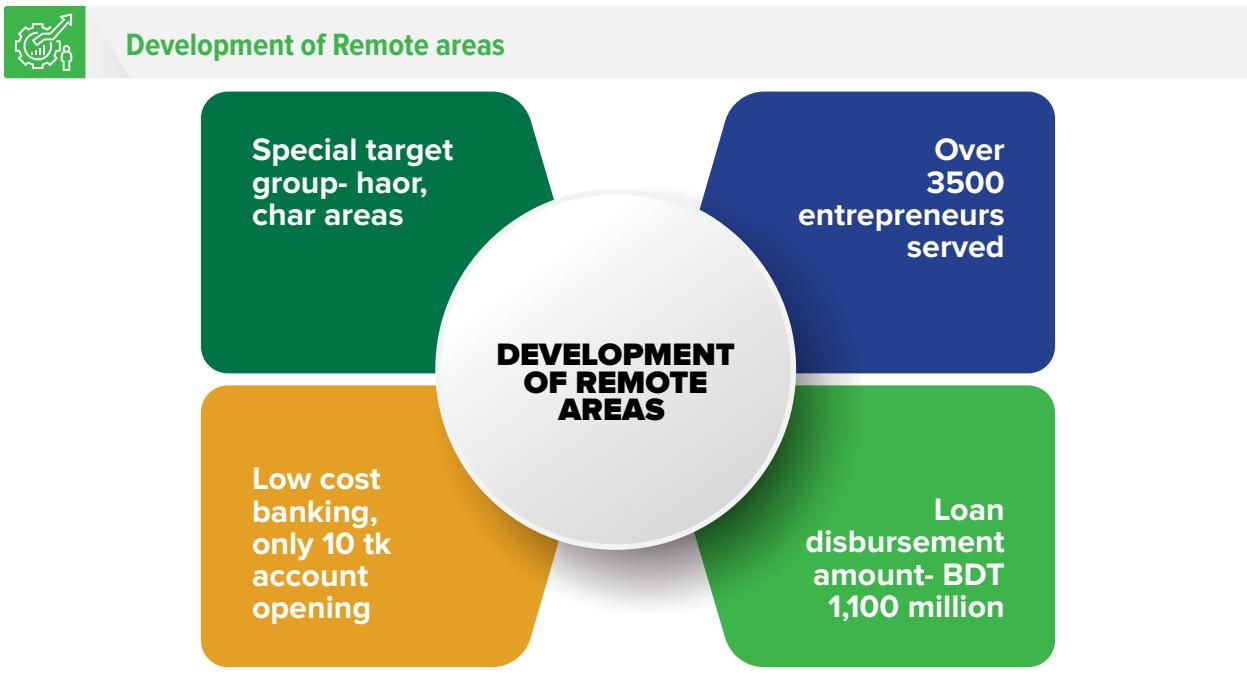
## Product Offerings Aiming Social Development FS7

NRBC Bank offers tailored products with social benefits, such as SME loans for women entrepreneurs, agricultural financing for smallholder farmers, and microfinance-linked services. In 2024, the total disbursement under these products was approximately BDT 15,017 million, aimed at promoting financial inclusion, rural development, and job creation.



## FINANCIAL INCLUSION STRATEGIES IN 2024

FS14

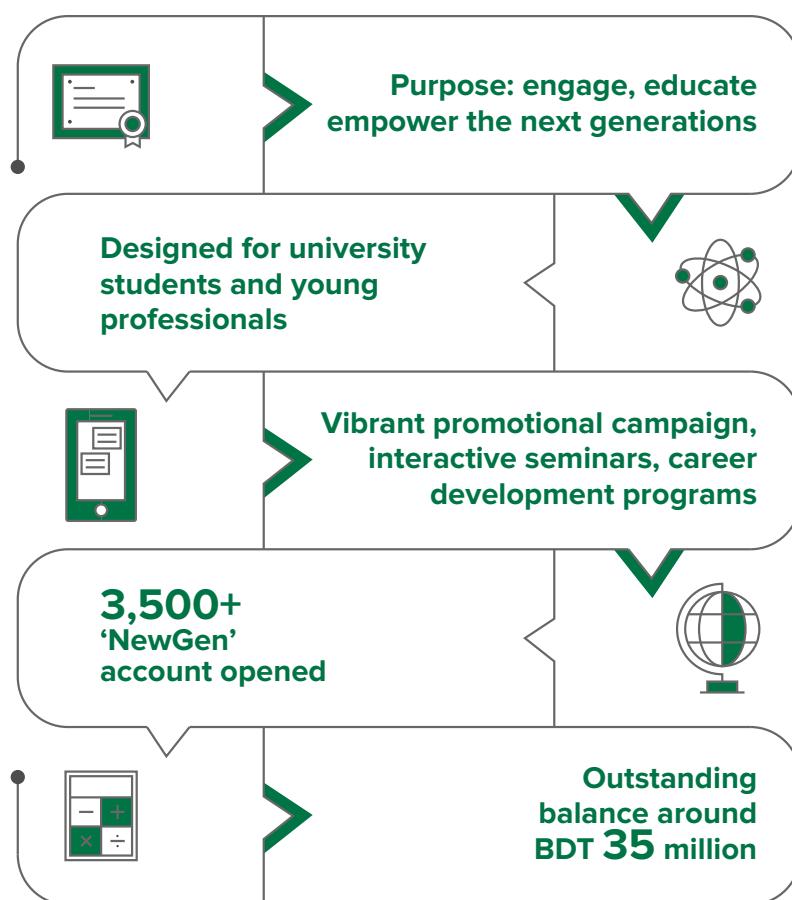


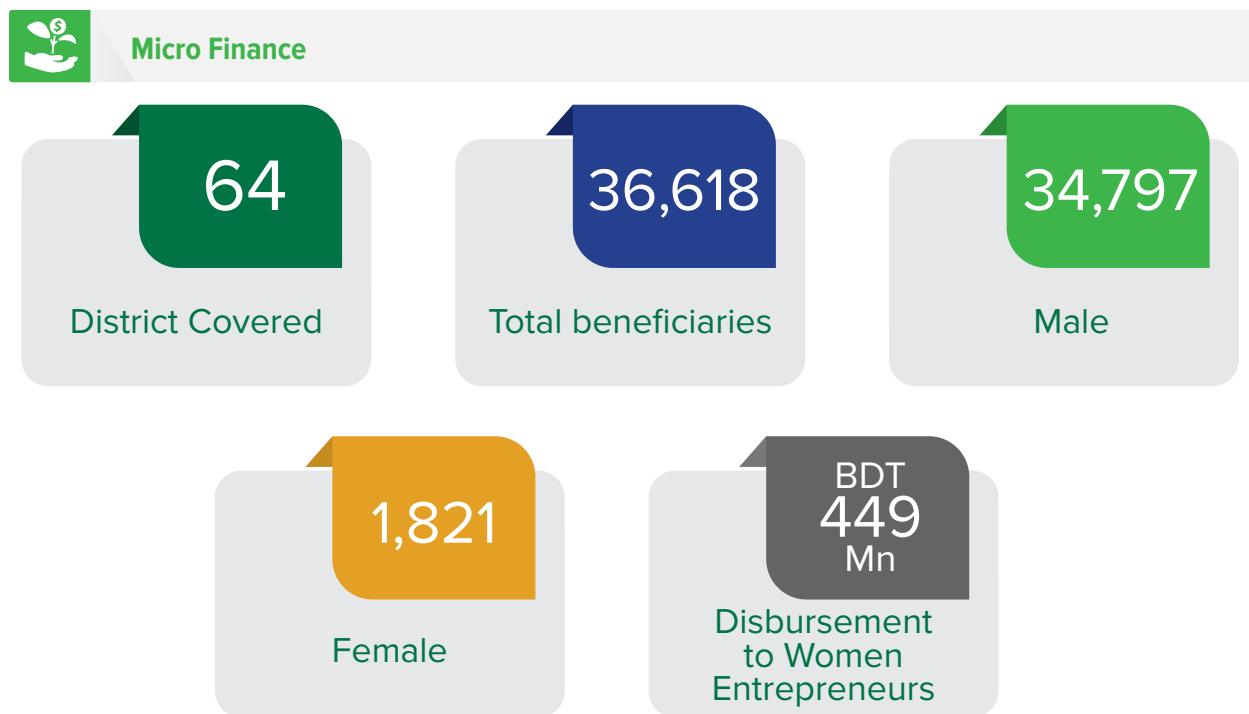


## Youth centric initiatives



## New product 'NewGen' launched for the next leaders





### Agent Banking FS13

NRBC Bank discloses that its agent banking network has expanded to over 630 outlets, many in remote and underserved regions. These outlets provide access to savings, loans, and digital services, thereby advancing financial inclusion. Through this practice, the Bank contributes to national financial inclusion targets and the UN SDGs.

SL	Particulars	2024	2023	Growth	1 NO POVERTY	5 GENDER EQUALITY
1	No. of Agent Outlet in operation	630	630			
2	Total No of A/C	245,664	212,745	15%		
3	Total Deposit (BDT million)	3,067	2098	46%		

### Sub-Branch Performance FS13

NRBC Bank discloses that it operates 415 sub-branches across urban, semi-urban, and rural areas to expand access to formal banking. These sub-branches deliver core services such as savings, credit, and digital transactions, supporting inclusion of previously underserved communities. Through this network, the Bank enhances nationwide financial accessibility and contributes to national financial inclusion priorities and the UN SDGs.

SL	Particulars	2024	2023	Growth
1	No. of Agent Outlet in operation	415	375	10.66%
2	Total Deposit (BDT million)	65,578	51,514	27.30%

### Government Safety Net Program: Enabling Financial Dignity FS13

The Government of Bangladesh has entrusted financial institutions to ensure the timely, transparent, and secure disbursement of social protection allowances. NRBC Bank PLC, through its Financial Inclusion and Business Development Division, has become a key implementation partner for delivering various safety net programs, particularly to marginalized and vulnerable populations.



Figure: Vulnerable Group Development Program at Naogaon District

Our engagement in these initiatives is not just operational — it is transformational. We provide real-time biometric-enabled disbursement through our extensive agent network, which empowers elderly citizens, widowed women, disabled individuals, and underprivileged communities to receive government benefits conveniently, securely, and with dignity.

Area	Disbursed Amount (in Million Taka)	No. of Beneficiaries
Narsingdi	397.25	1,38,467
Madhabdi	176.49	46,069
Naogaon	311.21	73,307
<b>Total</b>	<b>884.95</b>	<b>2,57,843</b>

In 2024, NRBC Bank ensured the distribution of more than Tk. 884.90 Million to 2,57,843 beneficiaries under various government allowance schemes across major districts. This large-scale operation reflects the bank's unmatched operational capability, deep trust at the grassroots level, and technological preparedness.

### Initiatives to Enhance Financial Literacy and Capability FS16

NRBC Bank recognizes that financial literacy is essential for inclusive growth and sustainable economic development. To bridge the knowledge gap and empower individuals, the Bank undertakes various initiatives aimed at enhancing financial awareness and capability among underserved and vulnerable groups.

During 2024, NRBC Bank organized community-based awareness sessions, workshops, and customer engagement programs to educate clients on safe banking practices, responsible borrowing, digital banking usage, and fraud prevention. Special attention was given to rural and semi-urban areas where financial literacy levels remain low, with programs designed in simple, accessible formats.

Through these initiatives, the Bank seeks to encourage savings behavior, promote access to digital financial services, and strengthen clients' ability to make informed financial decisions. NRBC Bank also collaborates with regulators, development partners, and educational institutions to expand the reach of financial literacy efforts, aligning its practices with the national agenda for financial inclusion.

### Policies for the Fair Design and Sale of Financial Products and Services FS15

NRBC Bank ensures that all financial products and services are designed and delivered in a fair, transparent, and responsible manner. The Bank follows Bangladesh Bank guidelines and internal compliance processes to prevent unfair product offering and protect customer interests. Product features and terms are clearly communicated, while fair pricing and the avoidance of hidden charges remain central to our practice. Employees receive regular training on ethical sales and customer engagement, supported by accessible grievance redress mechanisms. These measures strengthen customer trust and reflect the Bank's commitment to sustainable and inclusive banking.

### Financial Literacy Programs in 2024 FS16

NRBC Bank, a 4th generation private commercial bank in Bangladesh, has reaffirmed its dedication to promote financial literacy among the remote and unbanked populations of the country. In this connection the Bank is going through a series of programs during the Financial Literacy Week, held from March 18th to March 24th, 2024. With a particular emphasis on rural areas, NRBC Bank conducted various initiatives aimed at educating and empowering individuals with essential financial knowledge and skills. These programs not only aim to bridge the gap between financial institutions and remote unbanked communities but also strive to foster economic growth and inclusion across Bangladesh.

### Financial Literacy Programs in Agent Points:



Photo- Binnabaid UDC, Narsingdi.



Photo – Vimpur UDC, Naogaon

From some rural agent outlets our agents and dedicated officers pursued to share financial literacy to the social safetynet beneficiaries while disbursing their Government allowances. Several Programs have been arranged during the Period of 18th March 2024 to 24th March 2024 in our Agent Points focusing on the Social Safetynet beneficiaries to introduce them with Financial Guidance.

### NRBC Financial Literacy Programs in different Branches and locations:



Photo – Financial Literacy program at Naogaon Branch



These sessions are designed to improve financial awareness and provide practical guidance to our customers. NRBC Bank provides such educational programs in remote rural areas through Agent Banking.

### NRBC Financial Literacy Program in different Schools:



Photo – Financial Literacy program at Companigonj High School

Through the unwavering commitment to empowering the unbanked and underserved, the bank is not only transforming lives but also shaping the future of the nation. NRBC Bank recognizes the importance of financial literacy among students, as they are the future of our society. In order to support their financial education and promote responsible financial habits, NRBC Bank offers dedicated Student Accounts which are specially designed to provide students with a platform to learn and practice essential financial skills.

### Distributing Foreign Remittance

With the help of wide range of service network, NRBC Bank has enhanced its remittance services to ensure speed, reliability, and nationwide reach. Partnering with global transfer providers like Western Union, Xpress Money, Ria, Placid Express, and MoneyGram, all branches, sub-branches, and agent outlets can now instantly disburse remittances online. In 2024, remittance inflows reached BDT 10,323 million—a 40.87% growth from last year—reflecting the trust of overseas Bangladeshis and the Bank's service efficiency.

## Procurement practices GRI 204

### Our Approach to ensure sustainability in procurement:

NRBC Bank discloses that its procurement activities prioritize local suppliers to strengthen the national economy and promote sustainable growth. In 2024, 100% of the Bank's supplier spending was directed to domestic partners, ensuring that procurement decisions contribute to local economic development and resilience. This approach reflects the Bank's commitment to responsible sourcing and alignment with national priorities and the UN SDGs.

## Supporting Local Procurement GRI 204-1

In 2024, the Bank supported the national economy by sourcing entirely from local suppliers, with 100% of supplier spending directed to domestic partners.

## Anti-Corruption GRI 205

### Our approach to manage Anti-corruption

NRBC Bank adopts a zero-tolerance policy towards corruption and unethical practices, recognizing integrity as the foundation of sustainable banking. The Bank's governance framework includes strict compliance with national anti-corruption laws, Bangladesh Bank guidelines, and international best practices. Regular training and awareness programs are conducted for employees on ethical conduct, prevention of bribery, and reporting mechanisms. Internal audits, whistleblowing channels, and compliance monitoring systems ensure early detection and mitigation of corruption risks. Through these measures, NRBC Bank upholds transparency, builds stakeholder trust, and contributes to SDG 16 (Peace, Justice, and Strong Institutions).

## Risk Assessment GRI 205-1

### Internal Control & Compliance

All operations of NRBC Bank, including branches, sub-branches, and agent banking outlets, are subject to corruption risk assessments through internal audit, compliance monitoring, and regulatory inspections. The Bank integrates anti-corruption risk evaluation into its enterprise risk management framework, with special focus on credit operations, procurement, and frontline customer services. In 2024, 100% of the Bank's operations were assessed for corruption-related risks.

Various types of risks are identified during risk assessment activities, as outlined below:

- Operational risk arises from operational lapses violating the regulatory guidelines in banking process.
- Reputational Risk due to Loss of public trust for fraud and cash theft incidents.
- Negative media coverage affecting the bank's image.
- Financial Risk for direct monetary loss from fraudulent activities.
- Legal and Compliance Risk arises through breach of Bangladesh Bank regulations on safeguarding customer deposits.

Anti-corruption related risks assessed by Inter Control and Compliance Division (ICCD) and AML and CFT Division. 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.

## Audit Program in 2024

Audit Conducted on		Number
1.	No of branches (comprehensive)	106
2.	No of Sub-branches (comprehensive)	32
3.	No of Division/ Department/ subsidiary	02
4.	Special investigation (times)	12
ICT Audit		
5.	No of branches	106
Online Reporting of foreign exchange transaction		
6.	AD branch	08
7.	Division	03

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.

## Communication & Capacity Building GRI 205-2

NRBC Bank communicates its Anti-Money Laundering (AML), Combating Financing of Terrorism (CFT), and anti-corruption policies to all employees and stakeholders through circulars, training modules, and awareness sessions. In 2024, all employees, including new recruits, received mandatory training on anti-corruption and ethical banking practices. Senior management and compliance teams also participated in specialized sessions to strengthen monitoring and reporting practices. Policies are publicly available and communicated to external stakeholders as part of the Bank's transparency measures. As per bank's policy, followings are the strategy of the bank to manage anti-corruption related issues:

- The bank has to follow AML/CFT policy of Bangladesh Bank which is circulated to all employees.
- Policy uploaded on internet and communicated during induction/training session.
- Periodic awareness emails, and circulars issued by concerned division.
- Require employees to sign on the copy of the instruction and information circular conforming they have read and understood.
- Conducting Seminar, Workshops, training, e-Learning module on corruption. In 2024, NRBC bank has organized and trained a number of employees on these issues.

Job Level	Training Name	Number of participants
Senior Manager	AML & CFT	550
Junior level	Overview on AML & CFT	800
Mid-level to highest	Audit procedure	550

- Using real life case studies from the banking sector for practical understanding
- Senior Management openly communicate zero tolerance against any fraud forgeries and financial misconduct related to corruption.
- Placing posters, digital banners and noticeboard in the Branch/Sub Branches containing message of internal and regulatory bodies (BFIU) holding clear instruction regarding punishment of financial misconduct.

## Confirmed Incidents of Corruption and Actions Taken GRI 205-1, 205-3

During the reporting year, around 2% random assessment was conducted on service related operations and service points. There were 6 corruption or fraud related incidents found during risk assessment process. 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.



### Our approach to manage Tax related issues

NRBC Bank recognizes tax as a material topic due to its significant contribution to the national economy and stakeholder expectations for transparency. The Bank complies fully with national tax laws and regulations, ensuring timely payment of corporate taxes, VAT, and other statutory obligations. Tax governance is overseen by the Board and senior management, with policies aligned to principles of fairness, accountability, and transparency. The Bank does not engage in aggressive tax planning or practices that could undermine public trust. Through responsible tax management, NRBC Bank supports government revenue generation, sustainable economic development, and the UN SDGs.



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

NRBC Bank's tax strategy is to maximum the bottom-line by investing less tax sensitive investment sector to high for which maximize the shareholder wealth maximization. Furthermore, the entity drive for ensure the compliance culture promulgated by National Board of Revenue (NBR) i.e. duly deduction Tax, VAT and Excise duty as per rule and deposit to the treasury on timely basis as required by Act or Rules.

level so that penalty or additional tax would not be raised. Concerned Division of the Bank identifies lapses of Tax and VAT by comparing relation of relevant with Revenue and Expenses as well as immediate action or intervention as per Tax/VAT law. Tax consultant and Internal Audit Team monitoring the Tax culture and adopt any recommendation thereon.

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

NRBC Bank response as well as disclosed all the matters for compliance of Law of Tax authority. If any matter arises from assurance report, statement, or opinion, in applicable cases, Bank duly reviewed the tax matters with the help of expert team as well as Tax Consultant.

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

Firstly, Bank ensures relevant Tax compliance culture. Bank maintains proactive and transparent engagement with all stakeholders, including tax authorities, regulators, auditors, and advisors. The Bank ensures timely communication, submission of required information, and cooperative resolution of any tax-related queries or issues.

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

NRBC Bank PLC fall under tax jurisdiction of large Tax Payer Unit (LTU) of National Board of Revenue (NBR) of Bangladesh and complies with all applicable laws and regulations issued by same tax authority i.e. National Board of Revenue (NBR).

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

Governance body comprises specially Management i.e. Chief Financial Officer (CFO) is the prime responsible for oversee of the Tax compliance with help of Tax Consultant wherein process dully reviewed by Managing Director & CEO.

### 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.

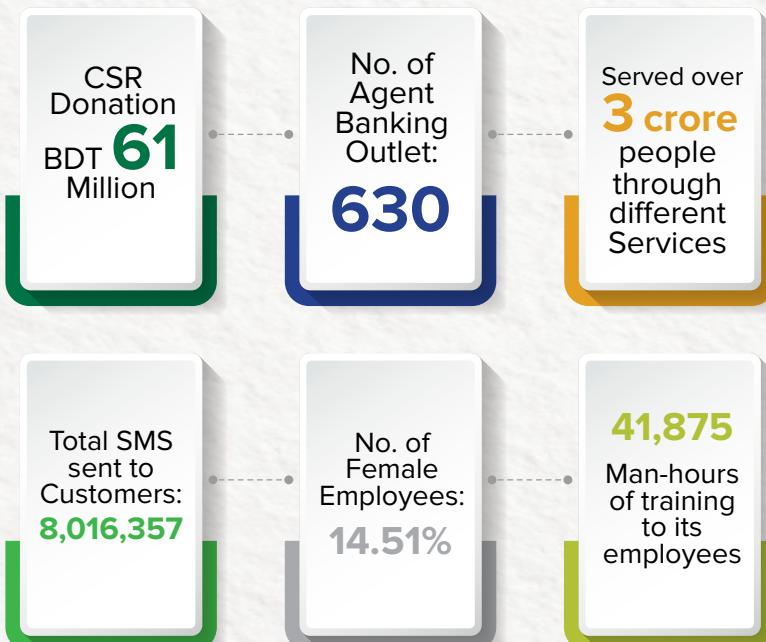
### Description of the approach to tax risks & its management GRI 207-2

NRBC Bank approaches for strict compliance of Act and Rule promulgated by Tax Authority for every part of the operational

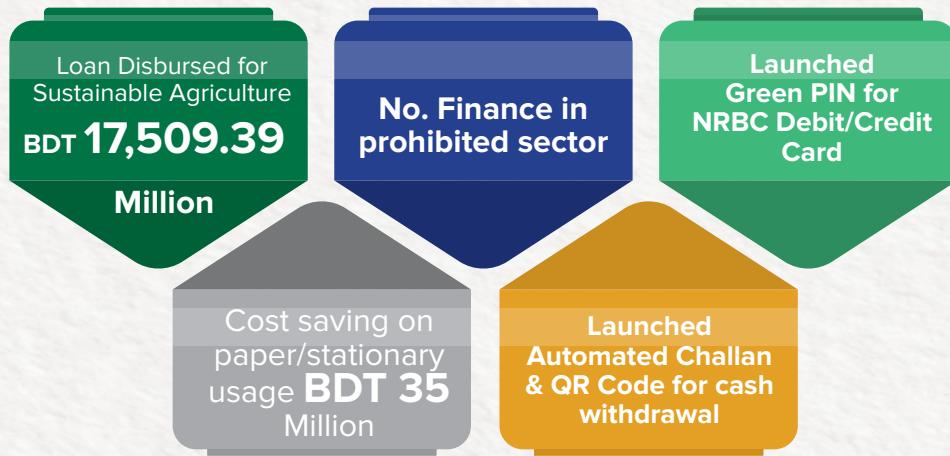
## TRIPLE BOTTOM-LINE APPROACH OF NRBC BANK



### People



### Planet





## Profit

Operating profit :  
**2,195.06**  
Million

Profit from Digital  
Platform (RTGS)  
BDT **18.73**  
Million

Number of Total  
Debit Card:  
**165,980**

Profit from ACS  
BDT **33.73**  
Million



# ENVIRONMENTAL SUSTAINABILITY



# ENVIRONMENTAL SUSTAINABILITY & CLIMATE ACTIONS

GRI 302, GRI 303, GRI 305, GRI 306, GRI 307

## Our Approach to Manage Environmental Sustainability and Climate Action GRI 3-3

At NRBC Bank, we recognize that safeguarding the environment is fundamental to building long-term resilience and prosperity. Guided by our theme “Inclusive Innovation, Green Tomorrow,” we have integrated environmental sustainability and climate action into the core of our business strategy and decision-making processes.

### a. Policy Commitment

NRBC Bank adheres to the Environmental and Social Risk Management (ESRM) Guidelines of Bangladesh Bank, as well as international sustainability frameworks, to ensure that all our lending, investment, and operational activities align with responsible environmental practices. We are committed to reducing greenhouse gas (GHG) emissions, conserving resources, and supporting a just transition from a low-carbon economy today towards a zero-carbon economy soon.

### b. In-house Environmental Management

We continuously monitor and manage the environmental footprint of our operations through measurable actions:

- Reduce electricity consumption by 10% by 2027 through energy-efficient technologies and renewable energy adoption.
- Achieve 30% digitalization of internal processes by 2027 to minimize paper use.
- Ensure that 100% of bank branches implement waste segregation and recycling by 2027.
- Gradually shift to renewable energy solutions, targeting 20% of branches powered by solar energy by 2028.

### c. Green and Sustainable Financing

Our greatest impact lies in influencing clients and investee companies. NRBC Bank actively channels finance towards environmentally responsible sectors by:

- Increasing the share of Green Finance portfolio to 15% of total loans by 2028, in line with Bangladesh Bank's Sustainable Finance targets.
- Allocating at least 10% of annual disbursements to SME borrowers adopting eco-friendly technologies.
- Introducing sustainability-linked loans that reward clients with 0.25-0.50% interest rebate for achieving pre-defined emission reduction or resource efficiency milestones.

### d. Climate Risk Management and Innovation

Recognizing the growing impacts of climate change on Bangladesh's economy, we incorporate climate risk assessment into our lending and investment frameworks. We are investing in innovative digital tools and data systems that allow us to:

- Conduct climate risk screening for 100% of new large-scale project financing by 2026.
- Pilot climate vulnerability assessments for key sectors such as textiles, agriculture, and energy by 2027.
- Support at least 50 climate-resilient community projects through financing and partnerships by 2030.

### e. Governance and Accountability

Our Sustainability Reporting Committee (SRC) and Board-level oversight ensure that environmental sustainability targets are embedded within corporate strategy. Progress is regularly reviewed, disclosed, and aligned with national priorities (like NDC) and international benchmarks, such as the UN Sustainable Development Goals (SDGs) and the Paris Climate Agreement.

### f. Our Commitment Ahead

NRBC Bank is determined to lead by example in shaping a sustainable financial ecosystem in Bangladesh. By balancing innovation, inclusivity, and climate action, we are working towards a future where finance not only generates profit but also protects the planet and empowers people—truly fulfilling our vision of “Inclusive Innovation, Green Tomorrow.”

## Environmental Disclosure

This report marks NRBC Bank's first-ever environmental disclosure prepared in alignment with the Global Reporting Initiative (GRI) Standards. The disclosure reflects our commitment to transparency and accountability in managing environmental risks and opportunities. It covers our policies, practices, and performance related to climate action, resource efficiency, and green financing. By reporting under GRI Standards, we aim to set a strong foundation for continuous improvement, enabling stakeholders to track our progress as we advance towards a low-carbon and sustainable future.

### Energy Consumption GRI 302-1, 302-2

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

In its first Sustainability Report, NRBC Bank discloses energy consumption data covering electricity use across its head office and branch operations. The Bank primarily relies on

grid electricity, with diesel generators used as backup during power outages. As a service-based institution, NRBC Bank's energy footprint is relatively modest, and efforts are underway to establish a structured system for measuring, monitoring, and gradually reducing energy consumption through efficiency measures and renewable alternatives.

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

Particulars	Year 2024	Year 2023
Total Fuel consumption within the organization	124,143	106,567

### Consumption of Electricity (kWh)

Particulars	Year 2024	Year 2023
Electricity consumption	9,997,728	9,414,744

### Strategic plan to reduce energy consumption GRI 302-4, 302-5

As this is NRBC Bank's first sustainability report, a formal energy reduction program and tracking system are not yet in place. However, the Bank has initiated measures such as expanding online banking services, using energy-efficient equipment in branches, and promoting digital communication to reduce reliance on physical resources. The Bank intends to establish a structured framework to measure and report on energy reduction in future reporting cycles. These initiatives indirectly contribute to lower energy requirements for customers and the Bank's operations. While quantitative data is not yet available, the Bank is committed to enhancing the energy efficiency of its products and services and will develop mechanisms to assess these reductions in the future.

### GHG Emissions of NRBC Bank GRI 305-1, 305-2, 305-3, 305-5

Greenhouse gas (GHG) emissions are recognized as a significant global environmental challenge and are directly linked to the achievement of the Sustainable Development Goals (SDGs). In line with its commitment to responsible business practices, NRBC Bank acknowledges the potential negative impacts of GHG emissions and actively monitors its emission sources. For the reporting year, the Bank has identified two primary sources of GHG emissions, which are described below.

#### Scope 1: Direct GHG Emissions from Stationary Sources – Diesel Only from Generator (in Metric ton)

Particulars	Year 2024	Year 2023
Stationary sources (e.g. generator)	332.7 tCO <sub>2</sub> e	285.6 tCO <sub>2</sub> e

Note: Emission factor (diesel, IPCC default): 2.68 kg CO<sub>2</sub>e per liter

#### Scope 1: Direct GHG Emissions from Mobile Combustions - Octane Only from Vehicle (Metric Ton)

Particulars	Year 2024	Year 2023
From Mobile combustions (all types of transports)	285 tCO <sub>2</sub> e	205 tCO <sub>2</sub> e

#### Scope 2: Indirect GHG Emissions from Electricity Consumption

Particulars	Year 2024	Year 2023
From Electricity consumption	6,067.6 tCO <sub>2</sub> e	5,716.8 tCO <sub>2</sub> e

Note: IEA/IFC average grid emission factor for Bangladesh, has been used, which is around 0.607 kg CO<sub>2</sub>e per kWh

### Total Carbon foot print (from Scope 1 and Scope 2)

Year	Scope 1 Stationary Fuel	Scope 1 Mobile Combustion	Scope 1 Total	Scope 2 Electricity	Grand Total
2024	332.7	285.0	617.7	6,067.6	6,685.3
2023	285.6	205.0	490.6	5,716.8	6,207.4

Data shows, NRBC Bank's total GHG emissions increased by 7.7% from 6,207.4 tCO<sub>2</sub>e in 2023 to 6,685.3 tCO<sub>2</sub>e in 2024. The increase is mainly due to higher electricity usage and greater mobile fuel consumption linked to business expansion. The Bank aims to manage these emissions by:

- Improving vehicle fuel efficiency and considering low-emission alternatives.
- Optimizing generator use through better energy management.
- Exploring renewable energy and more efficient cooling systems in branches.

Regarding Scope 3 or financed emission, we disclose that Financed emissions have not yet been assessed. The Bank intends to develop methodologies in line with PCAF standards in future reporting cycles.

## Policy Considerations for E&S Management in Business Decisions FS1, FS2

As part of its commitment to responsible banking, NRBC Bank has adopted initial environmental and social (E&S) guidelines applicable across its lending and investment operations. These policies ensure that credit and financing decisions consider potential environmental impacts—such as climate risks, pollution, and resource use—and social aspects, including community well-being, occupational safety, and human rights.

Currently, the Bank applies following E&S considerations in business practices:

- Prior to making financing decisions to the prospective clients, NRBC Bank exercises a series of proper tests for loan sanction which involves cross functionalities.
- Corporate and SME Lending – projects undergo basic E&S screening aligned with Bangladesh Bank's exclusion list, environment and social risk rating (ESRR) tool, Sustainable Finance Policy guidelines and internal credit management policy.
- Trade Finance and Project Finance – sectors with higher environmental or social risks (e.g., energy, infrastructure) are reviewed for compliance with national environmental regulations, for example Department of Environment (DOE) category list and guidelines.
- Retail Banking/investment – promotion of green products such as solar energy loans and eco-friendly home financing.

This considerations mark NRBC Bank's first formal disclosure of E&S policies, reflecting its alignment with Bangladesh Bank and other regulatory guidelines. And our intention is to gradually integrate international best practices such as the IFC Performance Standards in future policy development.

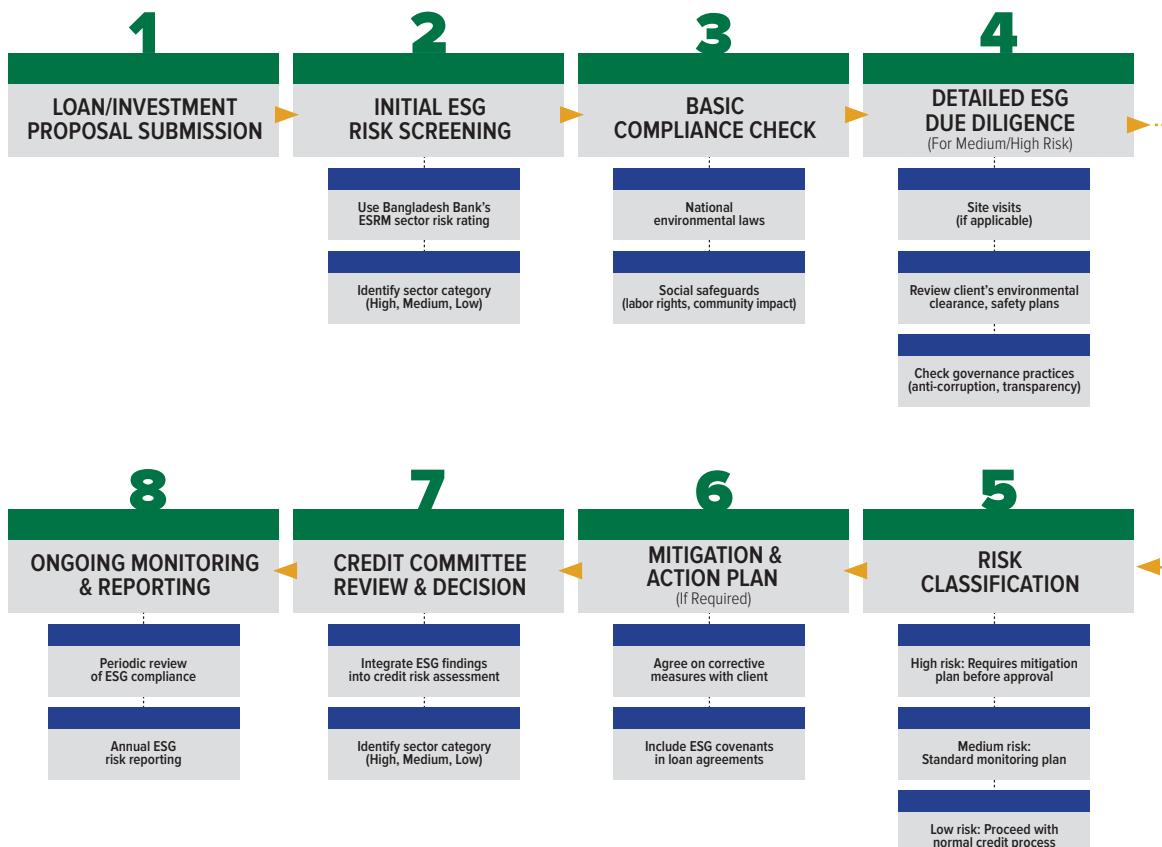
## Assessment and screening process for E&S Risk Management FS2, FS3

NRBC Bank has introduced initial procedures to identify and evaluate environmental and social (E&S) risks in its financing activities. All new corporate and SME loan proposals are screened using the Bangladesh Bank Environmental & Social Risk Management (ESRM) Guidelines, which include sector risk ratings and compliance checks with national environmental laws.

For higher-risk sectors—such as energy, construction, and manufacturing—relationship managers complete an E&S due diligence checklist, which is reviewed by the Credit Risk Management team before loan approval. Where significant risks are identified, clients are required to present evidence of mitigation measures (e.g., environmental clearance certificates, occupational safety plans).

The Bank is in the process of strengthening these procedures by incorporating climate risk considerations and developing sector-specific E&S screening criteria to enhance its sustainable finance portfolio.

### Process Flow: ESG Risk Assessment & Screening (design a process flow with following 8 point)



## E&S Monitoring FS3

NRBC Bank, through its Credit Risk Management team and Sustainable Finance Unit (SFU), monitors clients' compliance with environmental and social (E&S) requirements in loan and project financing. Clients in medium- and high-risk sectors must submit periodic reports, which are reviewed and verified, with site visits as needed. Non-compliance leads to corrective action or potential suspension. The Bank is strengthening this process by introducing a structured E&S monitoring checklist within its loan portfolio system for systematic tracking and reporting.

## Client Interactions for E&S Risk Management FS5

NRBC Bank engages with clients—especially in medium- and high-risk sectors—during the credit appraisal process to discuss potential environmental and social (E&S) risks and explore opportunities for improved sustainability performance. This includes advising clients on compliance with environmental regulations, energy efficiency options, and occupational safety improvements. The Bank will develop sector-specific guidance sheets to make these interactions more structured and impactful.

## E&S Audit FS9, FS10

The Bank is in the process of developing a formal system for auditing the implementation of environmental and social (E&S) policies and risk procedures. While a structured E&S audit mechanism is not yet in place, the Bank currently monitors compliance through its Internal Audit Department (IAD), Credit Risk Management team and Sustainable Finance Unit (SFU), and plans to establish a formal audit framework in the coming years. Coverage includes both high and medium-risk projects, with audits carried out annually or more frequently if required by regulatory guidelines. Findings are reviewed by the Sustainable Finance Unit (SFU) and Credit Risk Management team to ensure compliance and continuous improvement.

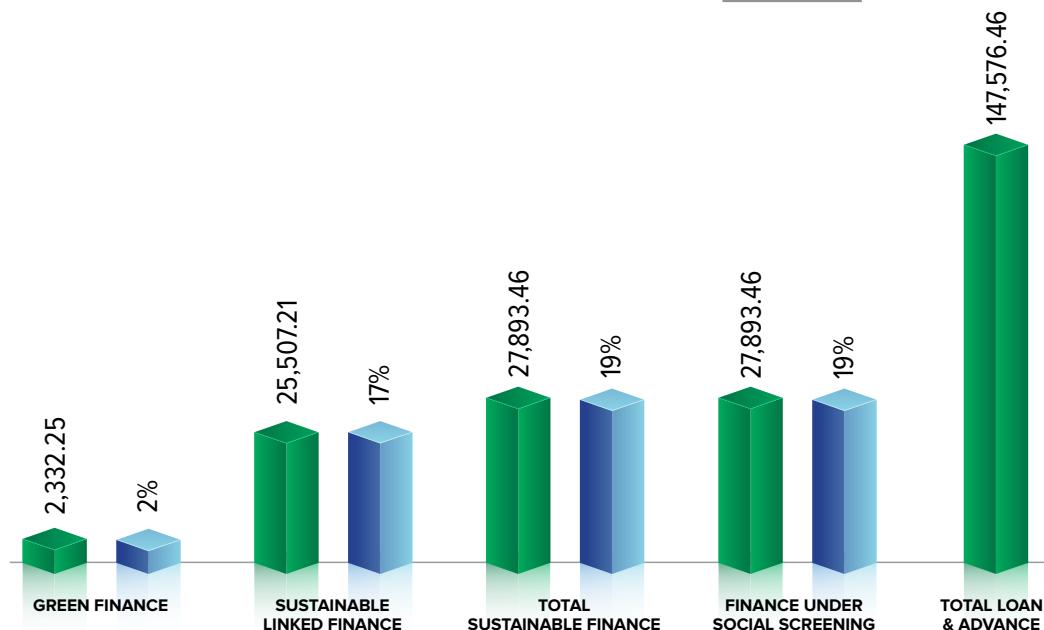
During the reporting period, the Internal Audit Department (IAD) conducted audits on 32 corporate and SME segment debtors engaged in industries with potential environmental impacts. These sectors include Textile, transportation, cement, construction, real estate, oil & gas, power etc. The audits are carried out annually with a thematic focus to ensure thorough environmental risk assessment and compliance.

## Climate Positive Financing by NRBC Bank FS8, FS11

(in BDT million)

Green & Environment Friendly Sector	Outstanding as on 31.12.2024
Energy & Resource Efficiency	618.20
Liquid Waste Management	1,065.83
Circular Economy & Eco-Projects Financing	417.26
Environment Friendly Brick Production	230.96
<b>Total</b>	<b>2,332.25</b>

BDT in Million



## Strategic Actions to Save the Planet

Going green is one of NRBC Bank PLC's key strategic priorities as we move toward a more sustainable future. As part of this commitment, we have taken following actions apart from responsible lending:

- No. Finance in prohibited sector
- Launched Green PIN for NRBC Debit/Credit Card
- BDT 35 Million cost saving on paper/stationary usage
- Launched Automated Challan & QR Code for cash withdrawal

## NRBC Mobile Apps PLANET

'PLANET' is not just a mobile banking application, it is an ecosystem that is designed to make your life easy. It does not only offer you to easily make all kinds of financial transactions such as fund transfer, payments, mobile recharge etc., it also comes up with a range of amazing Cash Back and Discount Offers along with many other Privileges to give you a delightful experience.

Particulars	2024	2023
Total No. of Accounts	108,874	74,525
No. of Transactions	6,484,171	3,990,902
Amount of Transactions (in BDT)	15,855,207,714.37	84,745,579,334.45

## Online Banking

All of our Bank's branches offer online banking facilities, helping to minimize physical movement and thereby reduce fuel consumption. In 2024, the Bank did not encounter any reported non-compliance issues, nor was any fine imposed on NRBC Bank by external stakeholders in this regard.



# **SOCIAL SUSTAINABILITY**



# EMPLOYEES ARE THE KEY TO OUR SUCCESS

GRI 2-7, GRI 401

## Our approach to manage employment related activities GRI 3-3

NRBC Bank prioritizes fair employment practices and a supportive workplace culture to attract, develop, and retain talent. The Bank ensures compliance with national labor laws and provides equal opportunities without discrimination. Policies on recruitment, training, performance evaluation, and employee well-being are regularly reviewed to align with organizational goals and employee needs. Employee engagement, skill development, and career growth remain central to the Bank's people management approach. In addition, the Bank emphasizes work-life balance, competitive benefits, and open communication to strengthen long-term employee satisfaction and productivity.

### Employee Distribution

Employee type	2024	2023
Permanent	2,766	2,444
Bank Contract	136	112
3rd Party Contract	1,043	1,276
3rd Party Menial	2,478	2,397
<b>Total</b>	<b>6,423</b>	<b>6,229</b>

### Employee Category (Regular and Contractual) by Age group

	Male	Female	Total
Below 30 years	368	83	451
30-50 years	2,060	317	2,377
Above 50 years	84	6	90
<b>Total</b>	<b>2,512</b>	<b>406</b>	<b>2,918</b>

### Gender Diversity by Job Grade

	Male	Female	Total
Entry level	2,367	401	2,768
Mid-level	133	5	138
Senior Management	12	0	12
<b>Total</b>	<b>2,512</b>	<b>406</b>	<b>2,918</b>

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

NRBC Bank engages a diverse workforce structure to ensure operational efficiency and service quality. As of the reporting year, the Bank's workforce includes four categories: permanent employees, bank contract employees, third-party contract employees, and third-party menial staff. While permanent and bank contract employees are directly managed by NRBC Bank under its HR policies, third-party staff are engaged through service providers for specialized functions and support services.

The Bank maintains oversight to ensure that all categories of workers operate in a safe, inclusive, and compliant environment. Permanent and bank contract employees receive full benefits, training, and career development opportunities, while third-party workers are covered by the contractual obligations of their service providers, in alignment with national labor standards. NRBC Bank monitors the performance and welfare of third-party staff through vendor management and compliance mechanisms, thereby upholding its commitment to responsible employment practices across the workforce.

### Recruitment Process

NRBC Bank follows a transparent and merit-based recruitment process to attract and retain competent professionals. The Bank ensures equal opportunity and non-discrimination throughout hiring, aligning with national labor laws and organizational policies. Candidates are selected through a structured process that includes job postings, assessments, interviews, and background verification. Recruitment prioritizes skills, integrity, and cultural fit while also encouraging diversity and inclusion across all levels of the organization.

### Employee Hiring GRI 401-1

Employee type	2024	2023
Male	713	231
Female	83	47
<b>Total</b>	<b>796</b>	<b>278</b>

In 2024, NRBC Bank hired 796 employees, compared to 278 in 2023. This significant increase reflects the Bank's expansion of branches, sub-branches, and agent banking outlets, as well as the growing need for skilled professionals to support digitalization and customer service. The higher recruitment also demonstrates the Bank's commitment to creating employment opportunities and strengthening its human capital base in line with business growth.

### Employee Turnover GRI 401-1

Employee type	2024	2023
Male	120	185
Female	37	43
<b>Total</b>	<b>157</b>	<b>228</b>

### Stakeholder Consideration into HR Process GRI 2-20

- The Remuneration Committee oversees the process of determining remuneration.
- Considerations of internal factors include employee roles, responsibilities, performance, and market competitiveness.
- External factors considered include customer expectations, investor confidence, industry benchmarks, and regulatory requirements.
- The Committee submits its recommendations to the Board of Directors for review and final approval.
- This process ensures fairness, transparency, and alignment with stakeholder expectations.

### NRBC Bank's Remuneration Policy GRI 2-19, GRI 2-20

- NRBC Bank's remuneration policy is guided by fairness, competitiveness, and compliance with regulatory requirements.
- The policy covers salary, allowances, and benefits designed to attract, retain, and motivate employees at all levels.
- Key elements include provident fund, gratuity, welfare fund, annual increments, leave encashment, and mandatory leave.
- Additional allowances and benefits are provided based on employee category (executives and officers), as approved by the Board of Directors.
- The policy ensures transparency, equity, and alignment with the Bank's long-term goals and stakeholder expectations.

### Facilities and Benefits 401-2

Employment facilities and benefits that are given to permanent employees are mentioned as follows:

- House Rent Allowance
- House Maintenance Allowance
- Conveyance Allowance for Non Executives
- Medical Allowance
- Utility

- Leave Fair Assistance
- Car Maintenance Allowances for Executives

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

- Incentive bonuses
- Festival bonuses
- Boishakhi allowances
- Car investment schemes for executives
- Maternity benefits for employees
- Risk allowances for officers of cash department
- Consumer loan 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.

### Employee Benefit and Retirement Plans GRI 201-3

NRBC Bank provides retirement benefits to its eligible employees through defined benefit plans and other statutory retirement schemes, in accordance with Bangladesh's labor laws and regulations. The Bank recognizes its obligations under these plans and ensures that contributions are made timely to secure employees' post-retirement financial well-being.

End service benefits are valuable benefits that impact the present and future lives of employees. End service benefits are important catalysts that increase job's appeal, minimize turnover rate, enhance job satisfaction and performance. Following end service benefits are offered:

- Gratuity
- Provident Fund
- Welfare Fund
- Leave Encashment

### For the Reporting Year 2024:

- All obligations under defined benefit and other retirement plans were fully met.
- No outstanding liabilities related to retirement plans were reported.
- The Bank continues to review and manage these obligations to ensure sustainability and compliance with regulatory requirements.

## Defined Service Rules for Employees GRI 2-23

NRBC Bank upholds fair and transparent employment practices through its Employee Service Rules, applicable to all categories of staff. The rules cover recruitment, compensation, promotion, leave, retirement, and disciplinary measures in line with national labor laws. The Bank ensures equal opportunity, non-discrimination, workplace safety, and access to grievance redress and development opportunities. These rules are regularly reviewed to remain aligned with regulations and organizational needs.

## Processes to Minimize Negative Impacts GRI 2-25

NRBC Bank is committed to identifying, addressing, and remediating any actual or potential negative impacts arising from its operations, products, or services. The Bank follows established policies on compliance, anti-money laundering, customer protection, and labor rights to prevent adverse impacts. Where issues occur, corrective actions are taken through internal investigations, regulatory reporting, and stakeholder engagement. The Bank ensures fair redress mechanisms for customers, employees, and third parties, and continuously improves its processes through monitoring, audits, and feedback.

## Complaint Resolution Mechanisms GRI 2-26

NRBC Bank provides multiple channels for employees, customers, and stakeholders to seek advice or raise concerns.

Employees may consult HR or Compliance units for guidance on ethical, legal, or policy-related issues. A whistleblowing mechanism is in place, allowing staff and stakeholders to report misconduct, fraud, or non-compliance confidentially and without fear of retaliation. Customers and external stakeholders can also lodge complaints or queries through branch offices, customer service hotlines, and digital platforms. All concerns are addressed promptly, transparently, and in accordance with regulatory and internal guidelines.

## Parental Leave Availed by Employees 401-3

NRBC Bank believes that equitable gender choice for maternity and paternity leave, and other leave entitlements, can lead to the greater recruitment and retention of qualified employees and also boost morale and productivity of employees.

Parental leave by Gender	2024	2023
Female	17	19
Male	104	49
<b>Total</b>	<b>121</b>	<b>68</b>

As per HR record, all employees returned to work after their parental leave and got back into their respective role without any hassle and discomfort.



# DIVERSITY & EQUAL OPPORTUNITY

GRI 405

## Our approach to manage diversity and equal opportunity

NRBC Bank is committed to promoting diversity and ensuring equal opportunity across its workforce and business practices. The Bank's HR policies prohibit discrimination in recruitment, promotion, compensation, and professional development, while encouraging women's participation and leadership opportunities. Training and capacity-building programs are designed to foster inclusivity and respect for all employees.

Beyond the workplace, NRBC Bank integrates diversity considerations into its product and service design, developing financial solutions tailored for women entrepreneurs, underserved communities, and differently-abled customers. This approach ensures that banking services are accessible, inclusive, and supportive of broader social and economic empowerment.

The Bank regularly monitors workforce composition, product outreach, and customer feedback to evaluate progress, ensuring alignment with national labor laws, stakeholder expectations, and global best practices.



### Diversity in Work place GRI 405-1

NRBC Bank values diversity at all levels of the organization and monitors workforce composition to ensure equal opportunity in line with its HR policies. The Bank reports on diversity by gender, age group, and employee category, covering governance bodies, senior management, and the broader workforce.

In governance, NRBC Bank maintains representation of directors and senior leaders across different professional backgrounds, ensuring inclusive decision-making. At the employee level, the Bank continues to enhance participation of women and young professionals, with dedicated efforts to increase their presence in managerial and leadership positions.

Through its recruitment, training, and career development

practices, NRBC Bank promotes a balanced workforce that reflects both gender diversity and generational mix, strengthening inclusivity and long-term sustainability. In 2024, number of employee in management or supervisory role was 24, out of which 5 were female employees.

### Women Empowering Initiatives

NRBC Bank promotes women empowerment through targeted recruitment, leadership opportunities, and tailored financial products for women entrepreneurs. The Bank also provides training, maternity benefits, and supportive workplace policies to enhance female participation and career growth. The bank also organizes various business exhibition events to showcase and promote women entrepreneurs.



# OCCUPATIONAL HEALTH & SAFETY (OHS)

## Our approach to manage Occupational Health & Safety (OHS)

NRBC Bank prioritizes Occupational Health & Safety (OHS) by ensuring a safe and supportive work environment for all employees. The Bank complies with national labor laws and regulatory guidelines while integrating OHS measures into daily operations. Regular awareness sessions, health check-ups, and training programs are conducted to promote employee well-being. The Bank also provides medical benefits, welfare support, and mandatory leave policies to reduce workplace stress and maintain a healthy work-life balance. In addition, branch infrastructure and office facilities are maintained to meet safety standards, ensuring both employees and customers can operate in a secure environment.

### Ensuring Employee Wellbeing GRI 403-1

NRBC Bank Limited integrates employee health, safety, and welfare into its core operations through a structured Occupational Health & Safety (OHS) approach. The Bank complies with Bangladesh Bank directives on fire safety and maintains its own fire safety mechanisms across offices and branches, including built-in systems in all new premises. A “Smoke-Free Workplace” policy is enforced to minimize health risks, while fire and hazard prevention measures are regularly monitored to safeguard employees and ensure a safe working environment.

### Hazard Identification, Risk Assessment, and Incident Investigation GRI 403-2

- The Bank conducts regular inspections and assessments to identify workplace hazards across all offices and branches.
- Fire safety and electrical safety are monitored continuously to minimize risks.
- Employees are encouraged to report unsafe conditions, which are reviewed and addressed by the Administration and Compliance units.
- All incidents are reported, investigated, and analyzed to determine root causes and implement corrective actions.
- Preventive measures, awareness sessions, and training programs are conducted to reduce recurrence and foster a safety-first culture.

### Workers' Contribution to OHS GRI 403-4, 403-5

NRBC Bank ensures active worker participation and consultation on Occupational Health & Safety (OHS) through the following

mechanisms:

- **Health & Safety Committee:** A committee at the Head Office includes officers and support staff. It meets quarterly to discuss safety and health issues, review incidents, and recommend improvements.
- **Branch-Level Oversight:** Branch managers maintain regular safety and security checklists and promptly report any adverse safety or health issues to the Head Office.
- **Collaboration with External Bodies:** The Bank collaborates with organizations such as Bangladesh Employers' Federation to stay updated on best practices and regulatory requirements.
- **Decision-Making & Communication:** Recommendations from the committee are communicated across all levels, ensuring safety measures are implemented consistently and employees are informed of OHS policies.
- **Emergency Preparedness:** Regular fire drills are conducted across all offices and branches on random basis to ensure employees are trained and aware of safety procedures.

This ensures active participation, consultation, and communication of OHS matters across all levels of the Bank.

### Commitment to Employee Health and Welfare 403-3, 403-6

NRBC Bank is committed to promoting the health and welfare of its employees to ensure competent service delivery. The Bank has implemented various strategies to support employee well-being, including:

- Sick leave up to 14 days, with the option for extension if recommended by a medical authority.
- Maternity leave for six months with full maternity benefits and reimbursement of maternity-related expenses.
- Coverage of hospitalization bills for serious illnesses and major surgical procedures.
- Financial assistance provided at the discretion of the Managing Director for exceptional cases.
- Employees' Welfare Fund, funded by monthly employee contributions and supplemented by the Bank, provides coverage for accidental death or permanent disability, retirement benefits, and stipends for employees' children.

This approach ensures NRBC Bank employees are supported in maintaining health, safety, and overall well-being while performing their duties effectively.

## MANAGEMENT OF WORKERS HEALTH AND SAFETY ISSUES

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

NRBC Bank conducts regular training on occupational health and safety, including fire safety drills, first aid, and emergency evacuation procedures at branches and the head office. Awareness sessions on ergonomics, stress management, and workplace hygiene are also provided to promote employee well-being.



Security Management Division (SMD) of NRBC Bank arranged Fire Drill Training Program- 2024 as per BRPD circular no- 17. The employees of almost all the branches & Sub Branches along with head office participated in this program to get adequate theoretical knowledge and practical training on fire safety & emergency evacuation. Branches and sub-branches arranged this training program in coordination with the nearest Fire Service and Civil Defense station.

The Bank ensures that vendors, contractors, and service providers comply with health and safety standards, reducing risks across its operations and supply chain.



Fire Drill sessions

### Work Related Injuries GRI 403-9, 403-10

At NRBC Bank, potential work-related injuries may arise from fire and explosions, slips, trips and falls, overexertion and muscle strains, being struck by employees, equipment, or falling objects, crashes or collisions, and exposure to harmful substances or environments. During 2024, no fatalities from work-related injuries were reported across the Bank's operations.

No cases of work-related ill health were recorded in 2024. NRBC Bank continues to monitor workplace conditions and provide health and safety awareness to prevent occupational illnesses and safeguard employee well-being.



# TRAINING & EDUCATION

## GRI 404

### Our Approach to Manage Training & Education

NRBC Bank recognizes that employee development is a critical driver of organizational growth, service excellence, and long-term sustainability. The Bank has established structured training programs through its Training Institute and external partnerships to enhance technical, managerial, and leadership skills of its workforce. Our approach focuses on:

- **Continuous Learning:** Regular training on digital banking, compliance, sustainable finance, customer service, and risk management.
- **Career Growth & Performance:** Annual performance appraisal and career development planning for all employees to align personal growth with organizational objectives.
- **Future-readiness:** Up-skilling employees on technological advancements, sustainability practices, and regulatory requirements to strengthen resilience in a dynamic banking environment.
- **Inclusive Development:** Ensuring training opportunities are available for all staff levels, from entry-level to senior management.

Through these initiatives, NRBC Bank ensures that employees remain competent, motivated, and prepared to contribute effectively to the Bank's mission and the evolving needs of stakeholders.

### Training Programs by NRBC Bank GRI 404-1, 404-2, 404-3

During 2024, the Bank organized both in-house and external training sessions covering risk management, compliance, digital banking, sustainable finance, leadership, and customer service. Training was delivered through the Bank's Training Institute and specialized professional programs. During the reporting year, the Bank provided a total of 41,875 man-hours of training to its 2,766 permanent employees. On average, each employee received around 15 hours of training during the reporting year, where average training hour per male and female were 16 hour and 14 hour respectively.

The Bank provides structured programs to upgrade employee skills in response to emerging banking trends and technological advancements. These include:

- Digital skills development to adapt to automation and online banking solutions.

- Leadership and management training for mid- and senior-level officers.
- Regulatory and compliance programs to align with Bangladesh Bank guidelines.
- Banking Discipline-wise specialized training programs
- Customer service excellence training to enhance service quality.

In addition, the Bank supports career development through certification programs, internal promotions, and knowledge-sharing workshops.

NRBC Bank conducts annual performance appraisals for all permanent employees, ensuring transparent evaluation and career development planning. In 2024, 100% of eligible employees received formal performance reviews aligned with individual and organizational development goals.



## Non-Discrimination GRI 406

NRBC Bank upholds a strict policy of equal opportunity and fair treatment for all employees, customers, and stakeholders, irrespective of gender, religion, ethnicity, or background. The Bank is committed to maintaining a workplace free from discrimination and harassment. In 2024, no incidents of discrimination were reported within the Bank, reflecting our continuous efforts to foster an inclusive and respectful organizational culture.

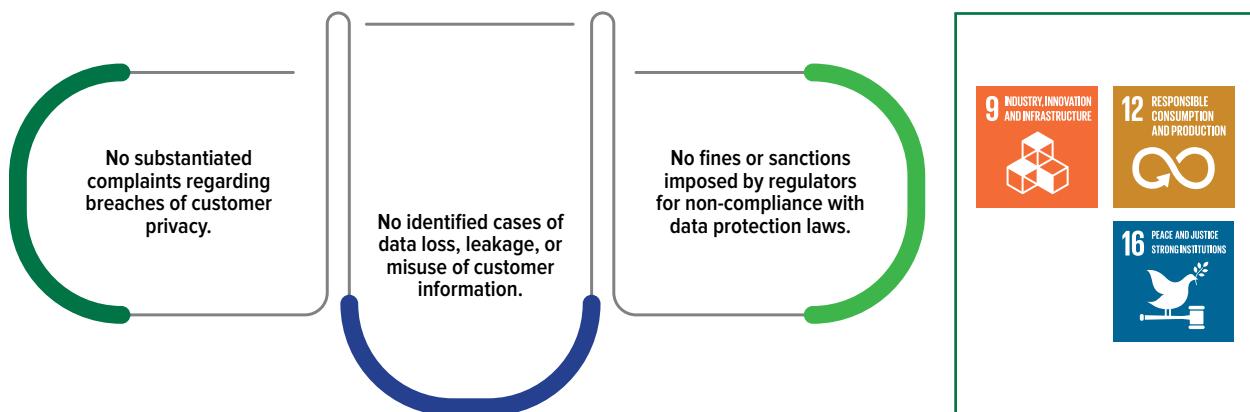
## Commitment of Maintaining Customer Privacy GRI 418

NRBC Bank recognizes customer privacy and data security as critical to maintaining trust and delivering responsible banking services. The Bank strictly complies with the Bangladesh Bank's ICT Security Guidelines and follows global best practices for information security, data protection, and confidentiality of client records.

### Our approach to manage customer privacy includes:

- **Robust IT Governance:** Implementation of multi-layered cybersecurity systems, firewalls, and data encryption to prevent unauthorized access.
- **Confidentiality Policy:** All employees are bound by strict confidentiality agreements and receive training on data privacy and ethical handling of client information.
- **Monitoring & Control:** Continuous surveillance of IT infrastructure, backed by a dedicated Information Security Team, ensures the detection and mitigation of risks in real time.
- **Customer Awareness:** The Bank regularly communicates safe banking practices to customers to safeguard them against phishing, fraud, and misuse of personal data.

## Customer Privacy Maintenance in 2024 GRI 418-1

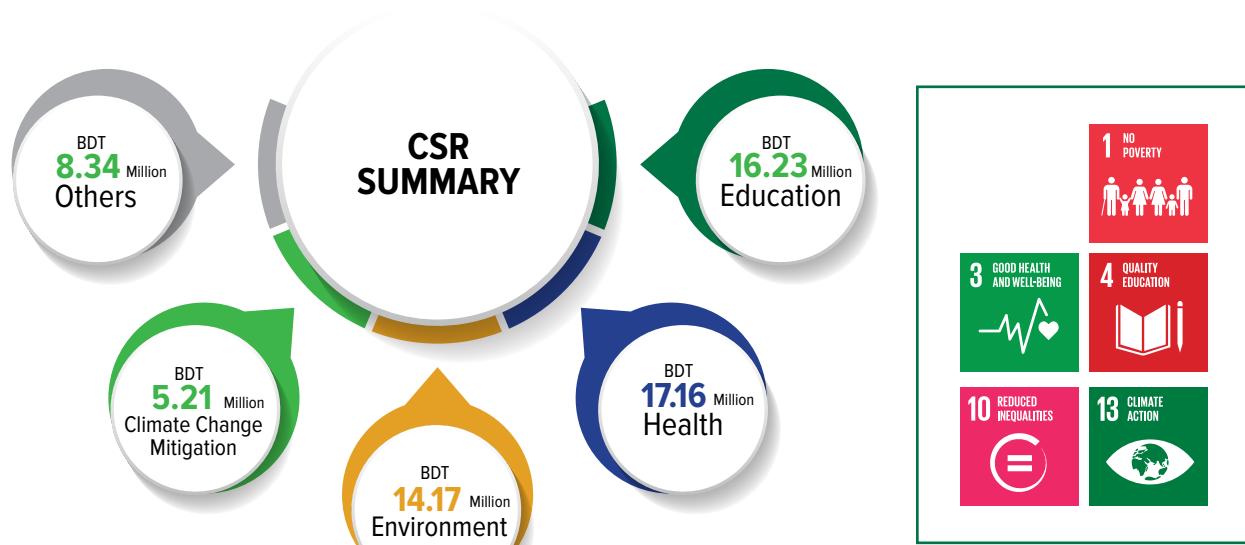


NRBC Bank remains committed to strengthening its data privacy framework, ensuring that the trust and confidentiality of its customers are protected at all times.

# **CORPORATE SOCIAL RESPONSIBILITY (CSR) ACTIVITIES OF NRBC BANK PLC**



# DISTRIBUTION AS CSR: BDT 61 MILLION



## Guiding Principles for CSR

In order to fulfill its mission and vision, Bangladesh Bank (BB) intends to establish subsidized priority sector in the areas of agriculture, micro, small, and medium-sized enterprises (MSME), and green finance. In addition, BB focuses on underdeveloped regions/groups of highlands, haors, and coastal areas, vulnerable indigenous/tribal groups, third gender/transgender, persons with disabilities, street urchins, and women who face gender discrimination and harassment. BB also intends to reach every region of the country with its CSR initiatives. In this context, NRBC Bank PLC plays a crucial role by bolstering CSR support for vulnerable rural and urban groups in the interest of socioeconomic development.

## a) EDUCATION: BDT 16.23 million

NRBC Bank PLC. acknowledges “Education” as the pillar of the nation. Funding in education for raising aspirations among the nation is the second highest concentration of NRBC Banks’ CSR initiatives. We provide Scholarship/stipends to encourage community giving - supporting education will create more opportunities to give back to the community. Moreover, NRBC Bank helps special children for their educational purpose. Financial assistance for construction of Madrasa-Orphanage to

“Debipur Central Eidgah and Akboria Ahle Bayet (Ra) Madrasa Complex.

## b) HEALTH CARE: BDT 17.16 Million

NRBC Bank PLC. always believes in helping people when they are in need of. Every year, NRBC Bank provides financial support to various medical and health institutions, as well as individuals who are in need of highly expensive and long term medical treatment. In 2024, the Bank has supported 132 individuals to cover their emergency medical expenses which were beyond their financial capacity. Contributing to procure Ambulance as donation for Jahanara Majid Memorial Hospital.

## c) DISASTER MANAGEMENT: BDT 19.38 million

As an initiative of coping with the Climate Change Mitigation and adaptation technique, NRBC Bank has extended its’ financial support to “Chief Advisor’s Relief Fund” to cope up with the recent flood in the southern part (i.e. Feni, Cumilla, Noakhali, Chattogram, Khagrachari) of our country to support millions of people of those area who are homeless, starving and facing miserable situation due to this flood.

#### d) Others: BDT 8.34 million

NRBC Bank PLC is committed to serve the poorest people of the society. Recognizing the altruistic activities of Anjuman Mufidul Islam for the well-being of underserved & poor people of the society, NRBC Bank has extended its' financial support as donation under CSR activities of the Bank favoring Anjuman Mufidul Islam for construction of an 18 storied building with 03 basements. This initiative led by NRBC Bank for the continuous treatment of the wounded during the "Anti-Discrimination Student Movement" where hundreds of students who took part in the movement became injured severely and many of them are under long term treatment. Being a passionate,

positive, culturally-alive member of the community, NRBC Bank emphasizes in helping to create a stronger, more resilient society. To ensure commitment to social responsibility, NRBC Bank extended its' support for helping the 'War distressed Palestine people' as per request of "Bangladesh Association of Banks (BAB)" as donation under CSR activities of the Bank. As a responsible corporate citizen, NRBC Bank PLC is committed to making a positive impact on the lives of the less fortunate in our society. By coming together and contributing to this donation drive for Marginalized People, we spread joy and alleviate the suffering of those in needs during the holy month of Ramadan and celebration of Eid ul-Fitr.





প্রযোজন প্রকল্প | **NRBC BANK**

Sustainable Finance Unit (SFU)  
NRBC Bank PLC, Head Office

Ref: NRBCB/SFU/HO/2025/904/(a)

25 August 2025

**Board of Directors' Statement for the Sustainability Report-2024 of NRBC Bank PLC**

The Board of Directors of NRBC Bank PLC formally acknowledges the Bank's first Sustainability Report, which has been prepared in accordance with the Global Reporting Initiative (GRI) Standards. The Board reaffirms its unwavering commitment to steering NRBC Bank's sustainable development and enhancing value creation for all stakeholders.

Dr. Md. Touhidul Alam Khan  
Managing Director & CEO  
Ex-Officio Director

Barrister Md. Shafiqur Rahman  
Independent Director

Muhammad Emdad Ullah  
Independent Director

Md. Nurul Haque  
Independent Director

Md. Anwar Hossain  
Independent Director

Md. Ator Bashar  
Independent Director

Md. Ali Hossain Prodhania  
Independent Director &  
Chairman

## **ASSURANCE STATEMENT**

### To Whom It May Concern

Date: 30.08.2025

This is to state that the Sustainability Report 2024 of NRBC Bank PLC has been prepared by the internal and external resources who have relevant training and expertise of sustainability reporting on the latest GRI Standards 2021. It is to mention, external assurance service is yet to start in Bangladesh. However, the undersigned who is a Certified Sustainability Reporting Assurer (CSRA, membership no. 30182009) is internally assuring that-

- The level of accuracy of data included in the Sustainability Report 2024 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 NRBC Bank PLC.

For any verification, contact detail of the assurer is mentioned below.



**Dr. Md. Touhidul Alam Khan, FCMA, CSRA, CSP**

Membership no. 30182009 (CSRA)

Managing Director & CEO

NRBC Bank PLC.

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Bangladesh

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Website: <https://www.nrbcommercialbank.com/>

Alternate email: touhid1969@gmail.com

# GRI STANDARDS CONTENT INDEX

Statement of use		NRBC Bank PLC has reported in accordance with the GRI Standards for the period January 01, 2024 to December 31, 2024.			
GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION		GRI SECTOR STANDARD REF. NO.
			REQUIREMENT(S) OMITTED	REASON	
<b>General disclosures</b>					
GRI 2: General Disclosures 2021	2-1 Organizational details	8			
	2-2 Entities included in the organization's sustainability reporting	8			
	2-3 Reporting period, frequency and contact point	8, 9			
	2-4 Restatements of information	4			
	2-5 External assurance	80			
	2-6 Activities, value chain and other business relationships	8, 11, 46, 48			
	2-7 Employees	67			
	2-8 Workers who are not employees	67			
	2-9 Governance structure and composition	28			
	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, 33			
	2-13 Delegation of responsibility for managing impacts	33			
	2-14 Role of the highest governance body in sustainability reporting	33, 79			
	2-15 Conflicts of interest	33			
	2-16 Communication of critical concerns	35			
	2-17 Collective knowledge of the highest governance body	29-32			
	2-18 Evaluation of the performance of the highest governance body	35			
	2-19 Remuneration policies	68			
	2-20 Process to determine remuneration	68			
	2-21 Annual total compensation ratio			Confidentiality constraints	The Bank cannot disclose the data since it is confidential.
	2-22 Statement on sustainable development strategy	17, 18			
	2-23 Policy commitments	18, 19, 69			
	2-24 Embedding policy commitments	19			
	2-25 Processes to remediate negative impacts	69			
	2-26 Mechanisms for seeking advice and raising concerns	69			

Statement of use		NRBC Bank PLC has reported in accordance with the GRI Standards for the period January 01, 2024 to December 31, 2024.				
GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION			GRI SECTOR STANDARD REF. NO.
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION	
	2-27 Compliance with laws and regulations	55				
	2-28 Membership associations	20				
	2-29 Approach to stakeholder engagement	41				
	2-30 Collective bargaining agreements			Not applicable	Not related to Banking Industry	
<b>Material topics</b>						
GRI 3: Material Topics 2021	3-1 Process to determine material topics	40				
	3-2 List of material topics	40				
<b>Economic performance</b>						
GRI 3: Material Topics 2021	3-3 Management of material topics	45				
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	45				
	201-2 Financial implications and other risks and opportunities due to climate change			Information unavailable/ incomplete	The Bank is yet to complete the assessment. It is expected that the disclosure will be available in our future reporting.	
	201-3 Defined benefit plan obligations and other retirement plans	68				
	201-4 Financial assistance received from government			Not applicable	No such assistance was received by the bank.	
<b>Procurement practices</b>						
GRI 3: Material Topics 2021	3-3 Management of material topics	55				
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	55				
<b>Anti-corruption</b>						
GRI 3: Material Topics 2021	3-3 Management of material topics	55				
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	55, 56				
	205-2 Communication and training about anti-corruption policies and procedures	56				
	205-3 Confirmed incidents of corruption and actions taken	56				
<b>Tax</b>						
GRI 3: Material Topics 2021	3-3 Management of material topics	57				
GRI 207: Tax 2019	207-1 Approach to tax	57				
	207-2 Tax governance, control, and risk management	57				
	207-3 Stakeholder engagement and management of concerns related to tax	57				
	207-4 Country-by-country reporting	57				

Statement of use		NRBC Bank PLC has reported in accordance with the GRI Standards for the period January 01, 2024 to December 31, 2024.				
GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION			GRI SECTOR STANDARD REF. NO.
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION	
<b>Energy</b>						
GRI 3: Material Topics 2021	3-3 Management of material topics	61				
GRI 302: Energy 2016	302-1 Energy consumption within the organization	61-62				
	302-2 Energy consumption outside of the organization	62				
	302-3 Energy intensity			Information unavailable/incomplete	As this is our first time reporting, it is expected that this data will be ready to disclose in future reporting.	
	302-4 Reduction of energy consumption	62				
	302-5 Reductions in energy requirements of products and services	62				
<b>Emissions</b>						
GRI 3: Material Topics 2021	3-3 Management of material topics	62				
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	62				
	305-2 Energy indirect (Scope 2) GHG emissions	62				
	305-3 Other indirect (Scope 3) GHG emissions			Information unavailable/incomplete	As this is our first time reporting, it is expected that this data will be ready to disclose in future reporting.	
	305-4 GHG emissions intensity			Information unavailable/incomplete	As this is our first time reporting, it is expected that this data will be ready to disclose in future reporting.	
	305-5 Reduction of GHG emissions	62				
	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	
<b>Employment</b>						
GRI 3: Material Topics 2021	3-3 Management of material topics	67				
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	67				
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	68				
	401-3 Parental leave	69				
<b>Occupational health and safety</b>						
GRI 3: Material Topics 2021	3-3 Management of material topics	71				

Statement of use		NRBC Bank PLC has reported in accordance with the GRI Standards for the period January 01, 2024 to December 31, 2024.				
GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION			GRI SECTOR STANDARD REF. NO.
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION	
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	71				
	403-2 Hazard identification, risk assessment, and incident investigation	71				
	403-3 Occupational health services	71				
	403-4 Worker participation, consultation, and communication on occupational health and safety	71				
	403-5 Worker training on occupational health and safety	71, 72				
	403-6 Promotion of worker health	71				
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	72				
	403-8 Workers covered by an occupational health and safety management system	72				
	403-9 Work-related injuries	73				
	403-10 Work-related ill health	73				
<b>Training and education</b>						
GRI 3: Material Topics 2021	3-3 Management of material topics	74				
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	74				
	404-2 Programs for upgrading employee skills and transition assistance programs	74				
	404-3 Percentage of employees receiving regular performance and career development reviews	57				
<b>Diversity and equal opportunity</b>						
GRI 3: Material Topics 2021	3-3 Management of material topics	70				
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	70				
	405-2 Ratio of basic salary and remuneration of women to men			Not applicable	No difference in basic salary and remuneration of women to men in different grades	
<b>Non-discrimination</b>						
GRI 3: Material Topics 2021	3-3 Management of material topics	75				
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	75				
<b>Customer privacy</b>						
GRI 3: Material Topics 2021	3-3 Management of material topics	75				
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	75				

# G4 FINANCIAL SECTOR STANDARD INDEX

GRI Standard	Disclosure		Location	Omission		
				Requirement omitted	Reason	Remarks
Sector Disclosure GRI G4 Financial Services	FS1	Policies with certain environmental and social components	63			
	FS2	Procedures for assessing and screening environmental and social risks in business lines	63			
	FS3	Processes for monitoring client implementation and compliance with environmental and social requirements included in agreements or transactions	63, 64			
	FS4	Processes for improving staff competency to implement environmental and social policies and procedures as applied to lines of business	38			
	FS5	Interactions with clients/ investments/ business partners regarding environmental and social risks and opportunities	64			
	FS6	Portfolio percentage for business lines by specific area size (e.g. micro/SME/large) and by sector	48			
	FS7	The monetary value of products and services designed to provide specific social benefits for each line of business broken down by purpose or objective	49			
	FS8	The monetary value of products and services designed to provide specific environmental benefits for each line of business broken down by purpose or objective	64			
	FS9	Scope and frequency of audits to assess implementation of environmental and social policies and risk assessment procedures	64			
	FS10	Percentage and number of companies held in the portfolio of institutions with which the reporting organization interacts on environmental or social issues	64			
	FS11	Percentage of assets that are subject to positive and negative environmental social issues	64			
	FS12	A voting policy on where environmental or social issues are shared where the reporting organization has the right to vote to share or receive suggestions on voting			Not applicable	
	FS13	Access points in low-populated or economically disadvantaged areas by type	49, 52			
	FS14	Initiatives to improve access to financial services for disadvantaged people	50			
	FS15	Policies for the fair design and sale of financial products and services	53			
	FS16	Initiatives to improve financial literacy by type or beneficiary	53, 54			

## 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
CCC	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



**NRBC Bank PLC.**

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