

SUSTAINABILITY REPORT 2022

STRIVING TO SUSTAINABLE FUTURE



Shahjalal Islami Bank

L I M I T E D

Committed to Cordial Service

MESSAGES FROM THE HOLY QUR'AN

Who is it that has created the heavens and the earth, and sends down for you [life-giving] water from the skies? For it is by this means that we cause gardens of shining beauty to grow - [whereas] it is not in your power to cause [even one single of] its trees to grow! Could there be any divine power besides God? Nay, they [who think so] are people who swerve [from the path of reason]

Surah An-Naml, Verse-60

As sustenance apportioned to men; and by [all] this We bring dead land to life: [and] even so will be [man's] coming-forth from death.

Surah Qaf, Verse-11

It is He who sends down water from the skies; you drink thereof, and thereof [drink] the plants upon which you pasture your beasts;

Surah An-Nahl, Verse-10

[and] by virtue thereof He causes crops to grow for you, and olive trees, and date palms, and grapes, and all [other] kinds of fruit: in this, behold, there is a message indeed for people who think!

Surah An-Nahl, Verse-11



SUSTAINABILITY REPORT 2022



STRIVING TO SUSTAINABLE FUTURE

In Holy Quran (Surah Ar Rahman) it was repeatedly said “Which are the benefits of your Creator (Allah) that you will deny?” Really, Allah has bestowed us with huge natural resources and subsequent blessings resulted from such nature-led resources. But our imprudent life style without having second thought for next generation led us unsustainable. With this has added man-made actions like spiral inflation which eats up all the value of our money as well as our one-time marketing habit that has already made the world a garbage of pollution. It is in this context that sustainability has got momentum. We have no way other than consuming by not sacrificing the need of future world. In this connection, ranging from lower income group to top-upper class, Shahjalal Islami Bank Limited considers the interest of all stakeholder groups covering economic, social and environmental dimensions.

The bank is committed to serve mass people of the country on the basis of need analysis and in such a way that growth of one segment of the society will be supplementary to the growth of another segment. We are not supporting present consumption in such a manner that future generation will be deprived. Our thinking on sustainable future lead us to promote inclusiveness, proportionate growth of society, equality and good governance.

The second GRI based sustainability report of Shahjalal Islami Bank Limited symbolizes how we are striving to emerge strong by ensuring proportionate growth of the society. We will exclude none in our effort to mobilize resources proactively towards betterment of the society. In 2022, we have grown with financial inclusion, green investment, community development through CSR, CMSME, women entrepreneurship etc. so that we can promote ourselves as a truly inclusive organization in line with Sustainable Development Goals (SDGs) of the United Nations.



**HUMANS ARE THE ONLY
CREATURE IN THIS WORLD, WHO
CUT THE TREES, MADE PAPER
FROM IT AND THEN WROTE,
"SAVE TREES"
ON IT.**



T I N E T N C O



INTRODUCTION

About Shahjalal Islami Bank Limited	06
Location of Operations	23
Credit Rating	24
Membership of Associations	25
Products & Services	26
Corporate Structure	28
Sustainability Highlights	29
Milestone in 2022	30
Our Sustainability Objectives	32
Vision, Motto, Mission, Core Values	34
Strategic Objectives	34
Code of Conduct	36

GOVERNANCE

Sustainable Governance	38
Corporate Governance & Ethics	41
Risk Governance	42

SUSTAINABLE STRATEGIES

Movement to Sustainability	45
Sustainable Movement Strategies	46
Stakeholder Engagement	47
Grievance Redressal	48

DIFFERENT APPROACHES

Triple Bottom Line Approach	50
Materiality Approach	52
ESG Approach	57

SUSTAINABLE FINANCE BY SHAHJALAL ISLAMI BANK LIMITED

Sustainable Investing & Financing	65
SME Financing	67
Financing Women Entrepreneurs	69
Agriculture Financing	71

PROMOTING CUSTOMERS & BUSINESS

Information Security And Data Protection	73
Customer Satisfaction & Brand Management	74

INCLUSIVE FINANCIAL GROWTH

Financial Inclusion	76
No Frill Account & School Banking Account	77
Alternative Delivery Channel	80
Agent Banking	81

EMBRACING THE COMMUNITY

Community Investment	83
Corporate Social Responsibility (CSR)	85
Climate Change Management	87
Cash Waqf	89

ENVIRONMENTAL MANAGEMENT

Environmental Stewardship	91
Optimizing Resource Efficiency through Our Business Model	93
Precautionary Approach	96
Case Study	96

SUSTAINABLE HR POLICY

Value of Human Capital	98
Sustainable HR Management	98
Sustainable HR Practice	100
Occupational Health, Safety and Working Environment	101

FINANCIAL HIGHLIGHTS 103

ESG ASPECTS AT A GLANCE 106





ABOUT THE REPORT

This Sustainability Report, centered on the theme 'Striving to Sustainable Future' details SJBL's efforts to create value for its stakeholders by ensuring ethical conduct, customer satisfaction and economic, social and environmental responsibility. Our sustainability report reviews our Environmental, Social, and Governance (ESG) performance. This report has been prepared in accordance with the 'Reporting with reference to the GRI Standards'. The Report has adopted GRI Standards for sustainability reporting to disclose its sustainability performance of identified material topics.

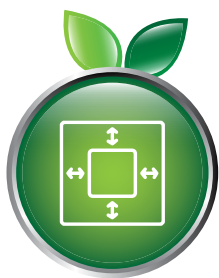


REPORTING PERIOD

The report covers the calendar year from 01 January, 2022 to 31 December, 2022 and emphasizes the activities in that given time frame. However, information from most recent past years is also used when needed.

REPORTING CYCLE

This Report contains all of our major economic, environmental, and social impacts arising from the daily activities and operations of Shahjalal Islami Bank Limited in the calendar year 2022 and the sustainability report of our Bank will be prepared annually onwards covering the Bank's activities and achievements towards sustainability.



BOUNDARY OF THE REPORT

This Report focuses on the Bank's major business operations wholly conducted by its Branches, Offshore Banking Unit and Agent Banking Outlets operating across the country.

Unless specified, information on the impacts driven from the activities of Shahjalal Islami Bank Securities Limited is not included in this report. Financial Data is presented in local currency which is Taka. This Report can be accessed via online on our website at www.sjblbd.com.





Awards and **RECOGNITION**





Bangladesh Bank
Central Bank of Bangladesh

29 August 2023

Letter of Appreciation

Congratulations for being one of the Top Banks in Sustainability Rating 2022. Your dedicated efforts, innovative strategies, and unwavering commitment to Sustainable Finance, Core Banking Activities and Inclusive Green Finance are truly commendable and have left an indelible mark on our collective journey toward a more sustainable future.

Your dedication to promoting sustainable practices and fostering awareness about the importance of aligning financial activities with broader sustainability goals has been both impressive and impactful.

Once again, I would like to congratulate you and your entire team for your relentless pursuit of excellence in the realm of Sustainable Finance activities.

(Abdur Rouf Talukder)

Governor
Bangladesh Bank

Managing Director/Chief Executive Officer
Shahjalal Islami Bank Limited

FROM THE DESK OF THE CHAIRMAN



Mohammed Younus
Chairman

SHAHJALAL ISLAMI BANK LIMITED ALWAYS CONSIDERS ITSELF AS A RELIABLE PARTNER OF ITS CUSTOMERS ON THEIR PATH TO BE A MORE CLIMATE-FRIENDLY BANK WITH A VIEW TO BUILDING A SUSTAINABLE FUTURE.



Bismillahir Rahmanir Rahim

Dear Stakeholders

Assalamu Alaikum Wa Rahmatullah Wa Barakatuhu.

We are pleased to present our second Sustainability Report- 2022 which sets out our accomplishments and efforts in 2022 to support all segments of the society in spite of financial difficulty which mainly arose due to Russia Ukraine war that resulted in global supply chain disruption, worldwide rising inflation, dollar crisis, national reserve pressure, liquidity pressure etc.

The sustainability of our business is premised on doing right by our people by creating a fair, inclusive and nurturing work environment that keeps our people engaged and motivated. This understanding is deeply rooted in the core value and principles of our banking operation. Shahjalal Islami Bank Limited always considers itself as a reliable partner of its customers on their path to be a more climate-friendly bank with a view to building a sustainable future. As a Chairman of the Board of Directors, I am personally committed to ensuring that our bank remains focused on pursuing this approach so that we can create a significant contribution to our customers' successful transformation, and hence optimum support the transformation of our society as a whole.

At SJIBL, to have a balance in growing the business at the same time embracing climate change impact is our goal. We have leveraged on every opportunity to attach with our internal and external stakeholders, tried to understand their need, hope, aspiration, and desired services they seek and returned that by providing priority solutions and fulfilling the thirst of the customers. For over 20 years, SJIBL has strived to play a larger role in creating a more open, resilient and sustainable economy, one that can not only meet the developmental aspirations of our country but help move the country on a pathway of equitable and sustainable growth.

In terms of our medium and long-term goals, the Bank places high importance on environmental issues and has established a dedicated working group on environmental and energy conservation to drive actions on the environment as per our national goals. Apart from this, we continue to initiate environmental and energy projects to motivate our employees to be aware of and take action to combat global warming and apply this knowledge to their everyday lives. In terms of consuming electricity, fuel, computer paper

and toner, we are committed to reduce carbon emission in the days coming ahead.

Financial literacy, financial inclusion and providing responsible financial services- the three key areas on which the Bank is remaining committed and aligned with the future direction of the business. From our point of view, these three factors underpin the sustainable business growth of the Bank and align with international trends. The Bank supports collaboration with external organizations including the public and private sectors, civil society, non-profit organizations, educational institutions for ensuring the three key areas profoundly. Throughout the year 2023, we have plan to make financial literacy campaign in different districts of Bangladesh to educate garment workers, laborers and farmers which is also a regulatory compliance from now and onward.

The performance of Shahjalal Islami Bank Limited has been remarkable despite challenging economic headwinds. The financial statements reveal an operating profit of TK. 6.00 billion in 2021, which increased to TK. 8.33 billion in 2022, resulting in a 38.83% increase. After deducting provisions for investment and taxes, the bank had a net profit of TK. 3.53 billion, representing an increase of 36.35% over the previous year. The bank became more sustainable by lowering its cost of deposits to 3.32% in 2022 by reducing its dependency on corporate and bank deposits and trimming down its high-cost deposit base. The bank also effectively kept its operational expenditures within an acceptable range, which significantly boosted its operational income. We continue to embed our sustainability agenda and integrate environmental, social and governance (ESG) considerations into every aspect of our businesses.

May Almighty Allah (SWT) bestow His unbound favors upon all of us.

Allah Hafez

With warmest regards,



Mohammed Younus
Chairman



FROM THE DESK OF MANAGING DIRECTOR AND CEO



ACCELERATED EFFORTS WILL BE REINFORCED TO INTRODUCE MANY MORE DIGITAL ASSET AND LIABILITY PRODUCTS AND SERVICES FOR EXPLORING NEW CORRIDORS OF POTENTIAL BUSINESSES AND TRANSFORMING ITS CUSTOMERS TOWARDS DIGITAL PLATFORM.



Bismillahir Rahmanir Rahim

We are delighted to publish Sustainability Report once again after 2021 aligned with GRI standards which reflect our ESG performance as well as our spirit of sustainability for the year 2022. Sustainability Report of a bank is actually a reflection of how much an organization is capable to survive by doing profit in the face of different challenges and obstacles in business world including socio-environmental but not excluding financial indicators. The year 2022 was challenging in different aspects. In 2022, Export of apparels of Bangladesh in the major market like USA was increasing. As such, Bangladesh jumped put both China and Vietnam behind. But Russia-Ukraine war changed the whole scenario by causing economic difficulty both for export and import and put forward financial challenge for emerging economies like Bangladesh. With that was added higher inflation and dollar crisis in the market. SJIBL, as a responsible stakeholder had addressed the situation in light with Bangladesh Bank's directions as well as its internal guidelines. SJIBL as a sustainable organization has been addressing Environmental, Social and Governance (ESG) aspects properly side by side contributing to national economic growth in its own way. Our export business constituted 49.79% and import business 47.70% out of total foreign exchange business mix in 2022. Being responsible stakeholder, we reduced opening LC for luxury items to reduce foreign currency pressure while we made CSR, zakat to assist inflation-ridden poor people.

Inclusive Growth

Shahjalal Islami Bank Limited has engaged itself into this journey by expediting SME & Agri growth, enhancing inclusive growth under the umbrella of banking services and addressing key environmental issues. As per Bangladesh Bank circular, minimum 50% out of total branches has to be established in rural areas which SJIBL complies each year.

In 2022, SJIBL participated School Banking Conference in Patuakhali district as Lead Bank and after pandemic, SJIBL is the only bank in banking industry to conduct such school banking conference as lead Bank in the year 2022, because we believe inclusive growth is our responsibility beyond profit.

Corporate Social Responsibility initiatives

From early 2022, we started to refocus on education related CSR by returning into mainstream. We also started the practice to make CSR from Net Profit After Tax (NPAT) apart from compensation and zakat fund as per regulatory requirement of Bangladesh Bank. Up-gradation of SJIBL's CSR policy in line with Bangladesh Bank's new CSR Guideline has been accomplished.

Besides, CSR on education, health and environment, SJIBL sponsored Tk.6.68 million including different

promotional activities of sports, art and culture in the year 2022. We disbursed Tk.25.3 million additional CSR exceeding our yearly CSR budget in response to different national and humanitarian need that justifies our dedication to the society as stakeholder in 2022.

Digital Transformation

Bangladesh government has started campaign under the slogan "Cashless Bangladesh" with a view to ensuring minimum 75% of all national transactions without any cash meaning digitally within the year 2027. In this backdrop, it can be noted that we have already launched Central Circular Management System (CCMS), cash withdrawal through scanning QR Code, SJIBL Net-Mobile Apps, 24/7 Call Centre, introducing online facility in every branches, e-Account opening, upgraded work stations while many newer tech-based products and services are in the pipeline to be implemented in the near future. SJIBL is committed to get the nation rid of digital divide.

COP 27 and our status

The recently concluded 27th Conference on Climate Change, COP 27, in short, finally agreed to set up a loss and damage fund to pay reparations to developing nations ravaged by extreme weather events caused by climate change. Bangladesh is also working to cope up with COP 27 issues by addressing climate change aspects.

At SJIBL, we recognize our responsibility to support the minimum consumption of energy, water and other limited resources. Taken electricity, fuel, toner and computer paper consumption into consideration, SJIBL is committed to reduce carbon emission in coming years by reducing unnecessary consumption especially fuel and paper.

Future Outlook

SJIBL is planning to unveil Green Sukuk Bond and investment in Impact Fund while keeping the momentum towards the environment friendly initiatives or projects. Newly established Branches, ATM Booths as well as Agent Banking Outlets are being brought under the features of solar powered in coming days.

Moreover, accelerated efforts will be reinforced to introduce many more digital asset and liability products and services for exploring new corridors of potential businesses and transforming its customers towards digital platform.



Mosleh Uddin Ahmed
Managing Director & CEO



FROM THE DESK OF THE CHAIRMAN OF THE SUSTAINABLE FINANCE COMMITTEE (SFC)



Abdul Aziz

AMD & CBO

Chairman, Sustainable Finance Committee (SFC)

SJIBL HAS BEEN CONTRIBUTING TO SUSTAINABLE DEVELOPMENT GOALS (SDG) BY PROMOTING ECONOMIC GROWTH, EMPLOYMENT GENERATION, GENDER EQUALITY, CLIMATE ACTION, FINANCIAL INCLUSION, AND FINANCIAL LITERACY THROUGH ITS WIDE RANGE OF PRODUCTS AND SERVICES. BANK'S ROLE IN FINANCIAL INCLUSION HAS BEEN OBSERVED AS PIVOTAL.



We are pleased to publish the second Sustainability Report of our Bank which will tell the story of our journey to sustainable future. As the chairman of the Sustainable Finance Committee of the Bank, I would like to express my heartiest gratitude to all of our stakeholders for their belief in our motto, which is grounded on our sustainability agenda to create a healthy planet. We strongly believe that sustainability is the future, and to make COP 27 summit a true success, we have to work institutionally from each and every country perspective.

Driving for Sustainability

The Bank is funding and prioritizing sectors like Green and Sustainable agriculture, Green and Sustainable CMSME, Liquid Waste Management, Solid waste Management, Energy and Resource Efficiency, Socially Responsible financing (SRF) and others Green and Sustainable areas in order to promote sustainability. We are also leveraging domain expertise to foster financial inclusion and literacy, through its outreach, products, and services. Special consideration is given to designing and tailor offerings in order to drive progress on SDG concerning gender equality, generating livelihood directed at poverty reduction, and fostering economic growth, among others. Reducing the environmental impact of the Bank's operations has also been a priority, in line with its commitment to becoming greener and more sustainable. This is combined with SJIBL's initiatives in other areas including education, skill development, healthcare, sanitation, rural development, and women's empowerment, to drive sustainability in a holistic manner.

Accelerating Our Digital Transformation

We have been providing digital banking services such as internet banking, SMS banking, mobile banking to our clients. As digitalization intensifies in our operations, we remain highly cognizant of the risks surrounding cyber security. Accompanying the accelerated pace of digital adoption and its pervasive presence in all economic and social activities, the associated cyber security risks have increased manifold. The safeguarding of customers' privacy, data and investments in a secure digital environment is of utmost importance to us in order to prevent social engineering.

Focusing on SDG

SJIBL has been contributing to Sustainable Development Goals (SDG) by promoting economic growth, employment generation, gender equality, climate action, financial inclusion, and financial literacy through its wide range of products and services. Bank's role in financial inclusion has

been observed as pivotal. SJIBL has been pursuing financial literacy counseling targeted at farmers, SME, school children across the country. Similarly, the Bank has been acting as social change agent, empowering rural youths in achieving sustainable livelihood through offering and managing job, skill development, and training, helping new entrepreneurs to establish their own micro-enterprises, thereby adding rural employment and wealth creation. The Bank has been working to map its products to the SDG in order to better explore the intervention possibilities for sustainable banking. Likewise, to build up the momentum for being resilient and sustainable, the Bank has been strengthening its financing in Green and Sustainable products.

Future Outlook

Being a custodian of people's wealth, SJIBL has a profound responsibility to create long-term value for all its stakeholders. Through this report, it aims at providing a clear picture of how SJIBL is incorporating sustainability and responsible business practices in its operations. I welcome your feedback on how the Bank can continue to play a vital role in the journey towards a sustainable movement.



Abdul Aziz

AMD & CBO

Chairman of Sustainable Finance Committee (SFC)



FROM THE DESK OF THE HEAD OF SUSTAINABLE FINANCE UNIT (SFU)



Mohammed Ashfaqu Hoque, FCA, FCS
SEVP, CRO & Head of Sustainable Finance Unit

SHAHJALAL ISLAMI BANK LIMITED IS COMMITTED TO BUILDING AN INCLUSIVE AND BETTER FUTURE BY EMBEDDING A RESPONSIBLE AND SUSTAINABLE APPROACH IN ALL OUR ACTIVITIES. THIS IS CENTRAL TO OUR PURPOSE OF HELPING INDIVIDUALS AND BUSINESSES ACROSS COMMUNITIES ACHIEVE THEIR ASPIRATIONS THROUGH THE PROVISION OF FINANCIAL SERVICES THAT MEET THEIR NEEDS.



Year 2022 is a milestone for Shahjalal Islami Bank Limited especially because we achieved the recognition of sustainable bank from Bangladesh Bank for the first time which resulted mainly due to our commitment to supporting responsible economic growth and facilitating the transition to a low-carbon economy and prudent management of consumption. Through this report, we try to focus our continuous endeavour to create long-lasting value for the stakeholders and our performance across Environmental, Social, and Governance (ESG) aspects that brought such a recognition in national level from the top regulatory body last year.

Escalating Sustainable Performance

Creating sustainable value for the investors remains one of the prime goals of the business. This helps us to foster constructive and coherent dialogue to transmit shareholders' concerns into feasible business actions in a sustainable manner. Fostering sustainable performance is one of the driving forces that has allowed SJIBL to remain triumphant through the years. In 2022, the bank succeeded in trimming down the high-cost deposit base, thereby consolidating the deposit mix in a beneficially preferred way. As of December 31, 2022, the total deposit base of the bank stood at TK. 227.98 billion, while total investment volume stood at TK. 237.23 billion. During the year, our import business was TK. 254.76 billion and our export business was TK. 265.94 billion. The net asset value of the bank stood at TK. 20.24 billion in 2022, compared to TK. 18.33 billion in 2021, resulting in an increase of TK. 2.07 billion.

Responsible Lending and Financing

As a shariah based bank, our most considerable leverage with regards to sustainability comes from financing projects and businesses whose goal is to deliver sustainable outcomes for the environment, society, and the economy. We are exploring methodologies and processes to integrate ESG criteria into our assessments to guide our financing decisions in responsible investments that create meaningful value. We apply a shariah review process with a high level of scrutiny to all potential transactions to ensure that these are in line with our values as an Islamic Bank by applying our prudence and screening criteria. Apart from this, ESG criteria help assess non-financial risks and opportunities of investments and are integral to responsible investment decisions that contribute to preserving and delivering long-term growth, providing a better quality of life for all, and

safeguarding the planet and its resources. We disbursed Tk. 88,103.87 million in the arena of sustainable initiatives in 2022.

Financial Inclusion

SJIBL has worked tirelessly to provide formal banking services to the poor and underprivileged segments of society through low-cost digital financial services. We have 140 branches, 129 ATM Booths coupled with 111 Agent Banking Outlets to serve mass people of the country. Moreover, the Bank continues to monitor and evaluate the performance of these activities in order to gain insights that can be used to develop and improve products and services as well as the content and format of financial literacy training, to better suit the needs of different groups. We also acknowledge that our financial inclusion journey must be in tandem with our journey to promote financial literacy in line with our value creation model.

Heading toward a Greener Future

Our financing activities are key enablers that impact sustainable development. As we are engaged with all segments of business and society, we play a significant role in promoting sustainability. We can make a big difference in building a more secure future by providing financial solutions that support our customers' sustainability journey, including the pursuit of climate change and green business opportunities. We are committed to increasing the financing of green assets and projects, including renewable energy, solid and liquid waste management, green buildings, and energy efficient capital machineries. Our Head Office having furnished with rainwater harvesting system, water-recycling, auto sensor power switch, and hand drier machines, saves 35% of energy and water.

Community Welfare

Shahjalal Islami Bank Limited operates within an innovative sustainability strategy which leverages investment in natural, social & relationship capital, and human capital equally in response to rapidly changing social and environmental backdrops. CSR mission of the Bank is to emerge as a commitment of growth and development that benefits, not only the Bank and its customers but also, the natural environment and the community at large. SJIBL is not only profit-oriented but also believes in the 3P philosophy i.e., "Planet, People and Profit". SJIBL has been expanding a substantial amount each year to carry out CSR activities in different sectors



like education, health care, sports and culture, disaster management, environment, women empowerment, human resources development, income generating activities, Socially Responsible Financing as well as Financial Inclusion.

Commitment to Sustainability

Shahjalal Islami Bank Limited is committed to building an inclusive and better future by embedding a responsible and sustainable approach in all our activities. This is central to our purpose of helping individuals and businesses across communities achieve their aspirations through the provision of financial services that meet their needs. We will prioritize our customers' needs while rooted in our vision and mission, Integrity, Forward-Looking, Respect and Responsibility.

As a leading shariah based bank, we act as a catalyst to reshape social and economic developments that are more broad-based, inclusive, and sustainable. At the same time, we will continually invest in our people, and engage and contribute to our communities. All these initiatives are aligned to the United Nations Sustainable Development Goals (SDGs) which will guide us to positively contribute toward building a more sustainable future.



Mohammed Ashfaqul Hoque, FCA, FCS
SEVP, CRO & Head of Sustainable Finance Unit



INTRODUCTION



ABOUT SHAHJALAL ISLAMI BANK LIMITED

GRI 102

Name of the Company	:	Shahjalal Islami Bank Limited
Legal Form	:	A public limited company incorporated in Bangladesh on 1st April 2001 under the companies Act 1994 and listed with Dhaka Stock Exchange Limited and Chittagong Stock Exchange Limited.
Commencement of Business	:	10th May 2001
Registered Office	:	Shahjalal Islami Bank Tower Plot No.-04, Block-CWN(C), Gulshan Avenue, Dhaka-1212
Telephone No.	:	88-02-222283457 (Hunting)
Fax No.	:	88-02-222297607
Website	:	www.sjibld.com
SWIFT	:	SJBLBDDH
E-mail	:	sjiblho@sjibld.com
Chairman	:	Mr. Mohammed Younus
Managing Director	:	Mr. Mosleh Uddin Ahmed
Auditors	:	M/s. Hoda Vasi Chowdhury & Co. Chartered Accountants BTMC Bhaban, (6th & 7th Floor) 7-9 Kawran Bazar C /A, Dhaka-1215 Phone: +88 (02) 8189323 - 24
Tax Advisor	:	M/s. K.M Hasan & Co., Chartered Accountants 87, New Eskaton Road, Dhaka. Phone: +88-02-9351457, 9351564
Credit Rating Agency	:	Emerging Credit Rating Limited. SHAMS Rangs, 104 Park Road, Level- A1 & A2, Baridhara, Dhaka-1212 Phone :+ 880 2 986 0911, + 880 2 986 0897
No. of Branches	:	140
No. of ATM Booth	:	129
Subsidiary Company	:	Shahjalal Islami Bank Securities Limited DSL Building, (3rd floor) 1/C, DIT Avenue, Dainik Bangla, Motijheel, Dhaka-1000.
Off-Shore banking Unit	:	1
No. of Employees	:	2,835
Authorized Capital	:	Tk. 15,000 million
Paid up Capital	:	Tk. 10,806 million



LOCATION OF THE HEADQUARTER

GRI 102



Phone: 02-222264736 (Hunting Number)

Fax: + 02-222297607

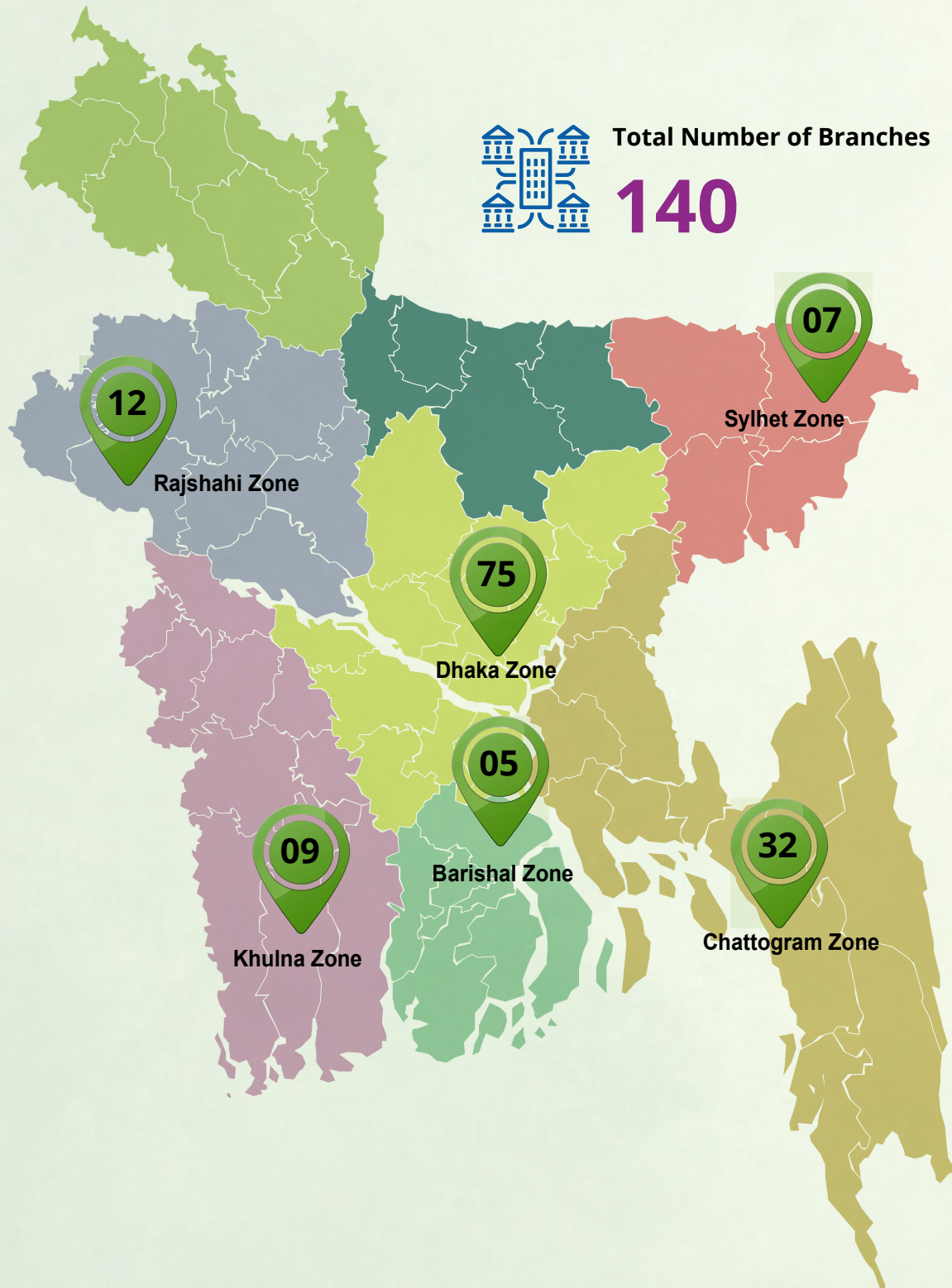
Email: sjiblho@sjiblbld.com

Address: Corporate Head Office
Shahjalal Islami Bank Tower
Plot-4, Block-CWN(C)
Gulshan Avenue, Dhaka-1212
Bangladesh



LOCATION OF OPERATIONS

GRI 102



MARKETS SERVED

GRI 102



Service Recipients

General Public and Individuals, Government, Autonomous, Semi-Autonomous, Corporations and Government



Business Segments

Corporate, Retail, Cottage, Micro, Small, Medium



Geographic Segments

Across the Country

CREDIT RATINGS



Shahjalal Islami Bank Limited has been rated by Emerging Credit Rating Limited (ECRL). ECRL performed the rating surveillance based on audited financial statements up to December 31, 2022 and other relevant information. The given Credit Report shows SJIBL's financial resilience and stability to move on with further sustainable development.

	Long Term	Short Term
Surveillance Rating	AA+	ST- 2
Outlook	Stable	
Date of Rating	16 April 2023	

MEMBERSHIP OF ASSOCIATION

GRI 100-1, 100-2, 100-3:

SJIBL conducts its operation in accordance with its ethical code of conduct, good corporate governance and places great prominence on becoming an active member of and building up networks with leading external organizations- enabling the Bank to drive and strengthen its business toward sustainability. Due to the fact that each organization has unique potential, strengths and expertise collaboration with these parties is regarded as a pathway to bring the best out of each organization in an effort to reinforce sustainable stewardships together. We enlist in different organizations as we believe this coalition will effectively drive the economy and broaden positive impacts on society and environment as well as the membership will instigate strong partnership and networks also align with the SDGs No-17: Partnership for the goals.





PRODUCTS AND SERVICES

DEPOSIT ACCOUNTS

- Mudaraba Savings Deposit Account
- Mudaraba Money Spinning Account
- Mudaraba Savings Account Payroll Scheme
- Mudaraba School Banking Account
- Al- Wadiah Current Deposit
- Mudaraba Special Notice Deposit
- Mudaraba Term Deposit Account
- Mudaraba Cash Waqf Deposit Account

VISA CARDS

- Debit Card
- Classic Credit Card
- Gold Credit Card
- Platinum Credit Card

DEPOSIT SCHEMES

- Mudaraba Monthly Deposit Scheme
- Mudaraba Monthly Income Scheme
- Mudaraba Multiple (Double/Triple) Benefit Scheme
- Mudaraba Millionaire Scheme
- Mudaraba Hajj Deposit Scheme
- Mudaraba Education Deposit Scheme

CORPORATE INVESTMENT PRODUCTS

- Bai-Muajjal
- Bai-Salam
- Murabaha
- Quard-E-Hasana
- Lease/Ijara
- Hire Purchase Under Shirkatul Meelk (HPSM)

SME INVESTMENT PRODUCTS

- Cottage & Micro Enterprise Investment Program
- Small Business Investment Program
- Medium Enterprise Investment Program
- Women Entrepreneur Investment Program



SUSTAINABLE INVESTMENT PRODUCTS

- Biological or combination of Biological and Chemical ETP
- Solar Grid
- Machineries (Energy Auditor Certified)
- Zigzag Brick Field (other than coal-based)
- Green Featured Building
- Organic Farming
- Rooftop/ Vertical Agriculture
- Cottage Industry
- Financing in Green/Clean Transport Projects
- PET Bottle, Plastic and Battery Recycling Plant

RETAIL INVESTMENT PRODUCTS

- Household Durable Scheme
- Housing Investment Program
- Car Investment Scheme
- Semi Pucca Housing Investment Scheme
- Investment Scheme For Executives
- Investment Scheme For Doctors
- Investment Scheme For Marriage
- Investment Scheme For Overseas Employment
- Investment Scheme For Education

AGRICULTURE INVESTMENT SECTORS (THROUGH OWN NETWORK AND NGO LINKAGE)

- Crops
- Fisheries
- Live Stocks
- Poverty Alleviation

OTHER BANKING SERVICES

- ATM Services
- Remittance Services
- Locker Services
- Online Banking
- SMS Push-Pull
- SJIBL Student File
- Evening Banking Services
- Internet Banking Services (SJIBL NET)
- Utility Bill Payment Services
- Priority Banking Services
- E-Account Opening Service
- E-GP Services
- QR Teller Services





CORPORATE STRUCTURE



SUSTAINABILITY HIGHLIGHTS IN 2022



ENVIRONMENTAL

Total Outstanding amount of Green Finance:

Tk.5,432.54 m

Total Outstanding amount of Sustainable Finance (including Green Finance):

Tk.120,831.51 m

Total Outstanding amount of CMSME Finance:

Tk.2,140.50 m

Number of visitor of SJIBL Official Facebook:

58,023

Number of Transaction via QR Code:

13,277

Total E-Statement of Credit Card delivered:

69,929



SOCIAL

CSR donation:

Tk.325.42 m

Number of Agent Banking

Outlet :111

Number of Female Employees:

470

Number of Total School Banking Account (cumulative):

30,143

Number of No-frill Account (cumulative):

5,632

No. of Cash Waqf Account (cumulative):

122

Zakat Paid:

Tk.206 million

Total Female Employee:

472



ECONOMIC

Paid Up capital:

Tk. 10,805 m

Investment Income:

Tk. 15,885 m

Profit After Tax:

Tk. 3,525 m

Export Business:

Tk. 265,942 m

Inward Foreign Remittance:

Tk.13,411 m

Net Asset Value per Share (Taka):

20.24

Return on Equity:

16.92

Return on Asset:

1.08

EPS:

3.26

MILESTONE

JANUARY

Target fixation & allocation of Green Finance and Sustainable Finance

FEBRUARY

Capacity Building of the employees by conducting training programs via Zoom

MARCH

Donation to Prime Ministers Education Assistance Fund

APRIL

Financial Literacy Workshop with RMG workers

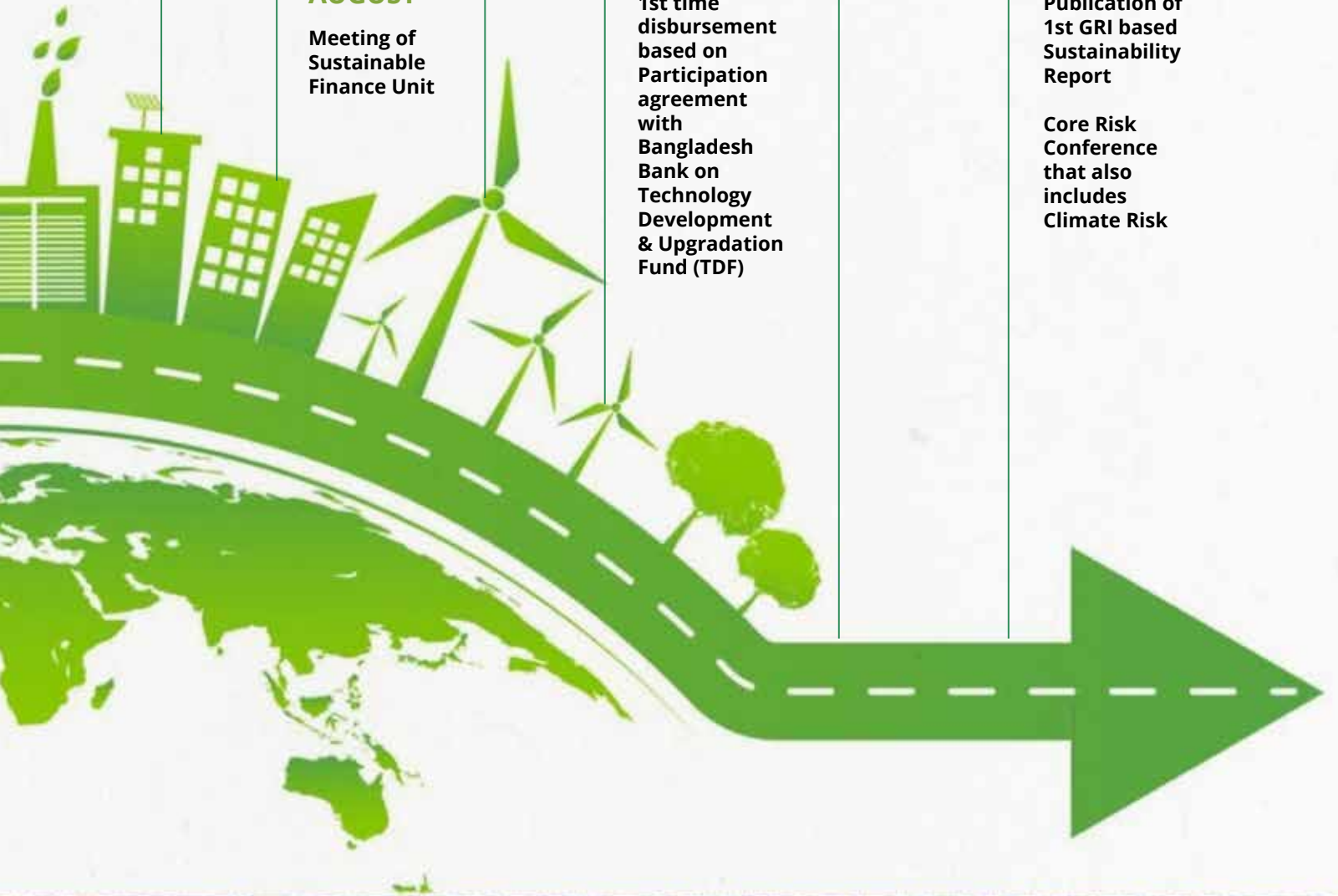
MAY

Successfully conducted practical workshop on Fire-drill practice for the employees

JUNE

Workshop on Gender Equality





OUR SUSTAINABILITY OBJECTIVES

As a shariah based provider of financial services, we acknowledge the important role we play in nation building and sustainable development. We aim to address environmental and social issues by providing excellent products and services and acting responsibly. In doing this, we also seek to contribute to the sustainable growth of our business and enhancement of our corporate value. Throughout this journey, we look forward to contributing to the establishment of a sustainable environment and society by setting some specific objectives for which we are dedicatedly working to pursue and putting new ones to keep this journey unstoppable. The below section will drive you to get a clear concept on the sustainability objectives that we set so far to make our sustainable movements fast and robust.



VISION

Where we want to be...

Most admirable brand of Shariah based banking and investment in Bangladesh by ensuring sustainable value for all of our stakeholders which is embodied with human development based on morality and ethics.

MISSION

What we want to achieve...

- Uncompromising quality service and customer care
- Setting high standards of integrity
- Inclusive and innovative banking
- Sustainable value for all stakeholders
- Continuous development of professionals and system up gradation to face the challenges and drive for excellence
- System Automation and digitization adopting the state-of-art technology with full proof security to ensure fast and accurate customer service
- Human Resources Development based on morality and ethics

MOTTO

Ethical bondage to aim...
Cordial Service and
Welfare Banking





CORE VALUES

UNIQUE BANK

Our Banking products are the benchmark
Our commitment is to contribute in building and expanding Islamic banking industry

DYNAMIC

Progressive and Innovative
We are constantly moving ahead as we offer new and technologically advanced products and services

PROFESSIONAL

Fast, Efficient, and Responsive Service
Our constant strive is to equip the team of professionals to face the challenges and drive for excellence

CARING

Approachable and Supportive Partner
We are always attentive to customers' needs & satisfactions

TRUSTWORTHY

Dependable and Reliable
We believe in both way communications and always care and share the views and knowledge with all stakeholders



STRATEGIC OBJECTIVES

Our strategy is to perform towards sustainable growth achievement



OUR STRATEGIC INTENT

To be the unique shariah based Bank in Bangladesh

A very caring bank to:

- facilitate trade across the markets
- enable customers of all walks of life to conduct business transactions happily
- provide easy solution of complex business situation
- capture the unbanked population of the country
- strengthen responsible lending and financing
- Focus on SDGs



OUR BRAND PROMISES

DYNAMIC; PROFESSIONAL; CARING AND TRUSTWORTHY

Our commitment to three core pillars:

- people – we believe in long-last relationships and possess great value for the customers and people around us
- progress – the way we conduct ourselves
- prosperity – our passion for sustainable value addition to our all stakeholders



HOW WE DELIVER: OUR STRATEGIC PILLARS

OUR PRESENCE

We have the modest presence across the country and want to have an unequivocal focus all over the country with deep local relationships. We are trying to expand our horizon and service network by opening more branches, especially in unbanked areas of the country.

STRICT OBSERVANCE OF SHARIAH

We believe and are committed to provide banking service that is purely based on Shariah.

IMPROVEMENT OF DEPOSIT MIX & REDUCTION OF COST OF DEPOSIT

To be the competitive in the Market, bank always given emphasis on procurement of Low cost & No cost deposit

DIVERSIFIED DEPOSIT AND INVESTMENT PRODUCT:

For long term sustainability, SJIBL mobilizes sticky deposit from the market, and to avoid large corporate deposit. We will diversify our Investment portfolio to CMSME & Consumer finance to reduce concentration on Corporate Investment.

STRENGTHEN RECOVERY & MONITORING DEPARTMENT

The prime objectives of the bank are to maintain quality asset portfolio, recovery of Non Performing Invest (NPI), arrest compensation and also recovery of written off Investment. Our Special Asset Management Department (SAMD) and Investment Monitoring Department take all out efforts to prevent the deterioration quality asset.

DEVELOPMENT OF HUMAN CAPITAL

Continuous development of human resource is prime objectives of the bank. Maintain reward and recognition on the basis of performance.

PROMOTING FINANCIAL INCLUSION

To penetrate in the untapped market SJIBL increases countrywide Agent Banking operation

CLIENT RELATIONSHIP RATHER THAN A PRODUCT DRIVEN APPROACH

We focus our capabilities around customers' needs, rather than seeking a rapid return on products or building product silos.

DISTINCTIVE CULTURE AND VALUES

Our unique culture and values are the source of significant advantage.

CONSERVATIVE AND DISCIPLINED ON RISK, CAPITAL AND LIQUIDITY

We regard balance sheet quality as a cornerstone of our business model & strategy. We are more cautious about capital adequacy, liquidity & risk mitigation rather than running after profit only.

ORGANIC GROWTH, THE PRIMARY DRIVER OF OUR STRATEGY AND VALUE CREATION

We believe that organic growth drives the greatest value creation for our shareholders. Where we cannot grow organically, or cannot do so within a reasonable time frame, we will explore acquisitions that will reinforce our core strategy.

OUR DELIVERY

We are committed to Cordial Service and with this commitment we constantly try to pull on sustainable business practices, upholding high standards of corporate governance, social responsibility, environmental protection, and human resource development.

CODE OF CONDUCT

Ethical Principles of SJIBL

The Bank has achieved a remarkable reputation since its inception. This reputation is our most important asset, source of inspiration & pride. The Bank's continued success depends heavily on all the member staffs of SJIBL family doing their best to maintain and enhance our tradition of honesty, integrity, fairness, excellence, respect, and concern for others.

The ethical conduct of SJIBL is followed by its directors, officials and all the member staffs from their respective positions. The ethical conduct includes, but not limited to, the following:

1. Adhere to the Shariah and implementing its principles.
2. Maintain honesty and integrity, avoiding actual or apparent conflicts of interest in personal and professional relationships.
3. Provide customers with information that is accurate, complete, objective, relevant, timely, and understandable.
4. Comply with all applicable rules and regulations of the country.
5. Act in good faith, responsibly, with due care, competence and diligence, without misrepresenting material facts or allowing one's independent judgment to be subordinated.
6. Respect the confidentiality of information acquired in the course of one's work except when authorized or otherwise legally obligated to disclose. Confidential information acquired in the course of one's work will not be used for personal advantage.
7. Share knowledge and maintain skills important and relevant to customer's needs.
8. Pro-actively promote ethical behavior as a responsible partner among peers, in the work environment and the community.
9. Achieve responsible use of and control over all assets and resources employed or entrusted.
10. Any violation of this Code is strictly dealt with appropriate administrative measures.



GOVERNANCE

Performance Vision Values
Mission ethics
Policies market mechanisms
administration MANAGEMENT Responsibilities
Board non-profit Staff Policies
Best practices Committees
nonprofit practices

SUSTAINABLE GOVERNANCE

GRI 401,402,406,415

Sustainable development is an important and integral part of the pursuit of value creation for customers, employees, and society. We are making sustainability an integral part of the overall business strategy. We believe that having a clear understanding of the importance of sustainability in everything we do, with focus on the impact we have both in our operations and how we can support our customers, and thus increase business value, is increasingly important. In 2022, the governance structure was clarified to ensure we deliver on our ambition to make sustainability a natural part of everything we do.

Board of Directors (BoD):

The Board of Directors has overall responsibility for reviewing and getting approval of sustainable strategy and policies. The BoD will address and consider strategic and tactical issues related to the sustainability area.

Board Risk Management Committee (BRMC):

The BRMC is responsible for assessing and screening proposals on sustainable lending and investment as well as supervising, reviewing and guiding the action plan adopted by Sustainable Finance Committee of the Bank.

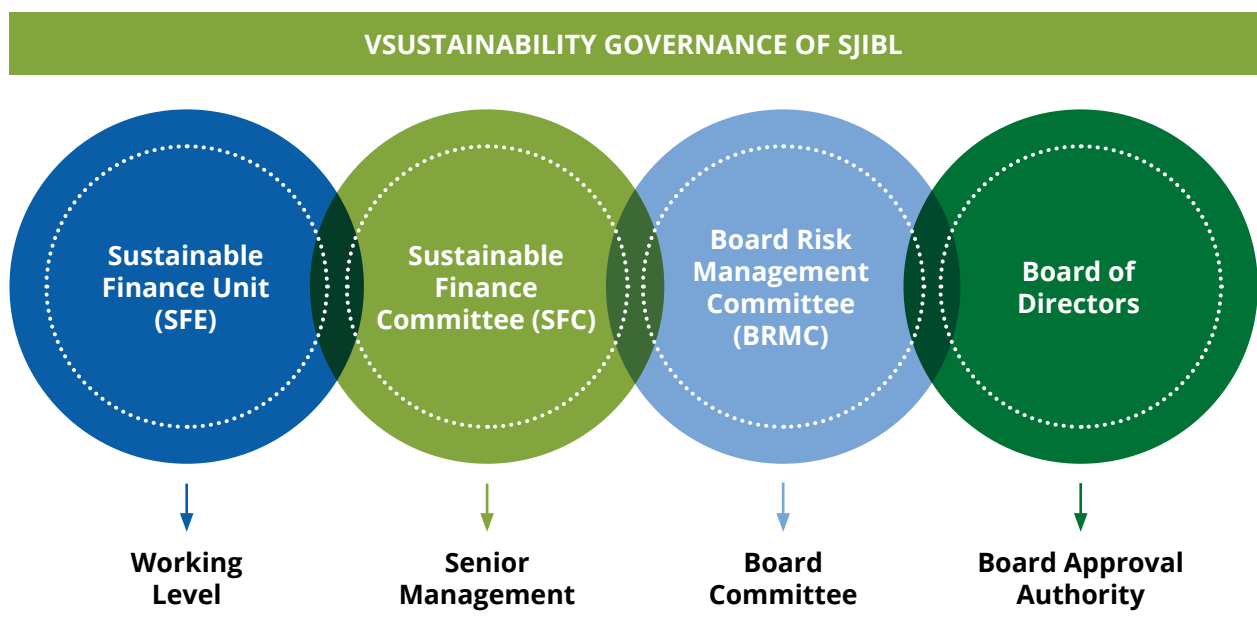
Sustainable Finance Committee (SFC):

The Bank has a dynamic Sustainable Finance Committee which is headed by Additional Managing

Director of the Bank is continuously monitoring, leading, supervising, guiding and following up of the activities of Sustainable Finance Unit (SFU) of the Bank and directing the roadmap to SFU for pursuing the goals set by BoD. The SFC consisting of Head from different divisions of the Bank is also responsible for the execution of the sustainability direction and implementation of the governance structure set by BoD.

Sustainable Finance Unit (SFU):

The Sustainable Finance Unit has the operational responsibility by mandate from the SFC to drive the sustainability agenda across the Bank. SFU coordinates the agenda, ensuring correlation between strategic initiatives for sustainability and reporting on the progress as well as undertakes initiatives for the overall prioritization to ensure alignment with the business strategy.



BOARD OF DIRECTOR

Chairman

Mr. Mohammed Younus

Vice Chairmen

Mr. Mohiuddin Ahmed

Mr. Abdul Karim (Nazim)

(Rep. of Shamsuddin Khan & Harun Miah Limited.)

Directors

Dr. Anwer Hossain Khan

Mr. Md. Sanallah Shahid

(Rep. of Electra International Limited.)

Mr. Md. Abdul Barek

Mr. Abdul Halim

Mr. Akkas Uddin Mollah

Mr. Khandaker Sakib Ahmed

Engr. Md. Towhidur Rahman

Mr. A.K. Azad

Mr. Fakir Akhtaruzzaman

Mr. Mohammed Nasir Uddin Khan

(Rep: Anwer Khan Modern Hospital Limited.)

Mr. Md. Moshir Rahman Chamak

(Rep. of Fresh Export Import Limited)

Mrs. Tahera Faruque

Mrs. Jabun Nahar

(Rep. of Daffodils Trading International)

Mr. Fakir Mashrikuzzaman

(Rep. of Fakir Knitwears Limited.)

Independent Directors

Mr. Ekramul Haque

Mr. K.A.M. Majedur Rahman

Mr. Nasir Uddin Ahmed FCA, FCS

Managing Director

Mr. Mosleh Uddin Ahmed

Board Risk Management Committee

Engr. Md. Towhidur Rahman

Chairman

Dr. Anwer Hossain Khan

Member

Mr. Mohiuddin Ahmed

Member

Mr. Fakir Mashrikuzzaman

Member

Mr. K.A.M. Majedur Rahman

Member





Sustainable Finance Committee (SFC):

SL No.	Name	Designation
1	Mr. Abdul Aziz	Additional Managing Director
2	Mr. S.M. Mainuddin Chowdhury	Additional Managing Director
3	Mr. Mian Quamrul Hasan Chowdhury	Additional Managing Director
4	Mr. Md. Shahjahan Shiraj	Deputy Managing Director
5	Mr. Imtiaz Uddin Ahmed	Deputy Managing Director
6	Mr. Md. Nazimuddoula	Deputy Managing Director
7	Mr. Mohammed Ashfaqu Hoque FCA, FCS	Senior Executive Vice President
8	Mr. Md. Shamsuddoha	Senior Executive Vice President
9	Ms. Rumana Kutubuddin	Senior Executive Vice President
10	Mr. Tariqul Islam	Executive Vice President
11	Mr. Md. Jafar Sadeq FCA	Executive Vice President
12	Mr. Mohammad Towfiqul Islam	Executive Vice President
13	Mr. Md. Marufur Rahman Khan	Executive Vice President
14	Mr. Mohammed Abu Shayem	Executive Vice President
15	Mr. Md. Mokter Hossain	Senior Vice President
16	Mr. Md. Abdur Rahim	Senior Vice President
17	Mr. Mohammad Abdul Majid	Senior Vice President
18	Mr. Abul Bashar Md. Zafry	Vice President

Sustainable Finance Unit (SFU)

SL No.	Name	Designation
1	Mr. Mohammed Ashfaqu Hoque FCA, FCS	SEVP & CRO
2	Mr. Md. Alam-Ur-Rahman	SAVP
3	Mr. Mohammad Manzur Rahman	AVP
4	Mr. Md. Sariful Islam	JAVP
5	Mr. Javed Chowdhury	FEO
6	Mr. Kamal Miah	FEO



CORPORATE GOVERNANCE & ETHICS

In banking context, governance means sound Corporate Governance. Corporate Governance is the system of rules, practices, and processes by which a firm is directed and controlled. Corporate Governance essentially involves balancing the interests of a company's all stakeholders, such as shareholders, senior management executives, customers, suppliers, financiers, the government, and the community. The word 'Corporate Governance' has become a buzzword due to the Asian financial crises in 1997-98.

FEATURES OF GOOD GOVERNANCE

In Bangladesh, status of corporate governance are comparatively better in banks and multinationals than other business entities. The corporate governance practice in Bangladesh examines the major internal and external factors like legal framework, financial sector scenario, accounting standards and disclosures with regulatory requirements, the role of independent regulators and judiciary and finally the role of a pressure group. In this case, following principles and special features are noteworthy:



Following issues have been addressed along with others in Corporate Governance Report of SJIBL to comply GRI (Global Reporting Initiatives) 102 and GRI-405:

Governance structure, Delegating authority	Composition and Chair of the highest governance body and its committees	Nominating and selecting the highest governance body	Conflicts of interest	Collective knowledge of highest governance body
Effectiveness of risk management processes	Remuneration policies and process for determining remuneration	Values, principles, standards, and norms of behavior	Mechanisms for advice and concerns about ethics.	Diversity of governance bodies and employees



The Board of Directors plays a pivotal role in shaping governance structure 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 selection and appointment of members of sub-committees. The risk management and overall support functions of the Bank have been designed and kept fully independent from the ordinary course of business to safeguard against any unforeseen events that may weaken the brand value of the Bank. The Governance Structure of the bank or its Board Committees are as follows:

Executive Committee	Audit Committee	Risk Management Committee
Maximum Seven Members	Minimum Three to Maximum Five Members	Maximum Five Members
Chairman determined by the Board	Chairman is Independent Director who is not the Board Chairman	Chairman determined by the Board
All members are Non - executive Directors	All members are Non - executive Directors with majority as Independent Directors	All members are Non - executive Directors

Guiding Ethics of Governance Practices

SJIBL believes in truly independent and diverse board, integrity of corporate reporting, constructive engagement with stakeholders, internalization of core values and effective debate in the board room. Investors are ready to pay a premium price for an organization having strong corporate governance culture. As a locally incorporated bank, the following Acts, Regulations, Notifications and Circulars have played a major role in shaping the governance structure and practices of SJIBL.

External	Internal
<ul style="list-style-type: none"> • The Companies Act, 1994 • The Bank Companies Act, 1991 • Bangladesh Securities and Exchange Commission (BSEC) Notifications • Bangladesh Bank Circulars • Dhaka Stock Exchange and Chittagong Stock Exchange Listing Regulations • Financial Reporting Council (FRC) 	<ul style="list-style-type: none"> • Articles of Association of SJIBL • Organizational Structure • Minutes of meetings of Management Committees • Board approved policies on all major operational aspects • Code of Conduct of SJIBL • Internal Circulars

RISK GOVERNANCE

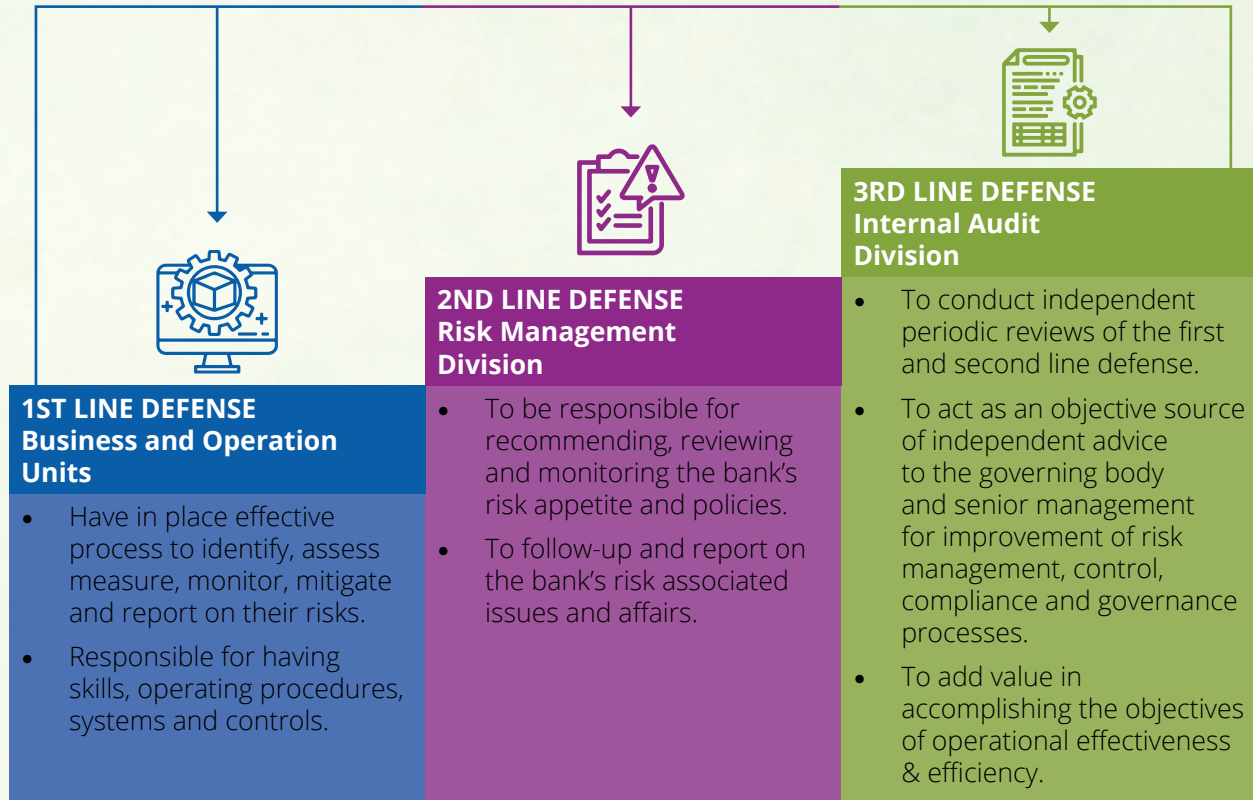
SJIBL Risk Governance refers the structure, rules, processes, and mechanisms by which decisions about risks are taken and implemented. SJIBL has a strong governance structure to ensure an effective and consistent implementation of the bank's risk management framework.



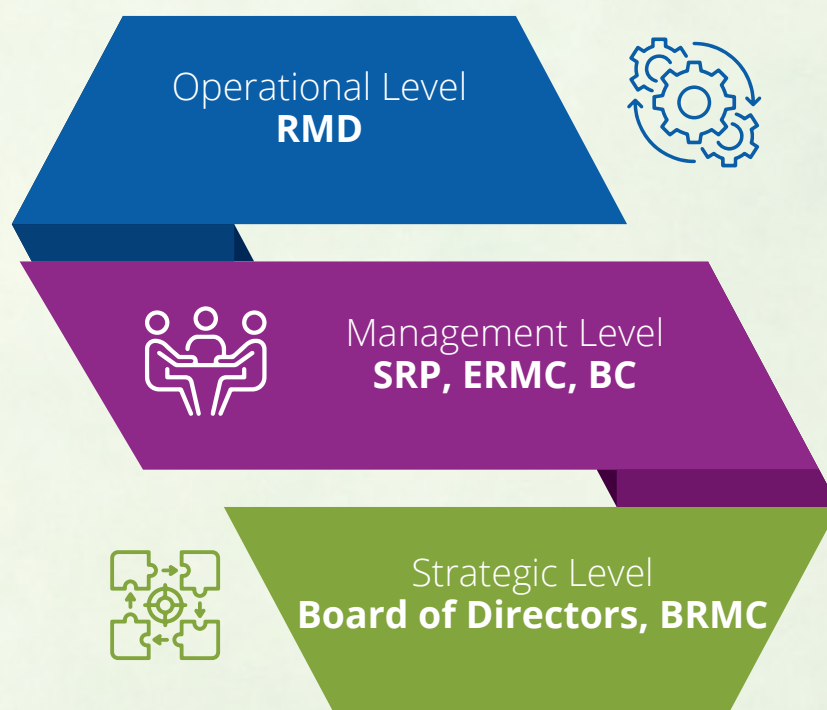
Risk Conference in the year 2022



The Board is ultimately responsible for the bank's strategic direction, which is supported by the risk appetite and relevant risk management frameworks, policies, and procedures. The Board is assisted by different risk committees and control functions in ensuring that the bank's risk management framework is effectively maintained. The bank's risk management philosophy is embodied in the Three Lines of Defense approach, whereby risks are managed at the point of risk-taking activity.



Risk management procedures are approved, monitored, and mitigated at different stages of the bank by a combination of the board and its committees, management level committees, the Risk Management Division, and the Basel Implementation Unit (BIU). The risk management structure of SJIBL consists of three layers, through which an effective and sound risk management system has been established throughout the bank.

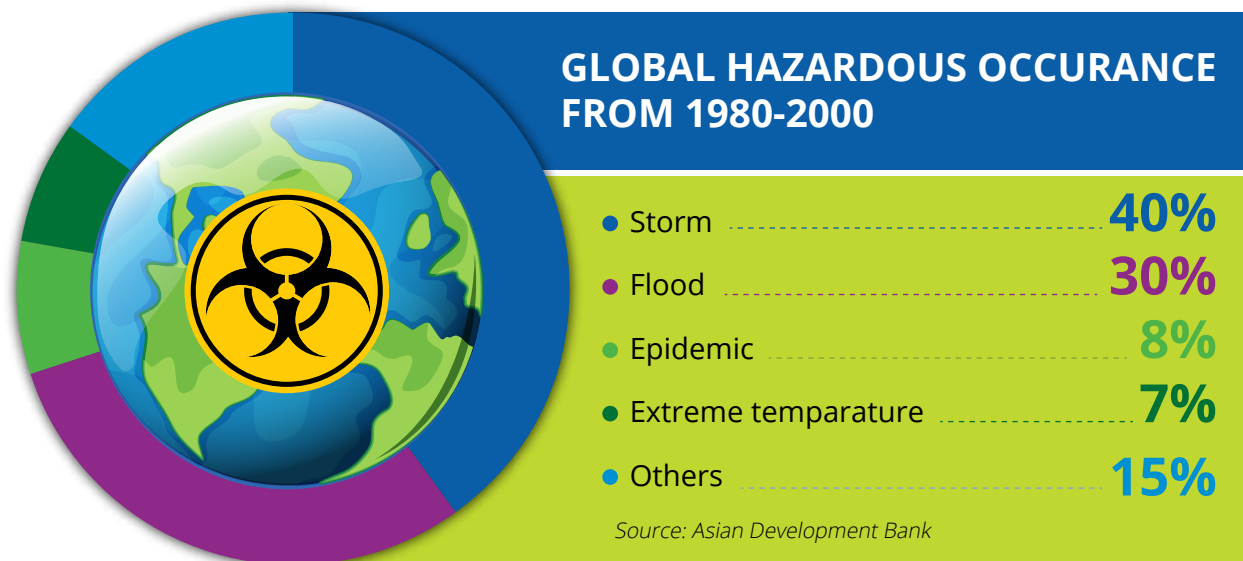


SUSTAINABLE STRATEGIES



MOVEMENT TO SUSTAINABILITY

Resource degradation and social inequality remain a challenge at both national and global levels. They are partly caused by economic expansion, increasing demand for natural resources and lack of resource accessibility to sustain decent livelihood. The above challenges have led to a push for “sustainable development” in global economics.



SJIBL recognizes and fulfills its role in promoting sustainable finance by incorporating Environmental, Social, and Governance (ESG) criteria into its lending and investment advisory decisions. The Bank is also committed to developing/delivering social and eco-friendly financial products and services in parallel with continuous promotion of financial accessibility and literacy among customers and people in the general public. To ensure that the Bank’s sustainable finance commitment is carried out systematically and with continuity, the Sustainable Finance Committee (SFC) headed by Additional Managing Director was set up in 2020 to establish long-term plans and align these plans to the business decisions to ensure sustainability.

The Bank focuses its efforts on promoting inclusive financial accessibility as well as cultivating financial literacy for customers and the general public, especially among the vulnerable population. In addition, the Bank also forms partnerships

with Bangladesh Bank by signing agreement on refinance schemes to build a financial balance for the unbanked group that facilitates sustainable development to narrow economic inequality, raise standard of living for people in the society, and foster inclusive growth. In 2022, the Bank has enhanced its digital capability and transformed the work model with the development of digital banking and business ecosystems to attract and deepen engagement with customers. The Bank has focused on creating business opportunities for exponential growth by investing in new digital businesses in the form of direct investments and committed towards fostering a better work place and cleaner environment through its varied initiatives.

In sum-up, our movements to sustainability demonstrate our never ending efforts to integrate global sustainability movement which is as under:



SUSTAINABLE MOVEMENT STRATEGIES (2023-2026)









STAKEHOLDER ENGAGEMENT

GRI 416,417,418

Identification of stakeholders is the key to understanding their expectations out of the bank and, as such, helps pave the way towards fulfilling those expectations and delivering consistent value. Our stakeholder ecosystem can be broadly divided into two major categories: Core stakeholder group comprising shareholders, customers, suppliers and employees, while other stakeholders include regulators, local communities, NGO and civil society.




The ways in which we engage with our stakeholders, and the frequency with which we do so, varies according to each stakeholder group. We use a decentralized stakeholder engagement model in which individual business units undertake stakeholder engagement appropriate to their areas and are responsible for identifying stakeholder concerns and taking appropriate action.

Stakeholders	Engagement Method	Frequency of Engagement	Key topics related to stakeholders	Expectation of Stakeholder	SJIBLs Response in 2022
 Investors/ Shareholders	<ul style="list-style-type: none"> Board meeting Financial Statements AGM Annual Report 	<ul style="list-style-type: none"> -Monthly -Quarterly -Yearly -Yearly 	Financial Performance, Cost Efficiency, Corporate Governance	Value maximization	Total Dividend Paid TK. 1,729 million
 Employees	<ul style="list-style-type: none"> Management Meeting Performance Appraisal Written Communication 	<ul style="list-style-type: none"> Regularly Yearly 	Professionalism	Fair play	Total salary and allowance paid TK. 3,563 million
 Customers	<ul style="list-style-type: none"> Branch Network Marketing Campaign Website Social Media 	Regularly	Business Transaction	Optimum satisfaction from offered products and services	Profit Paid on Deposit TK. 8,335 million
 Suppliers / Service providers	<ul style="list-style-type: none"> Newspaper Advertisement Group meeting 	As & when Required	Supply chain	Fair dealing	Number of enlisted vendors 215
 Regulator	Monitoring regulatory compliance	As & when Required	Regulation & compliance	Thorough compliance	Total Income Tax Paid TK. 5,829 million
 Community	<ul style="list-style-type: none"> CSR Zakath Cash Waqf SME 	Regularly	Social Business entity	Welfare Organization	CSR expenses TK. 325 million

GRIEVANCE REDRESSAL

Shareholder Communication Tool- AGM, EGM, Formal complain to Board Secretariat	Customers Communication Tool- Complain Box at Branches or verbally	Employees Communication Tool- Complain to HRD
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Apart from them, community perspectives of redressal is also mentionable. SJIBL addresses community grievances in best possible way. SJIBL, for example, do not allow finance where life style of indigenous people may come under threat. In case of any such grievance, compliance is ensured through community consultation.

 Share Holders Perspectives	 Customers Perspectives	 Employees Perspectives
<ul style="list-style-type: none"> • Receiving the complaints for non-receipt of dividend warrant, dividend intimation letter, cash dividend; • Transfer of shares from suspense account to the shareholders BO account; • Clarification of any price sensitive information over telephone by Board Division; • Grievance for not receiving/ knowing of Annual Report, half-yearly financial position timely; • Concerns relating to share dematerialization (DEMAT); • Queries about recent or upcoming price sensitive information over telephone, etc. 	<ul style="list-style-type: none"> • Receiving customers complains on issue of service delivery. • Staffs behavior with customer • Customers right to know of changing profit rate and other issues. • Any major policy change without informing customers which may hamper customer future business strategy etc. • Receiving customers complains through branch complain box and resolving the same at the earliest by ICCD. • Receiving customers complain through third party i.e. Bangladesh Bank and resolving the same under intimation to the concerned regulatory body. 	<ul style="list-style-type: none"> • Whistle blowing by any employee and investigate the same by competent body. • Ensure job safety of whistle blower by Top Management. • Employees right to know of all service rules. • Employee grievance during termination or dismissal to be handled by HRD as per rule of the Bank. • Sexual Harassment in workplace to be addressed. • Any major HR policy change without informing employees through internal circular which may hamper staffs career in future.

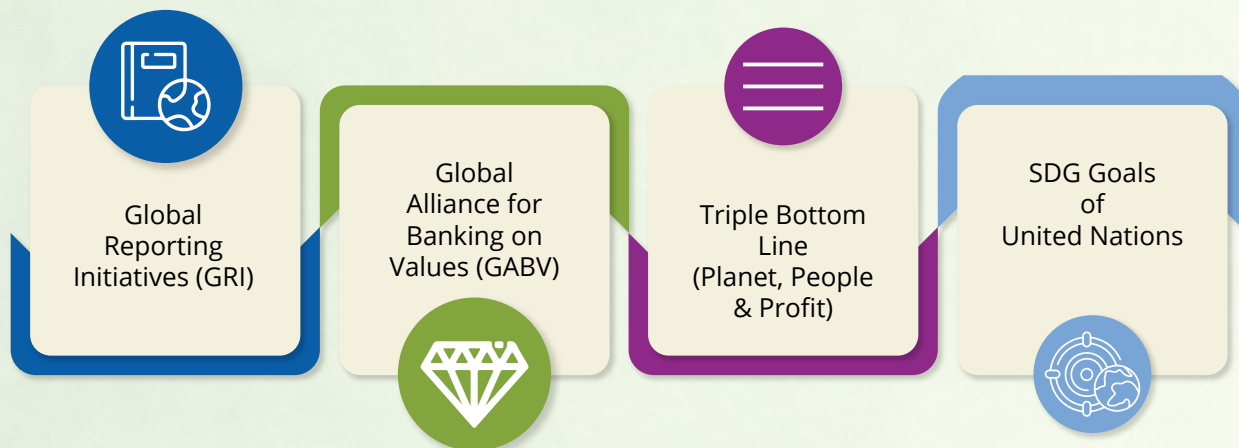


DIFFERENT APPROACHES



TRIPLE BOTTOM LINE APPROACH

As an institution that has embraced a holistic approach to sustainability, SJIBL follows the '3P' concept of 'people, planet and profit' under the ambit of its CSR aspirations and goals. Triple Bottom line approach suggests that we will ensure economic growth by not sacrificing environmental and social sustainability.



The bank has been working ardently to fulfill Sustainable Development Goals (SDGs) of the United Nations which include Inclusive Growth, Poverty Reduction, Gender Equality, Climate Action, Sustainable Cities and Communities, Quality Education and Good Health and Well-Being for the People. These Sustainable Development Goals (SDGs) commensurate with Triple Bottom line Approach in perfect way.



PLANET

We encourage our branches to invest in environment friendly projects which will be advantageous to our planet without making any threat in the long run. We also adopt and strictly comply in-house Green Office Guide of the bank to minimize the unnecessary consumption of the limited resources.

Planet/Environment	Year 2022
Number of imposed fines/penalties by Department of Environment (DOE)	Nil
Number of environmental grievances	Nil



PEOPLE

SJIBL always participates in contributing financial support to the society all over the fiscal year and this philanthropic participation will be a continuous process. To work with different kind of customers, regulators and suppliers, SJIBL delivers services with transparency and fairness to build trust and integrity among all the stakeholders which also creates everlasting value for us.

People/ Society	Year 2022
Number of incidents of Discrimination	Nil
Number of incidents of Child Labor	Nil
Number of incidents of Human Rights violation	Nil



PROFIT

SJIBL generates profit and experiences an upward trend of profit growth each year including in the last two years. However, the organization believes in the generation of profit in such a way that will lead the Bank to the sustainable growth.



Key Financial Indicators	Policy Parameter	Actual Position	
		31.12.2022	31.12.2022
Provision Maintenance Ratio	≥100%	105.57%	100.01%
Rated Investment Ratio	80% - 100%	94.20%	93.49%
Investment Deposit Ratio (IDR)	≤92%	83.64%	84.48%
Liquidity Coverage Ratio (LCR)	≥100%	158.23%	181.95%
Net Stable Funding Ratio (NSFR)	>100%	128.01%	127.96%
Cash Reserve Ratio (CRR)	≥4%	4.99%	4.58%
Statutory Liquidity Requirement (SLR)	≥5.50%	12.74%	14.73%
Capital to Risk Weighted Assets Ratio (CRAR) with Conservation Buffer	≥12.50%	14.38%	15.04%
Leverage Ratio	≥3%	6.84%	6.53%
Surveillance Rating-CRAB	AA2(ST-2)	AA2(ST-2)	AA2(ST-2)

The bank has been working keenly to be focused on achieving Sustainable Development Goals (SDGs) of the United Nations along with different national strategic plans of the government of the People's Republic of Bangladesh on environmental issues. CSR, Green Banking and Financial Inclusion are the three major banking tools to address.

GREEN OFFICE GUIDE OF SHAHJALAL ISLAMI BANK LIMITED

- In place of relying on printed documents, online communication will be extensively used (where possible) for office management to reduce use of paper along-with making unnecessary duplicates of same document.
- Make sure that the printers are defaulted to duplex for double-side printing to save papers.
- Bank will apply Eco-font in printing to reduce use of ink.
- Use scrap paper as notepads and for meeting drafts.
- Avoid disposable cups/glasses to become more eco-friendly.
- Installation of energy efficient electronic equipment in all our offices.
- Installation of 'Power save Mode' of computers after 5 minutes of not using the computer and ensuring shutdown of computer while not using and leaving the office place.
- Ensuring switching-off fans, lights, air coolers etc. while not using and leaving the office place that will help reducing electricity consumption.
- Energy saving bulbs are used in branches/offices of the bank.
- Measures has been taken to save energy from corporate business travel
- Employees are encouraged to avoid using vehicle to reduce gas and petroleum consumption while the distance could be covered by walking or riding rickshaw.
- Maximum utilization of day-light to complete the office job.
- Minimum utilization of electric bulb in day time
- to be ensured in Head Office and all Branches.
- Minimum use of AC during the rainy season and winter.
- Keeping the temperature level of AC preferably at 24 degree centigrade in summer.
- Encourage clients to take e-statements. Encourage clients to mention their email address in their account opening forms so that communications can be made without the help of printing any hard copy.
- Encourage the clients to use ATM cards instead of cheque books.
- Advertising through electronic media avoiding the print media.
- Tele conference and video conference are arranged to avoid travels and reduce use of fossil fuel.
- Reduce wastage of water.
- Reduce usage of tissue papers.
- Leave the office in due time in order to reduce energy consumption.
- Introduction of e-filing with consultation of I.T. Division for all types of documentation including e-filing for each investment client.
- Stop sending and preserving hard copies of any report sending from Head Office to Branches and vice versa except special purpose or need and use email instead.
- Develop the practice/ corporate culture to check emails everyday among employees.
- Start sending meeting invitation, presentation and meeting minutes etc. in e-form instead of printed form.

MATERIALITY APPROACH

In our first sustainability report, we used a materiality assessment process to categorize the relevant issues that have the most potential to impact our ability to run our operation successfully and derive value for our internal and external stakeholders. In conducting our materiality assessment, we considered our strategy, values, and code of conduct, the wants and needs of our stakeholders to identify the most relevant risks and opportunities. This exercise is undertaken to identify the material issues and define priorities in an unbiased manner as the materiality assessment was carried out during the reporting period, and findings from the same have been used to develop the contents of the report. The identified material topics through the exercise are reflected in the content of this report and are in accordance with the GRI Standards.


Materiality Determination process at SJIBL:

In our sustainability reporting, a matter is considered material if it could substantively affect the Bank's ability to create value in the short, medium and long terms. The materiality determination process at SJIBL is depicted below:




- 


Step 1: Identification

In our sustainability report, we have identified material aspects relevant to our sustainable strategies and stakeholder expectations toward the Bank taking into account our own Sustainable Finance Policy as well as the Sustainable Finance Policy of Bangladesh Bank for reviewing and considering all issues, challenges, and trends raised at both national and international levels.
- 

Step 2: Prioritize

Through discussion with our stakeholders, the preliminary material topics are mapped with our business strategy and prioritized across our materiality matrix, reflecting importance to our stakeholders in contrast to the significance and impact of the economy, environment, and community.
- 

Step 3: Review

The Sustainable Finance Committee headed by Additional Managing Director as well as Senior Management Team members have reviewed material aspects with a view to confirming that relevant issues and impacts were thoroughly considered.
- 

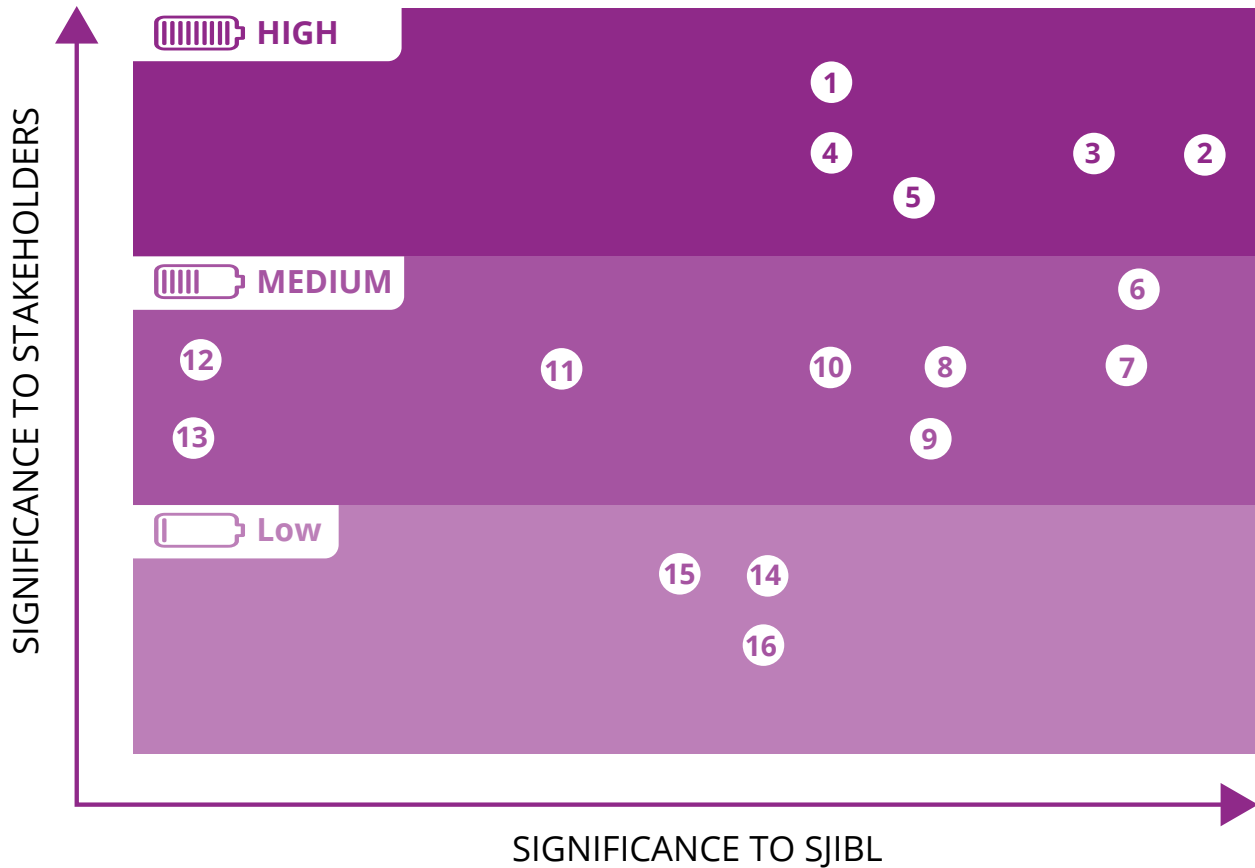
Step 4: Disclose

The reviewed material aspects were proposed to the Board Risk Management Committee (BRMC) and the Board of Directors (BoD) for their acknowledgement and consideration. The chosen and final materiality topics are used as the base information for the preparation of this sustainability report.
































Materiality Matrix:

The Materiality Matrix will demonstrate our focus on the social aspect of sustainability like our relationship with our customers, employees, suppliers, and the community. We will further continue to evaluate these topics annually to reflect the views of our internal and external stakeholders.














- | | |
|--|--|
| 1 Economic performance | 9 Community engagement |
| 2 Sustainable investments & financing | 10 Environmental Management |
| 3 Corporate governance and ethics | 11 Digitalization & innovation |
| 4 Regulatory Compliance | 12 Talent attraction and development |
| 5 Information security and data protection | 13 Ethical business practice |
| 6 Customer Satisfaction and brand management | 14 Risk control measures for fraud and anti-money laundering |
| 7 Occupational health, safety, and working environment | 15 Optimizing resource efficiency |
| 8 Financial inclusion | 16 Diversity and equal opportunity |

Impacts of Materiality:

Materiality	GRI Standards	Scope of Internal Impacts	Scope of External Impacts	SDGs
Economic Performance	GRI 201-1, 203-1	All staffs and business units	Shareholders & Investors, Customers, Suppliers, Creditors, Communities	 
Sustainable investment and financing	GRI 102-11, 304, 305, 306	All business units	Communities and societies, Regulators, Investment clients	  
Corporate governance & ethics	GRI 102-18, 102-19	Executives and staff of all business units	Shareholders & investors, Customers, Creditors	
Regulatory Compliance	GRI 103-2, 207-1	Executives and staff of all business units	Regulators, Shareholders, Creditors	 
Information security & data protection	GRI 102-30	Strong IT Team	Investors, Creditors, Regulators	 
Customer satisfaction and brand management	GRI 102-43	Availability of Online Branches and committed staffs	Investors, Customers	
Occupational health, safety, and working environment	GRI 403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-7, 403-8, 403-9	Executives and staff of all business units	Customers, Suppliers	 
Financial Inclusion	GRI 201-1	Executives and staff of all business units	Communities and societies, Customers	     
Community engagement	GRI 102-13	Executives and staffs of Sustainable Finance Unit (SFU) and Foundation	Communities and societies	       
Environmental Management	GRI 307, 308	Executives and staff of all business units	Communities and Societies, Suppliers	
Waste Management	GRI 306	Staff of all business units	Suppliers, Communities	



Materiality	GRI Standards	Scope of Internal Impacts	Scope of External Impacts	SDGs
Digitalization & Innovation	GRI 103-1, 103-2, 103-3	Strong R&D and IT Team	Shareholders, Investors, Suppliers, Regulators	
Talent attraction and development	GRI 404-1, 404-2	Dynamic HR Team	Communities and societies	   
Ethical Business Practice	GRI 102	Executives and staff of all business units	Shareholders, Investors, Suppliers, Regulators, Creditors, Customers	
Risk control measures for fraud and anti-money laundering	GRI 102-11, GRI 102-30, GRI 205	Executives and staff of all business units	Customers, Shareholders, Suppliers, Investors, Regulators	
Optimizing resource efficiency	GRI 302-1, 302-2, 302-4, 302-5	Executives and staff of all business units	Customers, Suppliers, Communities and society	
Diversity and equal opportunity	GRI 405, GRI 406	Executives and staff of all business units	Communities and society, Investors, Customers, Suppliers	  

Supporting National and Global Goals



We are committed to following industry best practices with a view to generating sustainable value to present and future generations while keeping in pace with international goals. We measure and report our performance against a number of leading sustainability initiatives with the aim of continuing our sustainable movements.

National Goals



Perspective Plan of Bangladesh 2010-2022, Bangladesh Delta Plan 2100, 8th Five Year Plan (July 2020- June 2025), Intended Nationally Determined Contributions, National Sustainable Development Strategies etc. are some of the remarkable actions adopted by Bangladesh Government in order to heading the country towards sustainable development. Since the inception of its operation, Shahjalal Islami Bank Limited has been continuously exerting effort to help the nation to achieve national goals set by Bangladesh Government. We have engaged our operation in this movements by taking into consideration of the emphasizing three fields particularly Economic, Environmental and Social development which is depicted below:





SJIBL'S CONTRIBUTION TO NATIONAL GOALS



Sustainable HR Policy to convert Human Resources into Human Capital in true sense



e-account,e-kyc, call center, SJIBL Net to remove digital divide



Agent Banking, School Banking & Other No Frill account to ensure inclusive growth



SME, Green Finance, Education Scholarship for Community Welfare




















Blanket Distribution, Tree plantation for addressing climate change issue














GLOBAL GOALS

We are steadfast to embed environmental, social and governance (ESG) criteria in order to ensure SDG goals of the United Nations. We focus to create a solid structure that reinforces and develops policies, guidelines and strategies to monitor, manage, and address the potential risks and opportunities within our daily operations. Besides, we deliver and generate local economic development and betterment of the livelihood of our community in line with SDGs. Our goal is to ensure and sustain financial and operational performance to uphold shareholder and customer value which is also the major goal of SDG. In this backdrop, some of our activities in the year 2022 are as follows:

Areas of SJIBL's Operation	What we did	Alignment with SDGs
Sustainable Investment and Banking	Tk.88,103.87 million disbursed as sustainable finance including green finance.	 
	SME Portfolio: Tk. 68,646.70 million	 
	Retail Portfolio: Tk. 12,612.00 million	  
Empowering our people	Total number of female employees: 472	 
	Disbursement to female entrepreneurs: Tk.2,613.10 million	 
	Number of Agent Banking Outlets: 111	  
Governance, ethics and risk management	Total Income Tax Paid: Tk.5,829 million Total Dividend proposed:1,621 million Maintained adequate CRAR 14.38%	 
	Profit Paid on Deposit: 8,335 million	



Areas of SJIBL's Operation	What we did	Alignment with SDGs
Positive Community Impacts	CSR: Tk.325.42 million was donated	 
	Sponsor was made of Tk.6.68 million in 2022 for promoting different sectors.	 
Strengthening Financial Performance	Deposit Growth: 4.92%	 
	Investment Growth: 9.53%	
	Import Growth: 2.34%	 
	Export Growth: 38.58%	 

ESG APPROACH

ESG (Environmental, Social and Governance) considerations are becoming increasingly important in modern times where people are becoming increasingly aware of the impacts on wellbeing and environment. ESG criteria are a set of standards for conscious investors to evaluate potential investments based on their sustainability and environmental impacts. Shahjalal Islami Bank is always committed to creating a better and sustainable world and thus our vision and strategies are targeted at the long-term sustainability to leave a better world for our future generations. We are determined to integrate ESG policies in building and running our business and thus establish our prominence in becoming the leaders in ESG parameters in Bangladesh.



ETP financed to Best Cotton by SJIBL Narayangonj Branch





Ava Organic Farming financed by SJIBL Chapainawabgonj Branch



Solar Boat financed to Masrur Trading by SJIBL Bangsal Branch



Rooftop solar financed to Filament Engineering by SJIBL Mohakhali Branch





ENVIRONMENTAL

We strive towards aligning our technology adoption and digitalization efforts of the Government and the Central Bank while complying with all applicable digitalization and technology regulations as relevant for commercial banking operations. SJIBL has successfully used digital mechanism in following segments of operations:

Customers

- e-KYC
- e-Statement
- 24/7 Call Centre
- e-Account Opening
- QR Code Scanner
- SJIBL Net-Mobile Apps

Employees

- Online Training via Zoom
- Human Resource Management System
- e-Attendance
- e- ACR
- Automated Challan
- Online Import Monitoring System (OIMS)

Our focus on digitalization is also at the heart of our aim to be a pioneer in the banking industry. We are committed to provide our corporate and financial institutional customers with a differentiated banking experience in which digital transformation plays a central role. We believe that we have made a good start in this journey and will reap the benefits in the market. Following this strategy, SJIBL has implemented ISMS (Information Security & Management System) and received ISO/IEC 27001:2013 certification.



SOCIAL

We endeavor to create and maintain a diversified and inclusive work environment with equal opportunity for all our employees irrespective of age, gender, religion, sexual orientation. We also provide equal and fair remuneration opportunities irrespective of gender. With the objective we are working simultaneously in talent acquisition as well as talent retention. We understand the importance and potential of providing a supportive ecosystem for women to enable them to build successful career.

To keep up with the fast changing business synergies, product profile, processes, customer preferences, numerous technology applications and compliance and regulatory requirement, training has become a focal strategy of the Bank. In this regard bank identifies the requirements of particular trainings covering different priority aspects of baking/business thus prepare the target group considering their level of knowledge & position.

Furthermore, Bank regularly nominated officers/executives to participate course/seminar/workshop arranged by reputed institutions like BIBM, BBTA, BAB, etc.

Sl No	Course Type	Training Provider/Training Institute	No. of Courses	No. of Participants
1	SJIBL (in house) Training Program	SJIBTA & Corporate Head Office	60	5,449
2	External Training Programs (Local)	Bangladesh Bank & BBTA	27	60
3	External Training Programs (Local)	BIBM	37	88
4	External Training Programs (Local)	BAB, DSEL, CSBIBB, NAPD, IBB, Franklin Covey, ICCB, Experts Academy Limited.	43	153
5	Foreign Training (India)	ICICI Bank Limited.	1	1
Total			168	5,751





GOVERNANCE

Our Board reflects a balanced mix of young-energetic, experienced and expertise across banking, financial markets, public policy, risk management. We have also inducted independent Director who have vast contribution in the society, economy and financial value creation.



EC meeting of SJIBL

In shaping, maintaining and improving the banks processes and practices the Board plays a pivotal role. The onset of pandemic made Bank to rethink the way business is managed and ensure security. Employee safety and wellbeing remain a key priority area of the Bank as the second wave of Covid-19 infections sweeps through the nation.

Exectuive Committee of the Board (EC)

Risk Managment Committee of the Board (BRMC)

Audit Committee of the Board



Apart from the Board and its committee, senior management has following committee to ensure good governance:

Name of the Committee	Co-ordination	Responsibilities
Senior Management Team (SMT)	All important Divisional Heads(Headed by MD & CEO)	The decision-making process of SMT is transparent and designed to promote proactive management culture. They guide the Bank for the sound and prudent day-to-day management.
Supervisory Review Process (SRP) Team	Risk Management Division (Headed by MD & CEO)	The main function of the team is to assess loopholes or risks as per BASEL- III and suggest Management Action Triggers (MAT) to address them.
Risk Management Committee (RMC)	Headed by the Chief Risk Officer	The RMC usually facilitate activities of RMC led by the Board. The function of management level RMC is to identify, measure and manage the bank's existing and potential risks through a detailed risk analysis.
Investment Committee (IC)	Headed by the AMD	Major and large investment proposals are usually brought forward in IC meetings for strategic decision making.
Asset-Liability Management Committee (ALCO)	Headed by the Managing Director	The ALCO manages market risk covering liquidity, interest rate and foreign exchange risks. This committee mainly decides changing of provisional profit rate of deposit and investment products time to time in compliance with Bangladesh Bank guidelines.
Anti-Money Laundering (AML) Committee	Anti-Money Laundering Department	The AML Committee ensures that all employees get training on Anti Money Laundering at least once a year. They monitor if there is any suspicious transaction and report the same to the SMT.
Sustainable Finance Committee (SFC)	Headed by AMD	The Sustainable Finance Committee guide Sustainable Finance Unit (SFU) of the Bank regarding green and sustainable banking practices and also to obtain better sustainability rating at year end by Bangladesh Bank.
Procurement Committee (PC)	Headed by AMD	The Procurement Committee (PC) is mainly decision maker in large purchases. The main objective of this Committee is to ensure transparency in all e-tenders.
Shariah Inspections and Report Review Committee (SIRRC)	Shariah Department	The Shariah Inspections and Report Review Committee ensures shariah compliance in each operation of the Bank. It traces and reports suspicious income of the bank that needs to be segregated from profit as per Islamic shariah.
Central Compliance Committee (CCC)	Headed by MD & CEO	Central Compliance Committee (CCC) is responsible to ensure compliance with the policy and guidelines of the central bank and other regulatory bodies as well as all internal policy manuals of SJIBL.
Integrity Committee	HRD	Formation of the Integrity Committee is a regulatory requirement with a view to ensure ethical banking practice. The reward for integrity is given each year to promote honesty, ethics among all employees of the bank etc.



ESG (ENVIRONMENTAL, SOCIAL & GOVERNANCE) AT A GLANCE

E-ENVIRONMENTAL

We address climate change by Tree Plantation, loss of eco system through Green Finance and resource shortage by In-House resource control. We promote app based banking, Call Center, e-KYC etc. to cope up with speed and effect of technological change.

Power Sector is the top polluter as per ADB.



Demographic changes impact on community

ESG



G-GOVERNANCE

We address legislative, regulatory and political environment by complying regulations of BSEC, Bangladesh Bank, Finance Ministry and also by ensuring sound Corporate Governance

Transport Sector is the 3rd most polluter

S-SOCIAL

We promote human rights, health, poverty alleviation and educational system through CSR and zakat distribution each year.

Industry Sector is the 2nd most polluter

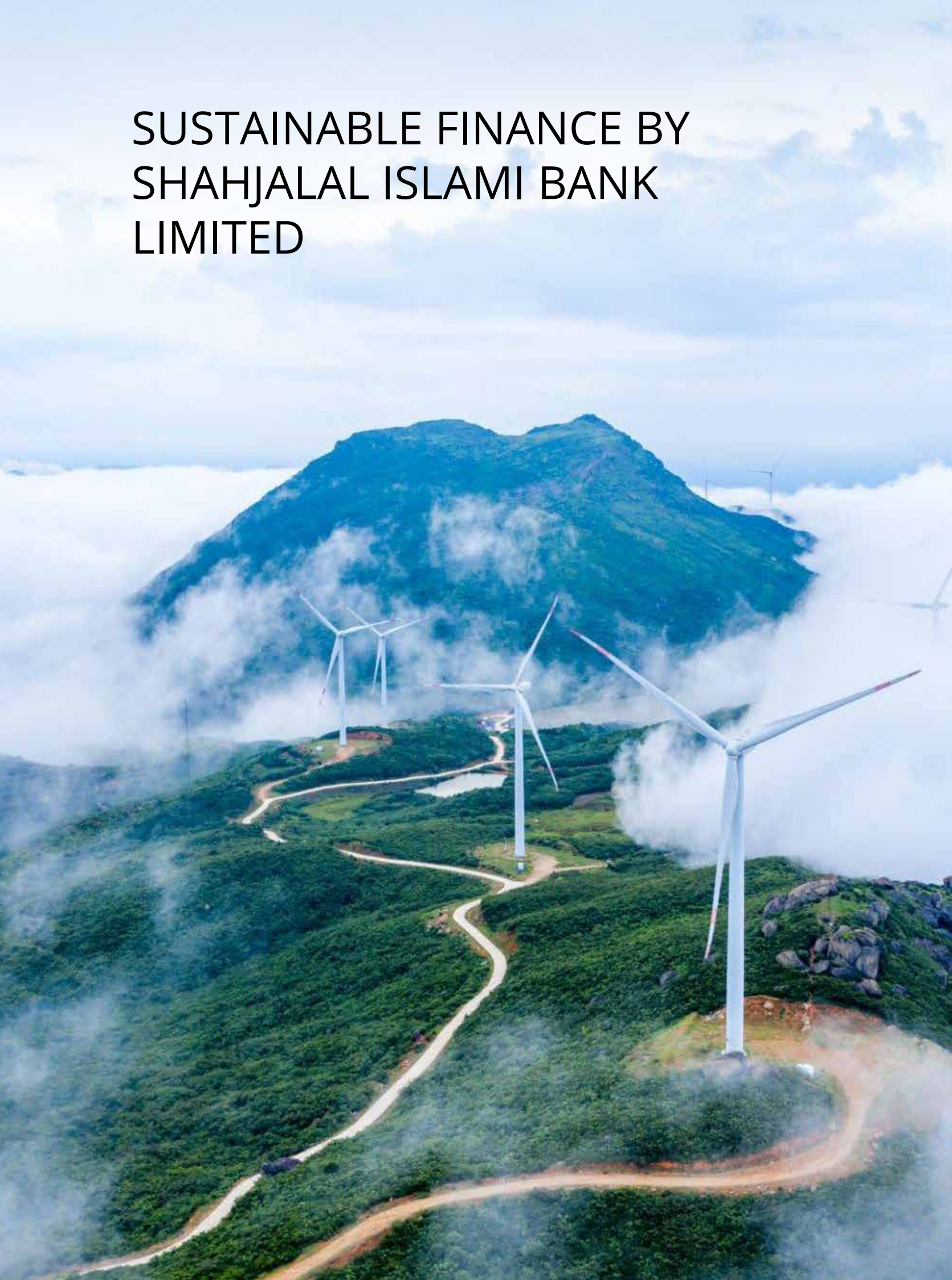
SJIBL ESG ISSUES

The following chart outlines the most material environmental, social and governance issues relevant to our business and key stakeholders.

SJIBL ESG Topics	Key Stakeholders					
	Clients and Customers	Employees	Suppliers	Communities	Shareholders	Government & Regulators
ENVIRONMENTAL						
Climate Change	◆	◆	◆	◆	◆	◆
Operational Footprint		◆	◆			◆
Products and Services with Environmental or Social Benefits	◆		◆	◆	◆	
SOCIAL						
Community Development		◆		◆		
COVID-19	◆	◆	◆	◆	◆	◆
Employee Health and Well-being		◆	◆			
Talent Attraction, Retention and Development		◆			◆	
Workforce Diversity, Inclusion and Equal Opportunity		◆		◆	◆	
GOVERNANCE						
Business Ethics	◆	◆	◆	◆	◆	◆
ESG Governance	◆	◆			◆	
Public Policy and Regulation Reform	◆			◆	◆	◆
Systematic Risk Management	◆				◆	
Transparency & Accountability	◆			◆	◆	◆



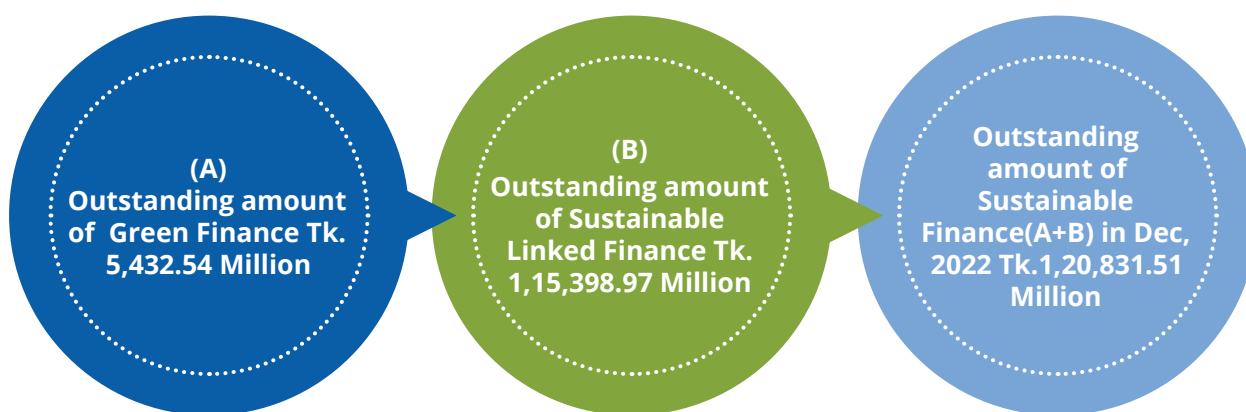
SUSTAINABLE FINANCE BY SHAHJALAL ISLAMI BANK LIMITED



SUSTAINABLE INVESTING & FINANCING

GRI 201,202,203 and GRI-301,302

As a leading shariah based bank, SJIBL realizes the impact of its actions as a lending institution can illustrate. The Bank has always worked towards creating positive environmental impacts, both directly and indirectly, and has taken actions to mitigate any negative impacts of its operations. SJIBL takes various environmental, social and governance related criteria into consideration while making any lending decisions, which helps to ensure that the right institutions are being funded.

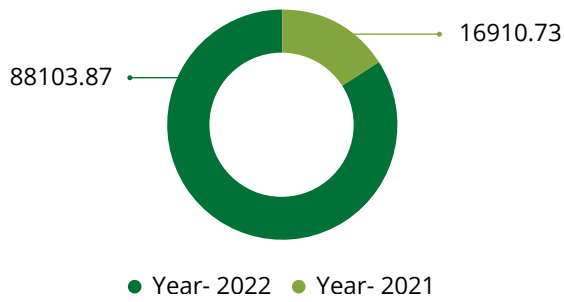


Sustainable Lending & Financing:

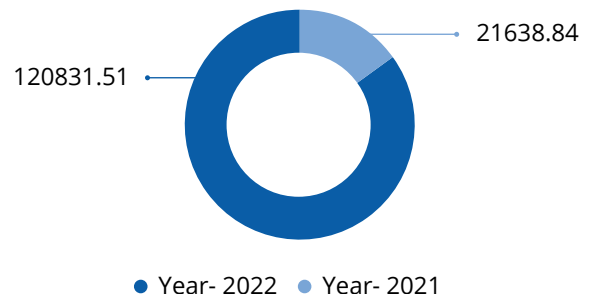
(Amount in TK. & Million)

Category	Sub-Category	Disbursement as of December 31, 2022	Disbursement as of December 31, 2021
Green Finance	Renewable Energy	1.00	20.73
	Energy & Resource Efficiency	90.75	364.70
	Liquid Waste Management	1,574.14	0.60
	Recycling & Manufacturing of Recyclable Goods	16.60	-
	Environment Friendly Brick Production	52.22	1.00
	Green/Environment Friendly Establishments	1,538.31	30.00
	Green Agriculture	331.29	81.58
	Green CMSME	931.11	2.98
	Green SRF	326.52	1.00
A) Total Disbursement in Green Finance		4,861.94	502.59
Sustainable Linked Finance	Sustainable Agriculture	3,509.42	3,804.48
	Sustainable CMSME	13,331.44	8,530.62
	Socially Responsible Financing	8,257.30	875.24
	Working Capital and Demand Investment of Green Products/Projects/Initiatives	23,132.65	1,605.86
	Priority Green & Eco-Friendly Products for Trading Sector	35,011.12	1,591.97
B) Total Disbursement in Sustainable Linked Finance		83,241.93	16,408.17
Total Disbursement in Sustainable Finance (a+b)		88,103.87	16,910.76

Disbursement of Total Sustainable Finance



Outstanding of Total Sustainable Finance



Both green finance and sustainable finance of SJBL registered remarkable growth in the year 2022 compared to the year 2021. This is because of more emphasis upon eco-friendly finance as well as banks endeavor to refrain from at least environmentally harmful finance. The success can also be attributed to SFU of SJBLs sincere attempt to segregate sustainable finance from conventional finance.



Ridisha Knitting financed by Dhaka Main Branch



MAF Shoes financed by Agrabad Branch



SME FINANCING



Dairy financing in Rajshahi under SME investment

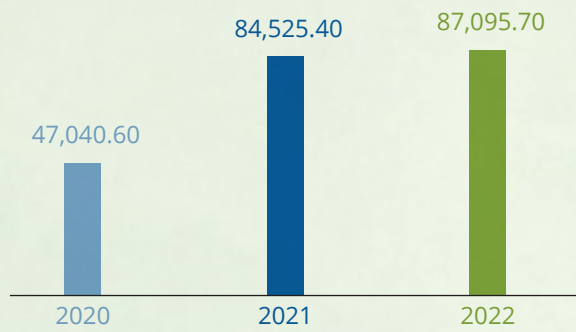
Small and Medium Enterprises (SMEs) are the engines of growth, innovation, and employment worldwide, as well as in Bangladesh. The sector provides a major thrust to the economy, providing commercial stabilization as well as directly contributing to the grassroots development of the nation. SJIBL strongly believes that the SME sector is one of the main driving forces of economic growth and that there is a market with huge potential. In order to facilitate the SMEs in our country, the bank has been financing the SME sector since its inception. The SME Division has been strengthened to further reinforce SME financing to bring grass-root entrepreneurs into the main stream of economic growth. A number of need-based SME products are offered to our SME clients.



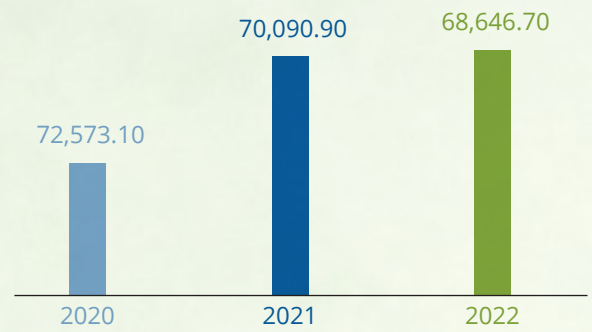
Departmental Store Financing in Cumilla under SME investment



SME Disbursement



SME Portfolio



STRATEGIC FOCUS

In 2022, Shahjalal Islami Bank Limited (SJIBL) strongly focused on disbursement of Government declared 2 phases stimulus implementation to greater benefit of the economy as well as Bank's client. Bank has also given enormous importance on cottage & micro enterprise financing, cluster financing, new entrepreneurship development financing, promoting rural people as well as rural women entrepreneurship, creating business network for CMSE entrepreneurs and financing in untapped areas to the unbanked new entrepreneurs. SJIBL also has managed to retain high asset quality withstanding the unprecedented challenges faced by the financial sector and economy as whole. As we are listing down our initiatives in the year 2022, SJIBL has continued close association with different CMSME activities like:



Activated 09 (Nine) clusters i.e. Light Engineering, Chatal/Mill, Poultry Feed, Karuponno, Garments Accessories, Handloom/ Power loom & tantshilpo, Stone Crusher, Dry Fish, Shoes and Medical & Surgical Equipments to whip out better results from the cluster concept.



Increased exposure on CMSME by TK. 131 million, which is instrumental in extending the portfolio.



Developed products to cater suppliers of different accessories and raw materials for existing corporate clients of SJIBL with their recommendation.



Arranged 4 training /seminar sessions and provided training to 520 entrepreneurs on capacity building, business development and monitoring.



Organized 05 training sessions and provided training to 310 officers of the bank through Online.



FINANCING WOMEN ENTREPRENEURS

GRI 405, 406

Empowering women through SME financing is an added remarkable inspiration in the development of women entrepreneurs. In the special framework of CMSME, Shahjalal Islami Bank Limited. is giving top priority in developing and inspiring women entrepreneurs. The Bank is working with women entrepreneurs to make them capable of earning by connecting with country's economic activities.

For ensuring uninterrupted and continuous investments to boost up women empowerment, SJIBL has undertaken numerous initiatives under its Sustainable objectives:



For broadening the facility from metropolitan to the root level, the Bank has already established a separate cell named **“Women Entrepreneurs Development Cell”** at Head Office of the Bank.



The Bank has a separate **“Woman Entrepreneur Dedicated Help Desk”** which under each Branch of the Bank works to facilitate the Women Entrepreneurs and to ensure their easy access to bank's finance.



The Bank has a dedicated product named **“Prottasha”** for women entrepreneurs. To encourage women, the Bank provides investment to the women entrepreneurs at much easier terms and conditions including low profit, relaxed collateral requirement etc.



SJIBL gives priority to women entrepreneurs to invest on various productive sectors. Apart from collateral secured investment, collateral security free investment is also considered for Woman Entrepreneurs.



For the improvement of entrepreneurship skills, the Bank arranges day long workshops for SME Women Entrepreneurs to listen to their opinion, requirements and then give them a way out with better solutions.

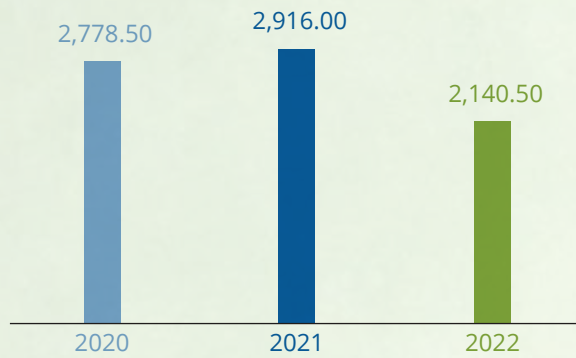


Bank has an exclusive branch for women namely **“Uttara Ladies Branch”** which is helping to thrive women entrepreneurship.

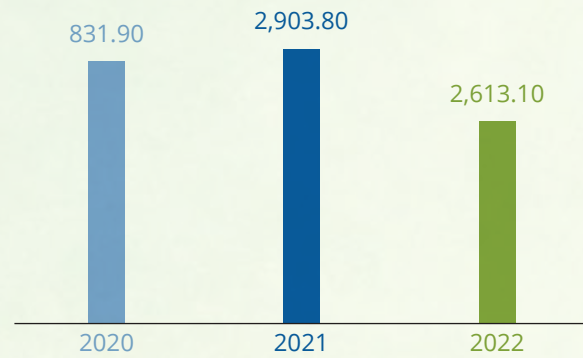


Workshop on Women Entrepreneurship Development

Portfolio Of Women Entrepreneurs



Disbursement to Women Entrepreneurs



Receiving memento from BIBM as sustainable Bank for the year 2022

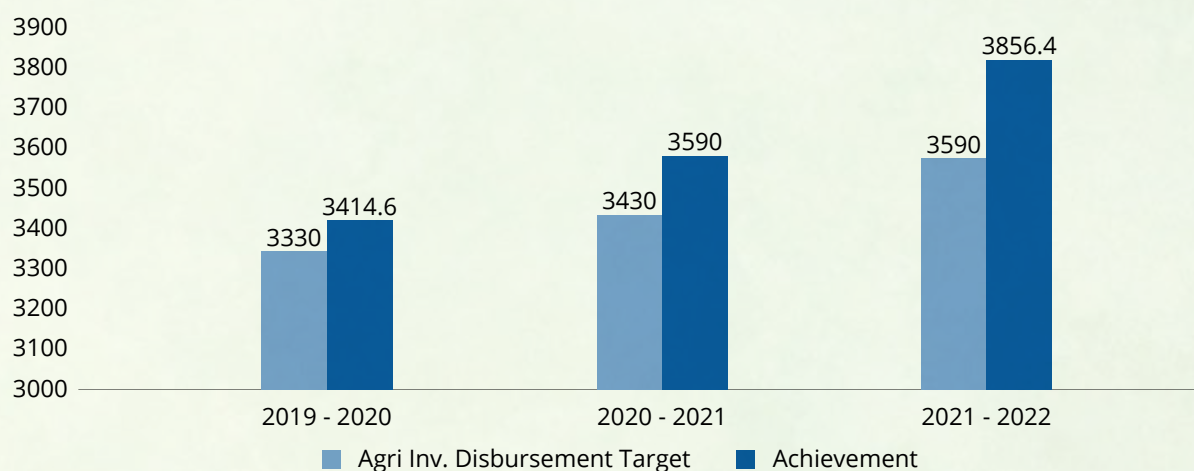


AGRICULTURE FINANCING

Although Agriculture sector experienced a declining trend towards GDP contribution but still about 40.62 percent of the labor force are directly or indirectly dependent on this sector. Realizing the importance of Agricultural finance in creating self – employment opportunities, ensuring food security, and socio-economic development of the country, Shahjalal Islami Bank Limited has been providing agriculture investment through own network and Micro Finance Institute linkage.

Though Year 2022 was a stressful year for the Bank as well as industry but activities in the Financial Year 2022-23 , SJIBL performed well in this segment which is drawn below:

Achievement of SJIBL against Fiscal Yearly Agri Target Given by Bangladesh Bank



Shahjalal Islami Bank Limited has been achieving the target of Bangladesh Bank in most of the years successfully and has received "Letter of Appreciation" from the Governor of Bangladesh Bank for achieving Agricultural and Rural Investment Disbursement Target in several Fiscal Years.



PROMOTING CUSTOMERS & BUSINESS



INFORMATION SECURITY AND DATA PROTECTION

Shahjalal Islami Bank Limited (Sjibl) has adopted global standards of information security practices. The Bank employs ICT Security Professionals in a separate ICT Security Department to handle security events, policy documents, inherent ICT risks, risk treatments, and other related activities in a more objective and unbiased manner to solve the issue of cyber security management and social engineering. Because of the constant change, unpredictability, and uncertainty, cybersecurity has now become everyone's responsibility. As a result, Sjibl conducts a year-round cybersecurity awareness program for key stakeholders, employees, and clients. As part of a constant process, the Bank informs staff about security in every manner imaginable. In practice, a number of activities are in place to verify and increase the preventative measures against cyber-attacks, including use of anti-virus and anti-spyware protection, and firewalls, perimeter security, vulnerability assessment, penetration testing, intrusion detection, and prevention.

The Bank has also adopted a number of important technology enhancement efforts to help mitigate ICT risk, including:

- a) Regularly update software to the latest versions.
- b) Through multi-factor authentication (MFA), the app-based banking service allows e-commerce transactions and then via OTP code SMS method.
- c) Transaction alerts are given to the banks' valued customers through SMS.
- d) The Internet Banking system's functionality and security have been improved.
- e) A server health monitoring system was introduced.
- f) CIB reports are collected and interpreted automatically.
- g) Enhanced capabilities of the call center systems.
- h) Enhanced capabilities of the SOC and NOC.
- i) Data backups that include off-site and remote storage are used.

The Bank has adopted ISO/IEC 27001 (Information Security Management System) and PCI DSS (Payment Card Industry Data Security Standard) certification, in addition to implementing the SWIFT Customer Security Programme (CSP) within The Customer Security Controls Framework (CSCF).

"Where flowers bloom
so does hope." -Lady
Bird Johnson

CUSTOMER SATISFACTION AND BRAND MANAGEMENT

Banking sector is a highly competitive sector where Peer Banks are also offering similar products and services to retain existing and attract new customers. Therefore, customer experience and satisfaction is being considered as key factors, which give banks, an edge over the others. SJIBL focuses on delivering an incredible customer experience, wherein, customer satisfaction is one of the crucial elements.



Wishing Happy Birthday to the valued client

The Bank measures and monitors customer satisfaction across the Branches through the following mechanisms to understand their level of satisfaction with the product and services rendered through our network branches and direct banking channels:

Suggestion/
Feedback sharing
Box

Mystery shopping/
random survey

RM Visit
Survey Report

Complaint
Box

SJIBL has formed “Central Customer Service and Complaints Management Cell (CCS & CMC)” which is headed by Additional Managing Director. Through the CCS & CMC, the Bank records, resolves, and monitors complaints received through various channels.

Complaints Received From	Particulars	Year-2022	Year-2021
Customers	Total number of customers complaints received	8	-
	No. of complaints settled	8	-
	% of complaint settled	100%	-
Bangladesh Bank	Total number of customers complaints received through Bangladesh Bank	44	22
	No. of complaints settled	41	21
	% of complaint settled	93.18%	95.45%



INCLUSIVE FINANCIAL GROWTH



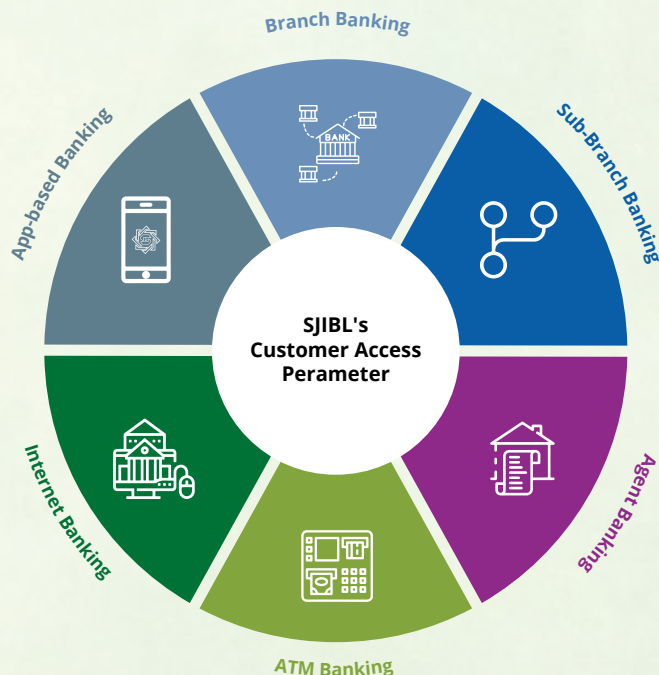
FINANCIAL INCLUSION

GRI 405,406,413

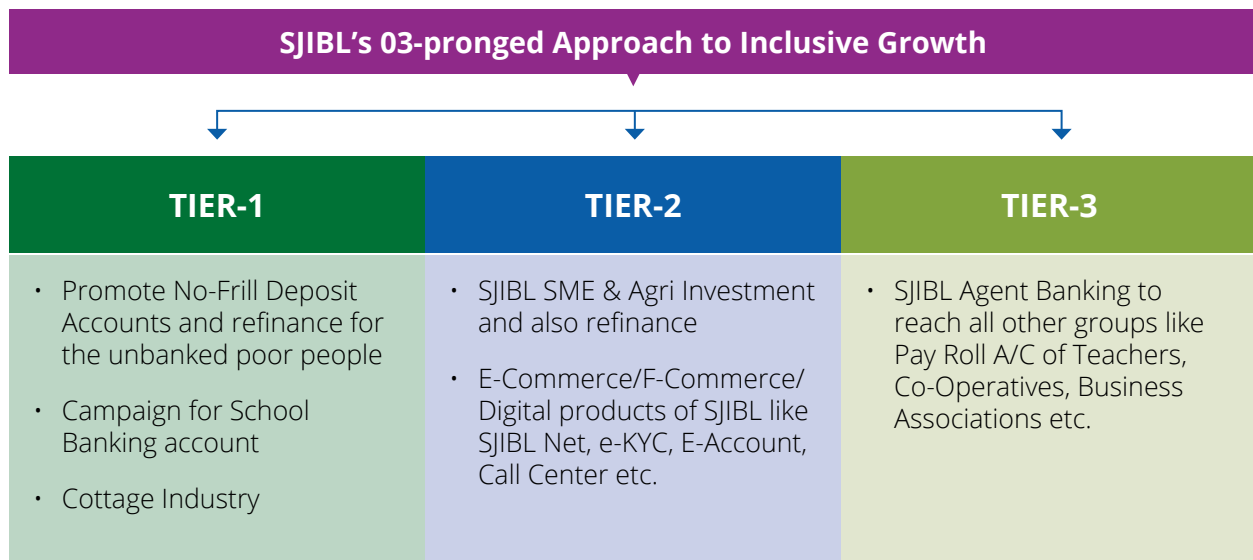


Financial Inclusion means access of individuals and businesses including unserved and under-served to the full range of financial services facilitated with technology provided at affordable cost with quality, ease of access and scope of risk mitigation in responsible and sustainable manner through a regulated, transparent, efficient and competitive financial marketplace. With a view to attaining Secure Bangladesh Delta Plan 2100, Bangladesh has so far moved a long way. Building Padma Bridge with own fund, starting metro rail in the capital and many other ongoing mega projects are actually governments' long-term objectives for attaining inclusive growth. Creating a coordinated platform to include the excluded or vulnerable groups and sectors, who are often exposed to income, wealth and climate change shocks is also part of Sustainable Development Goals (SDGs) of Bangladesh. SJIBL has been bringing innovation in technology so that more and more customers can be attracted. Because of the availability of SJIBL Net, no customers of SJIBL feel necessary to come branch physically unless otherwise unavoidable.

SJIBL follows **Financial Literacy Guidelines of Bangladesh Bank** which was circulated vide FID circular Number-01 dated: 27 March, 2022. As a bank, SJIBL has multi-pronged strategy to contribute to the financial inclusion of the country:



In pursuance of **Financial Literacy Guidelines of Bangladesh Bank**, we promote following 03 tiers with a view to expanding our products and services:



The target groups of SJIBL comprise of cross-cutting community. Both the financially included and excluded populace of the target groups are covered through tier distribution. The excluded people are basically un-served or under-served segment, who are hereby expected to reap the uncovered potential of the available financial services after financial literacy. Those who are already included in the financial system are expected to keep pace with the evolution of financial ecosystem.

 **NO FRILL DEPOSIT ACCOUNT & SCHOOL BANKING ACCOUNT (TIER-1)**

The No Frill account aims to offer the most basic banking service to those from the low-income backgrounds. No charges are levied and ATM cards are offered at free of cost in no-frill accounts. SJIBL's School Banking accounts are popular.



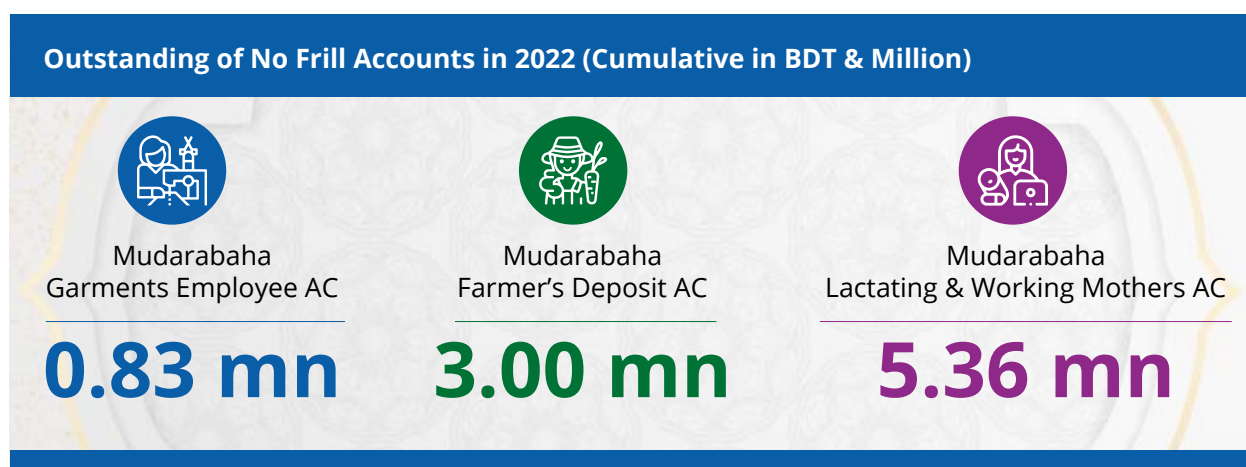
School Banking Campaign run in Tangail District

Since last decade, disposable income of common people of Bangladesh has increased substantially for which people are already capable to open savings account with minimum balance, say, 500 taka. Still we offer no- frill accounts since there are many people who are yet to reach formal banking channel in Bangladesh.



Types of No-Frill Deposit Account	Total Number of Deposit Account as of 31.12.2022	Name of Refinance Category AC against No-Frill	Total Number of Refinance as of 31.12.2022
Mudaraba Savings Garments Employee Account	842	Farmers	13
Mudaraba Savings Farmer's Deposit Account	1,800	Lower Income People	11
Mudaraba Savings Lactating & Working mother Account	2,969		
Mudaraba Savings Leather Employee Account	09		
Mudaraba Lower Income Individual Account	12		
Total	5,632		24

The objective of opening such no frill account is to bring entire population of Bangladesh under formal financial network gradually. Since SJIBL is committed to ensuring mass people participation in formal economy, it has emphasized on opening such 10 Taka & 100 Taka accounts regardless of any cost-benefit analysis.



School banking is also increasingly gaining popularity among students despite ongoing economic hurdles such as rising inflation. In banking industry of Bangladesh, school banking accounts surpassed Tk. 28,000.00 million for which credit goes to all scheduled banks. SJIBL has also been proactively promoting such accounts.





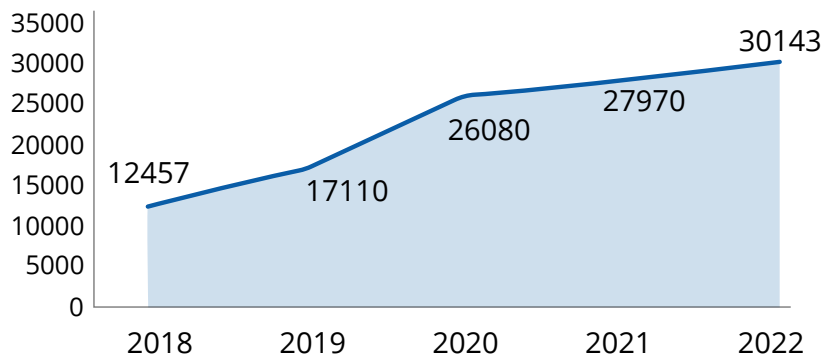
SJIBL as lead bank conducted school banking conference in Patuakhali

The central bank introduced school banking in 2010 as a part of its efforts to widen financial inclusion and make students financially literate. Since then, SJIBL introduced School Banking Account-led campaigns.

In the year 2022, SJIBL conducted School Banking Conference as Lead Bank in Patuakhali district which was withheld due to pandemic 02 years ago. After pandemic SJIBL was the only bank that observed School Banking Conference in Bangladesh as Lead Bank which was optional for all scheduled banks from the end of Bangladesh Bank for the year 2022.

At SJIBL, School Banking Account has been increasing for holding successful conference as Lead Bank in different districts in last few years as well as campaign to promote school banking. We also give pencil boxes to the students as incentive to promote financial inclusion of such minors. It also gives opportunity for cross selling since guardians coming with students to open school banking accounts also open MTDR and other deposit products themselves.

Growth of School Banking Account Number in last 5 years



Side by side, SJIBL branches ran financial literacy campaign in different educational institutions. Maximum people in rural areas come to open bank accounts to receive remittance of their relatives. Usually we try to make people aware of opening bank account for remittance and other purposes by avoiding informal channel which has also been helping to avoid illegal channels like hundi. School students after attaining age 18, convert their accounts into saving accounts which is also a success since students are not leaving formal banking channel once they become mature.



School Banking Literacy Campaign Status as of 31.12.2022			
Particulars	No. of Schools	No. of male Students	No. of female Students
Rural	217	13,432	9,558
Urban	365	25,500	18,962
Total	582	38,932	28,520

Since beginning till December 2022, SJIBL has covered 582 number of schools and 67,452 number of students (including both male and female) in its school banking literacy campaign. We observed School Banking Conference as Lead Bank in Brahmanbaria, Laxmipur and Pabna district in the year 2017, 2018 and 2019 respectively.

COTTAGE INDUSTRY

SJIBL has facilitated investment in cottage industry particularly pottery, bamboo and cane, embroidered quilts, cool mat, ornaments etc. which helps in minimizing rural urban migration and ensure good use of local raw materials and industrial waste. Cumulative outstanding in cottage industry was Tk.15.81 million in the year 2022.



ALTERNATIVE DELIVERY CHANNEL (TIER-2)

SME & AGRICULTURE INVESTMENT

Shahjalal Islami Bank Limited disbursed agriculture investment on crops, fisheries and live stocks to sustain agro-economy of the country. Refinance was also allowed in agriculture sector as well as for agro marketing. Disbursement in Agriculture was Tk.3,856.40 million in 2022. Despite dollar crisis, essential agriculture import was facilitated by SJIBL management to contribute substantially to national food security.



SME financed by Jessore Branch to a pineapple plants

On the other hand, SJIBL strongly believes that the SME sector is one of the main driving forces of economic growth, having huge potential for socio-economic development. In order to facilitate the SMEs in our country, the bank has been financing the SME sector since its inception. In 2022, total Tk. 87,095.70 million was disbursed to different SME clients which was Tk. 84,525 million in 2021. Total CMSME portfolio stood to Tk.68,650.80 million as on December 31, 2022.



Agri financeing in Dattapara



E-COMMERCE/F-COMMERCE/ DIGITAL PRODUCTS

SJIBL has introduced different digital products at different stages since the inception. Starting with ATM Card, we have ensured 100% online branches at initial stage. With growth, now we have reached up to SJIBL Net, e-KYC, e-Account, Call Center etc. SJIBL Credit Card has MOU with different local and international bodies by which customers avail facilities. To cope up with market, SJIBL has introduced official Facebook page as well. Since innovation has no ceiling, so we will continue to add products to address competitive market environment.



AGENT BANKING (TIER-3)

SJIBL is one of the latest banks to get Bangladesh Bank approval for opening Agent Banking. SJIBL has been striving hard to bring Bangladesh outside capital. Because, only a small number of population lives in urban areas. As such, there is no alternative for expansion to rural areas. Besides, it is a regulatory requirement. Agent banking has made it easier than ever before. Shahjalal Islami Bank made Agent Banking Structure with secured technology and real time banking for customers. Agent Banking customer can enjoy transaction that are on real time basis and the Agent Banking System is integrated with the Core Banking System. Customers all over Bangladesh get instant SMS notification and system generated money receipt for each transaction. SJIBL has right now 111 agent outlets. SJIBL Agent Outlet covers:

42

Total Number of Districts

92

Total Number of Upazillas

SJIBL has Pay Roll Accounts of teachers, co-operatives etc. into which we give waiver of different service charges to motivate corporate customers. Such Pay Roll accounts has strengthened our low-cost deposit base. As of 31st December, 2022, SJIBL has 84,326 number of Pay Roll accounts and cumulative outstanding amount of Pay Roll accounts is Tk. 631.76 million.



An agent banking outlet in Tangail

EMBRACING THE COMMUNITY



COMMUNITY INVESTMENT

GRI-405,406,407, 413



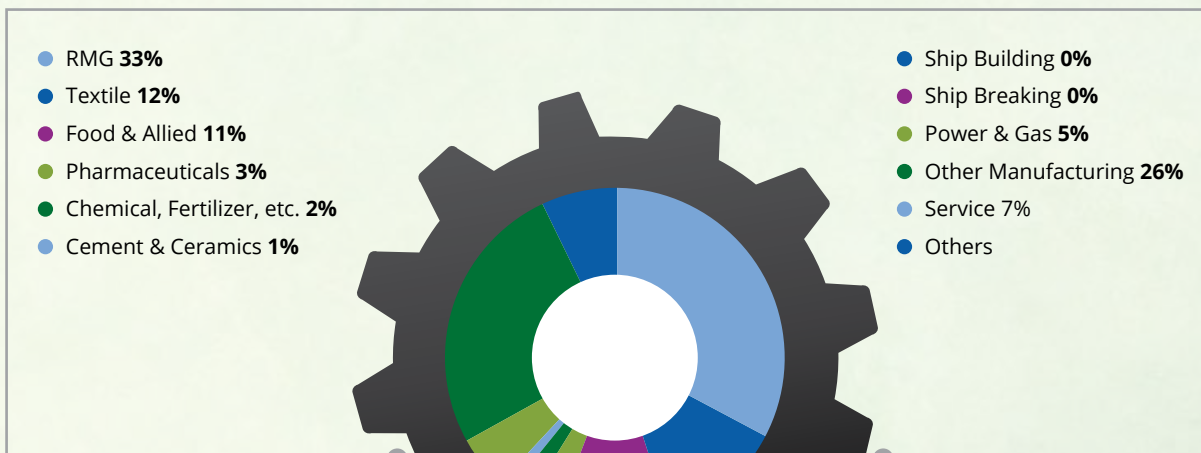
CONTRIBUTION TO NATIONAL EXCHEQUER
 2022: 6,433 m
 2021: 4,845 m



CSR
 2022: 325m
 2021: 232m

For betterment of community, SJIBL has been working ardently to diversify its investment portfolio ranging from RMG to service sector in one hand while fund is being disbursed into industry, trade & commerce, agri and what not. We also promote transport and real estate business.

PORTFOLIO-2022 INDUSTRY WISE



SJIBL chooses different sectors for investment instead of one or two sectors so that the benefit of economic prosperity can be proportionately distributed. Way forward, we have plan to more diversify our investments.



PORTFOLIO-2022

S e c t o r w i s e



Agri, Fishing & Forestry

1.6%



Industry

67%



Trade & Commerce

13.9%



Construction

10.1%



Transport

1.3%



Consumer financing

3.4%



Investment to Financial Institutions

1.7%



Miscellaneous

0.3%

SJIBL has become part of national growth through financing many such projects either as working capital finance or as term investment. The issue of environment is looked into with many other issues before lending there.



CORPORATE SOCIAL RESPONSIBILITY (CSR)

In January, 2022, Bangladesh Bank has developed its Policy Guidelines on Corporate Social Responsibility which has changed minimum requirement on CSR disbursement in terms of amount for the Scheduled banks and FIs which is as under:

SJIBL's CSR Scenario in the 02 consecutive years (amount in million) :

Sectors	Minimum Threshold	Year-2022	Year-2021
Education	30%	50.72	23.31
Healthcare	30%	30.27	51.48
Environment & Disaster Management	20%	15.19	33.39
Blanket Distribution		98.81	68.51
Others Including PM's Relief Fund	20%	130.43	56.24
Total	100%	325.42	232.93

The latest CSR policy of Bangladesh Bank recommend all banks to spend CSR from Net Profit After Tax (NPAT). As such, Shariah compliant banks will have to ensure CSR firstly from Net Profit After Tax (NPAT) and secondly from compensation realized account, doubtful account, zakat fund and any other income that does not include director's income. SJIBL has already started compliance of the same under intimation to the regulatory body. Mentionable that SJIBL allocates a part of its profit for the implementation of CSR programs that helps the needy in our community, regardless of background since 2022.

EDUCATION

We believe that education provides a pathway to a successful future. We focus on improving equitable access to quality education. This essentially means investing in programs that provide financial, network and resource support to make education accessible to communities, irrespective of their socio-economic background. With our focus on financial literacy, we work to enable successful transition of youth into the workforce and society.



SJIBL donated Tk.15.00 million to the Prime Minister's Education Assistance Trust



Through our education programs, we strive to level the educational playing field and give individuals across the socioeconomic spectrum equal opportunities to thrive and maximize their potential. Our efforts are geared towards ensuring that everyone has access to good quality, holistic education, which we hope will raise the ambitions and ultimately, quality of life for youths across the country.



Scholarship provided to meritorious students



HEALTH AND COMMUNITY WELL-BEING

We believe that health and well-being are the cornerstones of the resilient communities. Our focus is on increasing access to affordable essential healthcare, medicines, medical supplies, and devices; health promotion and communication, and sporting facilities for all. We also provide timely humanitarian aid and disaster relief, as well as other support for targeted communities.

Activity	Number of beneficiaries	Amount in TK. & Million
Curative healthcare support towards a group of people / individual patients	65,062+	13.64
Cost of running of hospitals/diagnostic/clinics etc.	77,669+	15.69
Preventive public health and hygiene initiatives	4,000	0.55
Free medicine/health equipment to individual / a group of patients	1,21,755	52.69
Related research issues	01	0.40
Total	2,68,487+	82.97



Day Care Center for SJIBL Employees Children





CLIMATE CHANGE MANAGEMENT:

SJIBL spent 2.6 million in tree plantation and 85000 sapling were planted and distributed all across the country in the year 2022. "Save paper, save trees" is the common inspiration of SJIBLs climate protection movement.



Tree Plantation in Chuadanga



Tree Plantation in Dinajpur

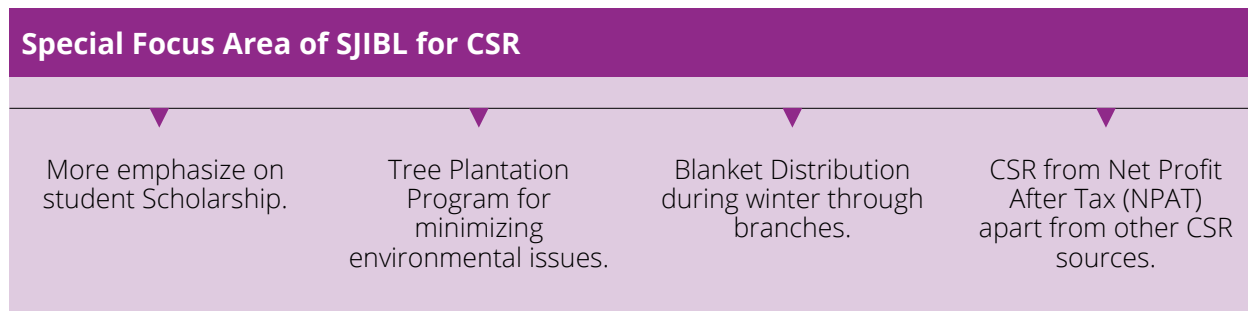


Tree Plantation in Joydevpur



Banking industry is yet to move out of the box to do environmental CSR. Implementation of tree plantation program and blanket distribution are traditional CSR programs for all not excluding SJIBL.

Sl. No	Particulars	2022	2021
1.	Amount Spent for Tree Plantation	Tk. 2.60 million	Tk. 1.00 million
2.	Number of Trees planted & distributed	85,000.00	25,000.00

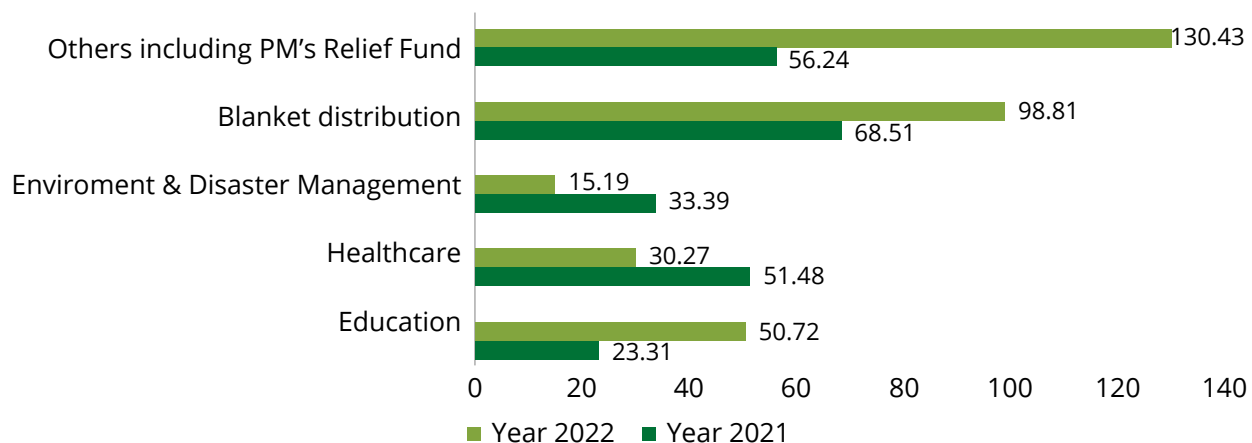


In 2008, Bangladesh Bank initiated mainstream CSR activities and instructed scheduled banks for CSR voluntarily. Bangladesh Bank has so far tried to link CSR activities in following Polices/Guidelines:



SJIBL is contributing the given sectors being considered as eligible for CSR by Bangladesh Bank by diverting its key focus from Blanket distribution. In private sector, scholarship is now given with priority with a view to facilitating the academic activities of the poor but meritorious students. Another common CSR is tree plantation which is given to address climate change risk. During pandemic period from 2020 to 2022, CSR to healthcare sector got highest priority. In post-pandemic situation, education CSR again came into focus. With this has been added CSR through Prime Ministers Fund.

CSR








Proponents argue that corporations increase long-term profits by operating with a CSR perspective, while critics argue that CSR distracts from businesses' economic role. But there is no debate on one thing—the resulting impact on CSR has transformed the outlook of businesses towards society all over the world.



Financial Assistance to poor people in Patuakhali district.

• **CSR ACTIVITIES IN 2022 AT A GLANCE**

 Health	 Education	 Environment & Disaster Management	 Blanket Distribution	 Others including PM's Relief Fund
TK. 30.27 Million	TK. 50.72 Million	TK. 15.19 Million	TK. 98.81 Million	TK. 130.43 Million

 **CASH WAQF**

The Cash Waqf is a special type of endowment which differs from the ordinary real estate waqf. Usually Cash Waqf fund is channeled to different orphanage and madrasas with a view to helping common people. GL balance of SJBL Cash Waqf is Tk.13.01 million as of 31st December, 2022. The amount raised from SJBL's cash waqf is donated to different welfare organizations like Anzuman Mofidul Islam, Al Markajul Foundation etc. every year.

SJBL is working on more creative use of products like Cash Waqf. For example: one (1) day's basic salary of all staff may be deducted to develop a Cash Waqf account for the staff and the profit can be used as internal CSR for humanitarian needs of the staff.





ENVIRONMENTAL MANAGEMENT

ENVIRONMENTAL STEWARDSHIP



REDUCTION OF GHG EMISSION CONSUMPTION

We monitor energy consumption throughout the year, including electricity, fuel used for generator and office car, use of toner and computer paper consumption which are mainly major parameters to calculate Green House Gas (GHG) emission in the Bank. Energy conservation and transitioning to clean energy is a key pillar of SJIBL's efforts to reduce its environmental footprint. It is not only integral to the Bank's commitment to becoming carbon neutral by 2030, but is also helping reduce dependency on fossil fuels, driving business resilience and cost efficiency. The computation of energy consumption and emission are outlined below:

Items	Consumption in 2022	CO ₂ Emission in Metric Ton
Electricity	61,72,056 kilowatt	2,670
Fuel for Generator	68,399 liter	68.4
Fuel for Car (Office)	61,727 liter	61.7
Computer Paper	57,710 kg	57.7
Printer Ribbon/Toner	773 kg	0.77
Total CO₂ Emission		2,858.57 Metric Ton



WATER CONSUMPTION

Understanding the importance of preserving water as a shared resource, the Bank has always encouraged responsible consumption across its facilities. Rainwater harvesting system have been set up at SJIBL's facilities to maximize water efficiency.

Particulars	Amount In TK.	In Liter	Per Employee Water Consumption
Mineral Water	1,394,792.00	33,209,333.33	34,559.90 liter
Other than Mineral Water/WASA Bill	2,669,451.83	63,558,376.90	
Total Water Consumption	4,064,243.83	96,767,710.24	

*Assuming per 1000 liter is equal to TK. 42 as per Wasa bill calculation



WASTE MANAGEMENT

Understanding the importance of preserving water as a shared resource, the Bank has always encouraged responsible consumption across its facilities. Rainwater harvesting system have been set up at SJIBL's facilities to maximize water efficiency.

Particulars	Year 2022
Total Banks paper & tissue consumption on average	130,570 kg
Total Banks solid waste generated on average	487,637 kg



PAPER CONSUMPTION

SJIBL has been reducing paper consumption significantly. In the year 2022, minimum Tk.116.31 million equivalent paper consumption was saved.

Items	Total number	Consumption Saved in TK. & Million
SJIBL ATM Card punched through SJIBL ATM Booth	1,041,016.00	4.68
SJIBL Credit Card punched	7,697.00	0.03
EFTN-Outward	1,451,383.00	6.53
EFTN-Inward	921,771.00	4.15
RTGS-Outward	142,820.00	0.64
RTGS-Inward	94,244.00	0.42
On the basis of cost of per page of MICR cheque book Tk.4.50		
Email Delivered	124,642,280.00	99.71
Transaction through SJIBL e-Wallet	89,283.00	0.07
E-Statement of Credit Card	69,929.00	0.06
On the basis of cost of per page of computer paper Tk.0.80		
Total Consumption Saved in 2022		116.31



OTHER NON RENEWABLE MATERIALS MATCONSUMPTION CONSUMPTION

As a shariah compliant bank, SJIBL always motivates Consumption of some non-renewable items which are as follows:

Non-Renewable Items	Year -2022
Calendar printed in PCs (Both wall & Desk)	78,000
No. of Account Opening Form printed	2,73,700
No. of Cheque Book issued	1,63,000
No. of Deposit Book issued	3,34,568

SJIBL's consumption of cheque books, deposit books etc. are increasing due to increase of its customer bases and their demands. It's not waste or overconsumption in true sense of expression. The growth of deposit, investment, export and import naturally demand more use of papers like cheque books, account opening forms etc.

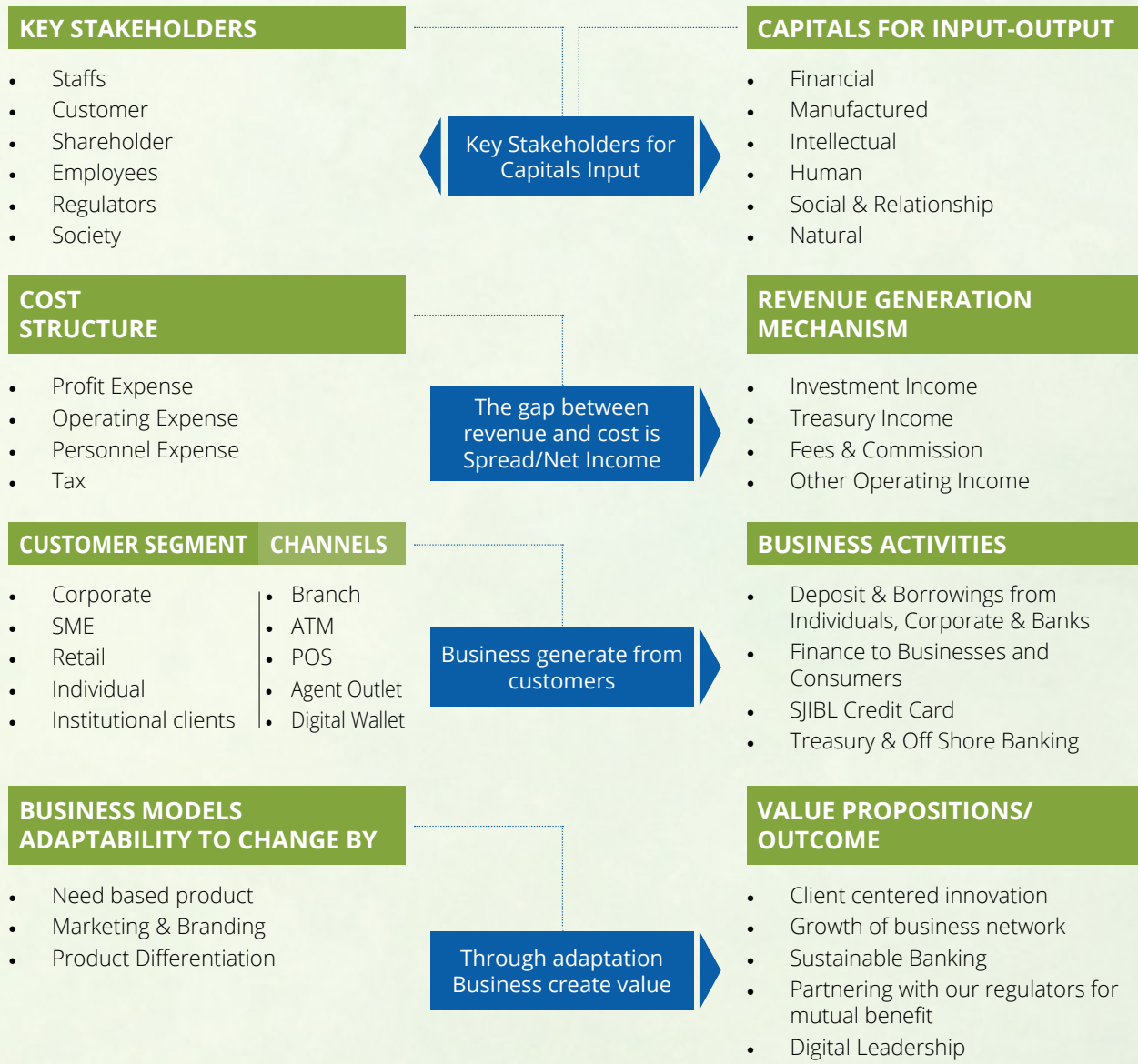


OPTIMIZING RESOURCE EFFICIENCY THROUGH OUR BUSINESS MODEL

GRI 201,202,203



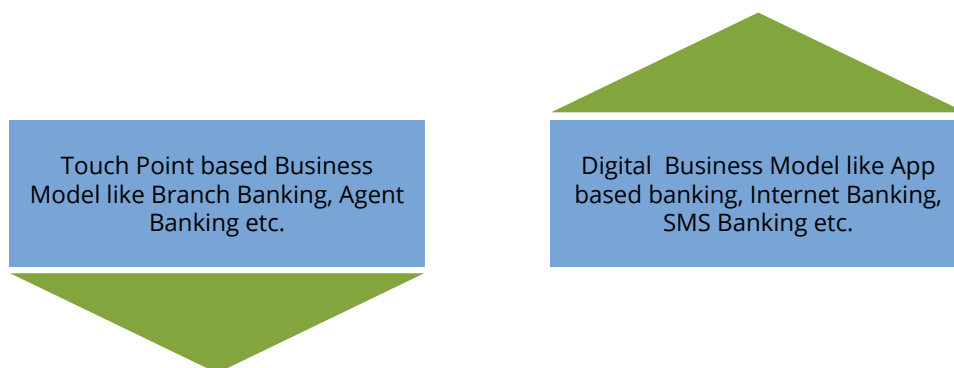
NO. OF FOREIGN CORRESPONDENT	NO. OF DRAWING ARRANGEMENT	NO. OF AD BRANCHES
2022: 437	2022: 17	2022:19
2021: 436	2021: 15	2021:19



Conventional Business Models and ecosystems are being rapidly transformed, and the rate of technological change and the rush of new, agile, entrants to the financial landscape has intensified competition and risk. SJIBL has welcomed these challenges as a trigger for meaningful innovation, spurring it to emerge as a pioneer in the digital banking space. Therefore, a report of mere financial data is no longer sufficient, but has to be extended with information about our exchanges with all capitals- financial, manufactured, intellectual, human, social & relationship and natural. Just as currency became meaningful with financial value, same with capitals. All these capitals work as input on business activities that result in output in Business Model with all below features :



SJIBL Business Model can be divided into two main parts:



As we grow our business across several verticals and as the operating environment around us changes, adapting our business model will be an inevitable requirement. We have already been changing parts of our business model in the previous few years through centralized operations. Following are the changes we look forward to bringing:

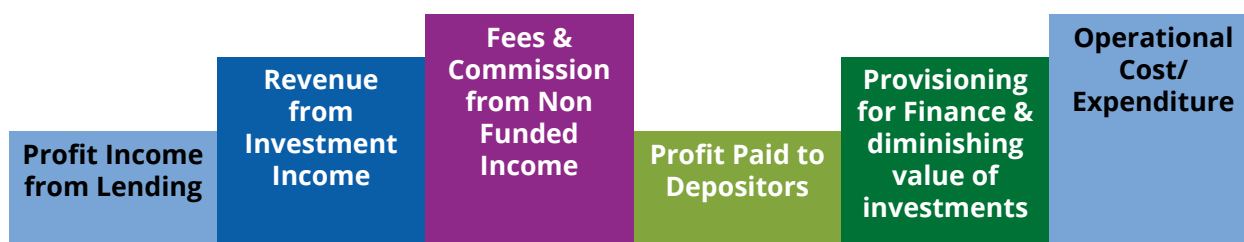


Greater investments in technology as we automate numerous processes and implement digital products

Non-funded incomes expected to see greater diversification as fee-based revenue generating activities gain more traction

Customer base expected to increase from metros beyond the capital city, and with lower ticket sizes

Customer relations platform armed with greater resources to cope with growing number of customers



Income & Expense side of SJIBL Input-Output based Business Model

SJIBL always work to align the bank's strategies with target objectives and resource allocation. Each year structural amendments are made to bring institutional efficiency. SJIBL has following process management mechanism which is followed in resource allocation for implementation of its strategies:

On rapidly changing the financial landscape, any corporate entity's strategic focus areas are supposed to be determined on the basis of short term, mid-term and long term goals. To protect investors' interest and interest of all other stake-holders, SJIBL constantly pursues strategies:

Strategic Focus Areas		
SHORT TERM STRATEGY	MID TERM STRATEGY	LONG TERM STRATEGY
(Main responsibility lies with all employees)	(Main responsibility lies with Mid & Top Management)	(Main responsibility lies with Board & Top Management)
<ul style="list-style-type: none"> Achieve portfolio growth. CASA Campaign Launch digital products Develop MIS for accurate and swift data extract. Cautious approach for opening foreign LC,BG etc. Better remuneration & incentives for employee motivation 	<ul style="list-style-type: none"> Ensure rational spread. Growth of overall Deposit with better deposit mix Increase SJIBL customer base. Conversion from manual to digital reporting. Foreign exchange management. Develop more professionalism 	<ul style="list-style-type: none"> Better asset quality Reduce corporate deposit for risk reduction. Inclusive growth Establish a detailed data strategy. Increase treasury efficiency. Become no. one employer of choice.



PRECAUTIONARY APPROACH

SJIBL ensures the safety of personnel and assets from fire incidents at the workplace by establishing stringent systems and processes in place to prevent such occurrences and regular fire safety training and awareness for personnel. SJIBL Head office and Branches are equipped with firefighting equipment and there are 02 fire extinguisher in every 500 sft space of the bank. Strategic activities conducted during the year include- fire evacuation drills, fire system checks at the premises, safety training and demonstration of fire equipment usage and emergency fire alarm system.



Training on Fire drill held in 2022

Case Study of SJIBL Green Finance in Solar Panel by a female entrepreneur

M/s. Masrur Trading Corporation is a client of our Bangshal branch whose business is located at Nawabpur Road. Mrs. Monowara Hossain (Joly) is a successful woman entrepreneur, an importer and whole sale traders of solar panel and other solar instruments. She commenced her business from 1997. Mrs. Monowara Hossain (Joly), proprietress of the business concern approached SJIBL in 2014 for revolving Murabaha LC limit of Tk.40.00 million to import solar panel and different solar instruments from countries like China, Germany etc. This women entrepreneur also applied for Mudaraba Post Import TR (MPITR) of Tk.15.00 million on revolving basis to retire her LCs. In return, she offered about 103 decimal land in Narayangonj area of her own to SJIBL for mortgage as security. Considering her track record as a sound female entrepreneur as well as to promote the growth of green economy of the country, the competent authority of the bank approved to disburse investment in her business. Since they were all approved as revolving facilities, this female business woman still has been running her solar business with finance from Bangsal branch of SJIBL smoothly.



SUSTAINABLE HR POLICY



HR



VALUE OF HUMAN CAPITAL

GRI- 401,402,403,404,405



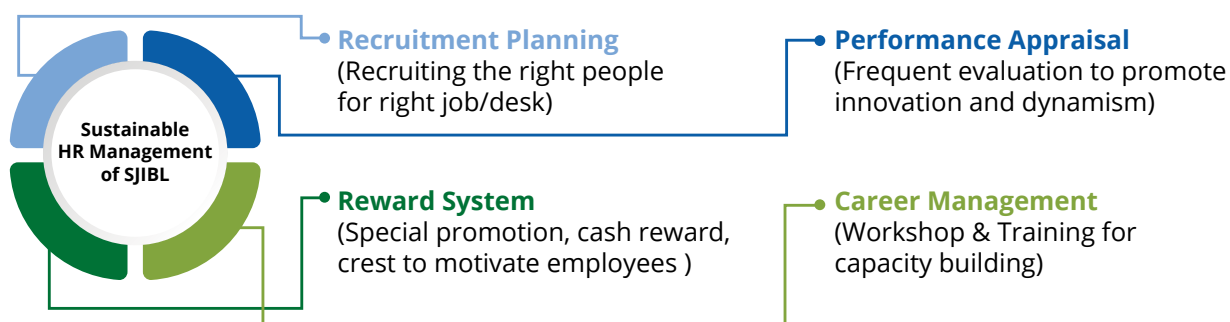
Despite the application of technology in modern business management, human resources are still relevant and most adaptive resources of the organization. The strategic values of HR stem from the fact that apart from other resources employed for providing service to the customers/borrowers (land, capital, technology etc.) which are passive, human resources are endowed with discretionary decision-making power and thus have competitive advantage over the other resources. Besides, HR combines other resources in the right mix to formulate appropriate strategies for the accomplishment of the desired Objectives of the Bank.

Particulars (in TK. & Million)	31/12/2022	31/12/2021
Human Asset (Individuals' value)	36,905.62	33,591.46
Value of investments (Training Expense)	7.46	2.13
Value of Human Capital	36,913.08	33,593.59

Towards embedding our position as an employer of choice, we pursued our efforts to attract, develop and retain talents as well as empower them to deliver their best alongside further developing and capitalizing on collective skills, knowledge and experience. Concomitantly, the Bank has engaged with staff to adequately understand and respond to their needs, via surveys and culture audit.


SUSTAINABLE HR MANAGEMENT


SJIBL is pursuing a pro-active Human Resource Policy to get maximum output from “demographic dividend” which Bangladesh has now been enjoying because of its working-young people dominated population. SJIBL human resource management policies have been designed on the ground of recruitment, performance, career management and reward. Besides, SJIBL hires mostly younger people on purely merit basis for promoting a culture of merit and fair play.




SJIBL employees are smart, professional, well-qualified, energetic and sincere. They are passionate about what they do. Since they enjoy their work, it becomes easy for them to work hard. They do not follow any set model, rather they create models. They completely own what they plan and do. They have a longing to be significant. So, they are a part of something noble and purposeful. SJIBL HR ensures followings:

- SJIBL leadership strategy continues to build competitive advantage through comprehensive development programs and tools.
- For employee retention we offer all benefits to remain competitive and sustainable at the same time:







Fringe Benefit Schemes	Other Benefit Schemes	End Service Benefit
<ul style="list-style-type: none"> • House rent allowance • Conveyance allowance • Medical allowance • Entertainment allowance • Car maintenance allowance 	<ul style="list-style-type: none"> • Group Health Insurance • Leave Fare Assistance • Furniture allowance • Mobile Phone Allowance • Employee Car & House Building Investment 	<ul style="list-style-type: none"> • Provident Fund • Gratuity • Superannuation • Leave Encashment

- Hiring the best talents in different areas of Banking.
- Human resource management and development policies relating to recruitment, promotions, transfers etc. are framed and approved by the Board. The Chairman or any of the directors in no way involve or interfere with or wield influence over any administrative affairs with regards to human resources.
- Developing Human resource by rendering training and motivation so that they remain capable to lead new initiatives.
- Creating Alignment between the leadership development strategy and the business Strategy
- Use of KPI to evaluate performance of employees. KPI quantify each employee's achievement of goals, focus on facts and see where individual improvement is needed.

Year wise employee position:

Sl.	Employee Type	2018	2019	2020	2021	2022
1	Executive	224	261	270	298	309
2	Officer	1306	1443	1432	1476	1558
3	Cash Officer	397	455	466	479	476
Total		1927	2159	2168	2253	2343
Change over the year		(7)	232	9	85	90
% of Change		-0.36%	11%	0.42%	3.77%	3.84%
Number of Branches		122	132	132	132	140

A number of 120 Executives of the Bank up to the rank of Vice President as on December 31, 2022 may be considered as senior managers as follows who are usually given all facilities ranging from executive cars to House Building Finance to retain best employees at executive level:

Designation	Number
Managing Director & CEO	1
Additional Managing Director	4
Deputy Managing Director	4
Senior Executive Vice President	12
Executive Vice President	19
Senior Vice President	36
Vice President	44
Total	120



SUSTAINABLE HR PRACTICE

The bank's Human Resource Division (HRD), as a facilitator of people transformation, is committed to the ideals of building the workforce of the future, while enabling the bank to become a thriving hub for talent. It is focused on investing in the development and well-being of people, which contribute to productivity and performance enhancement. It helps the bank to achieve its targets and objectives.



Awareness Raising Workshop on Sustainable Finance

Sustainable HR Practie of SJIBL

Anti Harassment Policy for female

Behavioural & Skill Competencies

Regular training & Workshop

No dismissal or termination for retention of profit.

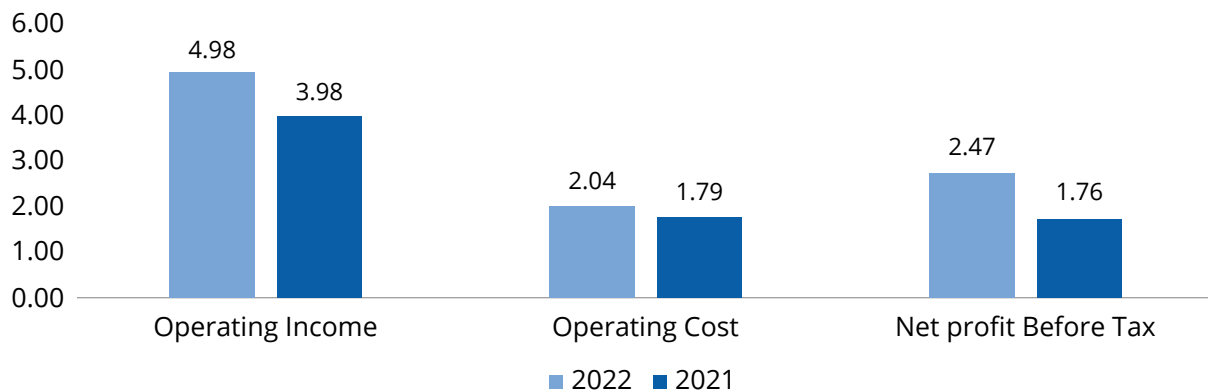
Annual Appraisal on Business & Desk Performance

Job rotation of each employee after certain time



SJIBL has 2,835 number of employees out of which 474 number of employees are female and we organized 168 number of workshops and trainings in the year 2022. We try to address staffs quantity and quality of work along with timeliness and problem solving. Staff performance judgment also includes job knowledge, leadership, management and relationship building ability.

Productivity Per Employee



OCCUPATIONAL HEALTH, SAFETY, AND WORKING ENVIRONMENT

SJIBL has a regular doctor and an assistant to take care occupational health of employees. Bank started the provision since pandemic. Staffs can take service on physical visit as well as via mobile phone. Emergency health support like checking BP, blood sugar etc are also given to staffs. In the year 2022, number of consultancy and treatment which was given by SJIBLs own doctor was 9025. Mentionable that number of consultancy and treatment given has exceeded banks total number of staff since one staff has taken consultancy/treatment multiple times.



EQUALITY

At SJIBL, female recruitment against male is satisfactory compared to the overall industry. As of 2022, SJIBL has 474 number of female employees.



Uttara Ladies Branch of SJIBL run by female executive of the bank



We highly encourage female entrepreneurship and Tk.2,613.10 million was disbursed to women entrepreneurs in the year 2022. According to the policy of Bangladesh Bank as regards financing women entrepreneurs, SJIBL is giving best emphasis to maintain 10% of total CMSME Investment portfolio for female and the percentage will have to be raised at least 15% by the year 2024.

⚖️ HUMAN RIGHTS

Universal Declaration of Human Rights in the year 1947 was unanimously accepted by all members of the United Nations. It incorporates all basic issues ranging from child right to adult rights. As a responsible stakeholder, SJIBL comply followings in pursuance of this declaration:

Human-Rights Indicator	SJIBL's Position
Child Labor	SJIBL doesn't recruit any child in its operation.
Minimum Wage	SJIBL has ensured minimum Tk.24,000 monthly wages for all its support staffs.
Decent & Safe Working Environment	SJIBL's Head Office is a LEED Certified Green Building having sufficient safety initiatives.

🏥 OCCUPATIONAL HEALTH AND SAFETY

With a view to ensure Occupational Health of the employees of SJIBL, a regular medical assistant has been recruited. The medical assistant makes different medical checkup of the regular employees of the bank.



In-house treatment given by the medical assistant



Transportation for women

Number of in-house treatment given by this medical assistant was 9,025 in the year 2022.



FINANCIAL HIGHLIGHTS



(Figures in million Taka)

Total Assets

2022

Tk. 339,819m

2021: Tk. 313,731m | 2020: Tk. 293,518m

Total Capital

2022

Tk. 34,656.47m

2021: Tk. 33,778m | 2020: Tk. 28,308m

Total Deposit

2022

Tk. 227,907m

2021: Tk. 217,289m | 2020: Tk. 218,443m

Total Investment

2022

Tk. 237,230 m

2021: Tk. 216,587m | 2020: Tk. 196,513m

Import Business

2022

Tk. 254,760m

2021: Tk. 248,934m | 2020: Tk. 148,469m

Export Business

2022

Tk. 265,940m

2021: Tk. 191,899m | 2020: Tk. 133,580m

Cost of Fund

2022

5.07%

2021: 5.28% | 2020: 7.39%

Profit Earning Assets

2022

Tk. 287,369m

2021: Tk. 266,235m | 2020: Tk. 244,232m



(Figures in million Taka)

Classified Investment

2022

3.82%

2021: 4.42% | 2020: 4.57%

Capital Adequacy Ratio

2022

14.55%

2021: 15.04% | 2020: 14.19%

Operating Profit

2022

Tk. 8,335m

2021: Tk. 6,004m | 2020: Tk. 4,095m

Profit after Tax

2022

Tk. 4,123m

2021: Tk. 2,585m | 2020: Tk. 1,908m

Earnings Per Share (EPS)

2022

Tk. 3.82

2021: Tk. 2.51 | 2020: Tk. 1.85

Net Assets value Per Share

2022

Tk. 20.79

2021: Tk. 19.24 | 2020: Tk. 17.44

Return on Equity (ROE)

2022

19.51%

2021: 13.70% | 2020: 11.08%

Return on Assets (ROA)

2022

Tk. 1.26%

2021: Tk. 0.85% | 2020: 0.68%



ESG ASPECTS



ECONOMIC ASPECTS

(Amount in full figure:)

GRI 201: Economic Performance						
SI No.	Disclosures no.	Disclosures	Unit	Year-2020	Year-2021	Year-2022
1	201-1	Total revenues earned	TK.	20,223,921,381	18,667,375,405	22,455,954,648
2	201-1	Total revenues earned from interest on financial loans	TK.	17,033,748,679	14,190,203,720	15,885,443,131
3	201-1	Total revenues earned from dividends from shareholdings	TK.	46,331,181	295,277,342	179,480,905
4	201-1	Types of physical assets, such as property, infrastructure, and equipment	Text	Land, Building, Furniture & Fixtures, Office Equipment, Computer & Network Equipment, Vehicles, Books		
5	201-1	Total monetary value of physical assets, such as property, infrastructure, and equipment	TK.	3,976,886,694	3,812,102,655	3,696,791,034
6	201-1	Types of intangibles, such as intellectual property rights, designs, and brand names	Text	Core Banking Software, Other Software, Goodwill		
7	201-1	Total operating costs	TK.	4,710,678,782	4,897,027,926	5,786,183,465
8	201-1	Total cost for property rental	TK.	285,445,961	292,195,828	339,705,804
9	201-1	Total cost by facilitation payments	TK.	82,891,894	86,043,246	96,386,000
10	201-1	Total cost by payments for contract workers;	TK.	91,512,826	95,911,422	110,348,204
11	201-1	Total wage distributed	TK.	3,001,854,417	3,004,147,148	3,563,590,724
12	201-1	Total training costs	TK.	2,250,680	2,126,090	7,460,010
13	201-1	Regular contributions, such as to pensions, insurance, company vehicles, and private health	Text	Provident Fund, Gratuity Fund, Social Security Fund	Provident Fund, Gratuity Fund, Social Security Fund, Health Insurance	Provident Fund, Gratuity Fund, Social Security Fund, Health Insurance
14	201-1	Total interest on all forms of debt and borrowings (long-term & short-term debts);	TK.	11,418,428,603	7,381,645,027	8,335,129,184
15	201-1	Contributions to charities, NGOs and research institutes (unrelated to the organization's commercial research and development);	Text	As per CSR Policy of Bangladesh Bank, SJIBL has allocated 30% to Health, 30% to Education, 20% to Environment & Climate Change Mitigation & Adaptation and remaining 20 % to Others sectors.		
16	201-1	Funds to support community infrastructure, such as recreational facilities	Text	Helping the society for the establishment of Club, Library, park		
17	201-1	Direct costs of social programs, including arts and educational events/ CSR	TK.	323,480,000	232,280,000	325,428,623
18	201-2	Description of the risk or opportunity and its classification as either physical, regulatory, or other;	Text	Major Risks are Asset Liability Risk, Credit Risk, Foreign Exchange Risk, Money Laundering Risk, Internal Control & Compliance Risk and ICT Security Risk. Classification: Regulatory. Major Opportunities include Participation in Capital Market, Offering products and services at competitive rate, Exploring new Business areas, Reaching Target Groups easily through new branch opening.		



(Amount in full figure:)

GRI 201: Economic Performance						
SI No.	Disclosures no.	Disclosures	Unit	Year-2020	Year-2021	Year-2022
19	201-2	Description of the overall impacts associated with the risk or opportunity	Text	<p>Impacts associated with the Risk: We strive to addressing risk and minimizing the risk by keeping it at its tolerable level and implementing Policy for Six Core Risks individually. Major impacts are Bad Investment, low quality of risks, volatility of exchange rates , breach and theft of data & hacking .</p> <p>Impacts associated with the Opportunity: Opportunities are identifying customer needs and demands, launching new products and services and mainstreaming core banking to the every sphere of the society. Major impacts are increasing profitability, strengthening financial stability, creating positive impressions.</p>		
20	201-4	Total financial assistance received from any government (subsidies)- BB Financial Stimulus	TK.		2,360,288,256	4,703,822,926
21	201-4	Total financial assistance from Export Credit Agencies (ECAs)/EDF	TK.		24,564,754,416	31,463,988,138
22	201-4	Types of financial incentives	Text	Export Development Fund and BB Financial Stimulus received from Bangladesh Bank		

GRI 202: Market Presence						
SI No.	Disclosures no.	Disclosures	Unit	Year-2020	Year-2021	Year-2022
1	202-1	Minimum Wage (starting from messenger)	TK.		-	24,000
2	202-1	Proportion of Senior Management	Number (Vice President and above)	-	112	120

GRI 203: Indirect Economic Impacts						
SI No.	Disclosures no.	Disclosures	Unit	Year-2020	Year-2021	Year-2022
1	203-1	Total costs of infrastructure investment/Construction Finance	TK.	-	26,019,100,000	24,046,304,651

GRI 204: Procurement Practices						
SI No.	Disclosures no.	Disclosures	Unit	Year-2020	Year-2021	Year-2022
1	204-1	Total procurement budget	TK.	856,600,000	998,800,000	1250,000,000
2	204-1	Number of local suppliers dealt with	No.	135	188	215
3	204-1	Money spent on local suppliers:				
4	204-1	Paid to suppliers on Fixed asset procurement	TK.	356,355,265	148,785,782	204,239,498
5	204-1	Paid to suppliers on Computer Expense	TK.	30,251,045	38,779,591	66,066,940
6	204-1	Expense/Paid to service provider of Card	TK.	8,523,938	9,463,474	12,953,957
7	204-1	Paid to suppliers on Stationery Expense	TK.	36,105,638	33,098,116	39,114,914
8	204-1	Paid to vendor of Newspaper & Magazine	TK.	13,040,659	13,600,083	19,754,843
9	204-1	Paid to Security Service provider	TK.	81,711,566	83,453,813	94,935,383



(Amount in full figure:)

GRI 204: Procurement Practices						
SI No.	Disclosures no.	Disclosures	Unit	Year-2020	Year-2021	Year-2022
10	204-1	Paid to enlisted Fuel Station for Car Fuel	TK.	4,529,028	5,639,068	8,024,457
11	204-1	Paid to 3rd party Cleaners salary (including purchasing cleaning items)	TK.	36,634,511	40,817,481	42,646,925
12	204-1	Total money spent on local suppliers(sum of sl. 6-13)	TK.	567,151,650	373,637,409	487,736,917
13	204-1	Percentage of budget utilized (Sl. 14/Sl.3)	%	66.20%	37.40%	39.01%
14	204-1	Ratio of local suppliers and total suppliers	x:y	All Suppliers are local Suppliers		

GRI 205: Anti-Corruption/Anti-Money Laundering						
SI No.	Disclosures no.	Disclosures	Unit	Year-2020	Year-2021	Year-2022
1	205-2	Number of trainings provided to governance body members on anti-corruption	No.			-
2	205-2	Percentage of trainings provided to governance body members on anti-corruption	%			-
3	205-2	Number of trainings provided to employees/workers on Anti-Corruption/Anti-Money Laundering	No.	6	8	24
4	205-2	Percentage of trainings provided to employees/workers on Anti-Corruption/Anti-Money Laundering	%	34.66%	62.97%	41.00%

Note: In the year 2020, 2021 and 2022 number of employees trained on Anti-Money Laundering were 921, 1726 and 1162 respectively.

GRI 206: Anti-Competitive Behavior						
SI No.	Disclosures no.	Disclosures	Unit	Year-2020	Year-2021	Year-2022
1	206-1	Minimum frequency of price fixing of deposit & investment products	No.	2	2	2
2	206-2	Complain for Price Fixing or any unfair Business Practice	No.	-	-	-

GRI 207: Tax						
SI No.	Disclosures no.	Disclosures	Unit	Year-2020	Year-2021	Year-2022
1	207-1	Nature of organizational tax strategy including regulatory compliance	Text	SJIBL has adopted tax strategy as circulated and change time to time by National Board of Revenue		
2	207-1	Description of the governance body or executive-level position within the organization that formally reviews and approves the tax strategy	Text	Tax governance is usually dealt by Senior Management Team (SMT) . Any changes in taxation is intimated to the Board of Directors of SJIBL for their information and guidance.		
3	207-4	Income Tax paid	TK.	1,562,734,975	1,855,006,719	2,231,001,404
4	207-4	Describe the organizational tax jurisdictions	Text	Large Taxpayers Unit (LTU)	Large Taxpayers Unit (LTU)	Large Taxpayers Unit (LTU)

ENVIRONMENTAL ASPECTS

(Amount in full figure:)

GRI 301: Materials						
SI No.	Disclosures no.	Disclosures	Unit	Year-2020	Year-2021	Year-2022
1	301-1	Non-renewable materials used:				
2	301-1	Printer/Toner/Ribon	Number	-	759	773
3	301-1	Calendar (Wall & Desk)	Number/ Pieces	185,000	171,000	78,000
4	301-1	Note Book	Number/ Pieces	55,000	59,400	
5	301-1	Computer Paper	Kg	-	45,072	57,710
	301-1	ID Card issuance (including replacement of old ID)	Number	418	535	841
7	301-1	Photocopy	Number	547,052	469,357	830,133
8	301-1	Debit Card(cumulative)	Number	40,996	39,120	39,867
9	301-1	Credit Card(cumulative)	Number	2,006	3,778	4,287
10	301-1	Cheque Book	Number	155,000	158,000	1,63,000
11	301-1	Deposit Book	Number	270,000	202,000	3,34,568
12	301-1	Account Opening Form	Number	300,000	240,000	2,73,700
13	301-1	Types of Non-renewable materials used	Number			89

GRI 302: Energy						
SI No.	Disclosures no.	Disclosures	Unit	Year-2020	Year-2021	Year-2022
1	302-1	Total fuel consumption (from generator & Office Car) within the organization	Liter	-	77,576	1,30,126
2	302-1	Type of fuel from Non-renewable sources	Text	Diesel	Diesel	Diesel
3	302-1	Type of fuel from renewable sources	Text	Solar System	Solar System	Solar System
4	302-1	Electricity consumption	KWH	-	5,803,159	6,172,056
5	302-1	Cooling consumption	KWH	-		
6	302-1	Total energy consumption within the organization	KWH			
7	302-2	Energy consumption outside of the organization,	Text	Organizations financed by Shahjalal Islami Bank Limited as well as all vendors/suppliers of the bank.		
8	302-4	Description of energy consumption reductions	Text	<ol style="list-style-type: none"> a. All HVAC equipment Start/ Stop with schedule time b. Chiller run with load basis. c. chilled water control with set temperature by modulating valve. 2. All chiller, pump, cooling tower, fresh air AHU, ventilation fan motor are running with VFD for motor speed control. 3. Lighting system are operating by motion sensor and using 60%-day light within office time. 4. Using LED light for low electric power consumption. 5. Smart intelligence system for using lift operation. 6. Solar system which produce 25kw electricity per day this amount of electricity reduces from our total electricity energy consumption. 7. we are maintaining proper preventive maintenance (PM) all equipment for smooth operation. So no way to flow over current. 		



(Amount in full figure:)

GRI 303: Water & Effluent						
SI No.	Disclosures no.	Disclosures	Unit	Year-2020	Year-2021	Year-2022
1	303-5	Water Consumption	In liter		93,194,877	96,767,710

GRI 304: Bio Diversity						
SI No.	Disclosures no.	Disclosures	Unit	Year-2020	Year-2021	Year-2022
1	304-3	Habitats protected or restored/Tree Planted & Distributed	TK.	-	10,00,000	25,00,000

GRI 305: Emission						
SI No.	Disclosures no.	Disclosures	Unit	Year-2020	Year-2021	Year-2022
1	305-1	Direct GHG Emission (minimum)	Metric ton	-	2,918	2,859

GRI 306: Waste						
SI No.	Disclosures no.	Disclosures	Unit	Year-2020	Year-2021	Year-2022
1	306-3	Sources of waste generation	Text	Paper , tissue paper, water, solid waste.		
2	306-3	Total weight of waste generated	ton		1.Paper , tissue paper. 74,250 kg 2.Solid Waste 506,250 kg	1.Paper , tissue paper. 130,570 kg 2.Solid Waste 487,637 kg

GRI 307: Environmental Compliance						
SI No.	Disclosures no.	Disclosures	Unit	Year-2020	Year-2021	Year-2022
1	307-1	Number of non-compliance incidents	No.	0	0	0
2	307-1	Total fines paid due to non-compliance incidents	TK.	0	0	0
3	307-1	Number of non-monetary sanctions	No.	0	0	0
4	307-1	Necessary initiatives taken against non-compliance incidents	Text	No initiatives were taken as there were no non-compliance incidents		
5	307-1	Certificates, awards etc. other environmental compliance issues	International Award	3G Green Champion Award 2020, 3G Excellence in Sustainable Practices 2020		Sustainability Rating Award from Bangladesh Bank



SOCIAL ASPECTS

(Amount in full figure:)

GRI 401 : Employment						
Sl no	Disclosure No.	Disclosures	Unit	Year - 2020	Year 2021	Year - 2022
1	401-1	Number of employees (Both Male & Female)	No.	Male: 2215 Female: 442 Total: 2657	Male: 2284 Female: 457 Total: 2741	Male: 2361 Female: 474 Total: 2835
2	401-1	Number of employees (Based on Divisions of Bangladesh)	No.	1) Barishal: 52 2) Chattogram: 395 3) Dhaka: 1878 4) Khulna: 112 5) Rajshahi: 77 6) Rangpur: 42 7) Sylhet: 101	1) Barishal: 49 2) Chattogram: 405 3) Dhaka: 1955 4) Khulna: 104 5) Rajshahi: 82 6) Rangpur: 45 7) Sylhet: 101	1) Barishal: 61 2) Chattogram: 416 3) Dhaka: 2031 4) Khulna: 106 5) Rajshahi: 84 6) Rangpur: 40 7) Sylhet: 97
3	401-1	Number of employees (Based on age group)	No.	1) Below 30 Years: 384 2) 30-40 Years: 1331 3) 40-50 Years: 738 4) Above 50 Years: 204	1) Below 30 Years: 426 2) 30-40 Years: 1226 3) 40-50 Years: 863 4) Above 50 Years: 226	1) Below 30 Years: 442 2) 30-40 Years: 1204 3) 40-50 Years: 942 4) Above 50 Years: 247
4	401-1	Number of Part time employees (Both Male & Female)	No.			0
5	401-1	Number of employees in management/ supervisory positions	No.	270	297	309
6	401-1	Number of employees turnover (Both Male & Female)	No.	Male: 97 Female: 6	Male: 128 Female: 23	Male: 130 Female: 19
7	401-2	Number of employees (Both Male & Female covering life insurance)	No.	2,657	2,741	
8	401-3	Number of employees (Both Male & Female getting parental leaves)	No.	23	27	28
9	401-3	Number of employees (Both Male & Female returning after parental leaves)	No.	23	27	28
10	401-3	Number of employees (Both Male & Female not returning after parental leaves)	No.			0
11	401-3	Parental support provided	Text	Bank provides 6 (six) months maternity leave with full pay for female employees and insurance facility.	Bank provides 6 (six) months maternity leave with full pay for female employees and insurance facility.	Bank provides 06 (six) months maternity leave with full pay for female employees and insurance facility.

GRI 402 : Labor/Management Relations						
Sl no	Disclosure No.	Disclosures	Unit	Year - 2020	Year 2021	Year - 2022
1	402-1	Minimum notice periods regarding operational changes	Week	01	01	01

GRI 403 : Occupational Health & Safety						
Sl no	Disclosure No.	Disclosures	Unit	Year - 2020	Year 2021	Year - 2022
1	403-2	Number of In-House Consultancy & Treatment	Yearly	6,025	8,200	9,025
2	403-2	Fire Drill in number	Yearly	1	2	4



(Amount in full figure:)

GRI 404 : Training & Education						
Sl no	Disclosure No.	Disclosures	Unit	Year - 2020	Year 2021	Year - 2022
1	404-1	Types of trainings provided	Text	1. General Banking, 2. Investment 3. Foreign Trade, 4. Money Laundering 5. ICT Security Awareness 6. Internal Control and Compliance in Banking Operations 7. Shariah Compliance in Islamic Banking Operations, 8. National Integrity Strategy and Good Governance in Banks 9. BASEL 10.Environmental and Social Risk Management 11. Negotiation Skills 12.Managerial Functions and Leadership 13. Sustainable Finance and Gender Equality 14. Fire Fighting Training	1. General Banking, 2. Investment 3. Foreign Trade, 4. Money Laundering 5. ICT Security Awareness 6. Internal Control and Compliance in Banking Operations 7. Shariah Compliance in Islamic Banking Operations, 8. National Integrity Strategy and Good Governance in Banks 9. BASEL 10.Environmental and Social Risk Management 11. Negotiation Skills 12.Managerial Functions and Leadership 13. Sustainable Finance and Gender Equality 14. Fire Fighting Training	1. General Banking, 2. Investment 3. Foreign Trade, 4. Money Laundering 5. ICT Security Awareness 6. Internal Control and Compliance in Banking Operations 7. Shariah Compliance in Islamic Banking Operations, 8. National Integrity Strategy and Good Governance in Banks 9. BASEL 10.Environmental and Social Risk Management 11. Negotiation Skills 12.Managerial Functions and Leadership 13. Sustainable Finance and Gender Equality 14. Fire Fighting Training
2	404-1	Number of employee (Both Male & Female getting training in the reporting period)	No.	9,903	10,370	6,742
3	404-1	Total number of training hours (Both Male & Female employees)	No.	332	608	1,645
5	404-1	Number of employee (In management / supervisory positions getting training in the reporting period)	No.	535	428	605
7	404-2	Types of skills grown because of training provided	Text	Enhancement of Banking knowledge and banking laws and regulations, adoption of due diligence, providing client service accurately and quickly		
8	404-2	Types of Transition assistance programs taken	Text	Online & Offline	Online & Offline	Online & Offline
10	404-3	Access to skill improvement/ education trainings	Text	Synopsis Sharing in the CBS, case presentation	Synopsis Sharing in the CBS, case presentation	Synopsis Sharing in the CBS, case presentation

GRI 405 : Diversity & Equal Opportunity						
Sl no	Disclosure No.	Disclosures	Unit	Year - 2020	Year 2021	Year - 2022
1	405-1	Number of women in management / supervisory positions	No.	16	19	19
2	405-1	Carried out programs/ measures to fulfill equal opportunities at the facility	Text	SJIBL conducts workshop on Gender Equality each year to comply with regulatory requirement. Besides, SJIBL has adopted Board approved Women Anti-Harassment Policy. SJIBL follows the principle of recruiting minimum 20% women employee.		
3	405-2	Number of women in workers/employees	No.	442	457	474

(Amount in full figure:)

GRI 406 : Non-Discrimination						
Sl no	Disclosure No.	Disclosures	Unit	Year - 2020	Year 2021	Year - 2022
1	406-1	Number of discrimination incident(s) reported	No.			0
2	406-1	Status of review of reported incidents	Text	No Incident was found		
3	406-1	Corrective actions taken for reported incidents	Text	Since there was no incident, so no corrective action was taken.		

GRI 413 : Local Communities						
Sl no	Disclosure No.	Disclosures	Unit	Year - 2020	Year 2021	Year - 2022
1	413-1	Local Community Development program/ Sponsorship	TK.	1,341,064	7,084,500	6,689,500

GRI 414 : Supplier Social Assessment						
Sl no	Disclosure No.	Disclosures	Unit	Year - 2020	Year 2021	Year - 2022
1	414-1	Percentage of new suppliers that were screened using social criteria	%	100%	100%	100%

GRI 416 : Customer Health & Safety						
Sl no	Disclosure No.	Disclosures	Unit	Year - 2020	Year 2021	Year - 2022
1	416-1	Health Insurance facility received by staff under SJIBL Group Insurance Policy	TK.	NA	1,80,000,00	2,13,000,00
2	416-1	Customer Health & Safety	Text	There are Fire Extinguishers for all branches for immediate action if fire case occurs. Besides, branches are cleaned with sanitizers, savlon etc.		

GRI 417 : Marketing & Labelling						
Sl no	Disclosure No.	Disclosures	Unit	Year - 2020	Year 2021	Year - 2022
1	417-1	Requirements for product and service information and labeling	Text	Website, Brochure disclose all product information of SJIBL.		
2	417-1	Non compliance related to marketing	Text	All guidelines and circulars of Bangladesh Bank are duly followed for marketing and no complain of non compliance received so far from any regulatory body regarding product marketing.		
3	417-1	Business Development Expense		5,372,421	11,061,291	11,891,138



(Amount in full figure:)

GRI 418 : Customer Privacy						
SI no	Disclosure No.	Disclosures	Unit	Year - 2020	Year 2021	Year - 2022
1	418-1	Total number of complaints received	No.	33	22	44
2	418-1	Actions taken for the complaints received	Text	Resolved 30 nos. complaints i.e. 91% and rest 3 is under process	Resolved 21 nos. complaints i.e. 95.5% and rest 1 is under process	Resolved 41 nos. complaints i.e. 95.5% and rest 1 is under process
3	418-1	Total number of identified leaks/theft/loss of customer data.	No.			0
4	418-1	Initiatives taken to secure customer privacy	Text	Strong CBS, Two-step verification	Updating SJIBL ICT Security Policy, System upgradation, Introduction of secured Mobile Banking Apps	Updating SJIBL ICT Security Policy, System upgradation, Introduction of secured Mobile Banking Apps

GRI 419 : Socioeconomic Compliance						
SI no	Disclosure No.	Disclosures	Unit	Year - 2020	Year 2021	Year - 2022
1	419-1	Number of non-compliance incidents	No.			0
2	419-1	Total fines paid due to non-compliance incidents	TK.			0
3	419-1	Number of non-monetary sanctions	No.			0
4	419-1	Necessary initiatives taken against non-compliance incidents	Text	No non-compliance incidents SJIBL has ever experienced, so there is no need to take necessary initiatives on non-compliance incidents.		



Note:





Shahjalal Islami Bank

L I M I T E D

Committed to Cordial Service