

# BANKING WHERE THE FUTURE BREATHES



2024  
Sustainability Report

# Sustainability Report 2024



**NATIONAL CREDIT AND COMMERCE BANK PLC.**



# TOP SUSTAINABLE BANK IN BANGLADESH

NCC BANK IS HONORED TO BE RECOGNIZED AMONG THE TOP  
BANKS IN THE **"SUSTAINABILITY RATING 2024"** BY THE  
BANGLADESH BANK

The background of the page features a soft-focus image of a green hillside under a blue sky with light clouds. A large, solid green shape, resembling a stylized letter 'L' or a corner, is positioned on the left side of the page. The title text is centered within this green shape.

# Building Trust Through Transparency





As we step into the 32<sup>nd</sup> year of dedicated service, we remain humble reiterating our commitment ensuring an uninterrupted customer service not driven by profit only adage but perpetual values. Hence our aims focus on maximising return of shareholders wealth by mitigating risks and applying prudent technology. We strive for a sustainable business growth for our valued customers, satisfying their evolving and demanding needs. For us, our beliefs remain to be customer-centricity, as we remain with them. Always. At NCC Bank, our customers are at the forefront of our service delivery, and we take utmost care to adhere to the highest principles and standards of integrity and trustworthiness, while rendering our unique service excellence.

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## About This Sustainability Report

### Scope, Boundaries, and Methodology

The Sustainability Report 2024 of NCC Bank PLC presents a structured and transparent account of the Bank's Environmental, Social, and Governance (ESG) performance for the period from January 01 to December 31, 2024.

The report draws exclusively from verified internal sources and officially approved documents to ensure accuracy, consistency, and alignment with national regulations and globally recognized sustainability frameworks. The reporting scope covers sustainability-related activities across all of NCC Bank's branches, sub-branches and divisions within Bangladesh. All financial figures are reported in Bangladeshi Taka (BDT), unless otherwise stated. This is the first Sustainability Report of National Credit and Commerce Bank (NCC Bank PLC).

### Reporting Frameworks

This report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards (2021). It incorporates key disclosure indicators most relevant to NCC Bank's operations, particularly in the domains of green finance, environmental risk management, operational sustainability, and stakeholder engagement. The report also reflects the Bank's alignment with Bangladesh Bank's (The Central Bank of Bangladesh) Sustainable Finance Policy and its contributions to the United Nations Sustainable Development Goals (SDGs), specifically Goals 7 (Affordable and Clean Energy), 12 (Responsible Consumption and Production), 13 (Climate Action), and 17 (Partnerships for the Goals).

The preparation and internal review process was led by the Sustainable Banking Division (SBD), under the oversight of the Sustainable Banking Committee. While no external assurance was conducted for this cycle, internal data validation protocols were rigorously followed.

### Reporting Period

This report covers NCC Bank's ESG performance for the full calendar year, from January 01 to December 31, 2024. It is designed to inform a broad range of stakeholders including regulators, investors, clients, employees, and civil society groups. The report affirms NCC Bank's ongoing commitment to accountability, transparency, environmental stewardship, and inclusive financial development.





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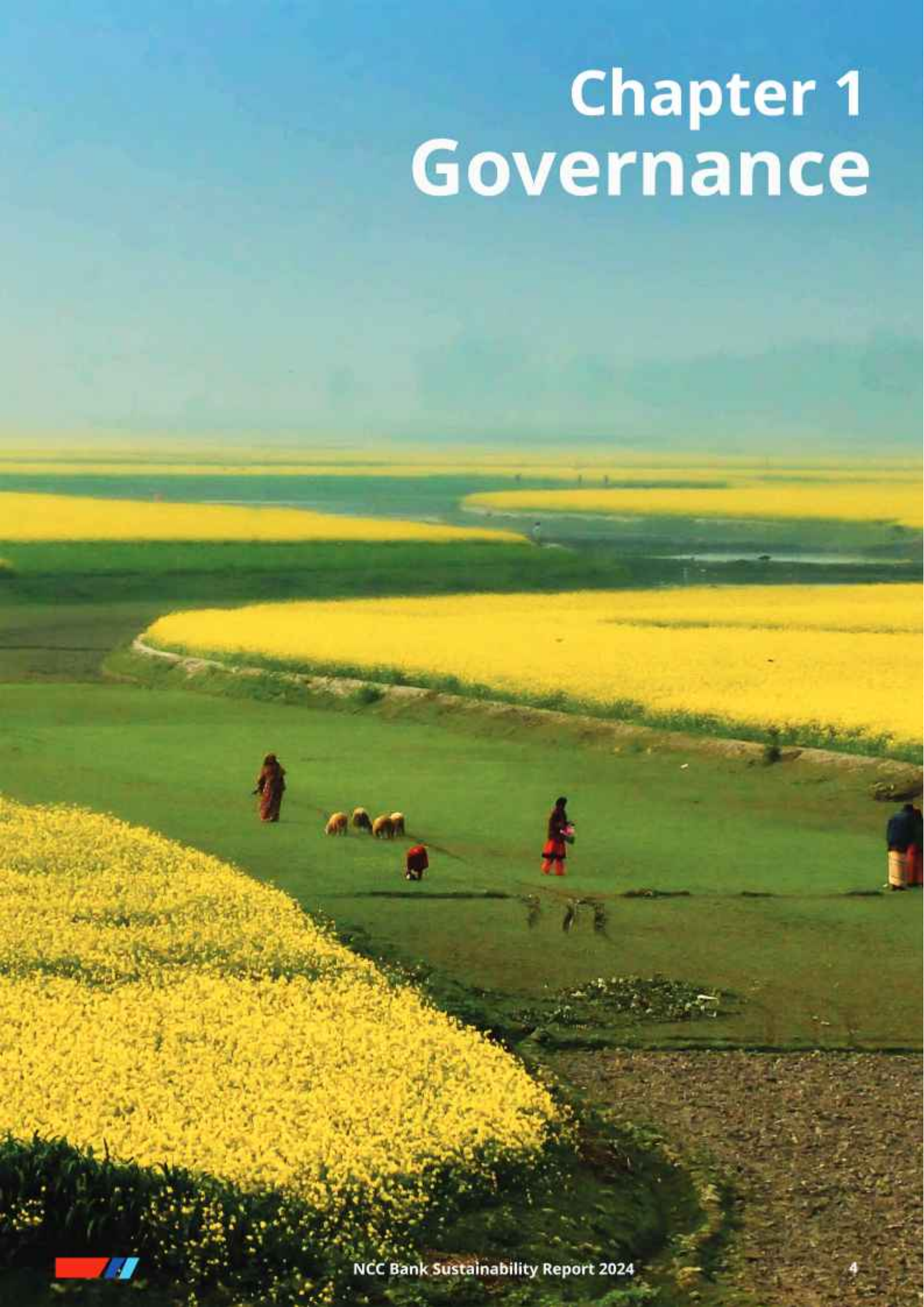
**We are the first generation to feel the sting of climate change, and we are the last generation that can do something about it.**

”

**- Barack Obama**

# Chapter 1

# Governance



# Vision



To become one of the most adorable commercial Bank in serving the nation as a progressive and socially responsible financial institution by bringing credit & commerce together for increased Shareholders' value and sustainable growth.



# Mission

Delivering excellent financial services to our communities based on strong customer relationship. Providing long lasting solutions combining our cutting edge technology, experience and financial strength to our clients and stakeholders. Creating a cohesive and friendly environment where customers and our people can excel.

# Core Values



Confidentiality



Integrity



Respect for Nature



Commitment



Professionalism



Respect for Individual



Accountability



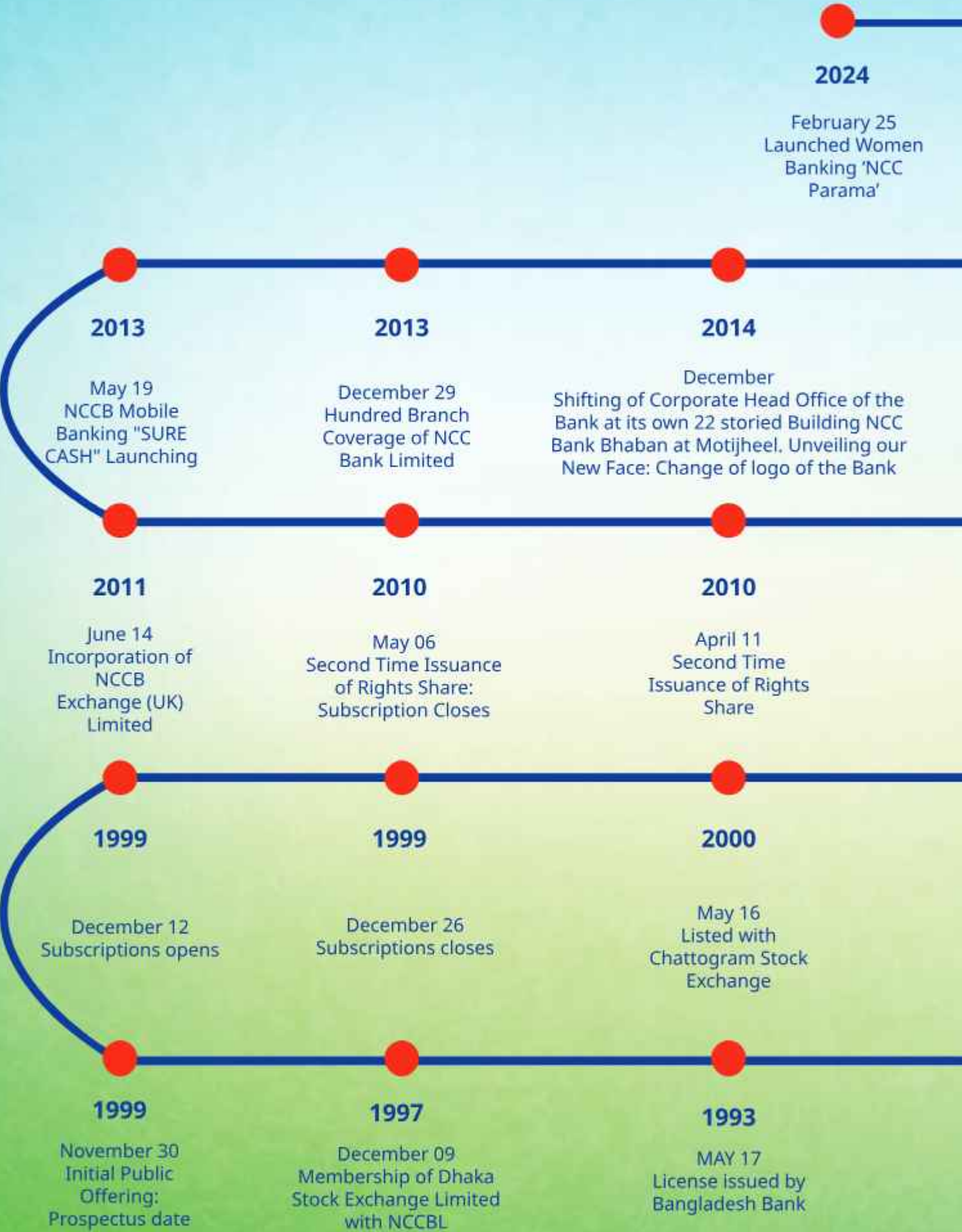
National Credit and Commerce Bank PLC.

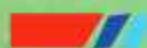
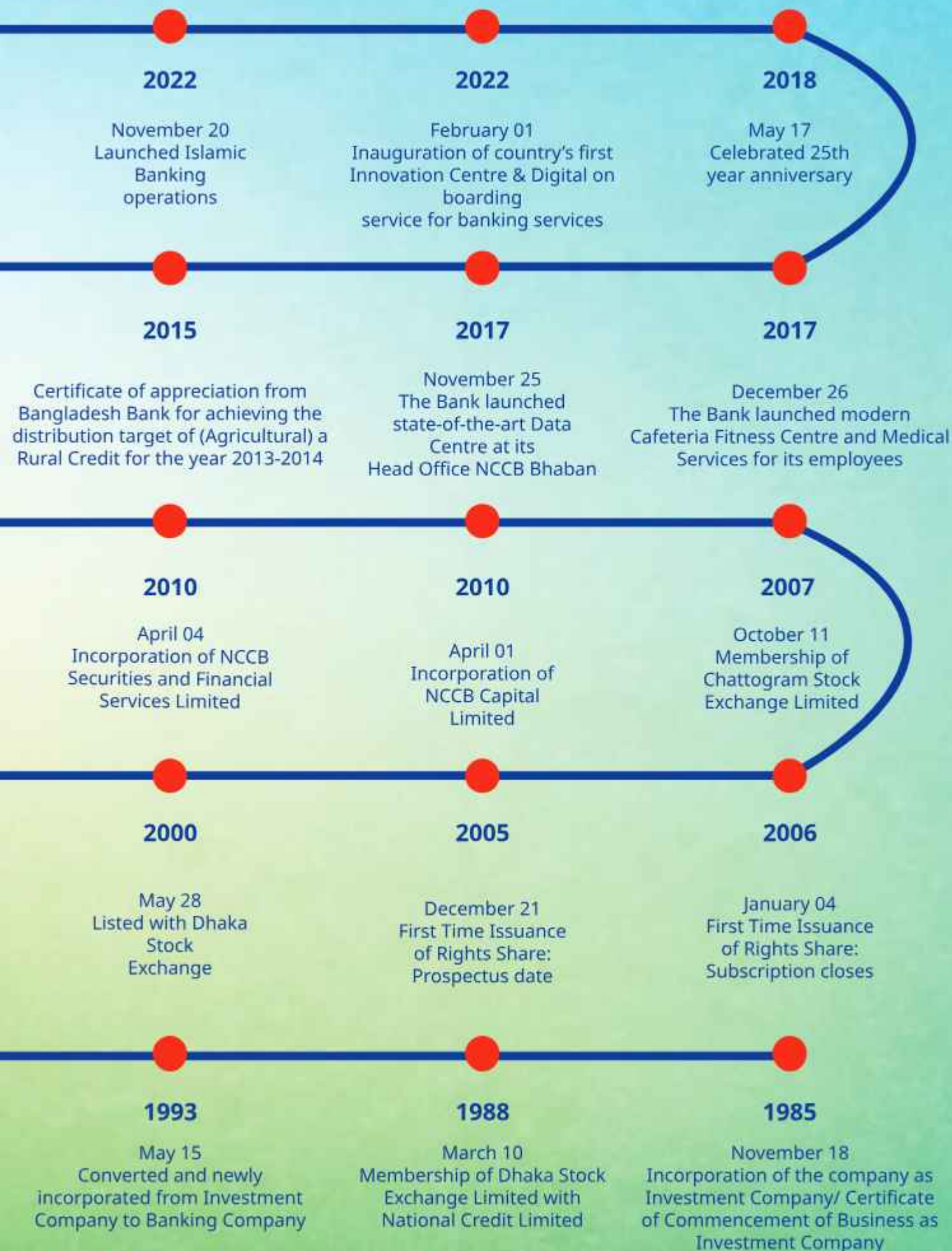
NCCB Securities &  
Financial Service Limited

NCCB Capital Limited

## GROUP CORPORATE STRUCTURE

# Milestones Towards Development





# BOARD OF DIRECTORS



**Alhaj Md. Nurun Newaz**  
CHAIRMAN



**Mr. A.S.M. Mainuddin Monem**  
VICE-CHAIRMAN



**Mr. Abdus Salam**  
DIRECTOR



**Mrs. Sohela Hossain**  
DIRECTOR



**Mr. Amjadul Ferdous Chowdhury**  
DIRECTOR



**Ms. Tanzina Ali**  
DIRECTOR



**Mr. Syed Asif Nizamuddin**  
DIRECTOR

# BOARD OF DIRECTORS



**Mr. Khairul Alam Chaklader**  
DIRECTOR



**Mr. Md. Moinuddin**  
DIRECTOR



**Mr. Mohammed Sazzad Un Newaz**  
DIRECTOR



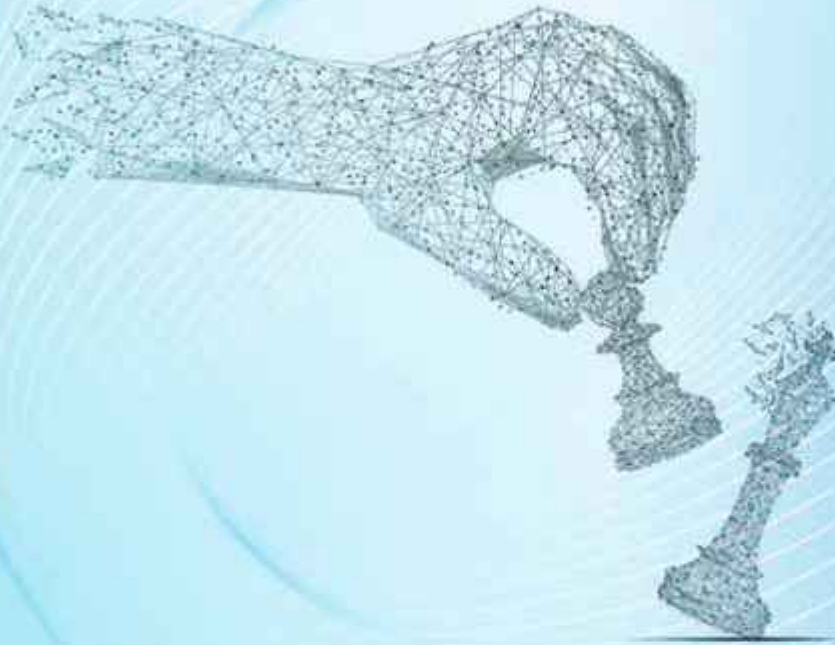
**Mr. Meer Sajed-Ul-Basher, FCA**  
INDEPENDENT DIRECTOR



**Mr. M. Shamsul Arefin**  
MANAGING DIRECTOR

## Corporate Information

CHAIRMAN	ALHAJ MD. NURUN NEWAZ
VICE CHAIRMAN	MR. A.S.M. MAINUDDIN MONEM
CHAIRMAN EXECUTIVE COMMITTEE OF THE BOARD	MR. KHAIRUL ALAM CHAKLADER
CHAIRMAN RISK MANAGEMENT COMMITTEE OF THE BOARD	ALHAJ MD. NURUN NEWAZ
CHAIRMAN AUDIT COMMITTEE OF THE BOARD	MR. MEER SAJED-UL-BASHER, FCA
MANAGING DIRECTOR	MR. M. SHAMSUL AREFIN
HEAD OF INTERNAL CONTROL & COMPLIANCE	MR. MOHAMMED MORSHEDUL QUADER KHALILI
CHIEF FINANCIAL OFFICER (CFO)	MR. MOHAMMED MIZANUR RAHMAN, FCA
COMPANY SECRETARY	MR. MD. MONIRUL ALAM, FCS
STATUTORY AUDITORS	M/s. ACNABIN Chartered Accountants BDBL Bhaban, Level-13 & 15, 12 Kawran Bazar, Dhaka-1215
LEGAL ADVISOR	Barrister Khan Mohammad Shameem Aziz Shameem Aziz & Associates Suit No. 502 (5 <sup>th</sup> Floor), Paramount Heights 65/2/1, Box Culvert Road, Purana Paltan, Dhaka-1000, Bangladesh
CREDIT RATING AGENCY	Credit Rating Information & Services Ltd. Nokshi Homes (4 <sup>th</sup> Floor), 6/1/A, Segun Bagicha, Dhaka-1000
CORPORATE GOVERNANCE CERTIFICATE ISSUER	M/s. Ahsan Manzur & Co. Chartered Accountants House-373 (2 <sup>nd</sup> Floor), Road-28, DOHS, Mohakhali Dhaka -1206
INVESTORS' ENQUIRY	Regulatory Affairs & Shareholders' Relations (Share Department) Nirala Bhaban (1st Floor) 9/A, Toyenbee Circular Road Motijheel C/A, Dhaka-1000
REGISTERED OFFICE	NCC Bank Bhaban 13/1-2, Toyenbee Circular Road, Motijheel C/A Dhaka-1000, Bangladesh PABX: +880 2 223381902-4, 223383981-3 Fax: +880 2 223386290 e-mail: <a href="mailto:info@nccbank.com.bd">info@nccbank.com.bd</a> Web: <a href="http://www.nccbank.com.bd">www.nccbank.com.bd</a>



## Corporate Strategy

During the year under review, our strategy was concentrated on sustainable long-term growth of business, better deposit mix, improving the quality of assets, rationalizing operating cost, improving operational efficiency and productivity of resources, better and faster customer services and strengthening the overall risk management and Corporate Governance system. As a compliant organization, NCC Bank firmly believes in enhancing profit in a sustained and controlled manner through ensuring accountability, integrity, ethics and transparency at all spheres of operations.



## Directors' Profile



**Alhaj Md. Nurun Newaz**  
Chairman

**Alhaj Md. Nurun Newaz** is the Chairman of the Board of Directors of National Credit and Commerce Bank PLC. and also one of the Sponsor Directors of the Bank. Mr. Newaz is an iconic industrialist and eminent entrepreneur of the country. Through his prolific leadership and un-relented efforts, he has achieved an elite position in electronics & home appliances sector of the country with global reputation for reliability, experience and professionalism.

Alhaj Md. Nurun Newaz has been recognized as Commercially Important Person (CIP) of the country for the year 2023-2024. Mr. Newaz was a director of Federation of Bangladesh Chambers of Commerce & Industry (FBCCI), the apex trade organization of Bangladesh, and previously served as the director of Bangladesh-Malaysia Chamber of Commerce & Industry. He was also the Senior Vice President of Chittagong Chamber of Commerce & Industries (CCCI). He is the life Member of SAARC Chamber of Commerce & Industry, Member of Dhaka Club Ltd., Gulshan Club Ltd. and Purbachal Club Ltd., Dhaka. He was also the Chairman of Central Insurance Co. Ltd., a renowned Insurance Company of the country.

Mr. Newaz is engaged with various business entities among others Chairman of Electro Mart Ltd., Trade International Industries Ltd. (leading manufacturer of consumer electronics & HVAC marketing organizations in Bangladesh), Newaz Overseas Services Ltd. and Orchid Energy Ltd. Managing Director of Newaz International Ltd. and proprietor of Royal International and The Royal Bengal Agency.

Being a philanthropist and a sincere patron of education, he has established many educational and social institutions like primary school, boys and girls high school, madrasa, college and university (he is now a member of Board of Trustees of a private university in Bangladesh) and associated with many other social and philanthropic activities.



### **Mr. A.S.M. Mainuddin Monem** Vice-Chairman

**Mr. A. S. M. Mainuddin Monem** is the Managing Director of Abdul Monem Limited, which is one of the largest business conglomerates in Bangladesh and is involved in sectors such as construction, education, financial services, pharmaceuticals and food products. He is also the CEO of Abdul Monem Economic Zone Limited (AMEZ), which is developing a private specialized economic zone with the goal of creating thousands of jobs via foreign and local investors.

Mr. A.S.M. Mainuddin Monem has been recognized as Commercially Important Person (CIP) for 2021. He completed his MBA from Harvard University Business School (Class of 1996). Prior to that, he earned a BSc degree, Cum Laude from Boston University in 1991. Additionally, he obtained a professional degree on Design and Analysis of Experiments from the Massachusetts Institute of Technology (MIT) in 1994 where he served as the Teaching Assistant of Professor Dr. Paul D. Berger.

Mr. A. S. M. Mainuddin Monem frequently speaks at conferences of national, regional and international importance and has served on panels and task force committees to address national and regional issues. He serves on professional boards including the Convener of the Private Economic Zones Association (PEZA) of Bangladesh, the Secretary for International Affairs, Asia-Pacific Economic Council (APEC). He was also an Executive Member of the Bangladesh Association of Banks (BAB) and an Executive Member of the National Committee of SHUJAN (Shushashoner Jonne Nagarik - Citizens for Good Governance). He is a member of the Board of Trustees of CSR Centre of the Education, Science, Technology and Cultural Development Trust (ESTCDT). He recently joined as a member of Board of Trustees (BOT) of the Bangladesh Institute of Governance and Management (BIGM).

He serves as the President of the AM Foundation which runs an Orphanage, a College, a High School and a School of Religious Education. He has committed to cover the costs of providing 50,000 breast-feeding and lactating women in the next 5 years with the requisite vitamins under the "Every Woman, Every Child" program of the then UN Secretary General, Mr. Ban Ki-Moon. He is also involved with Health and Education for All - HAEFA, an international NGO based in Boston, USA that provides medical services to the Rohingya refugees.

He is often present at academic events such as the ICBM 2017 at BRAC University where he spoke about "Academia-Industry Discussion" and was a keynote speaker where he presented on the topic of "Industry Talk." He often appears on live talk shows at different media outlets and speaks about economic issues and economic zones. He participated actively in the One to One Conversation with the Behavioral Team (BIT) at the Prime Minister's Office which was organized by Access to Information (a2i), Prime Minister's Office.

He was born on 4 December 1967, and ever since, he was nurtured and nourished with an ardent desire to take Bangladesh to the world's stage. Most important of all, he was happily married and raising three wonderful children, all of whom are currently studying in the USA at Boston University and Mount Holyoke College.



**Mr. Abdus Salam**  
Director

**Mr. Abdus Salam**, former Chairman of the Board of Directors of National Credit and Commerce Bank PLC, is an Electrical Engineer graduated from BUET in 1965. He developed himself as an expert in electromechanical installations in Bangladesh. During the last many decades Engr. Salam had opportunity to work with renowned engineers of different countries like USA, UK, France, Russia, India, China etc. whereby his technical knowledge and experience expanded to a great horizon. He is the pioneer to undertake first Combined Cycle Power Plant as well as first Optical Fibre Cables installation in Bangladesh .

With the help of his expertise, about a dozen of Power Stations ranging from 50 to 400 MW were installed in the country. By dint of his vast knowledge and technical expertise, Engr. Salam has become a leading entrepreneur of the country. His most remarkable contribution to the country are construction of extra heavy rail trolleys of capacity 350 tons and construction of three nos. floating cranes of capacity 200 tons, 600 tons & 1000 tons (last two nos. are the highest capacity floating cranes of the country).

He has expanded his business entities in different sectors among others namely, The Bengal Electric Ltd., Multiple Equipment & Engineering Ltd., Gangatia Fisheries Ltd., Bengal Shipyard Ltd. etc. He has praiseworthy pioneer role in social services and benevolent works to the society. Being a philanthropist, he has founded an educational institution established in a six storied modern building in a remote unknown village of Kishoregonj to ensure proper education to the poor children in that neglected and backward society. His helping attitude towards the poor meritorious students is also remarkable.

He was also the Chairman of the building committee and under his prudent guidance construction of the 22 storied NCC Bank Bhaban building was completed in record time with flawless finishing. This monumental and majestic building stands as pride of NCC Bank in the heart of Motijheel Commercial Area. Last but not the least NCC Bank will not forget his remarkable contributions during his short stay as Chairman of the Bank.



**Mrs. Sohela Hossain**  
Director

**Mrs. Sohela Hossain**, former vice-chairman of the Board of National Credit and Commerce Bank PLC, obtained her Hons' and Masters degree in Philosophy from Dhaka University. She is the spouse of Bank's Hon'ble Director and former Chairman, Late Mir Zahir Hossain, who was a renowned businessman and entrepreneur of the country. She has been handling her family business and also a media personality known as a very good professional singer of Rabindra Sangeet. She was in teaching profession for 27 (twenty seven) years in different Private Universities and University Colleges. She wrote 3 (three) books, 02 (two) on religious books on the topic of "Shantir Protik Nabiji" & "Prattyahik Jibone Koraner Bhumika" and 01 (one) on the topic of Philosophy. She is associated with different organizations among others namely, Chairman of Mir Akhter Hossain Ltd., President of Mir Cement Ltd., Mir Real Estate Ltd. and Mir Concrete Products Ltd. etc.

Mrs. Hossain made business tours in different countries of the world. She is engaged with different social organizations and her contributions to the country are noteworthy.



## **Mr. Amjadul Ferdous Chowdhury** Director

**Mr. Amjadul Ferdous Chowdhury**, a commerce graduate and esteemed industrialist, is one of the pioneers in establishing the garments industry in Bangladesh. With over 42 years of visionary leadership in the Ready-Made Garments (RMG) sector, he has been instrumental in driving the growth of one of the country's most dynamic and influential conglomerates.

His business interests span a diverse range of sectors including Shipping, Cement, consumer goods trading, share and securities, and healthcare. With dynamic leadership and strategic foresight, he has made a remarkable impact on the RMG sector, enhancing its global reputation and attracting substantial foreign investment interest.

In recognition of his outstanding contributions, Mr. Chowdhury received the prestigious Commercially Important Person (CIP) honor from the Government of the People's Republic of Bangladesh for the years 1998-1999. His enterprises have earned multiple accolades, including the "Bugle Boy Award" as Vendor of the Year in 1992, "International Supplier of the Year" by Wal-Mart in 2003 and 2004, and the "Best RMG Exporters" award from the Honorable Prime Minister of Bangladesh in 2002.

Although his business interests are diverse, the readymade garments industry remains central to his legacy. His deep knowledge and longstanding dedication to RMG continue to serve as a benchmark for excellence and an inspiration for emerging leaders in the field. Mr. Chowdhury holds a senior leadership position within the Bangladesh Garment Manufacturers and Exporters Association (BGMEA) and is actively engaged with several prominent companies, including Vanguard Garments Ltd., B.S.A. Apparels Limited, Vanguard Dresses Limited, B.S.A. Fashions Limited, B.S.A. Garments Industries (Pvt.) Limited, Afrah Washing Industries Ltd., Vanguard Packages Ltd., B.S.A. Shipping Limited, Vanguard Maritime Limited, Brave Royal Shipping Ltd., Royal P.P Begs Ltd. and Imperial Hospital Ltd.

Since 2009, Mr. Chowdhury has also been involved in Bangladesh's growing maritime sector through his engagement in the shipping business. Under his leadership, B.S.A. is now operating a fleet of seven ocean-going vessels that provide international transportation services, connecting ports around the world and contributing valuable foreign currency earnings to the national economy. He also serves as the Chairman of Royal Cement Ltd., one of the leading cement companies in the country.

Beyond his industrial endeavors, Mr. Amjadul Ferdous Chowdhury is widely acknowledged for his commitment to social development. His philanthropic initiatives encompass education, healthcare, and rural entrepreneurship, aiming to uplift and empower underprivileged communities.

Driven by the belief that sustainable business success must go hand in hand with community development, Mr. Chowdhury has led and funded numerous social initiatives through his own resources, guided by a deep sense of responsibility and compassion.



**Ms. Tanzina Ali**  
Director

**Ms. Tanzina Ali**, former vice-chairman of the Board and present Director of National Credit and Commerce Bank PLC, is also the Chairman of NCCB Securities and Financial Services Limited, a subsidiary of NCC Bank.

Ms. Tanzina Ali is the member of the Executive Committee of the Board. She was born in a respected Muslim family in Chattogram. She completed her graduation in Finance from Bryant University, USA. She engaged herself in various training and workshops in abroad to enhance professional competency. Coming back from USA, she started her career with different foreign and local companies shouldering responsibilities as a key position. With the help of her academic knowledge gathered from abroad, she is contributing a lot for the growth of this organization.



**Mr. Syed Asif Nizamuddin**  
Director

**Mr. Syed Asif Nizamuddin**, born in a distinguished Muslim family in Chittagong, is a young energetic Director of NCC Bank PLC. He is also the Chairman of NCCB Capital Limited, a subsidiary of NCC Bank.

Mr. Asif holds a Bachelor's (Hons) degree in Chemical Engineering from Curtin University of Technology, Australia and brings an extensive experience in the Oil & Gas industry, deep-sea Fishing and Petroleum energy sector.

Mr. Asif's blend of international academic credentials, broad experience in the shipping and energy sector, and global outlook highlights his dynamic and visionary leadership, establishing him as a leading young business executive in the country.



**Mr. Khairul Alam Chaklader**  
Director

**Mr. Khairul Alam Chaklader**, is the Chairman of the Executive Committee of the Board of National Credit and Commerce Bank PLC. He was also the Vice Chairman of the Board of Directors of the Bank. Mr. Chaklader is an eminent Industrialist of the country and his vision towards humanity is unparalleled.

He is actively involved as the Chairman of Maxwell Group a top-line conglomerate in Bangladesh with a motto to peruse excellence in the world. The group is involved in multiple business under his leadership among them some to be named as Maxwell Electronics, Maxwell Trading Corporation, Eastern Logistics Limited (Private Inland Container Depot), BMSL Assets Management Ltd., Roots Food and Beverage Ltd., AutoKap Bricks Limited, Total Air Services Limited GSA: Air Asia & Kuwait Airways, Total Logistics and Courier Services Limited GSA: SMSA Express, TAS Aviation Ltd., Total Cargo Services Ltd., Dragon Garden at Ukhiya, Urban Responses Ltd. (real estate), Gulshan Point Pvt. Ltd. etc.

Mr. Chaklader's participation in social and philanthropic activities is remarkable. He is the Founder of MM Chaklader Mohila College, Founder of KNC Foundation, Chairman of Shere-Bangla School and College, Former president of Rotary club of Jahangir Nagar Dhaka, Member of children's Cancer shelter home, and many other Madrasahs and Orphanages.



**Mr. Md. Moinuddin**  
Director

**Mr. Md. Moinuddin**, is a certified commercial pilot currently serving as a Captain with a reputed international airline. He earned his pilot certification and license from the prestigious aviation training academy in Oxford, United Kingdom.

In addition to his aviation career, Mr. Moinuddin is a dynamic and accomplished entrepreneur with a growing footprint across several industries, including investment and finance, real estate, hospitality, and international trade. He is actively involved in the strategic leadership and management of multiple companies operating across the UAE, Europe, and the Caribbean. These include:

- Vyne Global Fortunes Investment Co. L.L.C
- Dar Al Yaqut Property Management L.L.C
- Janata General Contracting L.L.C
- Central Paris Hotel
- Salam Trading
- Gausia Trading
- PT Keys Management

His multifaceted expertise and visionary approach continue to drive innovation and growth across his ventures, making him a notable figure among the new generation of global business leaders.



**Mr. Mohammed Sazzad Un Newaz**  
Director

**Mr. Mohammed Sazzad Un Newaz**, born in a respected Muslim family of Chattogram, is a young and energetic business entrepreneur of the country.

Presently, Mr. Sazzad is the member of Bank's Audit Committee and Risk Management Committee of the Board. After completing MBA degree with good academic record, Mr. Sazzad engaged himself in family business house shouldering its responsibilities in key position. With the help of his academic knowledge, he is contributing a lot for the growth of his business entities. He is a successful young entrepreneur and associated with a number of companies in the electronics and petroleum sectors. Among others, he is also Director of Electro Mart Limited and Trade International Industries Limited, Managing Director of Orchid Energy Limited, Newaz Overseas Services Limited and CEO of Orchid Corporation, Blueberry Corporation and 3i Services.



**Mr. Meer Sajed-UI-Basher, FCA**  
Independent Director

**Mr. Meer Sajed-UI-Basher, FCA**, is an Independent Director of National Credit and Commerce Bank PLC. and Chairman of the Audit Committee of the Board of the Bank. He is a visionary finance professional and entrepreneur with over two decades of experience in various multinational and local companies (Motorola, IDLC Finance, etc.).

Mr. Sajed is actively involved in the academic community and enjoys imparting his knowledge to the younger generation, and at present, involved as Adjunct Faculty of BRAC University. In academia, he is a fellow member of the Institute of Chartered Accountants of Bangladesh, trained by KPMG-Bangladesh. Mr. Sajed has completed sustainable investment course from Harvard University.

Mr. Sajed is the Chairman of SAJ ImpactBliss Limited, a consulting firm mainly focused on sustainable investing, and also principal & CEO of Sajed Meer, Chartered Accountants. He is also the managing partner of Sustain & Partners.



**Mr. M. Shamsul Arefin**  
Managing Director

**Mr. M. Shamsul Arefin**, was appointed the Managing Director of National Credit and Commerce Bank PLC. (NCC Bank) in May 2024. Before this role, he held several key positions at the same institution, including Additional Managing Director, Deputy Managing Director, and Senior Executive Vice President. During his tenure, he effectively managed critical responsibilities such as serving as the Chief Anti-Money Laundering Compliance Officer (CAMLCO), Chief Risk Officer (CRO), Head of Credit Risk Management, Head of Corporate Business and Head of Branch Management. He also demonstrated exemplary leadership by guiding high-performing teams across diverse business segments and operational divisions.

Mr. Arefin embarked on his banking career 1994 as a Management Trainee at Eastern Bank. Over the years, he accumulated extensive experience through leadership roles at different banks, such as ONE Bank, Shahjalal Islami Bank, Jamuna Bank, Premier Bank, and SBAC Bank. His career highlights include serving as Divisional Head at the Head Office and managing various categories of branches, underscoring his versatility and strategic acumen.

Academically, Mr. Arefin holds a Bachelor of Commerce (Honors) from Aligarh Muslim University, India, and a Master of Commerce (Finance) from the University of Dhaka, achieving first-class distinctions throughout his studies. He further enhanced his expertise with an MBA in Finance from North-South University.

A lifelong learner, Mr. Arefin has actively participated in numerous banking-related seminars and workshops, both domestically and internationally, reflecting his commitment to staying abreast of global financial trends and best practices. His blend of academic excellence, professional experience, and dynamic leadership continues to drive innovation and growth in the different banks he served.

## EXECUTIVE COMMITTEE OF THE BOARD



**Mr. Khairul Alam Chaklader**  
CHAIRMAN



**Mr. A.S.M. Mainuddin Monem**  
MEMBER



**Alhaj Md. Nurun Newaz**  
MEMBER



**Mrs. Sohela Hossain**  
MEMBER



**Mr. Amjadul Ferdous Chowdhury**  
MEMBER



**Ms. Tanzina Ali**  
MEMBER



## AUDIT COMMITTEE OF THE BOARD

**Mr. Meer Sajed-Ul-Basher, FCA**  
CHAIRMAN



**Mr. Abdus Salam**  
MEMBER



**Mr. Syed Asif Nizamuddin**  
MEMBER



**Mr. Mohammed Sazzad Un Newaz**  
MEMBER

# RISK MANAGEMENT COMMITTEE OF THE BOARD



**Alhaj Md. Nurun Newaz**  
CHAIRMAN



**Mr. Abdus Salam**  
MEMBER



**Mr. Syed Asif Nizamuddin**  
MEMBER



**Mr. Khairul Alam Chaklader**  
MEMBER



**Mr. Mohammed Sazzad Un Newaz**  
MEMBER

# SHARI'AH SUPERVISORY COMMITTEE OF NCC BANK



**Prof. Dr. Abu Noman Md. Rafiqur Rahman**  
CHAIRMAN



**Prof. Dr. H.M. Shahidul Islam Barakati**  
VICE-CHAIRMAN



**Dr. Md. Anwar Hosain Molla**  
MEMBER



**Dr. Muhammad Shahjahan Madani**  
MEMBER



**Mr. Shah Mohammad Wali Ullah**  
MEMBER

## SENIOR MANAGEMENT TEAM



**Mr. M. Shamsul Arefin**  
MANAGING DIRECTOR



**Mr. M. Khurshed Alam**  
ADDITIONAL MANAGING DIRECTOR



**Mr. Md. Mahbub Alam**  
DEPUTY MANAGING DIRECTOR



**Mr. Md. Zakir Anam**  
DEPUTY MANAGING DIRECTOR



**Mr. Mohammed Mizanur Rahman FCA**  
DEPUTY MANAGING DIRECTOR



**Mr. Md. Monirul Alam FCS**  
DEPUTY MANAGING DIRECTOR

# Management Committee



**In Sitting Position (From Left):** Mr. Md. Monirul Alam, FCS (DMD), Mr. Md. Zakir Anam (DMD), Mr. M. Shamsul Arefin (MD), Mr. Md. Mahbub Alam (DMD), and Mr. Mohammed Mizanur Rahman FCA (DMD), Mr. M. Khurshed Alam (AMD, not present in the picture).

**In Standing Position (From Left):** Mr. Zobair Mahmood Fahim (SVP), Mr. Abul Quasem Md. Safiullah (EVP), Mr. Mohammad Mohibullah Khan (EVP), Ms. Nighat Mumtaz (SVP), Mr. Rahat Masood (VP), Mr. Syed Towhid Hossain (SVP), and Mr. A.H.M. Abdus Sadik Khan (SVP).

# About NCC Bank PLC.

GRI: 2-1; 2-2; 2-3; 2-12; 2-14; 302-1; 302-4; 305-1; 308-1

NCC Bank PLC is a trusted financial institution in Bangladesh, dedicated to delivering responsible banking services that foster inclusive growth, environmental sustainability, and community development. With 129 branches and 9 sub-branches across the country, the bank is positioned to serve diverse customer segments, including rural communities, SMEs, and environmentally focused businesses. The bank’s operations are guided by a long-term strategy that integrates sustainability principles into financial decision-making and institutional governance.

In line with national development goals and global ESG frameworks, NCC Bank continues to support sustainable financing, particularly in agriculture, women entrepreneurship, and infrastructure development. Its strong foundation in compliance, financial transparency, and responsible lending has enabled the Bank to remain resilient and responsive to evolving sustainability challenges. The Bank is also a regular contributor to the national exchequer and was recognized as one of the top taxpayers in the banking sector for the fiscal year 2023-24, reinforcing its commitment to ethical governance.

Headquartered at NCC Bank Bhaban, Motijheel C/A, Dhaka, the Bank’s governance and operational model are structured to uphold accountability and transparency at all levels. It operates under the regulatory oversight of Bangladesh Bank and adheres strictly to sustainability reporting requirements, including the Environmental and Social Risk Management (ESRM) guidelines.

As NCC Bank continues its sustainability journey, it remains focused on creating long-term value for its stakeholders, contributing not only to financial progress but also to inclusive economic development, environmental stewardship, and social equity.



Years of Celebration

32



Branches

129



ATM

128



Sub-branches

9



Happy Customer

10,00,000+





## Message from the Chairman



**Bismillahir Rahmanir Rahim**

**Assalamualaikum,**

As Chairman of NCC Bank PLC, I am pleased to share our progress and strategic vision through the Sustainability Report 2024. The year has been one of resilience, innovation, and forward-looking transformation as we deepened our commitment to environmentally and socially responsible banking practices. Grounded in the principles of sustainable finance and guided by national and global frameworks, we have taken meaningful steps to operationalize our sustainability agenda across the institution. NCC Bank has been recognized as one of the top sustainable banks in Bangladesh Bank's sustainability rating 2024.

NCC Bank has consistently aligned itself with the core sustainability directives of Bangladesh Bank and the Sustainable Development Goals (SDGs). We have scaled our green finance and sustainable finance initiatives while strengthening our internal governance around environmental and social risk management (ESRM). The Bank has actively supported the financing of LEED-certified green RMG factories and agricultural innovations, including hybrid seed development. These efforts not only contribute to climate resilience and food security but also open up long-term economic opportunities for underserved communities.

In 2024, we made conscious strides to transition from policy compliance to value creation. With over 30 dedicated sustainable finance helpdesks now functional across branches, and a well-integrated Sustainable Banking Committee working in close collaboration with the Sustainable Banking Division, we are delivering targeted support to clients undertaking environment friendly and socially impactful ventures. Our focus now expands into Women Banking, Carbon Reduction, Transparency in Reporting, Sustainability and Climate-Related disclosures, Responsible Consumption and Waste, ESG (Environmental, Social, Governance), SDGs, and National and International Deals, which collectively strengthen our role as a partner in sustainable growth.

Furthermore, our emphasis on awareness and capacity building has gained institutional depth. Through targeted training programs, paperless ATM campaigns, and digital banking expansion, we have continued to promote responsible consumption and digital sustainability within our ecosystem. These are not just symbolic efforts. They reflect a deliberate cultural shift toward operational sustainability, energy efficiency, and reduced carbon footprints.

Looking ahead, NCC Bank remains committed to integrating sustainability across strategy, operations, and governance. We believe our long-term success will be measured not only by financial returns but also by the positive environmental and social outcomes we enable. I extend my deepest gratitude to our Board of Directors, Management, Employees, Regulators, and Stakeholders for their trust and support in advancing our sustainability journey. Together, we are shaping a banking future that is inclusive, green, and resilient.

## Message from the Managing Director



At NCC Bank PLC, sustainability is not treated as an optional initiative; it is integrated into the way we operate, innovate, and create long-term value. The year 2024 marked an important milestone in our ongoing journey toward sustainable banking, defined by deliberate actions to enhance resilience, promote responsible finance, and foster a culture of climate awareness throughout the organization. NCC Bank has been recognized as one of the top sustainable banks of Bangladesh, a distinction that reflects our commitment to responsible growth and lasting value creation.

Our sustainable finance activities in 2024 reflect our alignment with both national development goals and global sustainability frameworks. Building on the momentum of 2023, we advanced green financing in priority sectors such as renewable energy, energy efficiency, and green industrial development. Through three refinance schemes supported by Bangladesh Bank, including the Green Transformation Fund, the Technological Development Fund, we have contributed to reducing carbon emissions. We have also encouraged the adoption of cleaner production methods across a wide range of industries.

We also made notable progress in operational sustainability. Guided by resource-efficiency goals, we scaled up our digital banking systems to reduce reliance on paper. Initiatives such as the Green PIN system and broader adoption of paperless banking reflect our dual goals of environmental responsibility and operational efficiency. At the same time, we expanded our focus to Women Banking inclusion and Rural Finance, ensuring that underserved groups and rural communities gain improved access to modern banking services and financial empowerment opportunities.

On the human capital front, we invested in building institutional capacity to embed sustainability into everyday decision-making. We rolled out targeted training programs on Environmental and Social Risk Management (ESRM), green banking, and digital finance, reaching employees across all levels. Internal awareness campaigns and employee engagement programs further reinforced environmental stewardship and social responsibility within our workforce and customer base.

Our achievements in 2024 are a testament to collaboration, strategic vision, and disciplined execution. As Managing Director, I take pride in the way our teams have embraced sustainability not merely as a compliance requirement but as a fundamental business approach. Our commitment to the sustainable finance taxonomy of Bangladesh Bank and our alignment with the national development agenda remain strong.

I would like to extend sincere thanks to all our stakeholders, including our dedicated teams, regulators, clients, and partners, for their unwavering support and shared vision. Together, we are building a future-ready, resilient institution that contributes meaningfully to the economy while safeguarding the environment for generations to come.

Message from the Head of Sustainable Banking



**Bismillahir Rahmanir Rahim**

**Assalamualaikum,**

As Head of Sustainable Banking at NCC Bank PLC, I am proud to share our sustainability progress for the year 2024. This year has reinforced our commitment to responsible banking, aligned with Bangladesh Bank's sustainable finance policy and international ESG standards. Our actions were centered on driving measurable impact through environmental and social finance initiatives, operational greening, and institutional engagement.

A major milestone was the expansion of our Sustainable Finance Helpdesks across more branches. These now serve not only as information points for green products, but also as guidance hubs for businesses seeking ESG alignment. Our Sustainable Banking Division (SBD) actively monitored branch-level disbursements to ensure compliance with green finance targets and regulatory frameworks.

We advanced our operational sustainability by completing the second phase of energy efficiency upgrades. Traditional lighting systems were replaced with LED alternatives in several premises.

We also strengthened staff capabilities through targeted training on sustainable finance, Environmental and Social Risk Management (ESRM), and climate-related financial risks. These programs reached operational teams across the bank. Observances such as Earth Day and World Environment Day provided meaningful platforms to promote environmental awareness among employees and the wider community.

Our sustainability-linked financing portfolio expanded into socially critical sectors such as agriculture, education, and women entrepreneurship. These disbursements supported inclusive growth while ensuring regulatory compliance and social empowerment.

Looking ahead, sustainability will remain integrated into our credit, risk, and business decisions. We will continue working across departments to ensure long-term environmental and social impacts are considered in every initiative.

# Sustainability Highlights 2024

Total Deposit



BDT 25,735 crore

Loans & Advances



BDT 24,025 crore

Total Financed Emission



2,48,172 tCO<sub>2</sub>e

Green Finance



BDT 650.37 crore

Green Refinance Participation



BDT 51.45 crore

Corporate Internet Banking



BDT 3,669 crore

Deposit of "NCC Parama"



BDT 160 crore

Operational Profit



BDT 1,109 crore

CSR in Agriculture



BDT 1.72 crore

Financial Inclusion  
Loan Disbursement



BDT 0.13 crore

Remittance Inflows



BDT 8,205 crore



**NCC BANK WINS**  
**REMITTANCE AWARD 2024**  
BY MINISTRY OF  
EXPATRIATES' WELFARE & OVERSEAS EMPLOYMENT





## NCC BANK WINS



AT  
INTERNATIONAL BUSINESS MAGAZINE  
AWARDS 2024



## NCC BANK WINS



AT  
INTERNATIONAL BUSINESS MAGAZINE  
AWARDS 2024



INTERNATIONAL  
BUSINESS MAGAZINE



NCC Bank  
with you always

## NCC BANK WINS



AT  
INTERNATIONAL BUSINESS MAGAZINE  
AWARDS 2024

# Code of Conduct

NCC Bank PLC upholds the highest standards of ethical behavior, professional integrity, and regulatory compliance. This Code of Conduct serves as a guiding framework for employees, officers, and to act with honesty, accountability, and in accordance with the bank's values and legal obligations.



## Compliance with Laws and Regulations

All employees must comply with laws, banking regulations, and internal policies including those set by Bangladesh Bank



## Ethical Business Practices

Business should be conducted with honesty, fairness, and integrity. Bribery or corruption in any form is strictly prohibited.



## Confidentiality and Data Protection

Customer and institutional data must be handled securely and only used for authorized purposes.



## Conflict of Interest

Employees must avoid situations where personal interests conflict with professional duties. Disclosures must be made when necessary.



## Responsible Use of Bank Resources

Bank resources must be used responsibly and only for legitimate business purposes.



## Whistleblower Protection

Employees are encouraged to report unethical behavior through secure channels, without fear of retaliation.



## Fair and Respectful Workplace

The Bank promotes a culture of diversity, inclusion, and mutual respect. Discrimination and harassment are not tolerated.



## Commitment to ESG Principles

All employees must integrate ESG considerations into daily operations to support sustainable banking practices.



**NCC**  
**Parama**  
*for better you*



# Empowering Women Through “Parama” A New Era for Women’s Banking

Launched in 2018 and rebranded on January 26, 2024, NCC Bank PLC’s Parama Banking represents a strategic initiative designed to minimize the gender gap by financial inclusion in Bangladesh. With the empowering payoff line “For Better You”, Parama focuses exclusively on delivering tailored banking services to women across all demographics such as students, professionals, entrepreneurs, homemakers, and remittance receivers, ensuring access to resources that help them lead financially secure and independent lives.

## Strategic Objectives and Inclusivity Principles

Parama Banking aligns with the bank’s broader mission of inclusive growth by:

- Addressing systemic barriers faced by women in accessing banking services
- Promoting female financial independence through customized products and capacity-building programs
- Supporting SDG 5: Gender Equality and SDG 8: Decent Work and Economic Growth
- By fostering a women-centric financial ecosystem, Parama enhances the resilience of households and local economies.

## Specialized Products and Services

Deposit Products	Loan Products	Card Products
1. Parama Super Saver 2. Parama Uddokta 3. Parama Power Saver 4. Parama Payroll 5. Parama Monthly Savings Scheme 6. Parama Nari Shomota 7. Parama Fixed Deposit	1. Parama Nari Shabolombi Rin 2. Parama Personal Loan	1. Parama Credit Cards 2. Parama Prepaid Cards

## Performance Highlights - 2024

Key Metrics	Value
Total Deposit	BDT 160 crore
% Low-Cost Deposits	42%
% New Customer Acquisition	90%

## Parama Deposit Trend



This performance validates the market demand for gender-responsive banking and NCC Bank’s ability to capture this under-addressed segment effectively.





### **Launching of Parama Debit , Credit and Prepaid Card**

#### **Women Empowerment & Community Engagement**

NCC Bank ensures that financial empowerment goes hand-in-hand with education and community support:

#### **Financial Literacy Programs**

Conducted a 3-day training for 100 women entrepreneurs in Bogura in collaboration with the Department of Youth Development, under the Ministry of Youth and Sports, Government of The People's Republic of Bangladesh.

#### **Material & Financial Support**

Sewing machines and livestock materials distributed to 20 women entrepreneurs to enhance their income-generating capacity.

#### **International Women's Day 2024**

Hosted dialogue and experience-sharing between female customers and NCC employees to foster engagement and loyalty.

#### **Accessibility and Simplified Banking**

To ensure that no woman is excluded, Parama simplifies banking processes:

1. Minimal documentation requirements
2. Quick and responsive service delivery
3. Friendly onboarding process for first-time account holders

#### **Strategic Outlook and Future Directions**

Parama Banking is poised to scale up as a flagship inclusive finance model. Key strategic goals include:

1. Expansion of product suite for women-led MSMEs
2. Integration of digital literacy modules
3. Wider card product adoption with added lifestyle features
4. Greater regional reach through community banking agents
5. In-depth monitoring of deposit-to-loan conversion rates and portfolio quality



NCC Islamic

# Advancing Inclusive Finance through Shariah Banking

As part of NCC Bank PLC's commitment to sustainable economic development and financial inclusivity, the Bank has strategically diversified into Shariah-compliant banking through the establishment of NCC Islamic. This initiative aligns with both national financial inclusion goals and international sustainability frameworks by offering ethical, shariah based banking alternatives to individuals and businesses across Bangladesh.

## Introduction to NCC Islamic Banking

NCC Islamic was officially launched on November 20, 2022, following regulatory approval from Bangladesh Bank earlier that year. The initiative began with one full-fledged Islamic banking branch in Gulshan, Dhaka. By December 31, 2024, the Bank got approval from Bangladesh Bank to expand this network to 32 Islamic banking windows, strategically located to serve a diverse customer base.

This expansion supports NCC Bank's vision of inclusive, values-driven banking, catering especially to communities that prefer financial services aligned with Islamic Shariah principles.

## Strategic Objective and Ethical Framework

NCC Islamic aims to foster an economic system that upholds shariah based financial transactions, social justice, and equitable wealth distribution. Its governance structure is reinforced by a Shariah Supervisory Committee, consisting of Islamic scholars who ensure that all operations and products strictly comply with Islamic jurisprudence.

## Core Principles Include

1. Prohibition of Riba
2. Profit-and-loss sharing (Mudarabah, Musharakah)
3. Prohibition of Gharar (excessive uncertainty) and Qimar (gambling)
4. Ethical screening of investments (no financing of alcohol, gambling, etc.)
5. Asset-backed financing

## Product and Service Diversification

### Deposit Products

NCC Islamic offers a comprehensive suite of deposit products:

- |   |  |
|---|--|
| 1. Al-Wadeeah Current Account (Individual & Joint Account), Corporate Account | 10. Parama Aminah Al-Wadeeah                         |
| 2. Mudarabah Savings Account (Individual & Corporate)                         | 11. Mudarabah Rahmah Super Savings                   |
| 3. Mudarabah Short Notice Deposit Account (Individual & Corporate)            | 12. Mudarabah Tawfiqa Monthly Deposit Scheme Account |
| 4. Mudarabah Term Deposit Account (Individual & Corporate)                    |  |
| 5. Mudarabah Monthly Profit Deposit Account - Individual                      |  |
| 6. Mudarabah Deposit Pension Account  |  |
| 7. Mudarabah Cash Waqf Deposit Account (Individual & Corporate)               |  |
| 8. Mudarabah Hajj Savings Scheme Account                                      |  |
| 9. Mudarabah Mohor Savings Scheme Account                                     |  |

Investment Products

The bank provides a range of Shariah-compliant investment products tailored to meet the diverse needs of individuals and businesses. These products have been introduced through various instruction circulars, align with Islamic banking principles and support ethical financing across multiple sectors.

- 01. Bai Murabahah (Commercial)
- 02. Bai Murabahah (FO)
- 03. Bai Murabahah (Import Bill)
- 04. Bai Murabahah (Trust Receipt)
- 05. Bai Murabahah (Short-Term)
- 06. HPSM – Personal
- 07. HPSM – Home (Residential)
- 08. HPSM – Transport (Personal)

- 09. Bai – Salam (ECC/PC)
- 10. Musharaka Documentary Bill (Inland/Foreign)
- 11. Bai Salam
- 12. Musharaka Documentary Bill – FCY (Inland/Foreign)
- 13. Quard

Digital & Card Services

- 1. Islamic Debit Card launched successfully
- 2. Islamic Credit Card under development
- 3. Fully integrated with Ababil-NG Islamic Core Banking Software

Financial Performance Overview (2022-2024)

Year	Total Deposits (BDT)	Total Investment (BDT)	Import (BDT)	Export (BDT)	Profit (BDT)
2022	41.97 crore	0.00 crore	0.00 crore	0.00 crore	0.00 crore
2023	759.15 crore	125.57 crore	34.65 crore	36.85 crore	2.36 crore
2024	1,120.32 crore	599.00 crore	886.14 crore	186.45 crore	1.41 crore

This exponential growth in deposits and investments demonstrates public confidence in NCC Islamic’s ethical and transparent banking model.

Governance and Shariah Oversight

The Shariah Supervisory Committee met twice in 2023 and three times in 2024 to review transactions, contracts, and profit-sharing structures. Key findings confirmed:

- 1. Full compliance with Shariah guidelines
- 2. No income from prohibited (haram) sources
- 3. Profit distribution to depositors adhered to **Mudarabah principles**

Recommendations Implemented:

- 1. Regular employee and customer training on Shariah banking
- 2. Development of small-scale investment schemes to serve low-income communities
- 3. Continued use of “Shariah clearance” prior to disbursements

Future Strategic Focus

- 1. Expansion of NCC Islamic to all branches through dedicated windows and new branch opening
- 2. Introduction of innovative Islamic financial products (e.g., Sukuk, Islamic Takaful)
- 3. Upgradation of core banking software (Ababil-NG) for advanced compliance
- 4. Talent development through Shariah-focused training programs
- 5. Continuous reinforcement of governance, transparency, and Shariah adherence

The establishment of NCC Islamic represents a transformative shift in NCC Bank PLC’s strategic journey. It reflects the Bank’s commitment to financial inclusion, sustainability, and ethical growth, serving as a vital instrument for socio-economic development in Bangladesh’s diverse financial ecosystem.



## ONLINE BANKING

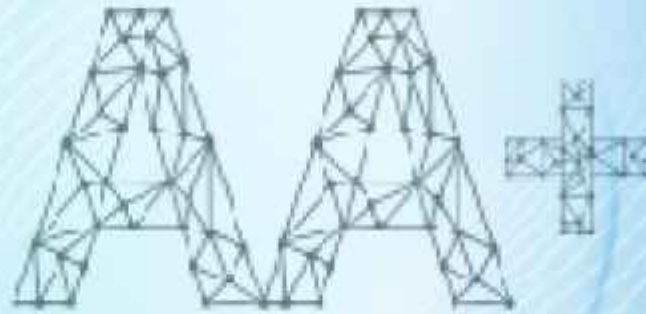
Facilitating real time online banking

Connecting all **129** Branches &  
**9** Upa-Shakhas



Dhaka Division	51
Mymensingh Division	04
Chattogram Division	45
Rajshahi Division	07
Khulna Division	05
Sylhet Division	12
Rangpur Division	04
Barishal Division	01
Upa-Shakha	09

# Powering Forward to



This achievement  
reinforces our promise  
to be your reliable

# FINANCIAL PARTNER

today, tomorrow and always!

Ratings	Year	
	2023	2022
Long Term	AA+ (Higher Safety and High Credit Quality)	AA+ (Higher Safety and High Credit Quality)
Short Term	ST-1 (Highest Certainty of Timely Repayment)	ST-1 (Highest Certainty of Timely Repayment)
Outlook	Stable	Stable
Valid From	June 24, 2024	June 22, 2023
Valid Till	June 23, 2025	June 21, 2024
Rating Action	Surveillance	Surveillance
Rated by	Credit Rating Information and Services Ltd.	Credit Rating Information and Services Ltd.

A Bank rated 'AA+' in the long term is adjudged to be of high quality, offer higher safety & have high credit quality and rated 'ST-1' in the short term indicates highest certainty of timely payment, short term liquidity is very strong and safety is almost like risk free Government short - term obligations. **Stable** outlook indicates rating is likely to remain unchanged.

# Risk Management



GRI: 2-12; 2-13; 2-14; 308-1; 308-2; 419-1

NCC Bank PLC implements a comprehensive and sustainability-oriented risk management framework designed to systematically identify, assess, manage, and monitor risks across all areas of its operations. This process strengthens operational resilience while embedding environmental, social, and governance (ESG) principles into key decisions. The Bank's approach is aligned with international risk governance practices and regulatory expectations, including the Environmental and Social Risk Management (ESRM) guidelines of Bangladesh Bank.

The risk management cycle begins with the identification of potential risks. This includes traditional risks such as credit, market, and liquidity risks, along with sustainability-linked risks like environmental degradation, regulatory non-compliance, climate impacts, community disruption, and reputational issues. Risk identification is carried out by front-line departments, credit officers, and relationship managers who function as the first line of defense. These teams are responsible for using structured reporting tools and ESG screening checklists embedded into the Bank's operating procedures to flag early signs of risk exposure.

Once identified, risks are analyzed to understand their underlying causes, likely impact, and level of exposure. The Risk Management Division, acting as the second line of defense, leads this analysis using both qualitative and quantitative tools. Risks are assessed against internal thresholds, national guidelines, and sectoral benchmarks. In cases where projects or clients present high ESG concerns, the Bank refers to globally recognized standards for sectors like textiles, construction, energy, and agriculture, where environmental and social impacts are significant.

After analysis, risks are evaluated to determine their severity, probability, and strategic relevance. High-impact risks are escalated to the Executive or Board Risk Management Committees for further review. At this stage, the Bank considers broader implications, including

potential violations of environmental laws, adverse effects on community welfare, or human rights risks. Evaluating risks through this lens allows NCC Bank to prioritize mitigation actions and align its risk appetite with sustainability commitments.

In the treatment phase, specific mitigation strategies are applied to reduce the likelihood and impact of identified risks. These may include revising lending terms, requiring environmental clearances, restructuring financing arrangements, or disassociating from clients who fail to meet ESG standards. The Risk Management Division collaborates with Legal, Credit Administration, and Compliance units to implement these measures. In some cases, rehabilitation plans or environmental remediation actions are developed and tracked through formal monitoring systems.

The final phase involves continuous monitoring and review. Both the Risk Management Division and Internal Audit conduct ongoing assessments to ensure mitigation strategies are effective and compliant with internal policies. Key Risk Indicators, ESG risk scores, and sector-specific ratings are reviewed regularly, with deviations reported to senior leadership. Periodic training and awareness sessions are held to update staff on emerging risks, regulatory changes, and ESG integration techniques.

NCC Bank's risk management system supports its broader sustainability strategy by treating ESG risks as integral to financial stability. This structured, cyclical approach reinforces accountability, builds institutional resilience, and ensures responsible banking practices. By managing risks holistically, the Bank protects its long-term value while supporting inclusive economic growth, environmental protection, and social well-being.



# Compliance

## Performance and Monitoring

GRI: 2-12; 2-13; 2-27; 308-1; 308-2; 419-1



NCC Bank PLC upholds a strong compliance culture that serves as a foundational pillar of its sustainability governance system. As the Bank navigates an increasingly complex regulatory landscape shaped by environmental, social, and ethical expectations, it places strategic importance on maintaining rigorous internal controls, ensuring alignment with national policies, and adhering to internationally accepted best practices.

At the heart of this compliance architecture is the Internal Control and Compliance Division (ICCD), which acts as a guardian of regulatory discipline, institutional ethics, and sustainability assurance. The ICCD operates independently from business units and reports directly to the Board Audit Committee to preserve its objectivity and oversight authority. This division is mandated to oversee the full spectrum of compliance responsibilities, including monitoring adherence to Bangladesh Bank's Sustainable Finance Policy, Environmental and Social Risk Management (ESRM) guidelines, the Corporate Governance Code, and the broader sustainability commitments embedded in the Bank's policies.

To operationalize sustainability-related compliance, NCC Bank has instituted a layered monitoring framework that reviews transactions at multiple stages, from origination to execution, with dedicated checkpoints for environmental and social risks. High-risk sectors such as energy, manufacturing, chemicals, leather, and agro-industries are flagged early in the credit process. These exposures undergo enhanced due diligence, including site inspections, client consultations, and documentation of third-party Environmental and Social Impact Assessments (ESIA), Social Risk Assessments (SRA), and Environmental Management Plans (EMP). These documents are rigorously assessed by the Bank's risk and compliance teams for consistency with national environmental laws and the ESDD checklist published by Bangladesh Bank.

For exposures that exceed defined thresholds in terms of ESG sensitivity, NCC Bank prepares customized sustainability risk mitigation plans which are reviewed and endorsed by the Executive Risk Management Committee of the Board or escalated to the Risk Management Committee of the Board. This ensures that environmental and social concerns are factored into high-level strategic decisions. These plans often include timelines for clients to obtain regulatory clearances, adopt pollution control technologies,

implement worker safety protocols, or meet resettlement and community impact mitigation obligations. The compliance culture at NCC Bank is reinforced by the institutionalization of third-party validations. The Bank routinely engages independent professionals and audit firms to assess its compliance with the Corporate Governance Code, the BSEC guidelines, and ESG-related internal policies. These independent audits assess more than just rule compliance they also examine how effectively the rules are implemented, the robustness of the control environment, and the overall maturity of the bank's compliance culture. Feedback from these assessments is used to fine-tune the compliance structure and identify capacity-building needs.

In addition to internal mechanisms, the Bank also subjects itself to regulatory inspections, including those conducted by Bangladesh Bank's Department of Offsite Supervision, Department of Banking Inspections and Sustainable Finance Department. During these inspections, NCC Bank submits detailed compliance reports supported by evidence of ESG risk reviews, credit documentation, and project-level mitigation strategies. The Bank's cooperation with regulators reflects its commitment to transparency and institutional integrity.

A key strength of NCC Bank's compliance function is its integration with sustainability performance monitoring. Rather than treating compliance as a reactive obligation, the Bank incorporates compliance into its broader sustainability agenda. Compliance data are regularly used to update key performance indicators (KPIs) for risk-weighted asset classification, green finance eligibility, and portfolio decarbonization. In cases where compliance gaps are detected, immediate remedial actions are taken through management directives and branch-level follow-up. The Bank also conducts internal training and refresher programs to keep employees updated on evolving ESG regulations, enforcement precedents, and ethical banking expectations.

The compliance ecosystem is further strengthened by a robust grievance redressal and whistleblower mechanism, allowing internal and external stakeholders to raise concerns regarding non-compliance, misconduct, or breaches of environmental and social standards. All complaints are logged, investigated, and resolved under the oversight of a dedicated committee, ensuring due process and reinforcing institutional accountability.

Through this multi-dimensional compliance and monitoring system, NCC Bank achieves more than regulatory conformity. It fosters an environment of institutional transparency, stakeholder confidence, and risk-informed decision-making, all of which are essential components of responsible banking. The alignment of compliance practices with sustainability goals not only protects the bank from reputational and financial risks but also enhances its contribution to the United Nation's Sustainable Development Goals by promoting inclusive governance, climate responsibility, and ethical business conduct.

## Key Compliance Metrics

### Zero Regulatory Breaches

Maintained 100% compliance with Bangladesh Bank & BSEC.

### ICCD Oversight

Ongoing E&S compliance monitoring and high-risk assessments

### Independent Certification

Corporate governance verified by third party review

### Robust MIS System

Used for audit readiness, reporting and sustainability performance.

SDG's  
Alligned with NCC Bank PLC.



## Approach to Stakeholders Engagement

NCC Bank PLC applies a structured and governance-centered approach to stakeholder engagement as an integral part of its sustainability oversight. The Bank's engagement model is designed to support informed decision-making and policy implementation in alignment with sustainability goals and national regulatory directives. The process is overseen by the Sustainable Banking Committee (SBC), chaired by the Additional Managing Director, and operationalized by the Sustainable Banking Division (SBD), which works closely with internal departments to manage sustainability-related stakeholder interactions.

## Identifying and Selecting Stakeholders

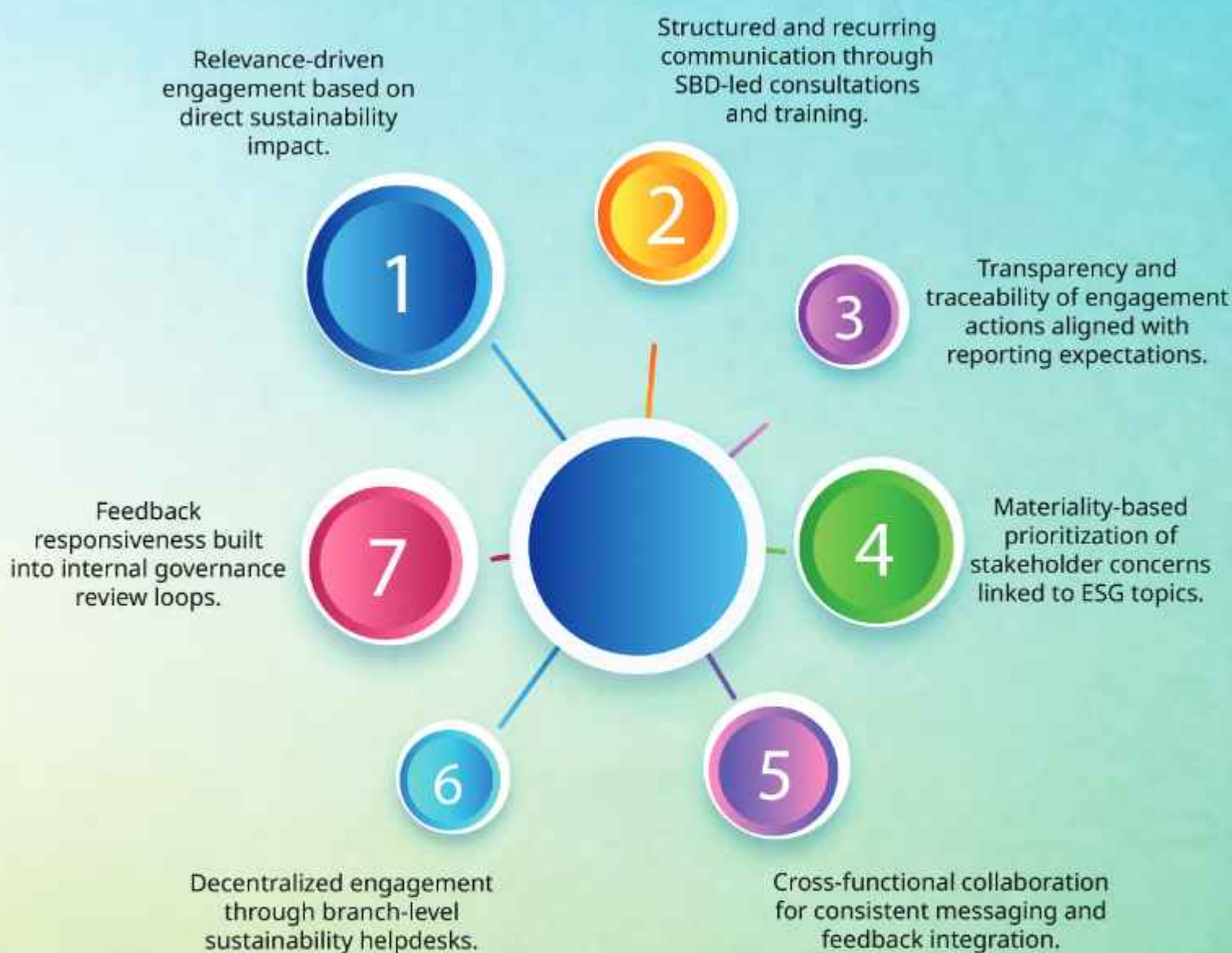
Stakeholders are identified and prioritized based on their direct influence on or impact by the Bank's sustainability performance and risk management responsibilities. The process is governed by the strategic and operational requirements of sustainable banking, with a focus on those entities that enable or are affected by ESG-related decision-making and implementation.



This stakeholder classification ensures that the Bank's sustainability policies are shaped by those with operational relevance and governance implications.

## Stakeholder Engagement Principles

The Bank applies clearly defined engagement principles to ensure effectiveness and governance alignment:



## Collective Bargaining Agreements

All employees of NCC Bank PLC operate outside the scope of formal collective bargaining arrangements. Instead, their terms of employment, working conditions, and associated rights are governed through individually issued employment contracts and institutional business policies. These contracts are designed in accordance with labor regulations and the Bank's internal governance standards, ensuring fairness, clarity, and alignment with responsible labor practices. The Bank continues to emphasize constructive communication and internal grievance resolution mechanisms to address employee concerns in an inclusive and transparent manner.

# List of Material Topics



Based on the assessment conducted through the above process, the following material topics have been identified for NCC Bank PLC's 2024 Sustainability Report:

- Sustainable Finance and Green Investment
- Environmental and Social Risk Management (ESRM)
- Financial Inclusion and SME Support
- Women Entrepreneurship Development
- Climate Risk and Resource Efficiency
- Employee Development and Equal Opportunity
- Customer Data Privacy and Digital Security
- Responsible Corporate Governance and Compliance
- Innovation in Digital Financial Services
- Community Engagement and CSR Outreach

These topics represent the bank's most significant economic, environmental, and social impacts, and reflect the concerns and priorities of key internal stakeholders.

## Management of Material Topics

NCC Bank manages material topics through a decentralized, department-specific accountability structure, overseen by the Sustainable Banking Committee. Each material issue is assigned to the most relevant operational unit for implementation, monitoring, and compliance.

For example, environmental and social risk topics are managed by the Credit Administration Division and Credit Risk Management Divisions in alignment with ESRM guidelines. Financial inclusion, SME support, and women entrepreneurship development are managed by the SME and Retail Banking Divisions, while customer data protection and ICT-related topics are overseen by the Information & Communication Technology Division (ICTD) and Digital Financial Services teams.

Progress is monitored using internal performance indicators, and compliance with Bangladesh Bank's reporting requirements is ensured through structured reporting and audit processes. The Bank integrates these material issues into its operational planning to ensure sustainability is not a parallel function but a core driver of value creation.

This approach enables NCC Bank to address material concerns in a focused, systematic, and accountable manner, ensuring sustained performance and stakeholder confidence.

## Stakeholders Engagement and Materiality

### Stakeholders Engagement

Listening to and engaging with stakeholders is a central pillar of NCC Bank PLC's sustainability governance. Stakeholder input supports the Bank's capacity to identify risks, anticipate expectations, and align sustainability strategies with material economic, social, and environmental priorities. The bank's approach is structured around inclusivity, relevance, and long-term relationship building, with engagement activities guided and coordinated by the Sustainable Banking Division (SBD).

To better understand how the Bank's operations affect its key internal stakeholders and to inform strategic decision-making, NCC Bank employs a variety of engagement mechanisms, including:

- Surveys and feedback collection mechanisms
- Direct interaction through meetings and consultation sessions
- Webinars and knowledge-sharing forums for staff involved in sustainability implementation
- Cross-departmental collaboration and committee-level feedback
- Use of internal digital platforms and help desks for decentralized communication

These mechanisms support informed dialogue on sustainability risks and opportunities and allow the Bank to refine its policies in line with stakeholder expectations and regulatory requirements.

## Identifying and Selecting Stakeholders

NCC Bank follows a systematic internal process for identifying and selecting stakeholders who are most relevant to its sustainability performance. The Bank emphasizes operational relevance and ESG accountability when prioritizing stakeholder groups, with a clear focus on those who contribute to or are affected by sustainable finance, regulatory compliance, and risk governance.

### Key Internal Stakeholder Groups Include:












Stakeholders are selected based on their operational involvement, influence on sustainability policies, and capacity to support the implementation and monitoring of material topics. This identification process feeds directly into NCC Bank's materiality assessment and sustainability performance review cycle.

## Stakeholders Dialogue

Stakeholder Group	Why We Engage	How We Engage	Key Topics
Employees	To foster an environment of open dialogue, support development, and promote unity and workplace innovation.	<ul style="list-style-type: none"> <li>- Employee engagement surveys</li> <li>- Annual performance reviews</li> <li>- Talent and learning development programs</li> <li>- Ongoing dialogue within teams</li> </ul>	<ul style="list-style-type: none"> <li>- Diversity and inclusion</li> <li>- Employee health, safety, and wellness</li> <li>- Governance and business conduct</li> <li>- Innovation capabilities</li> </ul>
Sustainability Helpdesks	To support localized implementation of sustainability guidance and gather operational feedback from branches.	<ul style="list-style-type: none"> <li>- Use of digital platforms</li> <li>- Branch-level coordination with SBD</li> <li>- Periodic sustainability communication</li> </ul>	<ul style="list-style-type: none"> <li>- ESRM challenges</li> <li>- Green Finance data reporting</li> <li>- Local awareness of ESG policies</li> </ul>
Internal Committees	To oversee and guide governance, implementation, and review of sustainability practices across departments.	<ul style="list-style-type: none"> <li>- Policy and ESG performance reviews</li> <li>- Regular meetings of Sustainable Banking Committee, BRMC, etc.</li> </ul>	<ul style="list-style-type: none"> <li>- ESG risk exposure</li> <li>- Sustainability KPI monitoring</li> <li>- Audit and regulatory alignment</li> </ul>
Regulators	To comply with sustainable finance and ESRM regulations, and to maintain transparency and credibility.	<ul style="list-style-type: none"> <li>- Reporting to Bangladesh Bank</li> <li>- Regulatory consultations and workshops</li> <li>- Participation in refinancing schemes</li> </ul>	<ul style="list-style-type: none"> <li>- Policy compliance</li> <li>- Sustainable finance tracking</li> <li>- Environmental and social risk mitigation</li> </ul>

Stakeholder Group	Why We Engage	How We Engage	Key Topics
Shareholders / Investors	To ensure transparency, improve reporting, and secure funding aligned with ESG values.	<ul style="list-style-type: none"> <li>- Annual General Meetings (AGMs)</li> <li>- Investor briefings and disclosure events</li> </ul>	<ul style="list-style-type: none"> <li>- ESG performance</li> <li>- Climate-related financial risk</li> <li>- Dividend and long-term value creation</li> </ul>
Local Communities	To build trust, contribute to social development, and address community concerns.	<ul style="list-style-type: none"> <li>- Community outreach programs</li> <li>- Public consultations and town halls</li> <li>- Local partnerships and CSR initiatives</li> </ul>	<ul style="list-style-type: none"> <li>- Community development</li> <li>- Environmental impact</li> <li>- Employment and local benefits</li> </ul>

## Addressing The Most Material Matters of Our Key Stakeholders

Stakeholder	Most Material Matter	Serving the Key Material Matter	Key Risks	Linked to Capitals	Link to SDG
<b>Customers</b>	Service quality, digital convenience, and financial inclusion	<ul style="list-style-type: none"> <li>- Expansion of digital services (Internet Banking, Corporate Banking Portal, Mobile Apps)</li> <li>- Dedicated remittance and SME channels</li> <li>- Strengthened branch and ATM network</li> </ul>	<ul style="list-style-type: none"> <li>- Limited digital infrastructure scalability</li> <li>- Customer disengagement in underserved areas</li> </ul>	FC, MC, HC	 9  10
<b>Employees</b>	Career development, workplace inclusion, transparency	<ul style="list-style-type: none"> <li>- Structured L&amp;D and MTO programs</li> <li>- Performance-linked evaluations</li> <li>- Policies promoting diversity and equal opportunity</li> </ul>	<ul style="list-style-type: none"> <li>- Skills mismatch during transformation</li> <li>- Attrition due to evolving job expectations</li> </ul>	FC, HC, IC	 5  8
<b>Shareholders</b>	Long-term sustainable returns and transparency	<ul style="list-style-type: none"> <li>- Consistent dividend history</li> <li>- Regular investor communication</li> </ul>	<ul style="list-style-type: none"> <li>- Volatility in profit margins</li> <li>- Falling short of investor expectations</li> </ul>	FC, SC	 9  16
<b>Government and Regulators</b>	Policy compliance, contribution to economic development, ESG alignment	<ul style="list-style-type: none"> <li>- Tax compliance and public contribution</li> <li>- Participation in Bangladesh Bank's green finance and ESRM policy implementation</li> <li>- Public-private collaboration and knowledge sharing</li> </ul>	<ul style="list-style-type: none"> <li>- Regulatory non-compliance</li> <li>- Weak engagement in national development forums</li> </ul>	FC, SC	 11  13  16

আস্থা আর নির্ভরতায়  
এনসিসি ব্যাংক আপনার সাথে  
আছে সব সময়



ব্যাংকিং  
ব্যবস্থাপনায়  
সুশাসনের স্বীকৃতি



ব্যাংকিং খাতে  
অন্যতম  
শীর্ষ করদাতা



AA+ ক্রেডিট  
রেটিং



শীর্ষ ১০  
রেমিট্যান্স  
সংগ্রহকারি  
ব্যাংক



ADB সহ  
বিশ্বব্যাপী অর্থ  
শতাধিক ব্যাংক এ  
পর্যাপ্ত ক্রেডিট লাইন



বেস্ট প্রাইমারি  
ডিলার এওয়ার্ড

# NCC Bank PLC.

## Corporate Governance Framework

NCC Bank PLC. is governed by a comprehensive and structured corporate governance framework that upholds the principles of transparency, accountability, integrity, and long-term value creation. Corporate Governance is the system of rules, practices and processes by which a company is directed and controlled. It essentially outlines how a company is run, focusing on the relationships among its Board of Directors, Management, Shareholders and other Stakeholders. NCC Bank operates in strict compliance with the Bank Company Act, 1991 (as amended), guidelines issued by Bangladesh Bank, The Companies Act, 1994 (as amended), Listing Regulations, 2015 (both Dhaka and Chittagong Stock Exchanges), various securities laws by Bangladesh Securities and Exchange Commission (BSEC), Corporate Governance Code of BSEC, among many others, as applicable to listed entities. Its governance structure is designed to promote effective oversight, sound risk management, ethical conduct and sustainable performance.

### Board Structure and Oversight

The Board of Directors of NCC Bank PLC is responsible for the governance of the Bank. It is the highest decision-making body for providing strategic guidance, overseeing management, and safeguarding the interests of shareholders and other stakeholders. Among others, the Board look into the work planning and strategic management, loan and risk management, internal control management, human resource management and development, financial management, appointment of managing director and any other responsibilities imposed by Bangladesh Bank from time to time. The Board comprises of 11 members with a mix of experienced professionals representing shareholders (sponsor / general public), institutional shareholders, and independent directors, in line with regulatory requirements.

The Board meets in regular intervals for considering business proposals and policy issues as placed and recommended by the Management. The Board through the Management ensures that all its instructions / decisions are duly implemented for ensuring steady growth of the Bank.

The Board meets regularly to review and approve strategic plans, financial results, risk exposures, policy matters, and regulatory issues.

### Board Committees

The Board is supported by several well-functioning committees that enable focused oversight on key areas of the Bank. The committees operate under defined charters approved by the Board and report to the Board regularly. These are :

#### Executive Committee

The Executive Committee of the Board meets in addition to regular Board meetings to discharge their responsibilities as per given limit which the Board ratifies afterwards.

#### Audit Committee

The Chairman of the Audit Committee is an independent director of the Bank. The Committee oversees financial reporting, internal control, audit processes, and regulatory compliance, and all the functions of Nomination and Remuneration Committee ensures transparent and merit-based selection, evaluation, and compensation practices for senior management and key personnel.

The Audit Committee reviews the reports on the position of branches and departments of Head Office submitted by the ICC Division prepared on the basis of the findings during the routine inspection and monitoring round the year.

#### Risk Management Committee

The prime areas of functions of the Risk Management Committee of the Board are to ascertain the risk appetite, probable risks in banking operations and following due consideration, determine ways to mitigate those risks factors and guide the management in that line.

#### The Shari'ah Supervisory Committee

The Shari'ah Committee of the Bank is formed with the renowned Islamic scholars of the country to review the principles and the contracts relating to the transactions and applications introduced in Islamic Banking and gives opinion on various Shari'ah related issues in accordance with the Shari'ah Rules and Principles.

## Senior Management Team

The Senior Management Team serves as the highest decision-making body from the management level where the Managing Director is holding the chair and AMD, DMDs are the members. They meet regularly to address the different issues of the Bank.

### Management Committee (MANCOM)

The Committee is comprised with all key divisional heads with Managing Director as its chairman. The Management Committee generally meets on a weekly basis to review the Bank's overall performance, identify areas requiring immediate attention and propose appropriate solutions.

### Head Office Credit Committee

Head Office Credit Committee is an important committee at the Management level that deals with the business proposals sent by the branches in accordance with the process as laid out in the Credit Policy and laws / rules in force. The proposals after reviewing by the committee placed before the meeting of the Board for their decision.

### Asset Liability Management Committee (ALCO)

The Committee is responsible for overseeing the Bank's fund management. The ALCO meets monthly to review the fund position and adjust pricing as appropriate based on prevailing market conditions.

### Purchase Committee

The Purchase Committee of NCC Bank PLC oversees procurement-related matters to ensure transparency, cost-effectiveness, and compliance with internal policies and regulatory guidelines. The committee evaluates and approves procurement proposals, vendor selections, and contract terms, maintaining accountability and fair practices in the Bank's procurement process.

### Human Resource Committee

The Human Resource Committee is responsible for reviewing and recommending policies related to talent acquisition, development, compensation, succession planning, and employee welfare. It ensures that the Bank attracts, retains, and develops qualified professionals while promoting a culture of performance, ethics, and continuous learning aligned with the Bank's strategic goals. All decisions made by these committees are guided by board-approved policies and are

## Risk Governance and Internal Control

NCC Bank has established a comprehensive Risk Management Framework aligned with the regulatory risk-based supervision model. The framework includes clear risk appetite statements, board-approved risk policies, and mechanisms to identify, assess, monitor, and mitigate key risks including credit, market, operational, liquidity, and reputational risks.

The Internal Control & Compliance (ICC) Division, comprising Internal Audit, Monitoring, and Compliance Units, operates independently and reports to the Audit Committee. The Bank also maintains a dedicated Anti-Money Laundering (AML) & Combating Financing of Terrorism (CFT) Unit, ensuring adherence to internal policies and regulatory expectations.

### Code of Ethics

The Bank has adopted various Codes of Conduct for Directors, Senior Management, and all Employees. These codes promote integrity, professionalism, conflict-free operations, and a zero-tolerance approach toward unethical behaviors both in the workplace and in their personal conduct. Training and awareness programs are conducted regularly to install a culture of ethical banking.

### Transparency and Disclosure:

NCC Bank ensures timely and accurate disclosure of material information to shareholders, regulators, and the public. The Bank publishes audited financial statements, governance disclosures, risk reports, and ESG data through its Annual Report, Sustainability Report, website, and statutory filings. Investor communication practices are aligned with best practices to ensure stakeholders confidence.

### Regulatory Compliance and Governance Evaluation:

The Bank maintains strict regulatory compliance and submits periodic reports to Bangladesh Bank, BSEC, Stock Exchanges, RJSC, and others. It undergoes internal and external governance reviews, and the performance of the Board and Senior Management is evaluated to ensure accountability and continuous improvement. In terms of corporate governance code of Bangladesh Securities and Exchange Commission (BSEC), the Bank has obtained a certificate from the independent auditors mentioning that the Governance of the Bank is highly satisfactory. And this certificate has been published through the Annual Report of the Bank.



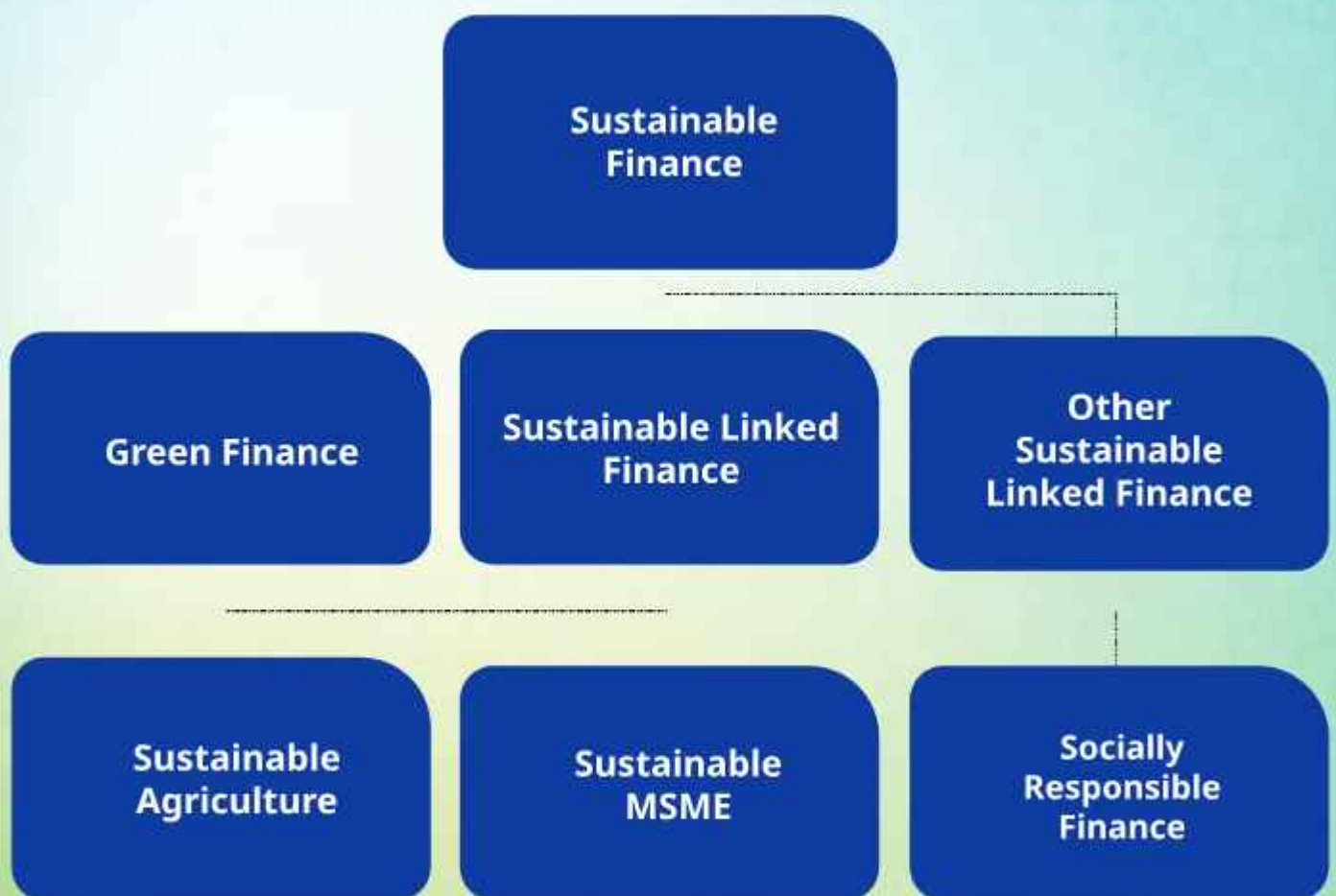
**“ GO GREEN  
There is no Planet B ”**

# Chapter 2

# Environment



## Components of Sustainable Finance



# Sustainable Investing and Finance

GRI: 2-12; 2-13; 2-14; 203-1; 302-1; 302-5; 305-5; 308-1; 308-2



## Strategic Governance and Policy Alignment

NCC Bank PLC integrates sustainable finance as a foundational component of its long-term strategy. The Bank's updated Sustainable Finance Policy aligns with global sustainability frameworks and national commitments. It formalizes how environmental, social, and governance considerations influence investment decisions, ensuring responsible capital allocation that advances sustainable banking development.

The Bank operates under a dedicated Sustainable Banking Committee chaired by the Additional Managing Director. This cross-functional team ensures coordinated implementation across departments such as Corporate Banking, ICT, Credit Risk, Islamic Banking, and Internal Control and Compliance. The Sustainable Banking Division acts as the secretariat and operational arm, responsible for executing the Bank's sustainable roadmap and reporting mechanisms.

The Bank applies a dual taxonomy that defines sustainable finance through two distinct pathways. The first covers sustainable linked finance, which supports inclusive development across small businesses, agriculture, and socially oriented projects. The second focuses exclusively on green finance, directed at projects promoting energy efficiency, pollution control, renewable energy adoption, green buildings, and environmentally responsible technologies. These categories are governed by defined eligibility criteria and screening tools based on Bangladesh Bank's Sustainable Finance Policy.

## Green Finance Framework and Practices

NCC Bank has built a policy-driven foundation for financing projects that generate positive environmental outcomes. The Bank promotes investments that prioritize energy-efficient technologies, environmental certification, and pollution mitigation practices. Eligible projects are selected based on strict environmental and social screening to ensure no significant harm across biodiversity, water conservation, air quality, and circular economy principles.

Each project must undergo Environmental and Social Due Diligence (ESDD) to assess compliance with six core environmental objectives defined in the Bank's internal framework. The exclusion list is strictly enforced, disallowing financing for activities that degrade natural ecosystems, involve hazardous waste mismanagement, or contradict climate policy objectives.

In line with its strategy, the Bank has participated in Bangladesh Bank's refinance schemes. These schemes enable concessional financing for projects involving advanced environmental technologies, energy audit certified equipment, and green-certified construction solutions. Through these mechanisms, the Bank has supported a range of green innovations without reliance on harmful industrial practices.

## Sustainable Linked Finance Approach

The Bank's sustainable linked finance framework supports projects that contribute to social equity, inclusive economic growth, and environmental integrity. Areas of focus include micro and small business development, sustainable farming practices, health and education access, and community-centered initiatives. Investments in these areas are subject to ESG-based evaluation to ensure alignment with national development goals and sustainability indicators.

These financing activities are structured to avoid sectors that harm environmental and social welfare. The internal taxonomy distinguishes projects with measurable benefits related to resilience, access, employment, and equity. To further strengthen impact assessment, the Bank plans to implement systems for tracking social return on investment and outcome-based reporting in the near future.

## Climate Risk Integration

As part of its evolving strategy, NCC Bank is preparing to integrate climate risk into its credit assessment and portfolio management systems. While full-scale climate finance implementation is in development, the Bank has planned to embed climate mitigation and adaptation considerations into its sustainable finance policy.

This includes eligibility for projects that support low-carbon transitions, renewable energy, sustainable transport, and energy-efficient infrastructure.

The Bank is building capacity for issuing climate-aligned financial instruments, including green bonds and impact funds. It also aims to establish a carbon accounting framework to track financed emissions and evaluate progress toward national climate targets. These tools will enhance the Bank’s role in supporting the national climate transition and contribute to reducing the environmental footprint of the financial sector.

Technology-Driven Green Solutions

NCC Bank supports innovation through its commitment to environmentally sound technologies. The bank encourages adoption of resource-efficient machinery, smart energy systems, and green infrastructure through its financing channels. It also supports the development of building management technologies and automation systems that minimize energy and water waste.

While focused primarily on environmental integrity, the Bank’s roadmap includes broader

inclusivity goals. It intends to expand access to green finance for underserved entrepreneurs, particularly women and communities in climate-vulnerable regions. Product development strategies for inclusive green finance are embedded in the Sustainable Finance Policy and will be operationalized through future refinements.

Monitoring, Transparency and Disclosure

To promote transparency, the Bank discloses its sustainability initiatives through dedicated reporting portals and public communications. Branch-level Sustainable Finance Help Desks assist in disseminating information and guiding applicants.

Regular site visits and ESG compliance reviews are conducted to ensure adherence to policy commitments. Monitoring frameworks focus on license and permit validation, community impacts, environmental compliance, and incident tracking. Findings are addressed in consultation with stakeholders, and continuous improvements are pursued through risk-based interventions and corrective action plans.

Sustainable Investing & Finance - 2024



## Finance Allocation Overview

(In BDT Crore)



## Green Banking Initiatives and Performance

GRI: 2-12; 2-13; 2-14; 302-1; 302-5; 305-1; 305-5; 308-1; 308-2



### Institutional Foundation and Policy Framework

NCC Bank PLC's green banking initiatives are embedded within its broader sustainability strategy through formal policy instruments and organizational frameworks. In line with Bangladesh Bank's Green Banking Guidelines, the Bank has embedded environmental accountability into its internal operations and customer-facing services. Green banking at NCC Bank is defined as a dual strategy that minimizes environmental impact from internal banking operations and proactively supports environmentally responsible behaviors among customers and industries.

The Bank's Green Banking activities are governed under the Sustainable Finance Policy, which consolidates environmental governance under a single framework. The policy mandates internal resource optimization, carbon footprint optimization, carbon footprint monitoring, adoption of clean technologies, and adherence to green operational guidelines.

Oversight is ensured through the Sustainable Banking Committee, and operational execution is managed by the Sustainable Banking Division. This ensures that green operational goals are integrated into day-to-day banking processes and product offerings.

### Energy and Resource Efficiency in Operations

In 2024, NCC Bank made considerable progress in greening its internal operations. The Bank replaced conventional lighting systems in its branches with LED alternatives, targeting higher energy efficiency. Specifically, it replaced 18-watt bulbs with 9-watt LED bulbs and 40-watt tube lights with 18-watt LEDs across several operational locations. This change reduced electricity consumption across branch operations while improving ambient efficiency.

As part of its water stewardship efforts, the Bank emphasized smart water use through infrastructure investments such as rainwater harvesting and water-efficient plumbing fixtures in new constructions and retrofitted buildings. While a complete carbon footprint calculation was not published in 2024, the Bank adheres to Bangladesh Bank's roadmap for carbon reporting and has committed to measuring energy consumption as a prerequisite for future carbon disclosure initiatives.

### Digitalization and Paperless Practices

Digital transformation remains a core enabler of NCC Bank's green operations. In 2024, the Bank advanced its paperless banking agenda by promoting the use of digital statements, email communication, and electronic notifications. A key achievement was the full implementation of e-receipts across its ATM network, significantly reducing thermal paper usage. Moreover, the Bank's core digital platforms, including mobile and internet banking services, continued to reduce dependency on printed materials and physical visits.

This shift toward digital channels also contributed to emissions reductions by minimizing customer travel and curtailing the Bank's own logistics and stationary requirements. The Bank encourages digital adoption across all customer segments and trains branch-level staff to promote green banking behaviors.

### Green Product Infrastructure and Branch Design

NCC Bank has adopted sustainability-conscious criteria in its infrastructure and branch development strategy. The Bank follows the Green Office Guide outlined in its internal policy to standardize sustainable design practices. This includes use of energy-efficient HVAC systems, low-flow water fixtures, smart lighting automation, rooftop solar considerations, and thermally insulated materials.

In alignment with Bangladesh Bank's requirement, NCC Bank has a plan to establish green-certified branches and is working toward full compliance with the Green Branch Certification program.

The policy also includes a roadmap for expanding green infrastructure support for small and medium-sized enterprises that operate within environmentally certified industrial zones or maintain green building standards.

### Awareness, Training, and Behavioral Change

To drive internal capacity and behavioral change, the Bank organized awareness programs focused on green banking and environmental compliance. In 2024, the Bank conducted internal training for key staff across departments, ensuring that operational teams understand their role in reducing environmental impacts. These sessions covered topics such as green operations, sustainable office practices, energy conservation, and digital channel optimization.

Beyond internal engagement, the Bank launched public-facing awareness campaigns through its branches and digital media. These campaigns were timed to align with global environmental observances such as Earth Day and World Environment Day and included customer outreach on topics like energy saving, waste reduction, and electronic banking services.

### Monitoring and Compliance

Green banking initiatives are monitored through regular internal reporting and operational audits. Branches are evaluated on their compliance with energy-saving protocols, use of digital systems, and adherence to the Bank's internal green office guidelines. Branch performance indicators are being developed to track progress in adopting green practices.

NCC Bank has committed to expanding its green monitoring efforts and has adopted a structured documentation process that will feed into the Bank's future environmental impact reporting. The Bank has reported its Scope 1 and Scope 2 greenhouse gas emissions in this disclosure, reflecting its commitment to transparency and environmental stewardship. Furthermore, ongoing engagement with Bangladesh Bank's sustainability rating mechanism provides valuable feedback and benchmarking to support continuous improvement in sustainability performance.

## Sustainable Finance & Green Banking - 2024

### Key Green Banking Highlights



### Green Banking Impact Matrix

Initiative	Impact Level
LED Lighting Retrofit	High
ATM Paper Reduction	High
Water Efficiency	Medium
Digitalization	Medium
Green Branches	Medium
Green Training	Low



# Supporting Sustainability Through Green



GRI: 2-12; 2-13; 2-14; 203-1; 302-1; 302-5; 305-5; 308-1; 308-2

## Strategic Focus on Environmentally Beneficial Financing

NCC Bank PLC recognizes green finance as a cornerstone of its long-term environmental and climate strategy. The Bank's commitment to sustainability is operationalized through the targeted disbursement of funds into sectors that deliver measurable environmental benefits. In line with its Sustainable Finance Policy and in compliance with Bangladesh Bank's taxonomy and guidance, NCC Bank classifies and evaluates green investments based on strict environmental, social, and governance criteria. These investments contribute directly to the reduction of carbon emissions, enhancement of energy efficiency, resource optimization, and promotion of eco-friendly industrial practices.

Green finance are selected through a structured eligibility screening process. Only those projects that comply with "Do No Significant Harm" principles and fall within Bangladesh Bank's recognized green product categories are considered. This process ensures that each financed activity supports the national sustainable development agenda and avoids environmentally harmful outcomes. The Bank also maintains an internal exclusion list to prevent investments in high-polluting industries or sectors incompatible with its environmental mandate.

## Priority Sectors in Green Finance Portfolio

The green finance portfolio of NCC Bank is primarily composed of projects in the areas of energy efficiency, green buildings, and sustainable industrial operations. Energy efficiency projects include financing for machinery that consumes less power and emits fewer pollutants, often certified by third-party auditors. Green building finance supports the development of commercial and industrial facilities that are constructed or retrofitted to meet environmental certification standards.

A growing portion of the green finance portfolio is directed toward resource-efficient production and cleaner technology in sectors such as textiles, manufacturing, and agriculture. These include financing for water recycling, low-carbon logistics and waste-to-energy systems.

The Bank prioritizes clients who are transitioning to environmentally responsible business models and incentivizes performance through structured terms linked to sustainability metrics.

## Green Innovation and Refinance Utilization

NCC Bank's green finance strategy is further supported by its participation in refinance schemes administered by Bangladesh Bank. These include the Green Transformation Fund and the Technology Development Fund, both of which offer concessional financing to eligible green projects. Through these funds, the Bank facilitates access to finance for import of eco-friendly machinery, solar and renewable energy infrastructure, and wastewater management solutions. The projects funded through refinance mechanisms are assessed not only for financial viability but also for their environmental performance potential, such as energy saved, emissions reduced, and natural resources conserved.

The Bank has also introduced internal systems for collecting baseline and post-disbursement environmental data from green-financed clients. This allows NCC Bank to track the environmental return on its green investments and align its portfolio impact with national environmental goals.

## Sustainable Value Chain Enablement

Green finance by NCC Bank extends beyond the end-user or final borrower. The Bank actively supports sustainable value chains by financing upstream and downstream partners involved in environmentally certified supply networks. For example, in the case of the garment industry, financing is provided to suppliers who maintain compliance with global environmental standards and sustainability audits. This system-level approach ensures that green finance does not operate in isolation but supports the transformation of entire production ecosystems.

The Bank partners with industry associations and third-party certifiers to promote ESG awareness and validate clients' environmental claims, ensuring the credibility of its green portfolio and the sustainability of financed projects.

Capacity Building and Future Readiness

To support the long-term success of green investment, NCC Bank invests in internal capacity building. Specialized training is conducted for relationship managers, risk analysts, and credit officers on evaluating and structuring green finance deals. The Bank also maintains a knowledge base of eligible technologies, environmental impact metrics, and global case studies to assist in product development and portfolio evaluation.

Looking ahead, NCC Bank plans to pilot new green financial instruments including sustainability-linked loans and environmental performance-based incentives. These will enable more dynamic engagement with clients who demonstrate measurable improvements in their environmental footprint. The Bank's strategy is to not only maintain but also expand its green investment capacity in alignment with evolving regulatory requirements and climate-related risk considerations.

Features of Green Taxonomy



# Environmental Risk

GRI: 2-12; 2-13; 2-14; 308-1; 308-2; 201-2



## ESRM Governance and Framework

NCC Bank PLC has adopted a structured Environmental and Social Risk Management (ESRM) Policy to systematically identify, assess, and manage environmental risks in its credit operations. The policy, last updated in December 2022, is aligned with Bangladesh Bank's ESRM Guidelines and is integrated into the Bank's broader Environmental and Social Management System (ESMS). This system ensures that environmental risks are not considered in isolation but embedded within the Bank's overall risk assessment and loan decision-making process.

The governance of environmental risk management is supported by a clear organizational structure. Key responsibilities lie with the Sustainable Banking Division, Credit Risk Management Division, Relationship Officers, and the Board's Risk Management Committee. Each level is responsible for identifying, escalating, and resolving environmental risk issues, ensuring a robust defense mechanism within the Bank's operational layers.

## Transaction Screening and Risk Categorization

All lending transactions are subject to a multi-step environmental screening process. This begins with exclusion list filtering, ensuring that prohibited or environmentally harmful activities are rejected at the outset. If the activity is eligible, it is further evaluated based on Department of Environment (DoE) risk categories (Green, Yellow, Orange, and Red) and through Environmental and Social Due Diligence (ESDD) tools.

NCC Bank uses a categorization model to determine the transaction's environmental risk as low, medium, or high. This categorization guides the level of scrutiny and documentation required. For instance, large enterprises and infrastructure projects must undergo both the ESDD checklist and third-party Environmental and Social Impact Assessment (ESIA), while smaller, non-sensitive sectors are often screened through simplified protocols.

## Due Diligence and Risk Rating

The Environmental and Social Due Diligence (ESDD) process involves a thorough review of the client's environmental compliance, past records, operational footprint, and applicable legal clearances. Each transaction is rated using an automated risk scoring model built into the ESDD checklist. The outcome determines the applicable covenants, monitoring intensity, and escalation procedures.

High-risk transactions, such as those involving tanneries, ship-breaking, and fossil fuel-based projects, are escalated to the Board or Executive Committee after thorough review by the Managing Director. Medium-risk projects are reviewed and approved one level higher than low-risk projects. Low-risk transactions are cleared within regular authority limits. This tiered structure ensures that critical decisions are made with due diligence and strategic oversight.

## Mitigation Planning and Escalation

For all high and medium-risk transactions, a time-bound Environmental and Social Action Plan (ESAP) is prepared. This includes specific risk mitigation requirements such as installation of effluent treatment plants, air pollution control systems, or compliance with energy-efficiency benchmarks. These conditions are embedded as legal covenants in the loan agreements and are tracked by the Credit Administration Division and the Sustainable Banking Division.

If non-compliance is detected post-disbursement, a defined escalation matrix is followed to resolve issues promptly. The Bank retains the authority to take legal action or suspend disbursements in the event of critical unresolved environmental risks. Monitoring and reporting requirements are clearly assigned to branches, credit teams, and the Sustainable Banking Division to ensure timely and accurate tracking of each client's environmental performance.

ESRM in Special Sectors and Projects

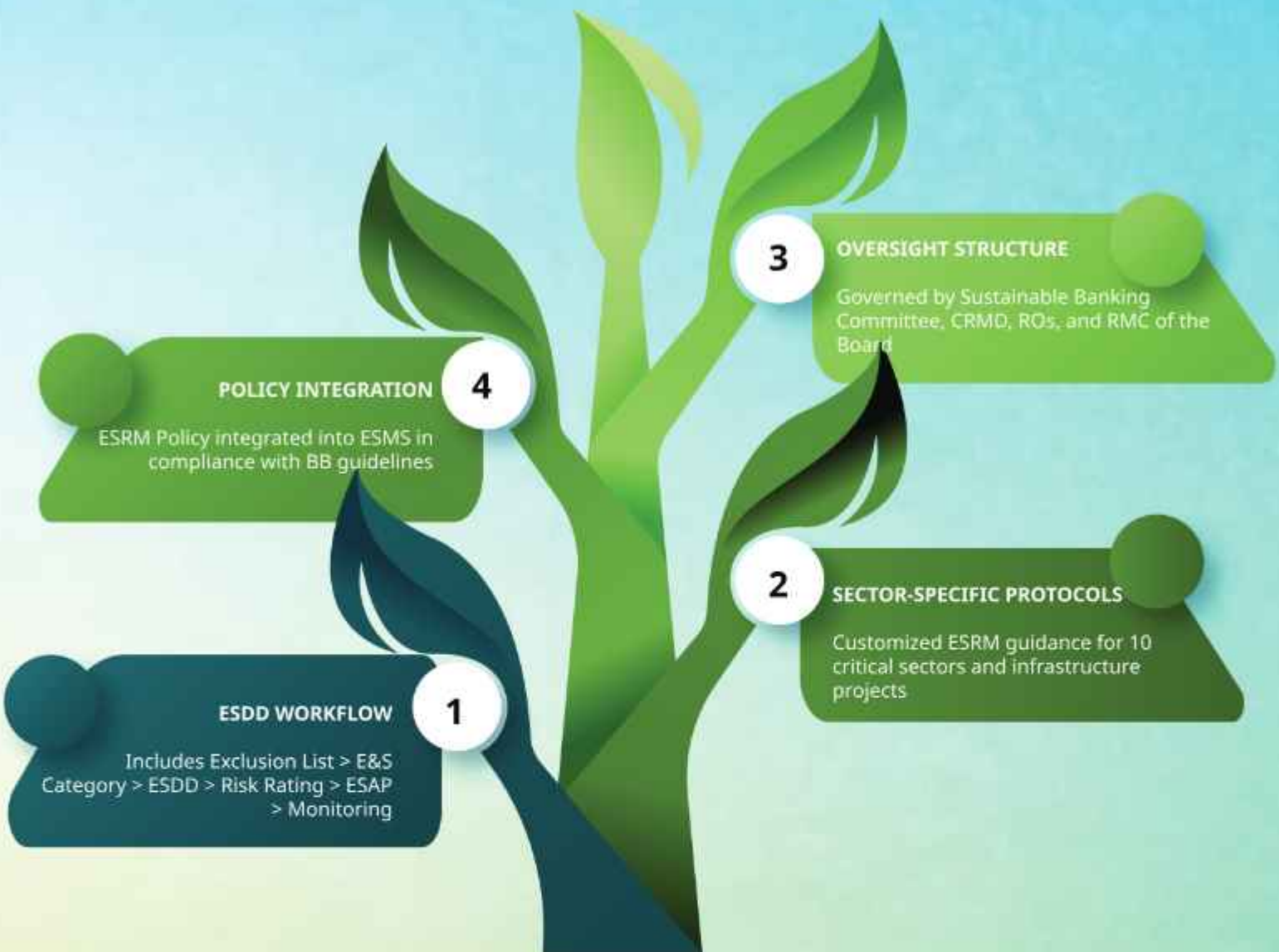
Sector-specific guidance notes have been developed for ten environmentally sensitive sectors such as textile and apparel, cement, pharmaceuticals, ship breaking, power, and tannig and leather finiching, Ceramic tile and Sanitary wear, Fertilizer, steel re-rolling ans pulp and paper. These are applied to tailor risk assessments to the unique characteristics and exposures of each industry. Infrastructure projects, such as those in energy, transport, and economic zones, are additionally required to comply with third-party ESIA before financing decisions are made.

For agricultural finance, organic and environment friendly projects below a certain threshold are exempted from ESDD, while chemically intensive or large-scale proposals must undergo full due diligence. CMSME, retail, and small enterprise finance are filtered using simplified criteria unless classified as environmentally or socially sensitive.



# ESRM Compliance Dashboard (2024)

## Governance & Framework Highlights



## RISK CATEGORIZATION MATRIX

RISK LEVEL	APPROVAL AUTHORITY	DOCUMENTATION REQUIRED	MONITORING INTENSITY
LOW	Within Regular Limits	ESDD	Standard Annual Review
MEDIUM	One Level Higher	ESDD; ESAP and Escalation matrix Required	Quarterly Monitoring
HIGH	Board/Executive Committee	ESDD; ESAP and Escalation matrix Required, Third-Party ESIA, Legal Covenants	Monthly Review & Escalation

Risk ratings are generated using Bangladesh Bank's ESDD spreadsheet and must be updated during renewals or material changes.

# Carbon Emissions and Energy Consumption

GRI: 2-12; 2-13; 2-14; 302-1; 302-3; 302-4; 305-1; 305-2; 305-4; 305-5



## Energy Consumption Overview

In 2024, NCC Bank PLC reported total energy consumption of 76.82 million megajoules, reflecting a 5.3 percent increase from 2023. This rise corresponds to the Bank's operational expansion across Bangladesh, including the establishment of new branches, broader IT infrastructure, and intensified customer outreach. The consumption figure includes both stationary energy used in buildings and mobile energy consumed by the vehicle fleet.

Electricity consumption amounted to 9.45 million kilowatt-hours. This figure, while consistent with the previous year, signals that energy stabilization efforts have begun to offset growth in demand. Renewable electricity use, generated through solar systems at the head office, reached 7,279 kilowatt-hours. Although this is a small portion of the Bank's total energy mix, it provides a foundation for future renewable expansion.

The Bank also consumed 330 liters of diesel and approximately 1.12 million liters of petrol in 2024. Diesel was used for emergency power backup in selected branches, while petrol powered the company-owned vehicles used in regional operations. Stationary energy totaled 12,562 megajoules and mobile energy reached 42.79 million megajoules. This confirms that vehicle operations remain the most energy-intensive aspect of the Bank's footprint, highlighting the importance of future mobility electrification strategies.

## Energy Intensity and Efficiency Measures

NCC Bank's energy intensity, measured in megajoules per BDT of revenue, declined to 0.0033 in 2024 from 0.0042 in 2023. This positive change was the result of a combination of infrastructure upgrades, process automation, and behavioral interventions.

The Bank completed a branch-wide replacement of lighting systems, phasing out inefficient fixtures in favor of LED lighting. More than 1,600 units of 9-watt LED bulbs, 4,400 units of 14-watt T5 tubes, and numerous LED panel lights were installed across the branch network. Additionally, high-wattage systems such as 400W metal halide lamps were fully eliminated.

Cooling systems were also upgraded. The Bank deployed 900 tons of high-efficiency HVAC systems in both new and retrofitted locations. These were supported by programmable thermostats and smart controls, allowing climate management based on real-time demand and occupancy levels.

NCC Bank also promoted responsible energy behavior through awareness campaigns and energy conservation guidance shared with employees. Internal operations transitioned toward digital platforms for administrative approvals, reporting, and communication, which helped reduce the energy footprint of office equipment and printing infrastructure.





# Protect Our Glaciers, Preserve Our Future!

Our glaciers hold the purest source of life. Let's take action to protect these frozen treasures for future generations.

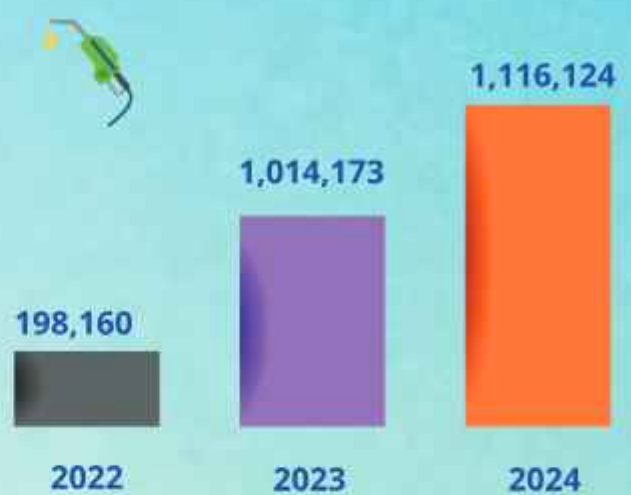


## Environmental Performance (2022-2024)

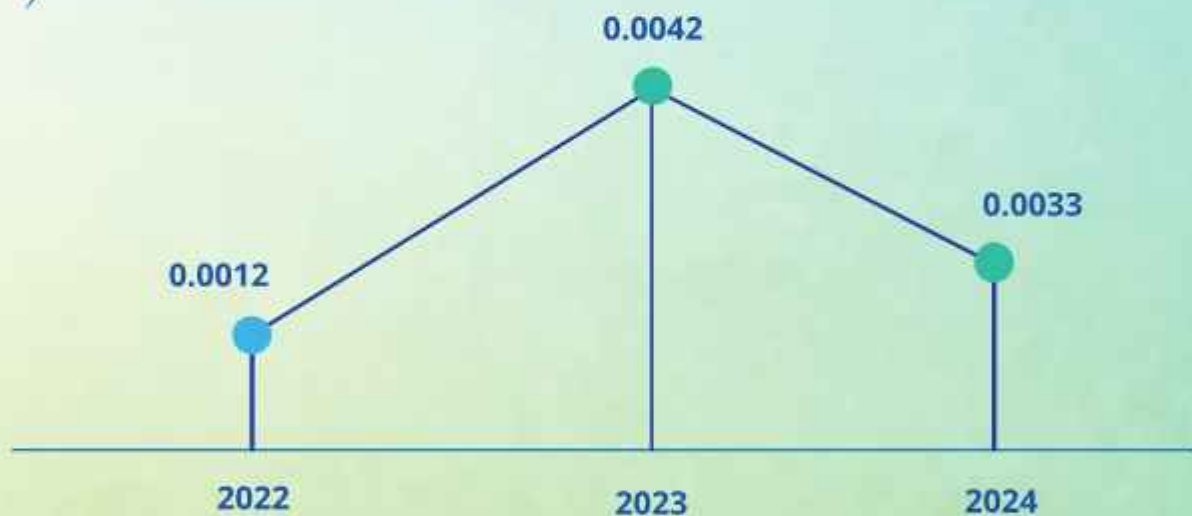
Total Energy Consumption (MJ)



Petrol Consumption (Liters)



Energy Intensity (MJ/BDT)



## Energy Reduction Achievements (2024)

Key Measures :

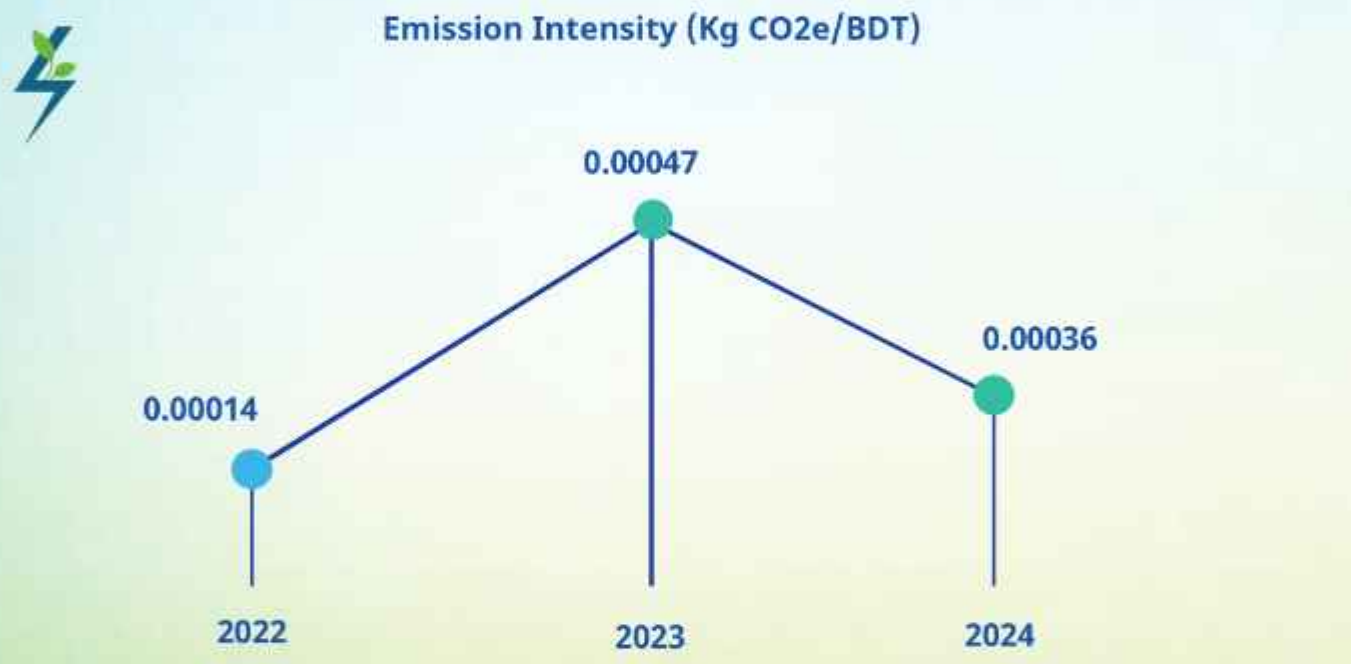
- HVAC Systems: 900 tons
- LED Lighting: 9W (1625 units), 18WT Tube (347 units), 48W Panel (164 units)
- T5 Lighting: 14W (4449 units), 28W (1006 units)
- Refrigerant: R134A (852 kg)

Emission Intensity and Comparative Insights

In 2024, the Bank's emission intensity was calculated at 0.00036 kilograms of carbon dioxide equivalent per BDT of revenue. This represents an improvement over the 0.00047 intensity recorded in 2023. The decline reflects improved carbon efficiency in the face of rising service volume and expanded infrastructure.

The Bank's 2022 emission intensity was lower at 0.00014. However, this baseline reflected a more limited operating scope and lower staff mobility. The rise in 2023 was expected given operational expansion. The improvement in 2024 shows that the Bank's energy efficiency and emissions control strategies are beginning to reverse upward trends.

Emission intensity metrics are monitored as part of branch performance reviews. These values will eventually inform future carbon budgeting and internal accountability frameworks. Benchmarking against peer institutions is also under consideration to evaluate the Bank's position within the national financial sector.



Carbon Emissions Performance and Scope 1 & 2 Analysis

In 2024, NCC Bank's total greenhouse gas emissions amounted to 8.44 million kilograms of carbon dioxide equivalent. This includes both direct and indirect emissions. Direct emissions, also referred to as Scope 1, came from diesel and petrol use and totaled 2.58 million kilograms. Indirect emissions, also known as Scope 2, were caused by electricity consumption and amounted to 5.86 million kilograms.

Although total emissions increased slightly compared to the previous year, the stabilization of electricity-related emissions shows that demand-side controls are working. The emissions inventory was based on activity-level fuel and electricity data, and conversion factors aligned with internationally recognized protocols.

Internal tracking systems helped identify major emission sources across the organization. Petrol-based transport remained the single largest contributor to Scope 1 emissions, and electricity use continued to be the dominant source of Scope 2 emissions. The insights gained from this monitoring allowed for targeted planning, including HVAC scheduling, lighting automation, and review of operating hours for high-load equipment.

Scope 1 Emissions (kgCO<sub>2</sub>e)



Scope 2 Emissions (kgCO<sub>2</sub>e)



### Carbon Emissions of Scope 3 Analysis

To expand environmental accountability, NCC Bank conducted a detailed Scope 3 financed emissions analysis using the Joint Impact Model (JIM). The model covered 96 percent of the Bank's total loan portfolio and calculated a total of 248,172 tCO<sub>2</sub>e in financed emissions. This figure demonstrates that financed emissions are nearly 29 times larger than operational emissions, highlighting the critical importance of sustainable credit allocation and portfolio decarbonization.

The JIM analysis revealed a concentration of financed emissions in a few industrial sectors. The top 10 emitting sectors from the Bank's 2024 loan portfolio are shown below, with a breakdown across Scope 1, 2, and 3 emissions.



## Top 10 Financed Emitting Sectors

Rank	Sector Name	Scope 1 ( tCO <sub>2</sub> e )	Scope 2 ( tCO <sub>2</sub> e )	Scope 3 ( tCO <sub>2</sub> e )	Total Emission ( tCO <sub>2</sub> e )
1	Contractor and Supplier Firms	613	496	29,385	30,494
2	Pharmaceutical Industries	5,516	8,465	6,946	20,927
3	Rubber and Plastic Industries	4,597	6,987	9,129	20,713
4	Steel & Metallic Products Industries	1,604	4,241	12,801	18,646
5	Polymer and Polythene Industries	3,734	5,676	7,415	16,825
6	Assembling Industry	2,305	2,762	3,523	8,590
7	Ready-made Garments Industries	377	748	7,356	8,481
8	Manufacturing of Electrical Equipments (e.g., cables)	908	4,246	2,582	7,736
9	Cement Factories	4,939	529	1,912	7,380
10	Food Processing Industry	871	162	5,453	6,486

**Source: Joint Impact Model (JIM), Portfolio Coverage: 96%, Fiscal Year 2024**

These ten sectors alone account for the majority of financed emissions, confirming that sector-specific decarbonization strategies will be critical to reducing the Bank's financed carbon footprint. For instance, Contractor and Supplier Firms, despite receiving a modest portion of loan allocation, accounted for over 30,000 tCO<sub>2</sub>e, due to their involvement in high-emission construction and supply chains.

NCC Bank is currently developing a carbon accounting framework aligned with the GHG Protocol and Bangladesh Bank's guidelines. This framework will facilitate:

- Climate-adjusted credit decision-making
- Portfolio emission benchmarking
- Identification of high-risk climate-exposed sectors
- Integration of carbon pricing and transition risk modeling

**NCC BANK RECEIVED A CERTIFICATE FOR  
CARBON ACCOUNTING OF FINANCED EMISSIONS  
BY THE JOINT IMPACT MODEL FOUNDATION**



## Sector Specific Financed Emission



## Emission Intensity and Comparative Insights

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Emission intensity metrics are now regularly monitored as part of branch performance reviews. These values will eventually inform future carbon budgeting and internal accountability frameworks. Benchmarking against peer institutions is also under consideration to evaluate the bank's position within the national financial sector.

প্লাস্টিকের দূষণ রোধে  
অংশগ্রহণ হোক সবার  
বিশ্ব পরিবেশ দিবসে  
এই হোক আমাদের অঙ্গীকার



# Water and Waste Resource Management

GRI: 2-12; 2-13; 2-14; 301-1; 303-3; 306-3; 306-5; 308-1



## Paper Use and Transition to Digital Operations

Paper remains one of the most visible environmental outputs in banking operations, driven by documentation, transactional records, internal forms, and customer communication. NCC Bank PLC continues to monitor its paper consumption carefully and has taken steps to reduce unnecessary paper use through digitalization and behavioral change.

In 2024, the total quantity of paper consumed was 77,119 kilograms, which marks a marginal increase from 76,387 kilograms in 2023 and a significant jump from 15,679 kilograms in 2022. The surge between 2022 and 2023 corresponds to post-pandemic recovery, operational expansion, and a return to hybrid documentation formats that blend both digital and printed materials. The increase in 2024 reflects sustained growth in customer base and internal processes, though efficiency measures have helped prevent steeper rises.

To counteract this upward trend, the Bank has deepened its commitment to digital transformation. The number of digital transactions processed in 2024 stood at 1,440,530, a figure that is lower than the 2,218,581 transactions in 2023 but still a substantial increase from the 553,072 recorded in 2022. The slight dip from 2023 to 2024 is attributed to changes in digital transaction protocols, temporary migration between platforms, and client behavior shifts. Nonetheless, digital channels continue to account for a significant portion of retail and corporate transactions, reducing demand for printed slips, statements, and form-based processes.

The Bank's customer engagement teams actively encourage e-statements, SMS alerts, and mobile app usage. Internally, the human resources, finance, and compliance departments have moved most of their processes to cloud-based platforms, eliminating the need for paper-intensive filing. As a result, document-related emissions and waste have been partially decoupled from organizational growth.

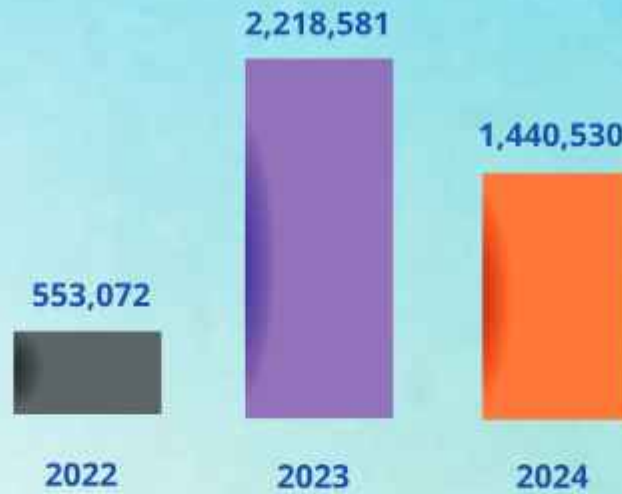
## Waste Generation and Disposal Practices

Waste generation is a key area of environmental impact, especially as banking operations scale across the country. In 2024, NCC Bank generated a total of 52,196 kilograms of non-hazardous waste. This was a slight reduction from 52,894 kilograms in 2023, and broadly aligned with 51,202 kilograms in 2022. This consistency suggests that even as operational volume has grown, effective waste controls have helped stabilize output.

The Bank's waste profile is categorized as entirely non-hazardous, and includes materials such as paper, office packaging, obsolete electronics, canteen waste, and general disposables from daily operations. No medical, industrial, or chemical waste is produced by the Bank, and all collection is done through certified municipal or private waste handlers. Waste records are maintained at branch level and consolidated at headquarters for reporting purposes.

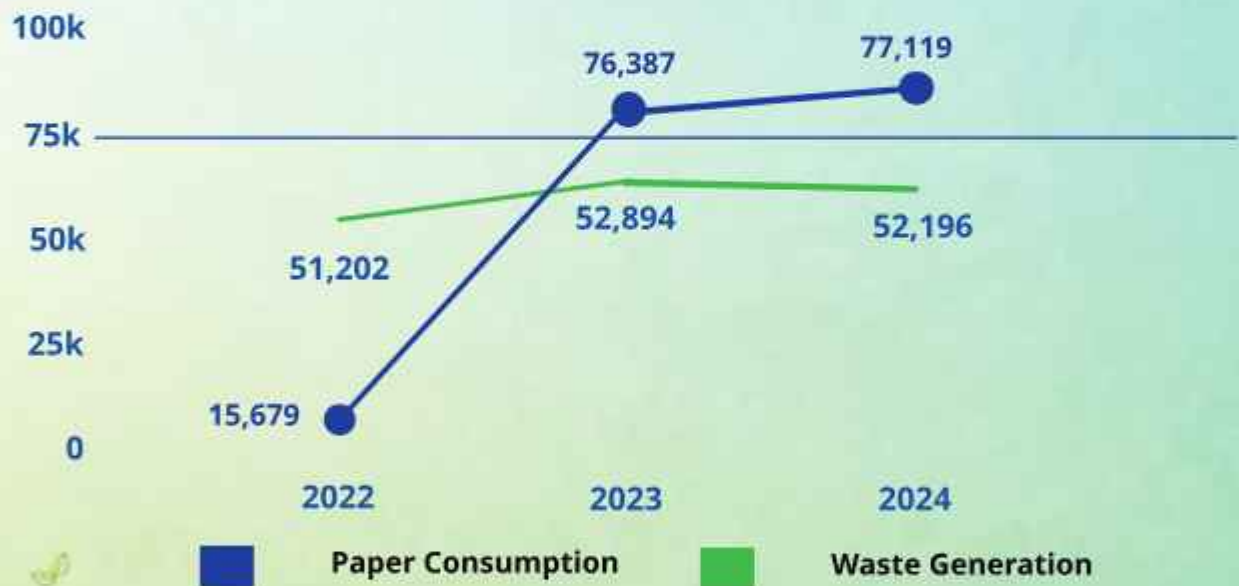
In 2024, 100 percent of the Bank's waste was disposed of via landfill and contracted third-party removal, amounting again to 52,196 kilograms. Although landfill remains the dominant disposal method, NCC Bank has initiated discussions with licensed recycling vendors to divert a portion of its waste stream in the coming year. Several head office departments have begun separating recyclable materials, and a pilot project is underway to test collection and sorting efficiency at three high-volume branches.

## Digital Transaction Volume



## Resource Consumption Trends

Paper & Waste in kg



Water Resource Monitoring and Efficiency

Water consumption is another important area of environmental performance, particularly for large administrative facilities. In 2024, NCC Bank recorded total water withdrawal of 236,000 cubic meters, compared to 203,486 cubic meters in 2023 and 23,590 cubic meters in 2022. This increase reflects the commissioning of several new branches, the operationalization of upgraded buildings, and higher visitor footfall at service centers.

The sharp rise in water use between 2022 and 2023 is consistent with infrastructure growth and the post-pandemic return of staff and clients to physical locations. The incremental rise in 2024 is mainly attributed to extended operating hours in several high-capacity branches, expansion of restroom facilities, and the rollout of new HVAC systems that rely partially on water-based cooling.

To mitigate this increase, NCC Bank is implementing a water efficiency plan, focusing on three key areas. First, low-flow and sensor-based taps are being installed across priority locations. Second, dual-flush systems have been adopted in all newly constructed washrooms. Third, facilities teams are performing regular leak detection and preventative maintenance to avoid wastage due to infrastructure wear.

In the long term, the Bank is evaluating rainwater harvesting options for its owned premises and plans to explore greywater recycling for landscaping and sanitation purposes. The environmental data collection framework will soon include water use per square foot as a benchmark, allowing more granular comparisons between facilities.

Supply Chain Sustainability and Resource Vetting

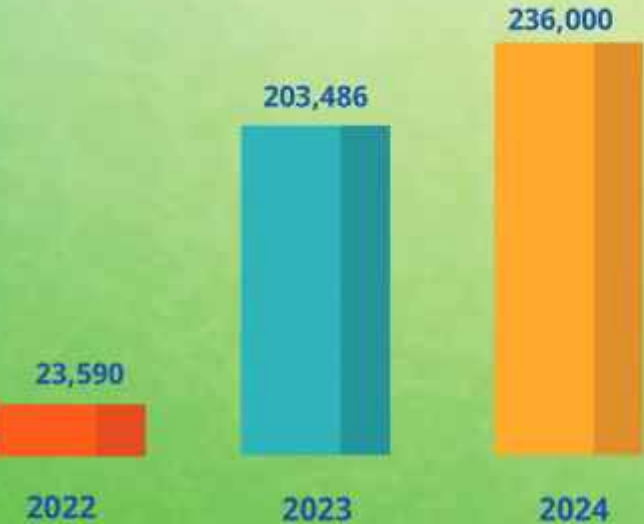
Sustainable resource management extends beyond internal operations. NCC Bank has institutionalized supplier assessments that consider environmental and resource-related factors during vendor onboarding and review. In 2024, a total of 376 suppliers were evaluated for due diligence, up from 366 in 2023 and 351 in 2022.

Vendors involved in IT procurement, facility management, stationery supply, and renovation works are screened for environmental performance. Criteria include presence of environmental management systems, lifecycle planning for supplied goods, use of recyclable or biodegradable materials, and documentation of energy or water use in product manufacturing.

The supplier vetting framework is managed jointly by the procurement and compliance. It serves not only as a risk management tool, but also as a mechanism to influence greener practices across the bank's extended value chain.



Water Withdrawal



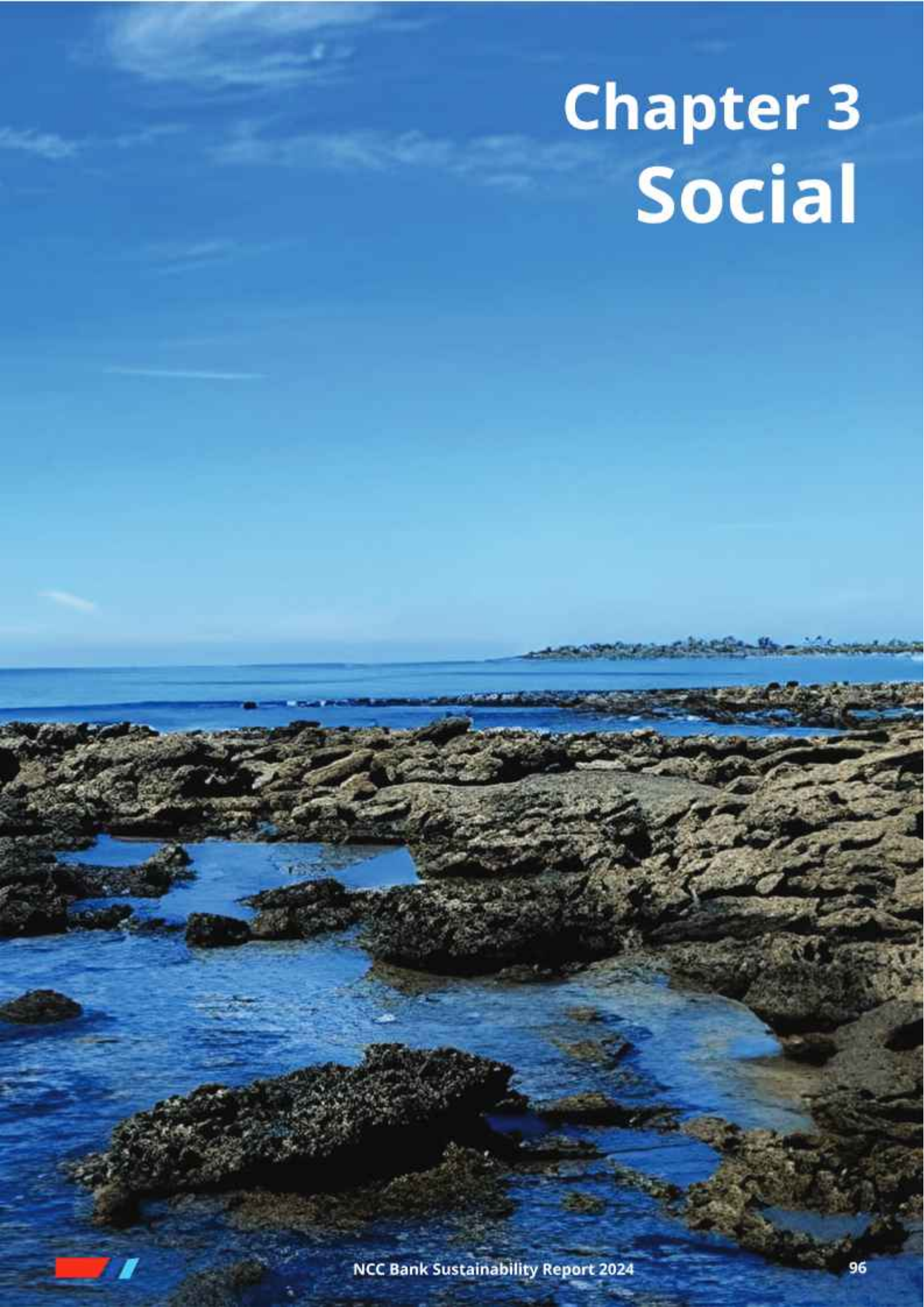


**“ Access to capital is access to opportunity. ”**

**- Jamie Dimon**

# Chapter 3

## Social



# Employment



As a socially responsible financial institution, NCC Bank PLC recognizes that its workforce is central to achieving sustainable and inclusive growth. Employment not only enables the delivery of high-quality banking services but also reflects the Bank’s commitment to advancing decent work, equality, and long-term value for society. In 2024, the Bank continued to implement people-centric strategies aligned with social sustainability principles. These included prioritizing stable employment, regional representation, workforce renewal, gender sensitivity, and the inclusion of contractual employees who are provided fair treatment, development opportunities, and equal access to relevant benefits. The following sections provide a detailed, data-driven analysis of the Bank’s employment dynamics with a focus on sustainable human capital practices.

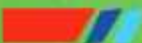
## Total Employee

GRI 102-8



In 2024, NCC Bank PLC recorded a total workforce of 2,478 employees, representing a full recovery from the 2023 headcount of 2,374. This growth of over 4.4 percent from the previous year indicates a reversal of the contraction experienced in 2023, which had followed a modest dip from 2,477 in 2022. The increase in staffing underscores the Bank’s continued commitment to maintaining adequate human resources to support business continuity, service expansion, and customer engagement across all regions of the country. The return to the pre-2023 employment level is not merely a quantitative indicator. It also signifies the Bank’s conscious step toward fulfilling its social responsibility of contributing to national employment while ensuring operational resilience. Such hiring stability reinforces SDG 8, which advocates for sustained, inclusive economic growth and productive employment for all.

Total Employee Trend



GRI 102-8

NCC Bank PLC places strong emphasis on ensuring regional equity in its human resource deployment. The 2024 divisional distribution of employees highlights the Bank's commitment to maintaining a presence across all major administrative divisions of Bangladesh. Chattogram Division accounted for the largest share with 1,137 employees, followed by Dhaka Division with 590 employees. Significant growth in staffing was also recorded in Rajshahi 164, Khulna 235, and Rangpur 98, reflecting the Bank's dedication to creating employment opportunities in both economically vibrant and geographically diverse regions.

This balanced workforce allocation supports the Bank's aim of promoting inclusive financial services across urban and rural communities. It also aligns with SDG 10, which focuses on reducing inequalities, by ensuring that employment generation is not overly concentrated in metropolitan centers. Moreover, the enhancement of regional employment capacity supports SDG 11, as the presence of Bank personnel in regional areas contributes to both local economic stability and institutional accessibility.



New Employee Hired

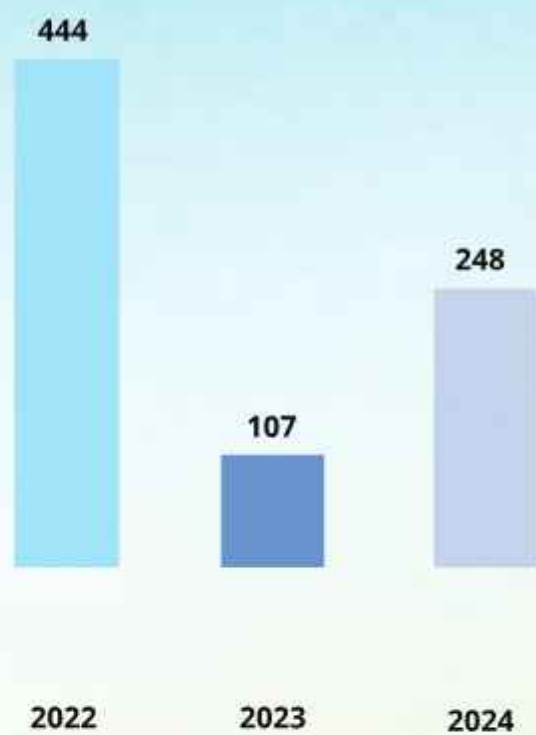


GRI 401-1

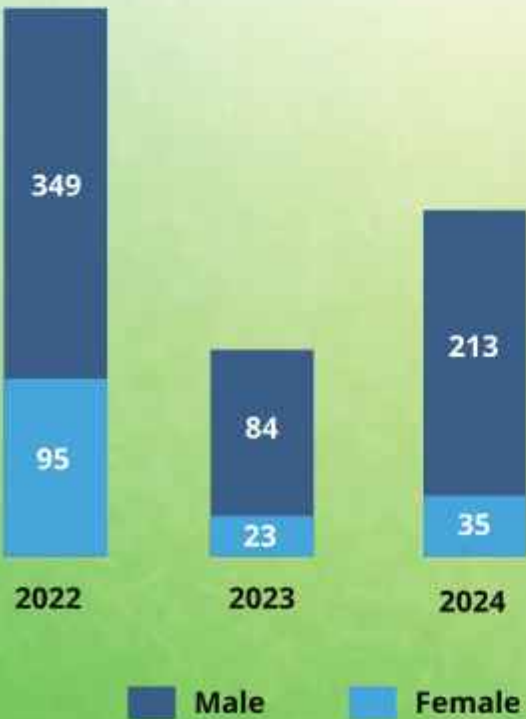
A total of 248 new employees joined NCC Bank PLC in 2024, marking a significant recovery from the 107 new hires in 2023. Though the figure remains below the 2022 hiring peak of 444, the year-over-year increase of over 131 percent reflects renewed vigor in workforce expansion and strategic resource planning. The 2023 slowdown in recruitment likely stemmed from cautious manpower planning during a transitional year. However, the 2024 data demonstrates an encouraging shift toward proactive talent acquisition in support of sustainable growth.

The Bank's recruitment policies remain grounded in principles of sustainable employment. This means not only filling operational gaps but also ensuring that the human capital brought into the organization contributes to its resilience, innovation, and service quality. The 2024 hiring surge shows that NCC Bank is reinvesting in its people to adapt to future challenges, digital transformation, and diversified banking needs.

New Hires Trend Analysis



New Hires by Gender



New Hires by Gender



GRI 401-1

Out of the 248 newly hired employees in 2024, 213 were male and 35 were female, representing 86 percent and 14 percent respectively. While this reflects an improvement from 2023, when only 23 women were hired, the gender imbalance in recruitment persists. The Bank acknowledges the underrepresentation of women in its hiring trends and remains committed to correcting this imbalance in the coming years. Gender parity in recruitment is a critical aspect of social sustainability, and future efforts will focus on attracting more female candidates through inclusive job advertisements, gender-sensitive HR policies, and targeted outreach at educational institutions.

Aligning with SDG 5 and SDG 10, the Bank aspires to foster a workplace that reflects the diversity of the society it serves. Enhanced representation of women in banking roles can also lead to broader benefits including more inclusive financial product design, improved team dynamics, and a stronger organizational reputation.



New Hires by Age Group



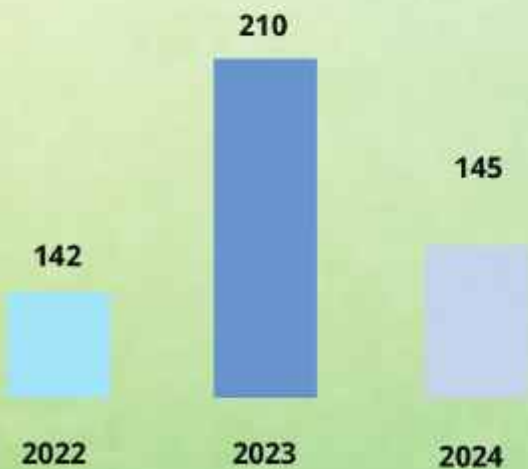
GRI 401-1

In 2024, NCC Bank adopted a balanced approach in hiring employees from various age groups, aligning its recruitment with long-term sustainability and intergenerational equity. Of the 248 new recruits, 84 individuals (33.9 percent) were aged 18 to 30, 156 (62.9 percent) were aged 31 to 50, and 8 (3.2 percent) were aged over 50. This distribution shows a strategic shift toward mid-career professionals, reflecting the Bank’s need for experienced talent amid evolving regulatory requirements, technological advancements, and competitive pressures.

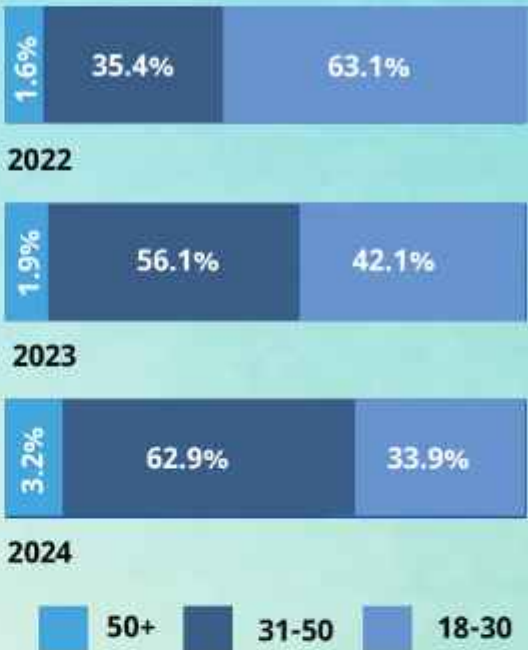
At the same time, the Bank continues to offer early-career opportunities to younger candidates, contributing to youth employment and skill development in alignment with SDG 8 and SDG 4. Such diversity in age not only builds institutional memory and agility but also supports a knowledge-sharing environment where innovation and experience coexist.



Employee Turnover Analysis



New Hires by Age Group

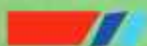


Employee Turnover

GRI 401-1

Turnover is a key metric for assessing organizational health and in 2024, NCC Bank reported a total turnover of 145 employees, a sharp decline from 210 in 2023. This 31 percent decrease signifies an improvement in employee retention, likely resulting from a combination of improved engagement practices, a stabilized macroeconomic environment, and targeted retention efforts. Lower turnover contributes to institutional continuity, reduced recruitment costs, and preservation of organizational knowledge, all of which support the broader objective of human capital sustainability.

Moreover, stable retention supports a consistent customer experience and service delivery model, reinforcing the Bank’s long-term brand and operational resilience. By maintaining turnover at sustainable levels, the Bank affirms its alignment with SDG 8, which emphasizes stable and productive employment for sustainable development.





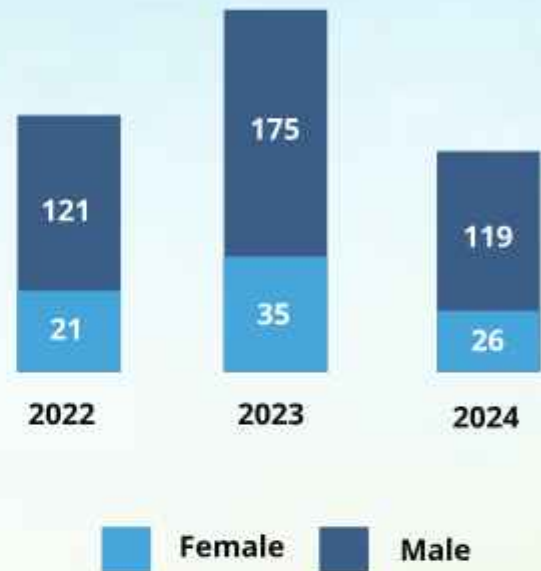
GRI 401-1

In 2024, a total of 145 employees left NCC Bank PLC, of which 119 were male and 26 were female. When measured against the total workforce of 2,478 employees, the male turnover accounted for approximately 4.8 percent of all staff, while the female turnover represented 1.0 percent. These figures provide a more accurate understanding of gender-based retention by comparing the turnover data to the entire employee base rather than just the total number of exits.

The data suggests that while male employees constitute the majority of total departures, female employees represent a smaller segment of the overall turnover when assessed against the full workforce. However, considering their lower hiring rates and representation within the organization, the retention of female employees continues to require close attention.

NCC Bank acknowledges that reducing turnover, particularly among underrepresented groups, is essential for building a stable and inclusive workforce. The Bank will continue to track these patterns and explore targeted policies to improve gender equity in long-term employment. This commitment supports the objectives outlined in SDG 5 and SDG 10.

Gender-wise Turnover Count



Employee Engagement and Retention

GRI 401-1; 401-2; 401-3 | SDG 5; SDG 8; SDG 10

Employee engagement and long-term retention are vital pillars in ensuring the sustainability of NCC Bank PLC's organizational culture and strategic growth. The Bank continues to view its workforce not just as human resources, but as long-term partners in achieving inclusive and ethical banking. In 2024, NCC Bank placed renewed emphasis on reinforcing employee trust, enhancing workplace satisfaction, and building a socially responsive internal environment. The engagement and retention framework is designed to cultivate a sense of purpose and belonging among staff while aligning with the global sustainability goals that promote equity, well-being, and decent work.

As part of its social sustainability goals, the Bank recognizes that retaining skilled, motivated employees is not only cost-effective but also vital to the delivery of consistent and quality service across all regions. Work-life balance is a central feature of this commitment, with flexible leave policies, supportive work arrangements, and wellness initiatives that help employees manage professional and personal responsibilities effectively.

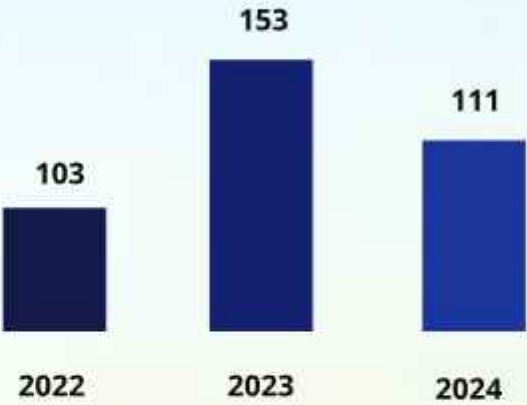




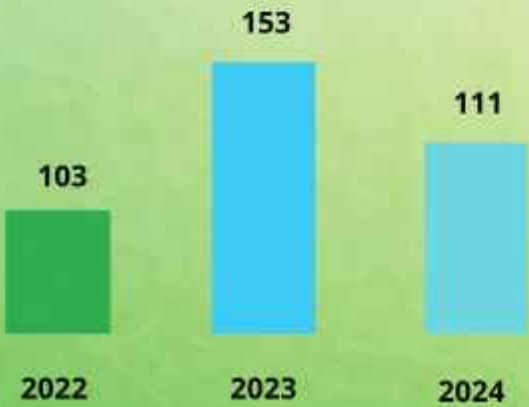
Support for parental responsibilities is an essential component of any sustainable and socially responsible employment model. In 2024, NCC Bank PLC granted parental leave to 111 employees, which includes both maternity and paternity leave. Notably, every one of these employees returned to work after their leave ended, maintaining a 100 percent return rate. This statistic is not merely an administrative success but an affirmation of the Bank's effective implementation of work-life balance policies.

The full reintegration of employees after parental leave reflects the presence of a workplace environment that respects family life and encourages career continuity. This kind of engagement policy promotes not only employee satisfaction but also institutional loyalty. When employees feel supported during critical life stages, such as the birth or adoption of a child, they are more likely to develop long-term attachments to their employer. Reintegration support may include phased returns to work, flexible scheduling, or informal mentoring, all of which contribute to a culture of compassion and adaptability.

Parental Leave Usage



Return After Leave



Particularly for female employees, robust parental support can be transformative. It reduces the likelihood of career disruption due to family responsibilities and reinforces confidence in balancing personal and professional aspirations. For male employees, access to paternity leave supports the broader social objective of shared caregiving responsibilities, thereby fostering gender equality both at home and at work.

These outcomes are fully aligned with SDG 3 on good health and well-being, SDG 5 on gender equality, and SDG 8 on decent work and economic growth. As the Bank continues to evolve, it should consider formalizing reintegration programs and tracking longer-term career outcomes for employees who take parental leave, thereby strengthening the overall impact of its engagement strategies.

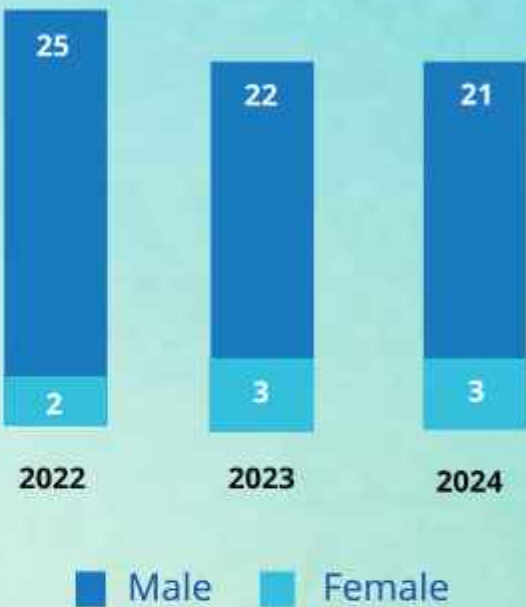


GRI 401-1

Retention, although covered from a numerical standpoint in earlier sections, must also be evaluated in terms of what it reveals about employee sentiment and engagement. In 2024, NCC Bank PLC saw a marked improvement in workforce retention as total turnover declined significantly from the previous year. Although not quantified by formal employee engagement survey scores, several indicators suggest a stable and positive workplace environment. These include 100 percent return rates after parental leave, consistent benefit coverage, and a renewed momentum in hiring and regional workforce expansion.

This improvement suggests that the Bank's internal culture is evolving in a direction that supports longevity, satisfaction, and psychological safety for its staff. Low turnover in itself is not always an indicator of high engagement, but when combined with benefit access and employee reintegration metrics, it begins to paint a picture of a socially cohesive and responsive organization.

Retirement Benefits Coverage



Employee engagement is further reinforced through informal channels such as internal communications, leadership approachability, and recognition systems. While these are not captured in quantitative data, they form the everyday experiences that either retain or disengage staff. NCC Bank must continue to invest in leadership training, interdepartmental communication, and mental health awareness initiatives to ensure that engagement remains a cornerstone of its sustainability agenda.

As employee expectations shift in the post-pandemic landscape, engagement must go beyond salary and job security. It must include emotional belonging, purpose alignment, and professional development. NCC Bank's continued progress in these areas will determine its ability to attract, retain, and empower the next generation of banking professionals.

These efforts support SDG 8, which promotes inclusive and sustainable economic growth through stable and dignified employment. The Bank's ongoing commitment to reducing turnover and enhancing engagement will be crucial to its long-term social impact.



Occupational Health & Safety (OHS)

GRI 403-7

The physical and psychological well-being of employees is integral to NCC Bank PLC's vision of a sustainable and resilient workforce. In 2024, the Bank continued its commitment to Occupational Health & Safety (OHS) by organizing safety training sessions for its employees, covering key topics such as emergency preparedness, office safety protocols, and risk awareness. A total of two hours of formal safety training were delivered, matching the efforts of 2023 and 2022.

Although the training duration remains limited, these sessions served as essential awareness-building tools that helped employees understand safety measures within office premises and customer-facing environments. The Bank acknowledges that robust OHS policies are crucial not only for compliance purposes but also for ensuring a healthy, secure, and productive work culture.

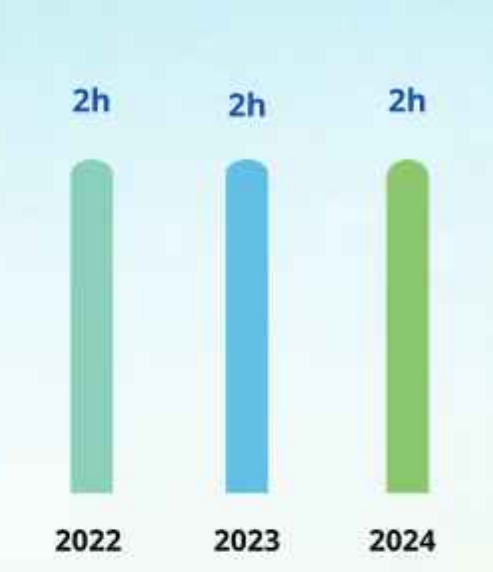
To further promote health support and immediate access to care, NCC Bank has established an in-house Medical Center at its Head Office, staffed by a dedicated Medical Team. This facility allows employees to receive free minor treatments, medical advice, and basic first aid without leaving the workplace. This initiative significantly contributes to early intervention, reduced absenteeism, and a sense of health security among staff. It also reflects the Bank's proactive approach to employee care, addressing both physical well-being and preventive health.

As NCC Bank expands its branch network and digital operations, it also recognizes the growing importance of workplace ergonomics, mental health support, and remote work safety. The Bank aims to scale up the scope and impact of its OHS efforts through periodic safety drills, extended training modules, and the integration of health and safety performance indicators into operational assessments.

These ongoing actions will further align NCC Bank with SDG 3 (Good Health and Well-being) and SDG 8 (Decent Work and Economic Growth), ensuring a safe, healthy, and responsive working environment that safeguards employees' rights and enhances overall organizational resilience.



Formal OHS training hours (2022-2024)



Training and Education

GRI 404-1; 404-2

In 2024, NCC Bank PLC demonstrated strong progress in workforce learning and capacity building by delivering a total of 558 hours of training. These sessions were attended by 4,942 employees, including 3,459 male and 1,483 female participants, underscoring the Bank's commitment to inclusive professional development. The rise in female participation in training, compared to 1,277 in 2023 and 861 in 2022, illustrates an encouraging trend toward more equitable access to institutional knowledge and skill-building.

The Bank conducted 46 distinct training programs, which is the highest in three years, compared to 36 in 2023 and 37 in 2022. These programs were tailored to meet current industry demands and regulatory expectations. Courses included critical topics such as Anti-Money Laundering (AML), Cybersecurity, Sustainable Finance, Credit Management, Foreign Trade, and Foundation Training. The increase in AML training sessions to 24 in 2024 (up from 18 in 2023) reflects a strategic focus on compliance, ethics, and risk mitigation. Similarly, the continuation of sustainable finance training aligns with national and global financial sustainability priorities.



GRI 405-1

NCC Bank PLC remains committed to cultivating a workplace that is free from discrimination and bias. The Bank strictly enforces its equal opportunity employment policies and encourages merit-based recruitment, performance appraisal, and promotion across all levels of the organization.

A significant indicator of progress in this area is the increasing number of women in leadership roles. In 2024, four female employees occupied managerial or executive positions, continuing the upward trend from three in 2023 and two in 2022. This gradual growth reflects institutional efforts to level the playing field for women in what remains a traditionally male-dominated sector.

The Bank’s initiatives to support equal opportunity are integrated into its broader employee development framework. Female employees receive access to the same training and benefit programs as their male counterparts. Hiring and promotion practices undergo regular scrutiny to prevent unconscious bias, and the Bank seeks to ensure regional diversity by recruiting from a wide range of geographic zones. In addition, NCC Bank actively promotes the inclusion of employees with disabilities, ensuring accessible facilities, equal access to opportunities, and a supportive environment that values their contributions.

Going forward, NCC Bank will explore additional policies such as mentorship programs for female talent, unbiased resume screening systems, and periodic diversity audits. These initiatives will strengthen the Bank’s alignment with SDG 5 (Gender Equality) and SDG 10 (Reduced Inequalities), ensuring that all employees are treated fairly, regardless of gender, age, ethnicity, disability, or background.

Diversity and Inclusion

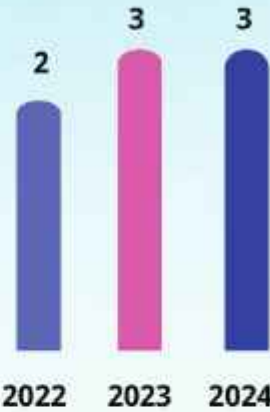
GRI 405-1

Diversity and inclusion are central to NCC Bank PLC’s human capital philosophy. The Bank views varied perspectives and lived experiences as key drivers of innovation, resilience, and sustainable growth. Beyond gender representation, NCC Bank emphasizes inclusive hiring practices that reflect the geographic, cultural, and socio-economic diversity of Bangladesh.

Each regional office, including Dhaka, Chattogram, Rangpur and Sylhet, adds to the Bank’s cultural richness and sharpens its ability to understand local client needs. Training and development opportunities are distributed equitably across divisions. Internal promotion policies are designed to recognize and reward talent from all regions. Although formal inclusion metrics are still evolving, the Bank is working toward integrating qualitative diversity indicators in future workforce reports. These will cover generational diversity, disability inclusion and workplace culture assessments. The long-term objective is to foster an environment where employees can express themselves freely, microaggressions are reduced, and trust, collaboration and belonging are actively cultivated.

To reinforce this commitment, NCC Bank maintains a strict Harassment Policy, ensuring that all employees work in a safe, respectful and supportive environment. This policy includes clear reporting channels, zero tolerance for retaliation, and regular awareness training to build a culture of accountability and respect.

Women in Leadership





### GRI 412-2; 412-3

NCC Bank PLC affirms its commitment to upholding human rights across all aspects of its operations and workforce management. The Bank recognizes that embedding respect for human rights into corporate practice is not only a legal and ethical obligation but also a critical aspect of long-term sustainability and institutional accountability. In alignment with national legislation, global standards, and the Bangladesh Bank's Human Resources Guidelines, the Bank actively promotes fair treatment, equal opportunity, safe working conditions, and the protection of individual dignity for all employees.

In 2024, while there was no specific training program conducted solely under the title of "human rights," several existing training modules reinforced key human rights principles. These included sessions on Anti-Money Laundering (AML), workplace safety, cybersecurity awareness, employee conduct, and grievance resolution. A total of 46 distinct training programs were conducted, reaching 4,942 employees. These included 1,483 female and 3,459 male participants. Many of these sessions integrated themes directly related to non-discrimination, ethics, compliance, and security—elements that are foundational to corporate human rights.

To reinforce due diligence on employee protection, NCC Bank follows onboarding procedures where every newly recruited staff member is introduced to the institution's internal rules, code of conduct, and ethical commitments. Orientation sessions highlight employees' rights and obligations, the grievance redress process, and escalation channels available for conflict resolution. These are further supported by internal circulars, human resource manuals, and periodic supervisory communication. In addition to new staff, the Bank also trained 128 managers in 2024, ensuring that leadership teams remain aligned with evolving expectations around fair employment practices and responsible management. The Bangladesh Bank, as the regulator of the financial sector, has consistently emphasized the importance of employee welfare, ethical conduct, workplace equity, and robust grievance handling systems.

Through its HR policy guidelines and inspection mechanisms, it encourages all banks to develop a transparent internal complaint framework, protect employees from retaliation, support workplace safety, and maintain diversity in recruitment and promotions. NCC Bank fully adheres to these expectations. It maintains a formal structure to resolve employee concerns confidentially and ensures that all employees are aware of their legal rights and employer responsibilities.

Through these measures, NCC Bank is actively advancing the objectives of SDG 8 (Decent Work and Economic Growth) by promoting safe, fair, and dignified employment, and SDG 16 (Peace, Justice, and Strong Institutions) by fostering transparency, accountability, and institutional trust. Human rights are not a standalone obligation but a fundamental thread that runs through the Bank's culture, employee experience, and stakeholder relationships.

## Customer Privacy and Data Protection

### GRI 418-1

With increasing digitalization in the banking industry, customer data protection has emerged as a fundamental ethical and operational concern. NCC Bank PLC continues to take robust measures to ensure the confidentiality, integrity, and security of customer information. In 2024, seven training sessions were held on cybersecurity, focusing on digital fraud prevention, secure data handling, and personal data rights.

Employees were sensitized to the regulatory frameworks and internal protocols for customer privacy, including password security, phishing awareness, and secure customer communication. Although slightly fewer than in previous years, these sessions remained focused on strengthening internal controls against data misuse.



## Local Community Engagement

GRI 413-1 | SDG 1; SDG 11; SDG 17



NCC Bank PLC remains actively engaged with the communities where it operates. The Bank believes that its sustainability goals cannot be achieved without supporting the social and economic development of its surrounding population. Although direct 2024 community project figures were covered in other sections of the annual report, the Bank has consistently supported educational assistance, disaster relief, and healthcare initiatives through its CSR arm.

Branch-level officers often collaborate with local NGOs and institutions to provide targeted support based on community needs. The Bank's financial products are also tailored for underserved regions and sectors, contributing to economic inclusion. As a part of its community-centric strategy, NCC Bank intends to expand digital financial literacy programs and rural outreach activities in the coming years.

These engagement efforts reinforce SDG 1 (No Poverty), SDG 11 (Sustainable Cities and Communities), and SDG 17 (Partnerships for the Goals), promoting shared prosperity and sustainable development.

### Corporate Social Responsibility (CSR) and Impact

National Credit and Commerce Bank PLC. embraces Corporate Social Responsibility (CSR) as a vital aspect of its operations. Beyond profit-making, the Bank is committed to balancing social and environmental obligations to foster a healthy and sustainable society. In 2024, the Bank allocated BDT 103.25 million for regular CSR activities under the guidance of Bangladesh Bank. NCC Bank operates through a dedicated Sustainable Banking Division aligned with Environmental, Social, and Governance (ESG) principles.

### Education Support and Financial Literacy

NCC Bank prioritizes educational support through donations, scholarships, and awareness programs. In 2024, it donated BDT 1.50 million to the "Tauri Foundation" to support children with autism and neurodevelopmental disorders, and BDT 0.75 million to another educational institution. The Bank offers renewable monthly scholarships to underprivileged students and promotes financial literacy, particularly for women and youth. Through its Financial Inclusion Cell (FIC), the Bank conducted 18 literacy programs, established Financial Literacy Corners in 129 branches, and led 55 school banking campaigns involving 13,740 participants. Over BDT 3.18 million was spent on these initiatives.

### Healthcare and Public Welfare

In 2024, NCC Bank provided financial aid to healthcare facilities and contributed to public health by donating mosquito control devices and pure drinking water to communities. These initiatives highlight the bank's commitment to improving community health and well-being.

### Disaster Relief and Poverty Alleviation

The bank actively participates in relief efforts by contributing to the Chief Advisor's Relief and Welfare Fund, distributing food to the poor affected by inflation, and offering blankets to cold-stricken communities. In 2024, around BDT 103.25 million supported these humanitarian causes.

### Agriculture Sector Development

In 2024, it distributed seeds, fertilizers, and insecticides worth BDT 17.24 million to 1,850 farmers in districts like Pabna, Feni, Noakhali, and Chattogram. It also provided modern machinery to promote mechanized farming and funded research for agricultural innovation. Notably, the Bank granted BDT 9.50 million for a "Next-Generation Jute Fiber Processing" project in partnership with the University of Dhaka.

## Infrastructure Development

NCC Bank contributed BDT 0.40 million in 2024 for the maintenance of "Pushpita," a child daycare center for children of private bank employees in the Motijheel area, reflecting its commitment to supporting working families.

## Sustainable and Green Banking

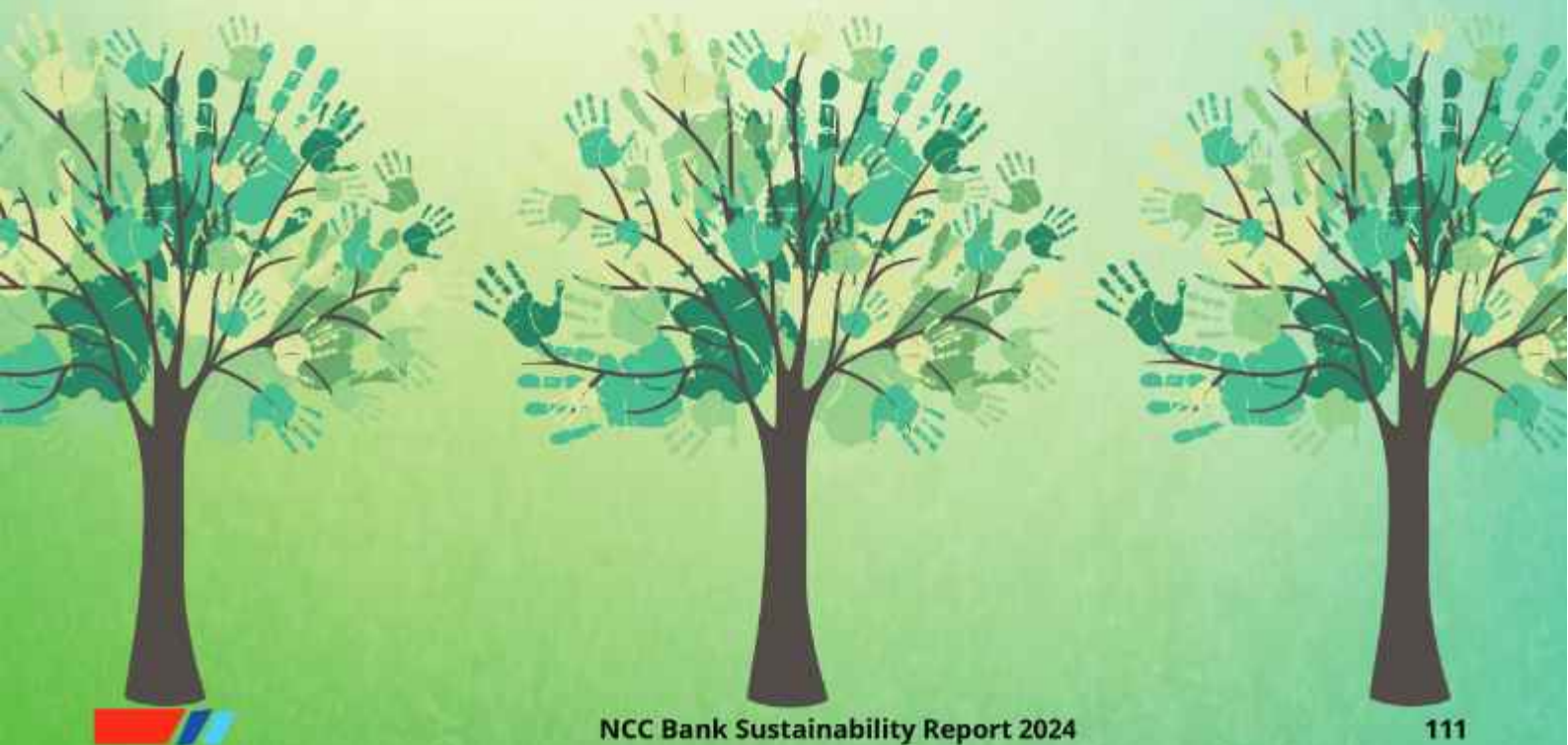
Sustainability is at the core of NCC Bank's strategy. In 2024, the Bank's sustainable finance portfolio grew by 460% to BDT 14,930.41 crore, while Green Finance rose by 275% to BDT 650.37 crore. The Bank supports environmentally responsible projects like green buildings, solar panels, and ETP installations, and promotes schemes like SREUP, GTF, Refinance Scheme for Green Products/ Projects / Initiatives and TDF. The Bank also promotes green awareness through brochures and digital banking solutions that reduce paper use.

## Women's Empowerment and Financial Inclusion

In January 2024, NCC Bank launched "NCC Parama," a women-focused initiative offering tailored deposit, loan, and card products. Within months, deposits under Parama reached BDT 160 crore, with 90% new customers. The Bank also supports women entrepreneurs through products like Parama Nari Shabolombi Rin and refinance schemes with flexible terms. Additionally, the Bank opened 8,981 No-Frill Accounts and 25,748 School Banking Accounts by year-end, with Tk. 72.09 crore in deposits and Tk. 1.32 million disbursed under the Financial Inclusion Loan program.

## Freelancer Support

To promote financial inclusion among the digital workforce, NCC Bank introduced the "Freelancer Account," a customized banking solution to support freelancers' financial activities and contribute to the national economy.



## CSR Activities of NCC Bank

**Medical Equipment  
Distribution, National  
Heart Foundation, Feni**



**Agricultural equipment  
distribution among flood  
affected farmers of  
Chagalnaiya**

**Agricultural Equipment  
Distribution at Maijdee**



**Agricultural Equipment  
Distribution at Pabna**

## Empowering Women through Financial Literacy & Skill Development:

### Three-Days Training Program for Women Entrepreneurs in Collaboration with the Department of Youth Development (DYD), Government of Bangladesh.

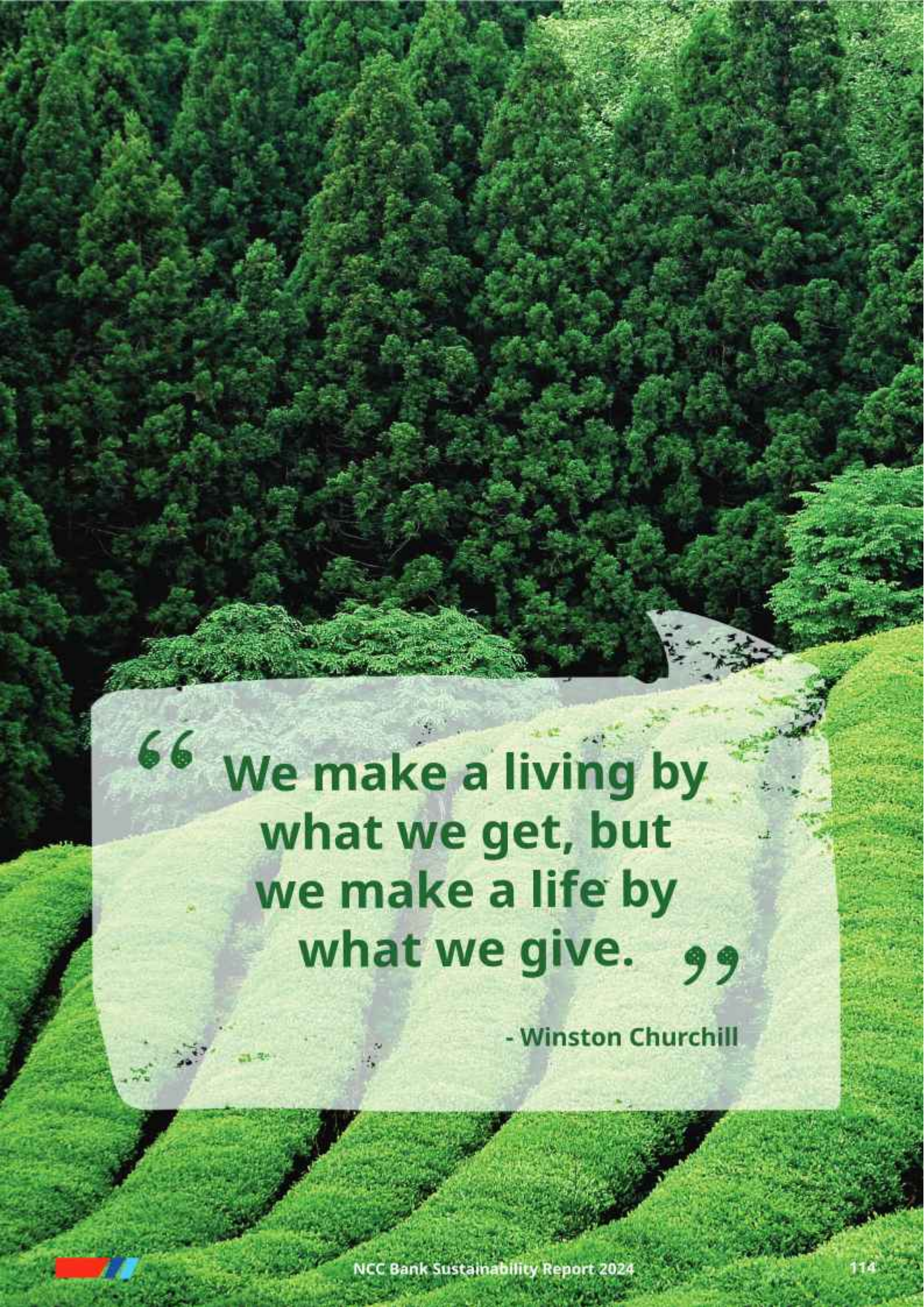
In line with NCC Bank PLC.'s commitment to financial inclusion, women's empowerment, and the Sustainable Development Goals (SDGs), a three-day training program on "Financial Literacy & Technical Skill Development for Women Empowerment" was successfully organized in collaboration with the Department of Youth Development (DYD). The event took place at Gram Unnayan Karma (GUK) Auditorium in Bogura, benefiting 100 aspiring women entrepreneurs from various sectors.

The training program was designed to enhance participants' knowledge in financial management, entrepreneurial skills, and access to credit facilities—thereby strengthening their capacity for sustainable income generation and financial independence.

As part of the closing activities, open credit facilities were disbursed among five selected women entrepreneurs, aimed at facilitating the launch or expansion of their businesses. Additionally, NCC Bank supported 20 other participants through the distribution of sewing machines to 10 women in the ready-made garments sector and veterinary materials to 10 women in the livestock sector. These were awarded based on performance and potential demonstrated during the training.



Three-Days Training Program in Bogura

The background of the page is a vibrant green landscape. The upper portion is filled with a dense, tall forest of evergreen trees. In the foreground, there is a terraced garden with rows of low, rounded green bushes arranged in a curved pattern. A semi-transparent white box with a soft drop shadow is centered over the image, containing a quote and the name Winston Churchill.

**“ We make a living by  
what we get, but  
we make a life by  
what we give. ”**

**- Winston Churchill**

# Chapter 4 Economic

# Economic Performance

GRI 201-1; 201-2; 201-3; 201-4



NCC Bank PLC demonstrated steady economic growth and resilience over the years 2022 to 2024, aligning with national development priorities and the United Nations Sustainable Development Goals. The Bank reported an operating profit of BDT 7,154 million in 2022, BDT 8,237 million in 2023, and BDT 11,091 million in 2024. Net profit after tax stood at BDT 2,641 million in 2022, BDT 2,295 million in 2023, and BDT 2,324 million in 2024. Retained earnings followed a growth trajectory, recorded at BDT 1,317 million in 2022, BDT 1,514 million in 2023, and BDT 2,051 million in 2024, supporting capital adequacy and reinvestment in future initiatives.

Dividends were declared in line with shareholder value retention and capital optimization. For 2022, a 5% cash dividend was declared. This increased to 12% in 2023 and 13% in 2024. Retained earnings followed a growth trajectory, recorded at BDT 1,317 million in 2022, BDT 1,514 million in 2023, and BDT 2,051 million in 2024, supporting capital adequacy and reinvestment in future initiatives.

In line with its Environmental and Social Risk Management (ESRM) framework, NCC Bank scaled up its commitment to sustainable and responsible financing. Green finance disbursements amounted to BDT 2,739.5 million in 2022, BDT 1,746.8 million in 2023, and reached BDT 6,503.7 million in 2024 representing a 272.33 percent increase from the previous year.

## Economic Performance Snapshot (2022-2024)

All Figures in Million



Total sustainable finance, which includes green and sustainability-linked finance, stood at BDT 24,769.6 million in 2022, BDT 24,977.2 million in 2023, and increased significantly to BDT 149,304.1 million in 2024, reflecting a 497.75 percent growth from the prior year.

The Bank continued to uphold employee well-being by managing defined benefit obligations and maintaining a range of support services including retirement benefits, leave encashment, funeral assistance, and access to medical facilities.

NCC Bank also accessed government-supported refinance schemes from Bangladesh Bank to expand SME lending and promote green investment across sectors. Inward remittance inflows were sustained through global partnerships and digital innovations, totaling BDT 55,127 million in 2022, BDT 72,129 million in 2023, and BDT 82,050 million in 2024.

This consistent financial and ESG-aligned performance reflects NCC Bank's integrated approach to creating shared value for its stakeholders, maintaining regulatory compliance, and driving inclusive, sustainable economic progress.

# Market Presence



NCC Bank PLC's market presence expanded across Bangladesh during the reporting period of 2022-2024, as reflected in its physical distribution of branches and sub-branches, growing digital ecosystem, and inclusive workforce structure. The Bank's strategic presence across all eight administrative divisions of Bangladesh ensures wider financial access, workforce representation, and economic integration.

## Nationwide Operational Reach

Year	Branches	Sub-Branches	Total Service Points
2022	126	6	132
2023	128	7	135
2024	129	9	138

In 2024, new sub-branches were launched in Bhulta (Rupganj, Narayanganj) and KDA Avenue (Khulna), enhancing the Bank's presence in key economic zones. The number of ATMs operated by the Bank stood at 129 in 2024, a reduction from 152 in previous years, reflecting a strategic pivot toward integrated digital banking. This shift was supported by the Bank's policy allowing customers to withdraw cash free of charge from any VISA-supported ATM nationwide, ensuring continued convenience despite the reduced ATM footprint.



Standard Entry-Level Compensation

For each reporting year, all employees received annual remuneration not less than BDT 36,000. While entry-level wage details by gender and role were not disaggregated, the Bank affirms full compliance with national labor law and Bangladesh Bank compensation directives. Entry-level wages are uniform across regions and apply equitably to all new hires.

Gender Representation and Local Leadership

NCC Bank upholds gender diversity in leadership, with growing female representation in management roles:

Indicator	2022	2023	2024
Total Employees	2,477	2,374	2,478
Male Employees	2,047	1,957	2,051
Female Employees	430	417	427
Women in Leadership Roles	2	3	3

Senior Management Recruitment

Executive is defined as Assistant Vice President (AVP) and above. The Bank recruits based on merit and does not operate a formal policy for prioritizing candidates from the local region of a branch or division. Nevertheless, all hiring is aligned with principles of equality and inclusivity.

Year	Total New Hires	AVP & Above	% Executives Hired
2022	444	16	4%
2023	107	10	9%
2024	248	20	9%

# Indirect Economic Impacts



GRI 203-1; 203-2

## Infrastructure Investment for Inclusive Growth

NCC Bank PLC continues to strategically invest in institutional and technological infrastructure, fostering inclusive economic participation across Bangladesh. The Bank's consolidated fixed assets, including branches, IT hardware, and digital banking tools, stood at BDT 3,463 million as of December 31, 2024, compared to BDT 3,024 million in 2023 and BDT 2,774 million in 2022. Investments in new property, plant, and equipment (PPE) reflected sustained growth, with cash outflows amounting to BDT 12,986.76 million in 2024, BDT 10,950.57 million in 2023, and BDT 4,792.57 million in 2022. The Bank maintained a robust liquidity position, recording a net positive liquidity gap of BDT 24,835.49 crore in 2024. For 2023, liquidity gaps varied across maturity terms, notably BDT 21,630.12 million positive liquidity in the "above 5-years" category, facilitating stable, long-term investments. NCC Bank's long-term funding base, indicated by the Available Stable Funding (ASF), was BDT 24,886.37 crore in 2024 and BDT 21,100.75 crore in 2023. Digital accessibility remains a priority, with substantial progress made in digital banking capabilities. In 2024, NCC Bank launched the "NCC Always" mobile app and the Customer Self Service Portal, handling transactions of BDT 200 crore and onboarding over 20,000 customers. The Corporate Internet Banking (NCC ICON) managed transactions worth BDT 3,669 crore, alongside significant enhancements in payment systems like A-Challan (BDT 1,428.75 crore). Similar digital upgrades occurred in 2023, including the implementation of Islamic Core Banking Solutions and revamped Remittance Management Systems. These efforts significantly contribute to financial inclusion and economic resilience across diverse regions.

## Empowering Communities Through Sustainable Financial Solutions

NCC Bank actively supports community empowerment and economic resilience through targeted financial solutions. The SME loan portfolio reached BDT 4,967.46 crore in 2024, marking an 11% expansion from the previous year. Outstanding SME loan exposure was BDT 4,475.24 crore in 2023.

The Bank's trade finance activities facilitated international business engagement. In 2024, Letters of Credit totaled BDT 44,672.86 million, Letters of Guarantee BDT 43,038.56 million, and Bills for Collection BDT 13,521.08 million. Comparable figures for 2023 were Letters of Credit BDT 30,317.70 million, Letters of Guarantee BDT 44,321.94 million, and Bills for Collection BDT 10,552.01 million; for 2022, Letters of Credit stood at BDT 21,272.91 million, Letters of Guarantee at BDT 23,872.77 million, and Bills for Collection at BDT 10,512.82 million.

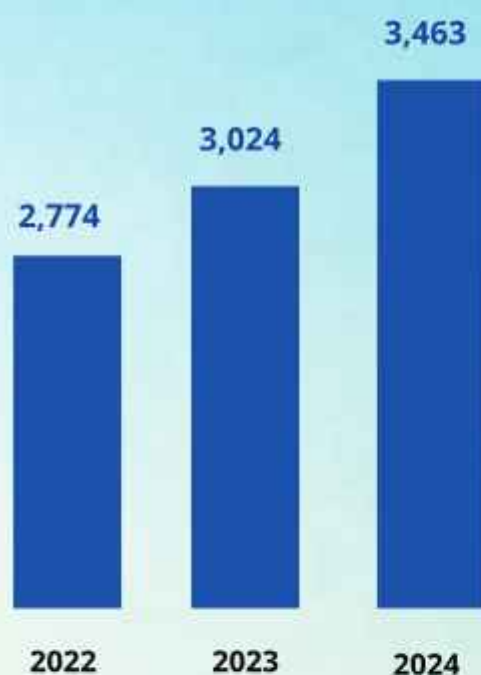
Remittance inflows further strengthened economic stability, with total remittances reaching BDT 82,050 million in 2024, BDT 72,129 million in 2023, and BDT 55,127 million in 2022. NCC Bank's extensive branch and sub-branch network 129 branches and 9 sub-branches in 2024, 128 branches and 7 sub-branches in 2023, and 126 branches and 6 sub-branches in 2022 supports comprehensive distribution of these financial services across rural and semi-urban areas.

Aligned with Bangladesh Bank's sustainability framework, NCC Bank promotes gender-sensitive green financing and financial literacy. The Bank emphasizes sustainable financial solutions for women entrepreneurs and climate-resilient SMEs under its Sustainable Finance Policy, contributing directly to broader economic and social goals.

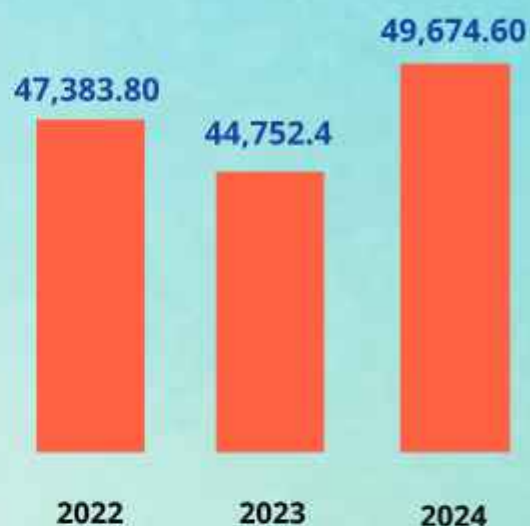
These collective efforts underscore NCC Bank's commitment to enabling inclusive economic growth, enhancing community resilience, and advancing Bangladesh's sustainable economic transition.

## Indirect Economic Impacts (2022-2024)

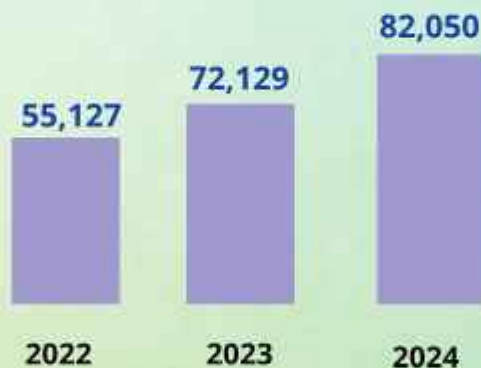
1. Consolidated Fixed Assets ( in Million BDT )



2. SME Loan Portfolio (in Million BDT)



3. Remittance Inflows (in Million BDT)



4. Trade Finance Activities (in Million BDT)



# Procurement Practices

GRI 204-1



## Supporting Local Economic Ecosystems through Responsible Sourcing

NCC Bank PLC continues to prioritize responsible sourcing practices that strengthen local economic ecosystems and reinforce national development priorities. Across 2024, 2023, and 2022, the Bank consistently engaged domestic suppliers and service providers for a broad range of operational needs, including IT infrastructure, office logistics, construction, security services, and general procurement. The Bank’s cash outflows to suppliers, a proxy for procurement expenditure, steadily increased over the reporting period, reflecting the scale of operational investments:

Year	Cash Paid to Suppliers (BDT)
2024	404.05 million
2023	355.71 million
2022	252.10 million

These procurement activities were guided by ESG-aligned criteria, including supplier reputation, quality, sustainability credentials, and cost-effectiveness. Vendor selection followed rigorous internal protocols designed to promote transparency and ensure the economic benefits of procurement remain within Bangladesh’s domestic supply chain.

### Ethical and Sustainable Sourcing Standards

NCC Bank maintains high ethical standards in its procurement, requiring all vendors to comply with environmental, labor, and anti-corruption regulations. The Bank’s procurement and compliance teams collaborate to vet suppliers and prevent engagement in unethical or illegal practices.

For its Islamic Banking Division, procurement related to financial products like Ijara and Murabaha contracts undergoes additional scrutiny from the Shariah Supervisory Committee to ensure adherence to halal and ethical principles. However, the Committee’s oversight is limited to these financial transactions and does not extend to general institutional procurement, such as IT or logistics.

### Promoting Innovation and Digital Procurement Efficiency

NCC Bank’s broader IT transformation during those years laid foundational infrastructure for operational efficiency. In 2023, the Bank deployed solutions such as a Document Management System, IT Service Desk Plus, and Business Process Management tools which contribute to streamlined workflow approval processes that may support procurement indirectly.

By 2024, the Bank advanced further digital integration across its internal platforms, enhancing transparency, reducing paper-based workflows, and enabling secure, auditable approval trails. These improvements contributed to administrative efficiency and positive environmental outcomes.



# Anti-Corruption

GRI 205-1; 205-2; 205-3

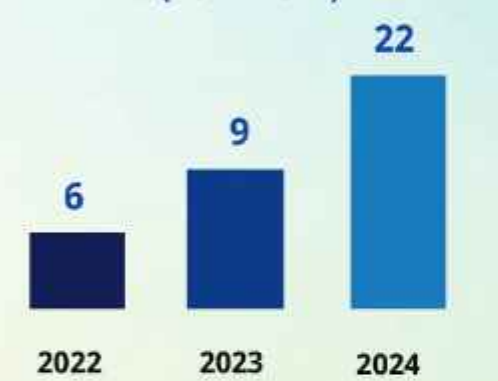


## Assessing Risk and Strengthening Governance

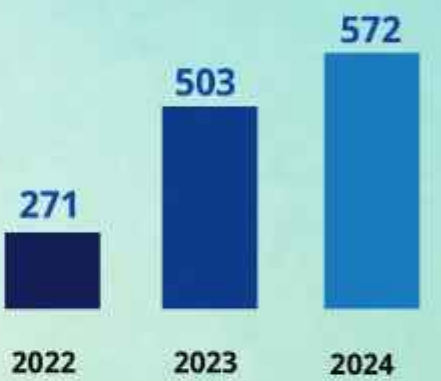
NCC Bank PLC maintained a comprehensive anti-corruption governance structure throughout 2024, 2023, and 2022. The Internal Control and Compliance (ICC) Division led rigorous evaluations of high-risk departments such as procurement, credit, and foreign trade. Risk assessments included operational audits, vendor scrutiny, and real-time transaction monitoring in accordance with Bangladesh Bank’s supervisory directives.

Findings from these assessments were submitted to the Board Audit Committee on a quarterly basis and also contributed to the Bangladesh Bank’s Supervisory Review Process (SRP). This proactive framework ensured the early detection of potential irregularities, enabling swift mitigation and preserving the Bank’s institutional integrity and reputation.

AML-CFT Training Participation  
(2022-2024)



Total Employees Trained on  
AML-CFT



## Training and Awareness for Ethical Conduct

The Bank’s Learning & Development Centre (LDC) played a vital role in fostering ethical awareness and regulatory compliance across its workforce. In 2024, the Bank conducted 24 targeted training sessions on Anti-Money Laundering, Combating the Financing of Terrorism (AML-CFT), and general anti-corruption practices, training a total of 572 employees, including branch-level BAMLCOs.

In 2023, a total of 9 AML-CFT training programs were conducted, reaching 503 employees, while in 2022, 6 AML-CFT programs contributed to overall compliance awareness among 271 employees. These initiatives were aligned with GRI 205-2 and Bangladesh Bank’s AML-CFT policy directives, promoting a compliance-driven culture and equipping employees to prevent, detect, and respond to unethical behavior.

## Transparency, Reporting, and Zero Tolerance

NCC Bank enforces a zero-tolerance stance on corruption, bribery, and misconduct. No confirmed incidents of corruption were reported in 2024, 2023, or 2022. The Bank operates a secured and confidential whistleblower mechanism available to both internal and external stakeholders, ensuring non-retaliatory protection for those reporting suspected ethical violations.

The Information Security Division enhances anti-corruption safeguards through continuous monitoring of digital systems and transaction behavior. Surveillance tools flag suspicious activities, while data security protocols protect sensitive operational information. These mechanisms uphold the Bank’s commitment to transparency, ethical governance, and operational accountability. Through risk-based assessment, focused training, and transparent governance, NCC Bank continues to reinforce its ethical foundation and strengthen its contribution to a



LEADING THE WAY TO  
A SUSTAINABLE TOMORROW



WE'RE HONORED TO BE RECOGNIZED AS  
**THE TOP BANK**  
**IN GREEN FINANCE**  
FOR Q3-2024 BY BANGLADESH BANK

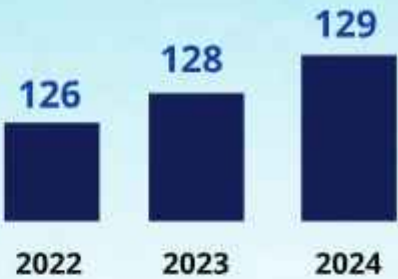
# Financial Inclusion and Access

GRI 203-2; 413-1; 417-3



## Expanding Reach through Branch, Sub-branch

NCC Bank PLC continues to extend its banking footprint across the country, aiming to provide equitable access to financial services in underserved regions. The Bank's Financial Inclusion Cell (FIC), established in 2018, implements a "Blue Ocean" strategy that focuses on the unbanked and underprivileged segments of the population.



In addition to its physical outreach, the Bank has strengthened rural presence through inclusive product offerings like No-Frill Accounts (NFAs) and School Banking Accounts (SBAs).

Year	NFA	Balance ( Tk. crore )	SBA Accounts	Balance (Tk. crore)
2022	6,330	1.93	17,872	61.55
2023	7,495	2.27	22,568	68.48
2024	8,981	1.92	25,748	72.09

These accounts provide easy entry into the banking system with minimal financial requirements, targeting low-income groups, students, and their families.

## Empowering Women and Rural Entrepreneurs

In January 2024, NCC Bank introduced "Parama" Women's Banking, a specialized service suite tailored to enhance financial inclusion among women. Operating under the theme "For Better You," Parama offers customized deposit schemes, credit products, and cards including:

- Parama Uddokta Account
- Parama Nari Shabolombi Rin (a refinance product under simplified terms)

### 2024 Highlights for Parama:

- 42% of funds mobilized were low-cost
- 90% of customers were new to banking
- BDT 160 crore mobilized in deposits

To further support entrepreneurship, the "NOBIN" Startup Financing Scheme was implemented, allocating 1% of operational profits for funding innovative enterprises.



# Digital and Financial Literacy for Sustainable Inclusion

To complement its access-based initiatives, NCC Bank promotes financial and digital literacy through targeted education campaigns and technology-driven services.



The Bank also established Financial Literacy Corners and Help Desks at 126 branches in 2023 and 127 in 2024. A Bengali-language book titled “Aarthik Shakkhorota Sohojpath” was distributed across these branches to support continuous learning.





VISA



NCC Bank  
with you always

এনসিসি ব্যাংক  
ডেবিট কার্ডে দেশব্যাপী  
৳ ৪,০০০

এরও বেশি এটিএম থেকে  
টাকা উত্তোলন চার্জ সম্পূর্ণ



- সুবিধাটি পাওয়া যাবে NPSB, VISA এবং Q-CASH নেটওয়ার্ক সম্বলিত দেশের সকল ব্যাংকের এটিএম থেকে
- সুবিধাটি সারা বছর জুড়ে চলমান থাকবে
- শর্ত প্রযোজ্য

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# Sustainable Finance and Green Banking

GRI 203-1, 203-2; 308-1, 308-2



## Strategic Integration of Sustainable Finance Principles

NCC Bank PLC has established a comprehensive framework for sustainable finance by integrating Environmental, Social, and Governance (ESG) considerations into its credit operations and institutional policies. The Bank’s Sustainable Finance Policy was adopted in line with Bangladesh Bank’s directives and Environmental and Social Risk Management (ESRM) guidelines. This policy guides lending decisions with a focus on responsible investment and risk mitigation.

In 2024, the Bank enhanced internal alignment with ESRM protocols and strengthened sustainability screening in the credit risk evaluation process. All loan proposals, whether new, renewed, or restructured, are assessed under the ESRM framework. High-risk proposals are reviewed by the Managing Director and then escalated to the Board or Executive Committee with a mandated Environmental and Social Action Plan (ESAP). Credit officers and relevant staff were trained in 11 dedicated programs on Sustainable Finance and ESRM, reaching 550 employees across the branch network and head office divisions.

The Bank’s Sustainable Banking Division (SBD) and Sustainable Banking Committee (SBC), chaired by the Additional Managing Director, jointly oversee policy compliance, implementation, and achievement of targets. These governance bodies meet regularly to review performance metrics, portfolio exposure, and climate-related risk integration.

### Green Finance Disbursements

(BDT crore)



### Sustainable Finance Disbursements (including Green and Linked Finance)

(BDT crore)



In 2024, a total of 122,265 accounts were supported under Sustainable Finance, comprising 1,675 accounts in Green Finance and 120,590 accounts in Sustainable Linked Finance.

The Bank’s green financing portfolio in 2024 focused on energy and resource efficiency (54 percent), environmentally friendly establishments (34 percent), and blue economy initiatives (6 percent). Participation in refinance schemes from Bangladesh Bank, such as the Green Transformation Fund (GTF), Technological Development Fund (TDF), SREUP, and Urban Building Safety Project (UBSP), enabled disbursement of BDT 51.45 crore in Green Refinance in 2024, up from BDT 18.24 crore in 2023.



Climate Risk and ESG Governance

To build climate resilience into its financial operations, NCC Bank initiated internal pilot exercises on climate stress testing in 2024. This effort is designed to assess vulnerability to physical and transition risks and guide appropriate portfolio adjustments. The Risk Management Committee, Internal Control and Compliance Division, and Credit Committee oversee ESG risk exposure and the implementation of climate-aligned financial strategies. ESG screening for vendors and borrowers has been adopted to ensure compliance with the Bank’s Environmental and Social Risk Rating (ESRR) thresholds. High-risk engagements are subject to enhanced scrutiny and a mandatory Environmental and Social Action Plan. As part of its environmental stewardship, NCC Bank continues to promote paperless operations, implement energy-efficient retrofits, and use digital platforms to reduce operational environmental impact.

Islamic Green Finance Innovations

NCC Bank has expanded sustainable finance offerings through its Islamic Banking operations. In 2024, the Bank introduced Shariah-compliant green finance products, including Ijara-based financing for solar energy systems and eco-friendly waste treatment technologies. The Islamic Banking Division collaborates with the Shariah Supervisory Committee to ensure that environmental sustainability objectives are fully embedded within faith-based financial instruments. This supports both ethical banking practices and Bangladesh’s national sustainability agenda.

Promoting Environmental Sustainability Through Paperless Banking

"Paperless Banking" at NCC Bank PLC refers to the Bank's commitment to leveraging digital technology to minimize the use of physical paper in its operations and customer interactions. This initiative aligns with global trends towards greater efficiency, security, and environmental sustainability in the financial sector.

Key aspects of paperless banking at NCC Bank PLC :	Benefits of Paperless Banking for NCC Bank PLC and its Customers
<b>Digital Platforms:</b> NCC Bank's "NCC Always" app and internet banking enable paperless transactions, account management, and customer services.	<b>Convenience and Accessibility:</b> Customers can carry out banking transactions 24/7 from anywhere with an internet connection, saving time and effort.
<b>e-Statements &amp; Alerts:</b> Customers receive electronic statements and real-time notifications, reducing paper usage and enhancing security.	<b>Enhanced Security:</b> Digital documents are generally more secure than paper, reducing risks of loss, theft, or misplacement.
<b>Digital Payments:</b> Fund transfers, bill payments, and mobile top-ups are done electronically, eliminating paper-based transactions.	<b>Cost Savings:</b> Both the Bank and customers benefit from reduced printing, postage, and operational costs.
<b>Digital Account Opening:</b> "NCC Sanchayee" allows fully digital account onboarding using e-KYC and Smart NID, reducing paperwork.	<b>Environmental Sustainability:</b> Reducing paper consumption contributes to a greener environment by saving trees and lessening the bank's carbon footprint.
<b>Green PIN:</b> Card activation and PIN generation are completed digitally, minimizing the need for printed materials.	<b>Improved Customer Experience:</b> Faster transactions, instant access to information, and a streamlined banking process lead to higher customer satisfaction.
<b>Internal Digitalization:</b> The bank has streamlined internal operations by digitizing documents and workflows, reducing costs and paper consumption.	<b>Better Record Keeping:</b> Digital records are easily searchable, organized, and accessible, simplifying financial management for customers.
	NCC Bank PLC's adoption of paperless banking is a significant step in its digital transformation journey, aiming to provide modern, efficient, and environmentally conscious banking services.



এনসিসি ব্যাংক

আপনার সাথেই সবসময়

১০ লক্ষেরও  
বেশি

গ্রাহকের আস্থা এনসিসি ব্যাংক  
সবসময় আপনার সাথে!







# GRI Content Index

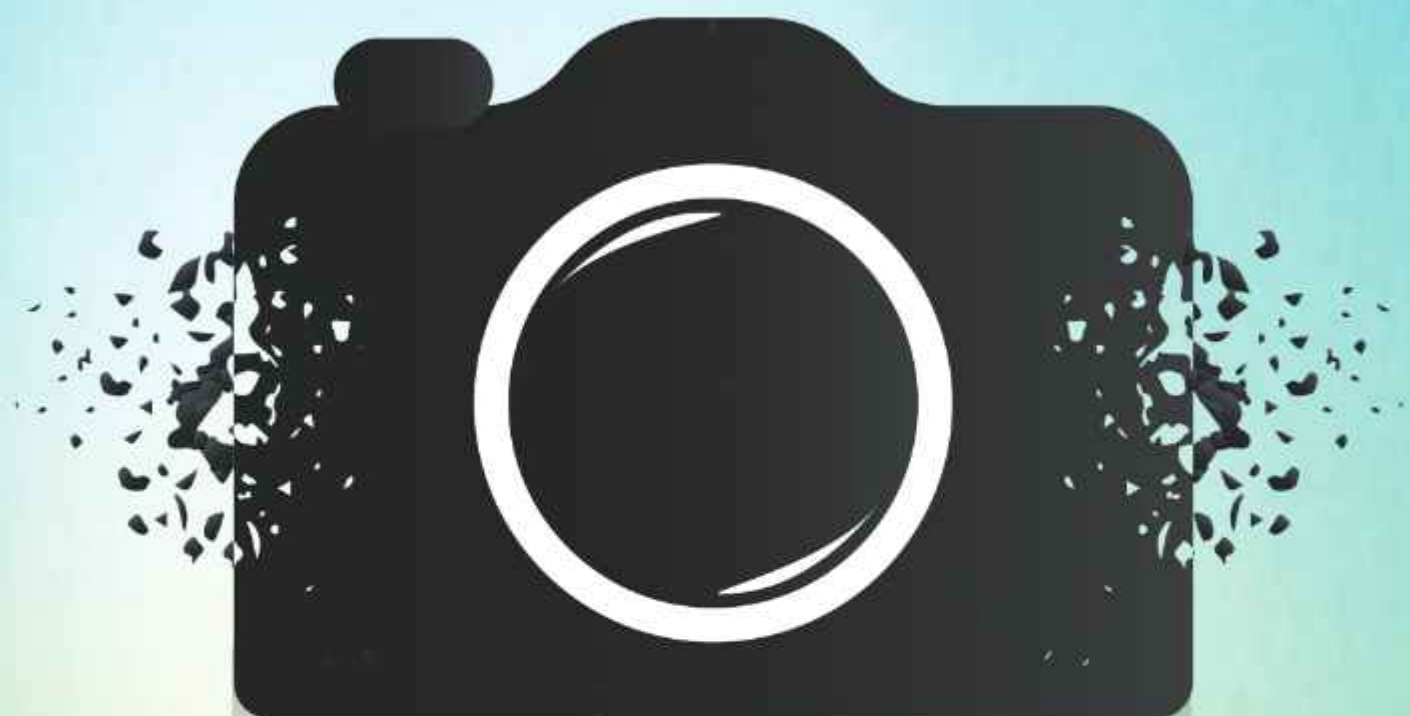
GRI Standard	Disclosure Number	Notes/Omissions
GRI 1: Foundation 2021	Statement of use: NCC Bank PLC has reported in accordance with the GRI Standards for the period January 1, 2024 - December 31, 2024.	Implied by sustainability focus; explicit statement recommended.
	GRI 1 used: GRI 1: Foundation 2021 applied.	Implied; recommend explicit reference.
	Applicable GRI Sector Standard(s): No GRI Sector Standard for garments available; sector-specific guidance considered.	No sector standard exists; garments-relevant topics (e.g., water, labor) addressed.

GRI Standard	Disclosure Number	Page	Notes/Omissions
GRI 2: General Disclosures 2021	2-1 Organizational details	33	NO
	2-2 Entities included in the organization's sustainability reporting	1	NO
	2-3 Reporting period, frequency and contact point	1	NO
	2-4 Restatements of information	N/A	Data Unavailable
	2-5 External assurance	N/A	Not Done
	2-6 Activities, value chain and other business relationships	64	Data Unavailable
	2-7 Employees	97	NO
	2-8 Workers who are not employees	N/A	Data Unavailable
	2-9 Governance structure and composition	68	NO
	2-10 Nomination and selection of the highest governance body	14	Data Unavailable
	2-11 Chair of the highest governance body	15	NO
	2-12 Role of the highest governance body in overseeing the management of impacts	32	NO
	2-13 Delegation of responsibility for managing impacts	29	NO
	2-14 Role of the highest governance body in sustainability reporting	39	NO
	2-15 Conflicts of interest	46	NO
	2-16 Communication of critical concerns	N/A	Data Unavailable
	2-17 Collective knowledge of the highest governance body	14	Data Unavailable
	2-18 Evaluation of the performance of the highest governance body	N/A	Data Unavailable
	2-19 Remuneration policies	N/A	Confidential
	2-20 Process to determine remuneration	N/A	Confidential
	2-21 Annual total compensation ratio	N/A	Confidential
	2-22 Statement on sustainable development strategy	13	NO
	2-23 Policy commitments	46	NO
	2-24 Embedding policy commitments	Throughout the report	NO

GRI Standard	Disclosure Number	Page	Notes/Omissions
GRI 2: General Disclosures 2021	2-25 Processes to remediate negative impacts	55	NO
	2-26 Mechanisms for seeking advice and raising concerns	64	NO
	2-27 Compliance with laws and regulations	57	NO
	2-28 Membership associations	N/A	Data Unavailable
	2-29 Approach to stakeholder engagement	62	NO
	2-30 Collective bargaining agreements	N/A	Data Unavailable
Material Topic GRI 3: Material Topics 2021	3-1 Process to determine material topics	62	NO
	3-2 List of material topics	62	NO
	3-3 Management of material topics	62	NO
<b>Economic Performance 2016</b> GRI 3: Material Topics 2021 3-3 Management of material topics	201-1 Direct economic value generated and distributed	83-86	NO
	201-2 Financial implications and other risks and opportunities due to climate change	122	NO
	201-3 Defined benefit plan obligations and other retirement plans	N/A	Data Unavailable
	201-4 Financial assistance received from government	N/A	Data Unavailable
<b>Indirect Economic Impact</b> GRI 3: Material Topics 2021 3-3 Management of material	203-1 Infrastructure investments and services supported	119-120	NO
	203-2 Significant indirect economic impacts	120	NO
<b>Energy</b> GRI 3: Material Topics 2021 3-3 Management of material topics	302-1 Energy consumption within the organization	83-85	NO
	302-2 Energy consumption outside of the organization	N/A	Data Unavailable
	302-3 Energy intensity	85	NO
	302-4 Reduction of energy	85	NO
	302-5 Reductions in energy requirements of products and services	85	NO
<b>Water and Effluents</b> GRI 3: Material Topics 2021 3-3 Management of	303-1 Interactions with water as a shared resource	92-94	Data Unavailable
	303-2 Management of water discharge-related impacts	N/A	Data Unavailable
	303-3 Water withdrawal	94	NO
	303-4 Water discharge	N/A	Data Unavailable
	303-5 Water consumption	N/A	Data Unavailable

GRI Standard	Disclosure Number	Page	Notes/Omissions
Emissions GRI 3: Material Topics 2021 3-3 Management of material topics	305-1 Direct (Scope 1) GHG emissions	86-87	NO
	305-2 Energy indirect (Scope 2) GHG	86-87	NO
	305-3 Other indirect (Scope 3) GHG emissions	88	NO
	305-4 GHG emissions Intensity	86	NO
	305-5 Reduction of GHG emissions	N/A	NO
	305-6 Emissions of ozone-depleting substances (ODS)	N/A	Data Unavailable
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	N/A	Data Unavailable
Waste GRI 3: Material Topics 2021 3-3 Management of material topics	306-1 Waste generation and significant waste-related impacts	92,93	NO
	306-2 Management of significant waste-related impacts	92,93	NO
	306-3 Waste generated	92,93	NO
	306-4 Waste diverted from disposal	92,93	NO
	306-5 Waste directed to disposal	92,93	NO
Employment GRI 3: Material Topics 2021 3-3 Management of	401-1 New employee hires and employee turnover	99,100	NO
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	103-104	Data Unavailable
	401-3 Parental leave	103	NO
Occupational health and safety GRI 3: Material Topics 2021 3-3 Management of material topics	403-1 Occupational health and safety management system	105	Data Unavailable
	403-2 Hazard identification, risk assessment, and incident investigation	N/A	Data Unavailable
	403-3 Occupational health services	182	NO
	403-4 Worker participation, consultation, and communication on occupational health and safety	N/A	Data Unavailable
	403-5 Worker training on occupational health and safety	181	NO
	403-6 Promotion of worker health	182	NO
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	N/A	Data Unavailable
	403-8 Workers covered by an occupational health and safety management system	N/A	Data Unavailable
	403-9 Work-related injuries	N/A	Data Unavailable
	403-10 Work-related ill health	N/A	Data Unavailable

GRI Standard	Disclosure Number	Page	Notes/Omissions
Training and Education			
GRI 3: Material Topics 2021 3-3 Management of material topics	404-1 Average hours of training per year per employee	105	NO
	404-2 Programs for upgrading employee skills and transition assistance programs	105	NO
	404-3 Percentage of employees receiving regular performance and career development reviews	N/A	Data Unavailable
Diversity and equal			
GRI 3: Material Topics 2021 3-3 Management of material topic	405-1 Diversity of governance bodies and employees	106	NO
	405-2 Ratio of basic salary and remuneration of women to men	N/A	Data Unavailable
Non-Discrimination			
GRI 3: Material Topics 2021 3-3 Management of material	406-1 Incidents of discrimination and corrective actions taken	106	Data Unavailable
Local Communities			
GRI 3: Material Topics 2021 3-3 Management of material	413-1 Operations with local community engagement, impact assessments, and development programs	110-111	NO



# **Photo Gallery of NCC Bank PLC.**



**NCC Bank 31<sup>st</sup> Anniversary Celebration**



**Capacity building on Sustainable Finance**



**Regional Meeting for RMs (Chattogram)**



**NCC Islamic Banking Window Opening**



**NCC Bank & Iota Consulting BD**



**Annual Risk Management Conference**



**BAMLCOs' CONFERENCE, 2024**



# Our Corporate Clients

# AGI Flex



# AR Jeans



# Tag & Pac



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**NATIONAL CREDIT AND COMMERCE BANK PLC.**

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