

# True Transformation starts from Within





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The journey of EBL towards sustainability began in 2009 incorporating Environmental & Social Matrix (ESRM) in our credit process. The same year, we took a bold step by financing the establishment of a 12 MW solar panel assembly plant, an early indication of our commitment to sustainable development.

We firmly believe that lasting impact comes when sustainability is embedded into strategy, culture, and daily operations. At EBL, this transformation is quietly but steadily unfolding. For us, sustainability is not a campaign; it is a way of how we think, work and operate.

Our green-certified head office is an embodiment of this mindset. With solar glass louvers generating 16 kW of electricity daily, rainwater harvesting facility, and on-site waste treatment, it reflects how we incorporate sustainability in our everyday life. Across our operations, we are rethinking how we use resources-digitizing workflows, reducing energy use, eliminating plastics, and aligning our lending practices with environmental responsibility and climate risk mitigation parameters.

We are proud to be the first local bank in Bangladesh to introduce carbon accounting, in partnership with the JIM Foundation. We are an industry leader in integrating climate risk into our financing models, working closely with global institutions such as DEG and IFC.

Our sustainability approach is not just limited to banking. We are engaged in afforestation projects with NKTFCL, support waste management programs with icddr,b, and collaborate with DHL to promote carbon-efficient logistics. These partnerships are a testament to our belief that collective effort is key to sustainable progress.

As we unveil EBL's first standalone Sustainability Report, we reflect on our values, our evolution, and the responsibilities we embrace. Because building a greener future begins with how we think, and grows through how we act. At EBL, we are cultivating a mindset of sustainability, from the inside out, to drive enduring, inclusive, and environmentally responsible growth for generations to come.



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# Key Ratios

## ROA\*

2024-1.34%  
2023-1.27%

## NPL ratio

2024-3.34%  
2023-3.10%

## EPS\* (BDT)

2024-5.53  
2023-4.50

## ROE\*

2024-18.63%  
2023-16.85%

## Leverage ratio\*

2024-5.66%  
2023-5.59%

## CRAR\*

2024-15.11%  
2023-15.07%

## Cost to income ratio

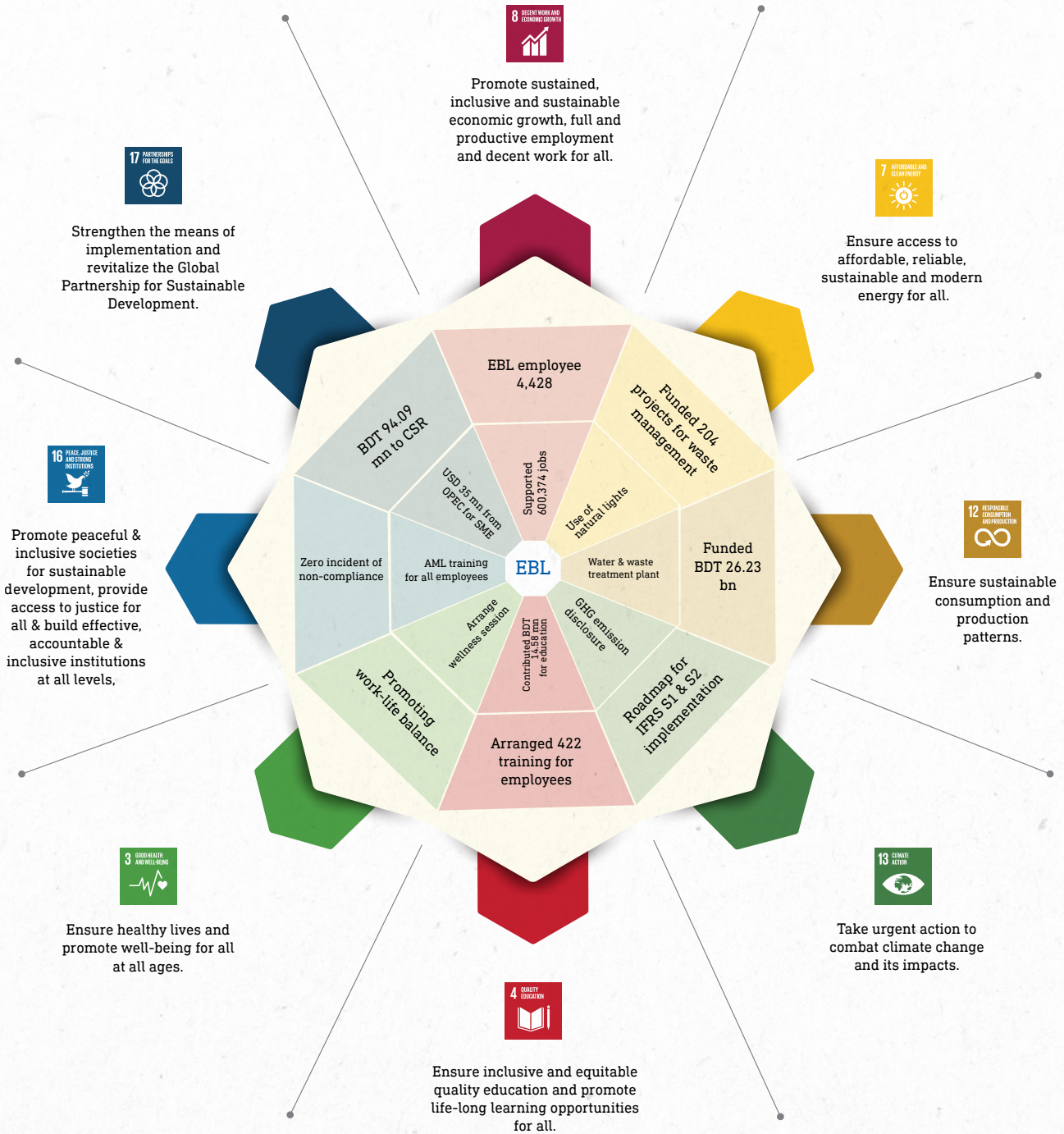
2024-40.14%  
2023-44.22%

## NPL Coverage ratio

2024-114.49%  
2023-147.61%

\* 2023 restated

# Our Contribution to the SDGs





# Sustainability Highlights

Measured the Bank's total Greenhouse Gas (GHG) emissions across Scope 1, Scope 2, and Scope 3



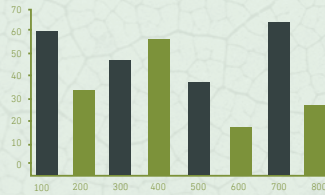
One of the top 10 sustainable banks recognized by Bangladesh Bank for the performance of 2024



Tree Plantation Event in 19 different Locations throughout the country



With DEG and Adelphi, EBL developed a streamlined process for assessing loans for green projects



BDT 3,374 million financed for green or environment-friendly establishments



Green Finance Achievement: 35.24% of total term loan except staff loan (dibursment)

35.24%

Sustainable Finance Achievement: 89.48% of total loan except staff loan (dibursment)

89.48%

Supported more than 600,734 jobs



Incorporating Sustainable Banking updates into the Board of Directors' agenda for at least quarterly interval



Financed BDT 217.30 million for installation of Effluent Treatment Plants (ETP) at operational plants



Upholds a work culture of "Equal opportunity for everyone"



1.2m sheets saved (~6 tons of paper) through digitalizing HR processes and simplifying LC documentation

Financed Portfolio (Scope 3): 1.55m tCO<sub>2</sub>e, with 7% lower intensity YoY



Transition to LEDs, motion sensors, hybrid vehicles to cut emissions





**23 LEED certified customers** in EBL Portfolio.



**Go Green Initiative** with DHL achieved a **30% reduction** in emissions from the transportation of trade-related documents



**E&S Risk Management for Trade & Supply Chain Finance** with ADB



**Adopting IFRS S1-sustainability-related and S2- climate-related financial disclosure standards**



**First Bank in Bangladesh to conduct Climate Risk Assessment- Physical & Transition climate risk**



**Collaborated with PUM and Trinamul Nari Uddyakta** for training women entrepreneurs



**Arranged 10 "Sustainable finance training program"** in 2024



**BDT 11,642 million disbursed** in 2024 towards socially responsible finance initiatives



**Contributed BDT 94.09 million to CSR initiatives**



**Supported BDT 9,889 million to 204 projects** in the energy and resource efficiency



**Financed BDT 347.75 million** in renewable energy



**Eliminated plastic bottles and folders, introduced recycled kraft/brown paper envelopes**



**More than 190,000 million transactions** through Skybanking app in 2024



**BDT 198 million** financed in blue economy





# Awards and Recognitions

ISO Certification

PCI DSS Certificate



e-Commerce Movers Award (eCMA)

Bangladesh FinTech Award

Champion of Financial Cyber Drill



Best TFP Green Award by ADB



Highest taxpayer award



Best Climate Focus Bank



Digital CX Award



ICMAB Best Corporate Award 2023



Sustainability Rating Recognition by Bangladesh Bank



ICSB National Award for Corporate Governance Excellence





Eastern Bank PLC.



*3* Times  
in the top rating

# Leading the way

Eastern Bank has once again secured its position among the Top 10 Banks and Financial Institutions in the Bangladesh Bank Sustainability Rating.

This recognition reflects our steadfast commitment to responsible banking and building a sustainable future.



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## EBL Recognized as One of the Top Sustainable Banks



Eastern Bank (EBL) has been recognized as one of the Top 10 Sustainable Banks of 2024 by Bangladesh Bank. The certification was formally presented by Dr. Ahsan H. Mansur, Governor of Bangladesh Bank to Ali Reza Iftekhar, Managing Director of EBL, at the Sustainability Rating Recognition Ceremony held at Bangladesh Bank in Dhaka on August 21, 2025 in presence of Deputy Governor Nurun Nahar and Director of the Sustainable Finance Department (SFD), Chowdhury Liakat Ali among others.

This recognition inspires us to further promote green financing, strengthen climate risk management, and advance eco-efficient banking practices—reinforcing our commitment to building a low-carbon and inclusive future for Bangladesh.



# Event Highlights 2024

## World Environment Day 2024: driving awareness and action

EBL celebrated “World Environment Day 2024”, reinforcing its commitment to sustainability. The event featured tree-planting activities, employee engagement programs, and awareness campaigns across branches. Employees participated in eco-friendly initiatives, emphasizing EBL’s role in promoting green finance and responsible banking.

In addition, EBL launched an internal “Green Pledge Program”, encouraging employees to adopt eco-friendly habits such as minimizing paper use, reducing energy consumption, reducing waste and adopting sustainable commuting.



## DHL eco-friendly shipping initiative: greener logistics for trade finance

As part of its commitment to reducing Scope 3 emissions, EBL has partnered with DHL’s Go Green Plus initiative to adopt sustainable aviation fuel (SAF) for the transportation of trade-related documents. This collaboration is expected to reduce carbon emissions by at least 30%, making trade finance operations more climate-friendly.

With EBL handling more than USD 6 billion in trade finance annually, this initiative marks a significant step toward sustainable banking. Through eco-friendly shipping solutions, EBL is actively aligning with global climate commitments and strengthening its green finance portfolio.



## Capacity building: training programs conducted by Bangladesh Bank and IFC officials

In 2024, EBL organized multiple training programs in collaboration with Bangladesh Bank to enhance financial sector’s capacity in sustainable finance, ESRM guideline and ESG reporting. These sessions equipped banking professionals with knowledge on emerging sustainability regulations, IFRS S1 & S2 compliance, and the integration of climate risk assessment in financial decision-making. 125 employees of EBL took part in the training session.

One of the key sessions, facilitated by the IFC Advisory Team, provided 60 EBL officials from diverse departments—including Corporate & SME Business, Credit Analysts, Risk Management, and Finance—with insights into climate risk mitigation strategies. Such proactive knowledge-sharing initiatives reinforce EBL’s leadership in sustainable finance and align the banking sector with global best practices.



## Collaborating with embassies for climate action awards

The Embassy of Denmark, the Embassy of the Federal Republic of Germany and the Embassy of France in Dhaka entered into a partnership to collaborate on the 'EBL Climate Change Action Award' with the common goal to promoting climate change adaptation and mitigation in Bangladesh.

The award will be announced annually with the aim of recognizing and celebrating the best practices by local corporations, manufacturing companies, NGOs, and climate activists who have demonstrated excellence and leadership in implementing climate projects and initiatives.

The awards will honor individuals, businesses, and organizations excelling in five different categories, thereby fostering innovation and leadership in addressing climate challenges.

The winners will be selected by a panel of judges, comprised of experts from academia, civil society, media, and international partners.



## EBL awarded as 'Best Climate Focus Bank'

Eastern Bank stands at the forefront of the banking sector in embracing international best practices regarding corporate social responsibility and good governance. EBL follows the key objective of leading in sustainable finance by focusing on reducing carbon emissions and creating job opportunities.

As a result of our various endeavors towards achieving sustainable goals, Eastern Bank PLC. (EBL) has been recognized as the 'Best Climate Focus Bank' during the 24th National Conference and Green Expo, titled "Policy Frameworks for Enabling Renewable Energy Investment: A Global and Regional Perspective."





# Scope of the report

## EBL's Sustainability Journey and 2024 Progress

This report provides a comprehensive overview of Eastern Bank PLC's (EBL) sustainability journey, highlighting key achievements and progress during the financial year 2024. Throughout the year, EBL advanced its Environmental, Social, and Governance (ESG) agenda by embedding sustainability principles into business strategy, risk management, and operational practices.

### Disclaimer

Certain statements in Eastern Bank PLC's (EBL) 2024 Sustainability Report are forward-looking and aligned with IFRS S1 and S2 standards. These statements reflect EBL's goals, strategies, and commitments related to sustainability, ESG priorities, climate risk management, and the transition to a low-carbon economy. They are based on current assumptions and expectations, and often include terms like "expect," "plan," and "intend." However, such statements are subject to various uncertainties—such as regulatory shifts, economic conditions, technological changes, and external risks (e.g., climate events or geopolitical factors). As such, actual outcomes may differ materially. EBL advises stakeholders not to place undue reliance on forward looking statements, as various risk factors—such as credit risk, market risk, liquidity risk, regulatory compliance risk, and climate-related financial risks—may impact actual outcomes.

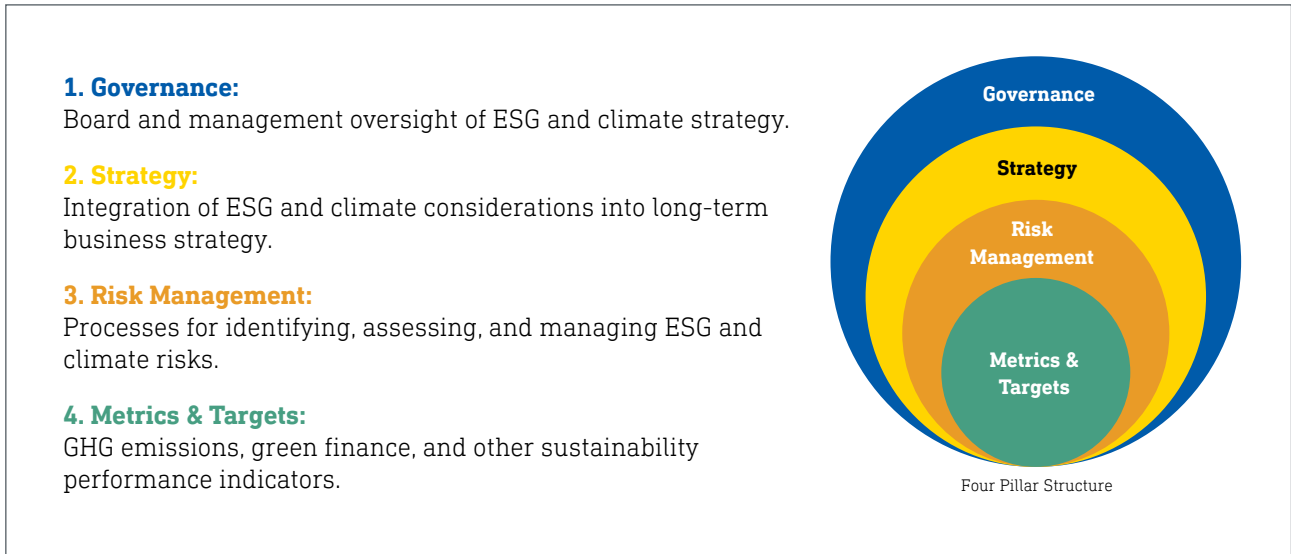
### Reporting Period

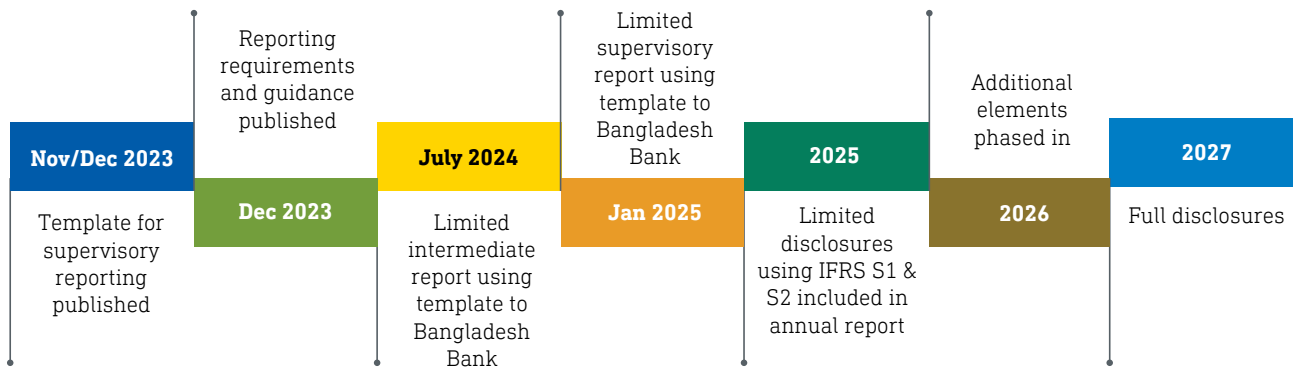
The reporting period covers activities and data from 01 January 2024 to 31 December 2024. Where relevant, historical trends and multi-year initiatives such as carbon accounting partnerships with DEG/JIM, long-term climate risk management programs, and ongoing sustainable finance projects are referenced to provide context.

### Integration of IFRS S1 & S2

In December 2023, Bangladesh Bank introduced IFRS S1 (Sustainability-Related Financial Disclosures) and IFRS S2 (Climate-Related Financial Disclosures), aligned with global best practices. EBL proactively adopted these standards, submitting half-yearly IFRS S1 disclosures in 2024 to ensure transparency on how sustainability considerations are embedded into governance, strategy, and risk management. At the same time, EBL aligned with IFRS S2 by disclosing both physical and transition climate risks across its financed portfolio, positioning itself among the pioneer banks in Bangladesh to integrate climate risk assessments into financial decision-making. This report is fully aligned with IFRS S1 and S2 standards, demonstrating EBL's commitment to global transparency and accountability in sustainability reporting.

**The scope of this report follows the four-pillar framework of IFRS S1 and S2:**
















Timeline for Reporting as per Bangladesh Bank

## Mapping with GRI Principles and SDG Alignment

In addition to IFRS S1 & S2 disclosures, EBL continues to apply the Global Reporting Initiative (GRI) Standards to provide a comprehensive and comparable account of the Bank’s sustainability impacts. This ensures that EBL’s disclosures are internationally benchmarked, measurable, and stakeholder-focused.

EBL’s activities are also mapped against the United Nations Sustainable Development Goals (SDGs), with an emphasis on delivering environmental, social, and economic value. Through this dual alignment, IFRS S1 & S2 compliance and GRI/SDG mapping, EBL demonstrates its commitment to transparency, accountability, and long-term sustainable growth.

### Alignment of IFRS S1 & S2 with GRI Standards and SDGs

IFRS S1 & S2 PILLARS	GRI Standards Alignment	SDG Impact Areas	Key EBL Focus Areas
<b>Governance</b> Board and management oversight of ESG and climate strategy	<b>GRI 2:</b> General Disclosures <b>GRI 102:</b> Governance	 	<ul style="list-style-type: none"> <li>Sustainable Finance Committee oversight</li> <li>Board-level ESG reviews</li> <li>Strong internal control systems</li> <li>Collaboration with DFIs, MDBs, NGOs</li> </ul>
<b>Strategy</b> Integration of ESG and climate into long-term business strategy	<b>GRI 103:</b> Management Approach <b>GRI 201:</b> Economic Performance	   	<ul style="list-style-type: none"> <li>Green finance roadmap</li> <li>Net-zero ambition (portfolio decarbonization)</li> <li>Climate-smart product innovation</li> <li>Women entrepreneurship &amp; financial inclusion</li> <li>Green infrastructure, resilient housing finance</li> </ul>
<b>Risk Management</b> Identification, assessment, and management of ESG & climate risks	<b>GRI 102:</b> Risk Management <b>GRI 307:</b> Environmental Compliance		<ul style="list-style-type: none"> <li>Climate risk (physical &amp; transition) assessment</li> <li>E&amp;S risk-adjusted lending</li> <li>Scenario analysis of financial resilience</li> </ul>
<b>Metrics &amp; Targets</b> Disclosure of GHG emissions, green finance, KPIs	<b>GRI 302:</b> Energy <b>GRI 303:</b> Water <b>GRI 305:</b> Emissions <b>GRI 306:</b> Waste	   	<ul style="list-style-type: none"> <li>Scope 1, 2, 3 GHG measurement (JIM/PCAF)</li> <li>Green &amp; sustainable finance targets</li> <li>Resource efficiency &amp; waste reduction initiatives</li> <li>Healthcare initiatives, wellness programs</li> </ul>

EBL’s strategic focus remains on supporting the transition to a low-carbon, inclusive, and resource-efficient green economy, defined by reduced emissions, efficient resource use, and inclusive growth. This transition drives employment and income through investments in activities, infrastructure, and technologies that reduce pollution, safeguard biodiversity, and enhance resilience.



## Reporting Boundaries and Coverage

EBL’s Sustainability Report covers both operational and financed activities, including Scope 1 and 2 emissions from all branches, offices, and facilities, and Scope 3 financed emissions from lending and investment portfolios using JIM and PCAF methodologies. It highlights ESG integration across corporate, SME, retail, trade finance, and treasury operations, as well as green and sustainable finance initiatives. The report also reflects EBL’s strong governance and climate risk assessment & management practices, alignment with IFRS S1 & S2 standards, and partnerships with DFIs, MDBs, and NGOs supporting national sustainability goals.

## Stakeholder Engagement



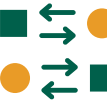

The report reflects insights gathered from EBL’s engagement with stakeholders, including regulators (Bangladesh Bank), development partners (IFC, DEG, ADB, FMO), clients, employees, and civil society organizations. EBL also actively participated in international and national forums, such as the Global Centre on Adaptation’s GCF training, IFC Climate Risk Management workshops, and ADB’s Trade Finance ESMS program, to strengthen institutional capacity and align with global climate finance practices.

## Forward-Looking Alignment

While focused on 2024 performance, this report also frames EBL’s ESG roadmap for 2025–2030, highlighting its commitments to:

- Support Bangladesh’s Nationally Determined Contributions (NDCs) under the Paris Agreement.
- Reduce carbon intensity across the financed portfolio.
- Scale up green and sustainable finance in priority sectors.
- Strengthen climate governance and risk management.

**These commitments have been discussed in detail in the Future Prospects section.**

 <p><b>Reporting period</b> 01 January to 31 December 2024</p>	 <p><b>Reporting cycle</b> Annual</p>	 <p><b>Aligned with</b> IFRS S1 and S2 standards, and SDGs</p>	 <p><b>ESG roadmap</b> 2025–2030</p>
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Eastern Bank PLC.

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Bill Payment



QR Payment



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Account and Card Statement download



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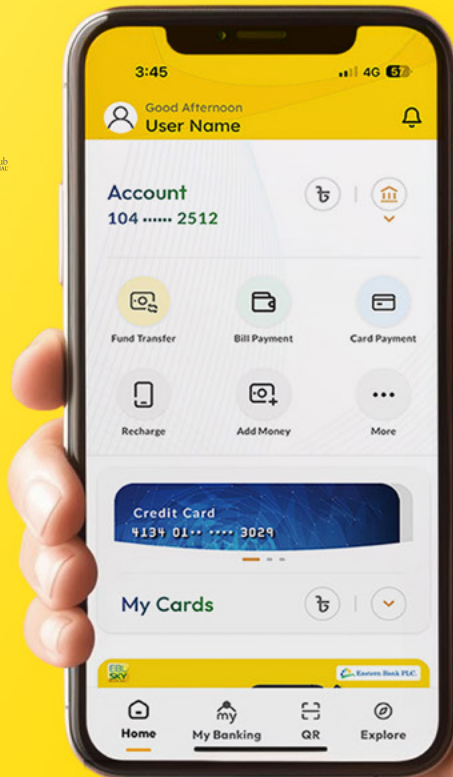
Schedule Transfer



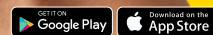
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# Message from the Managing Director



In 2024, EBL translated sustainability commitment into measurable progress, advancing initiatives that integrate financial performance with environmental stewardship and social development.

**Ali Reza Iftokhar**  
Managing Director

It gives me immense pleasure to present Eastern Bank's Sustainability Report 2024, a milestone that reflects our progress in embedding environmental, social, and governance (ESG) principles across our operations. This report reaffirms our unwavering commitment to building a resilient, inclusive, and sustainable future.

## Sustainability at our core

At Eastern Bank, we view sustainability as an opportunity to innovate, to lead, and to make a meaningful impact. Transitioning into a truly sustainable bank requires vision, discipline, and genuine action across every layer of our organization.

In 2024, we translated this commitment into measurable progress, advancing initiatives that integrate financial performance with environmental stewardship and social development. We aligned our efforts with the UN Sustainable Development Goals (SDGs) and Bangladesh's Vision 2041, financing projects in renewable energy and green infrastructure that are critical to the nation's low-carbon transition.

## Advancing Green Finance

The year was marked by urgency and opportunity. At a time of accelerating climate change and rising inequality, and evolving stakeholder expectations, financial institutions must take bold, decisive action. EBL responded with purpose. Our Green Banking and Sustainable Finance frameworks were further strengthened, with 89.48% of total loan disbursement in 2024 directed toward sustainable finance. We also trained our teams to embed climate considerations into lending decisions, ensuring that sustainability remains at the heart of our portfolio strategy.

## Pioneering Climate Risk Management

In 2024, we became the first bank in Bangladesh to integrate climate risk management into financing, working with global partners including DEG, IFC, and the Joint Impact Model (JIM) Foundation. By applying the Partnership for Carbon Accounting Financials (PCAF) methodology, we calculated and disclosed financed greenhouse gas (GHG) emissions—demonstrating transparency and accountability in line with global best practice.

As part of our internal transformation, we reduced resource consumption, promoted green practices, and took steps to minimize Scope 1 and Scope 2 emissions, reinforcing our commitment to operational sustainability.





## Creating shared prosperity

Sustainability also means improving lives and strengthening communities. In 2024, we contributed BDT 94 million to CSR initiatives and partnered with organizations i.e. BRAC Microfinance, icddr,b, and the Bangladesh Navy's NKFTCL to support climate-smart agriculture, affordable electric vehicles, resilient housing, and coastal afforestation in Bhashan Char.

We also supported education, health, and disaster resilience initiatives, while launching the EBL Climate Action Awards to honor pioneering organizations advancing climate resilience.

## Empowering our people

Our employees are at the heart of this journey. In 2024, we expanded training in sustainability and AML to strengthen organizational capacity. A key session with the IFC Advisory Team provided 60 EBL officials from diverse departments with practical strategies for mitigating climate risks.

In 2024, Bangladesh Bank introduced the IFRS S1 and S2 disclosure standards to harmonize sustainability and climate-related reporting across the sector. Following Bangladesh Bank's introduction of IFRS S1 and S2 disclosure standards, we proactively aligned our reporting and submitted comprehensive IFRS-compliant disclosures for both halves of 2024.

## Driving financial inclusion

Sustainability is also about empowerment and equity. In 2024, we advanced financial inclusion, SME development, and women-led entrepreneurship. Through our EBL Women Banking Portal, women gained free access to courses in business management, entrepreneurship, and marketing. We also partnered with women's associations to deliver access-to-finance training.

We maintain a culture of inclusiveness and continued to expand financial inclusion through new agent banking outlets and simplified digital onboarding. To reach underserved communities, we opened 19 new agent banking outlets and onboarded 26,752 new customers, expanding access to credit, tailored products, and training for SMEs, farmers, and women entrepreneurs.

## Creating a long-term Value for the people and the planet

Looking forward, we recognize that climate risks, both physical and transitional, present material challenges to our business and the communities we serve. To address this, we have already piloted climate risk assessment within our credit evaluation and portfolio management processes.

Our vision is to continue evolving into a fully sustainable bank, where every financing decision, operational choice, and partnership contributes to long-term value for people, the planet, and future generations.

I extend my sincere gratitude to our employees, customers, regulators, and partners whose trust and collaboration fuel this journey. Sustainability is not a destination but a continuous process. In 2025 and beyond, we will deepen our commitment by setting clearer targets, strengthening disclosures, and fostering a culture that embeds sustainability into everything we do.

Together, we will continue to finance a greener, more resilient Bangladesh.

Thank you for being part of this journey.

**Sd/-**

**Ali Reza Iftekhar**

Managing Director

VISA



Eastern Bank PLC.



*introducing*  
EBL Green  
Account

with Bangladesh's first  
**100% Recycled** Debit Card

- > Fund eco-friendly projects with your deposits
- > Grow your money with competitive interest rate
- > Open paperless accounts online
- > Experience EBL Skybanking App



# Message from the Chairman of SFC



Transitioning to sustainable banking requires a fundamental change in approach, prioritizing societal and environmental well-being alongside financial goals.

**Mahdiar Rahman**  
Chairman,  
Sustainable Finance committee

## Adopting a strategic mindset for sustainable banking

Transitioning to sustainable banking requires a fundamental change in approach, prioritizing societal and environmental well-being alongside financial goals. In response to escalating climate challenges, we must embed sustainability as a core principle, recognizing the significant impact of our financial decisions have on the present and future of people, the planet, and organizational profitability. Increasingly, customers, regulators, investors, employees, and other stakeholders are calling for greater transparency and accountability, compelling banks to proactively adopt and embed sustainable practices within their operations.

## EBL's legacy of trust and sustainable growth

With over three decades of steady and sustainable growth, EBL has built its success on trust and commitment to clients, investors, and communities. To us, sustainability is not a mere responsibility; it represents an opportunity to drive meaningful social impact. We firmly believe in the imperative of a social mission for every business; as neglecting social and environmental factors undermines long-term economic success. At EBL, we prioritize consumer satisfaction, digital advancement, product innovation, staff engagement, and financial performance, leveraging today's technology to amplify our impact on people, planet and profit in a sustainable way.

## Collaborative partnerships for impact measurement

EBL has collaborated with the Joint Impact Model (JIM) Foundation and DEG to disclose greenhouse gas emissions at the portfolio level through carbon accounting. Using standards from the Partnership for Carbon Accounting Financials (PCAF), this initiative enables EBL to quantify CO2 and non-CO2 emissions from financed business loans. This is our continuation of pilot project with JIM foundation which we took in 2022. This effort promotes comparability, accountability, and transparency in Bangladesh's financial sector while supporting climate action and alignment with the Sustainable Development Goals (SDGs).

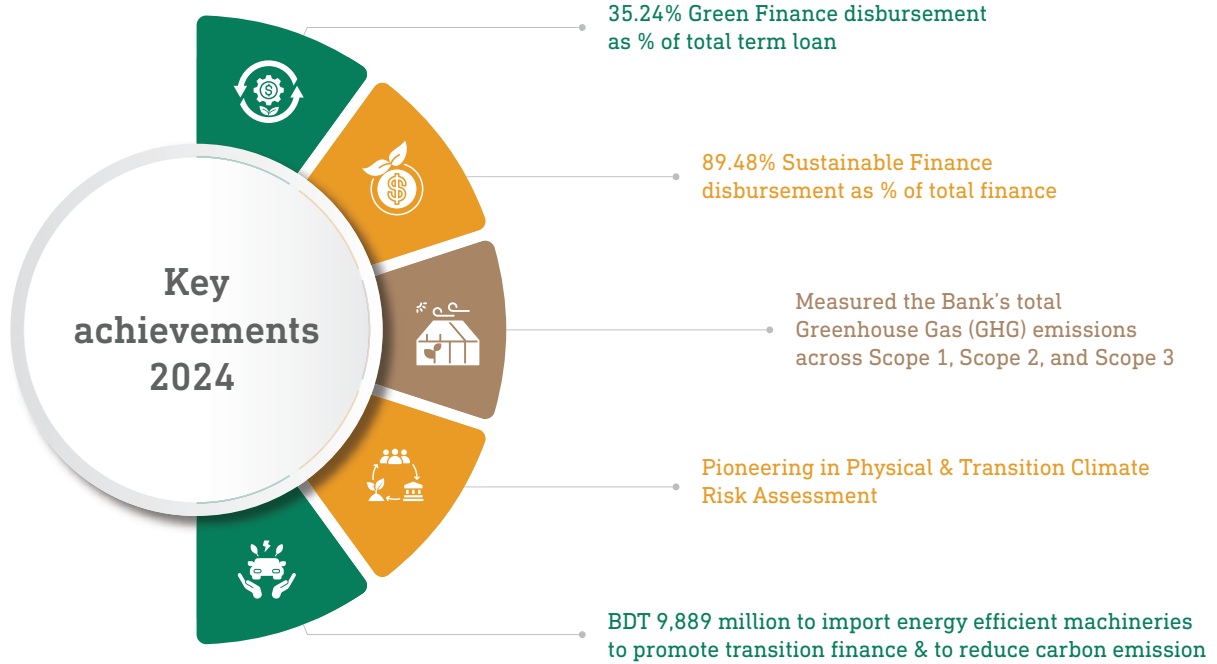
Also Our climate risk scan, conducted in partnership with DEG, Climate Risk Services, and the Joint Impact Model Foundation, marks a key milestone for EBL; enhancing our understanding of portfolio exposure to climate hazards and strengthening our resilience through data-driven risk management.





## Progress towards the UN's SDG

In 2024, EBL made significant advances in supporting the UN SDGs by promoting financial inclusion through expanded agent and sub-branch networks, hosting educational and gender equality webinars, and developing affordable products for women entrepreneurs. Notably, we disbursed substantial funds towards green financing and sustainable projects, reflecting our commitment to environmental conservation and social progress. Key achievements of 2024 are:



## Commitment to green financing and environmental stewardship

EBL remains dedicated to financing eco-friendly projects and fostering energy efficiency. We have implemented an Environment and Social Risk Management System to evaluate project risks and support cleaner energy initiatives aligned with its climate change mitigation goals. Through collaboration with multilateral partners such as IFC, DEG, and ADB, EBL continues to uphold best practices in sustainable banking.

We are proud to present the progress EBL has made in sustainability and invite all stakeholders to join in the collective effort towards building a brighter and more sustainable future for Bangladesh and beyond as we unveil the Sustainability Report 2024.

**Sd/-**  
**Mahdiar Rahman**  
Chairman, Sustainable Finance committee

## Mission

- We will deliver service excellence to all our customers, both internal and external.
- We will ensure to maximize shareholders' value.
- We will constantly challenge our systems, procedures and training to maintain cohesive and professional team in order to achieve service excellence.
- We will create an enabling environment and embrace a team based culture where people will excel.

## Vision

To become the most valuable brand in the financial services in Bangladesh creating long-lasting value for our stakeholders and above all for the community we operate in by transforming the way we do business and by delivering sustainable growth.

## Core Values

### Service excellence

- We passionately drive customer delight.
- We use customer satisfaction to accelerate growth.
- We believe in change to bring in timely solution.

### Trust

- We care for each other.
- We share knowledge.
- We empower our people.

### Integrity

- We say what we believe in.
- We respect every relationship.
- We are against abuse of information power.

### Openness

- We share business plan.
- We encourage two-way communications.
- We recognize achievements, celebrate results.

### Commitment

- We know our road-map.
- We believe in continuous improvement.
- We do our task before we are told.

### Responsible corporate citizen

- We are tax-abiding citizen
- We promote protection of the environment for our progeny.
- We conform to all laws, rules, norms, sentiments and values of the land.



# EBL at a Glance

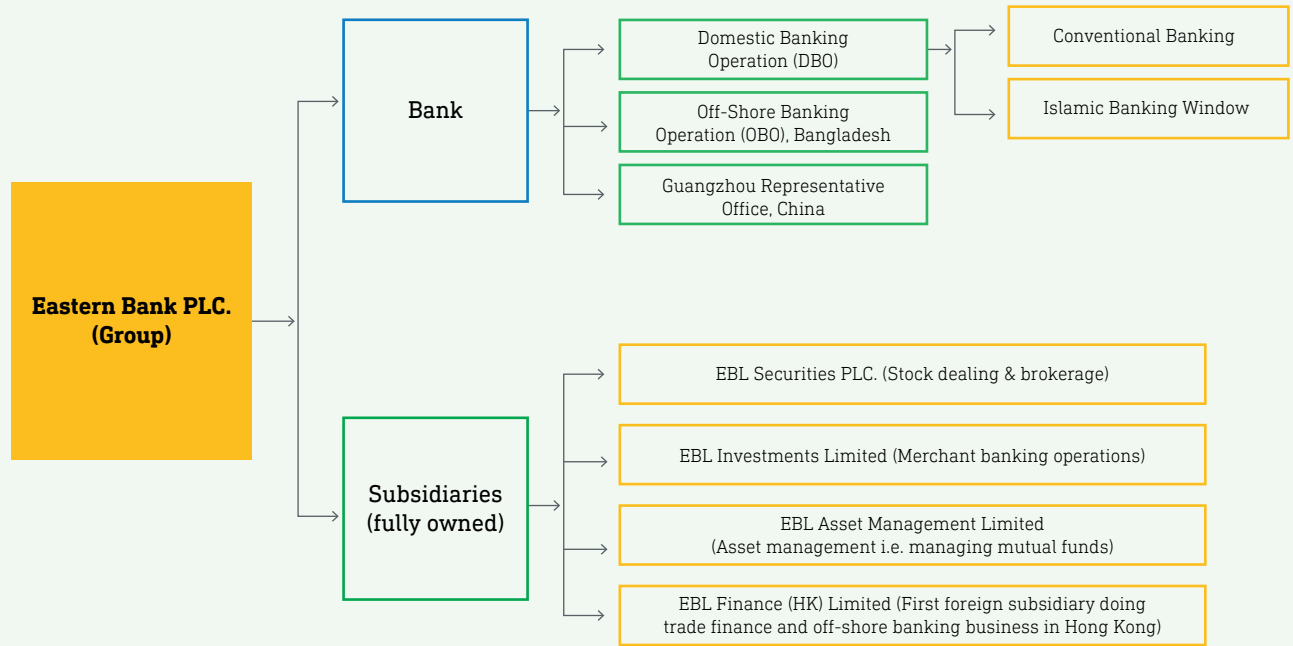
Eastern Bank PLC. (EBL) was established in 1992 through the Bangladesh Bank's BCCI (Reconstruction) Scheme, taking over the operations of the former Bank of Credit & Commerce International (Overseas) Ltd. Since then, the Bank has grown into one of the country's leading private commercial banks, widely regarded for its sound governance, prudent risk practices, and commitment to service quality. The Bank commenced its operations on 16 August 1992.

## Ownership composition

As on 31 December 2024, the Directors of EBL held 30.67% of total shares whereas General Public, Institutions & Foreign investors held 24.16%, 44.68% and 0.49% respectively:

Composition	No. of shares	% of total shares
Directors	416,494,935	30.67%
General Public	328,192,021	24.16%
Institutions	606,825,873	44.68%
Foreign Investors	6,626,225	0.49%
<b>Total</b>	<b>1,358,139,054</b>	<b>100%</b>

## Operating structure of EBL



## Size of the organization

On the day-end of 2024, our Bank's total regulatory capital is BDT 51,846 million and CRAR is 15.11%. Our profit after tax is BDT 7,504 million and total assets are BDT 616,050 million.

## Credit rating

EBL is the first Bangladeshi Bank rated by Moody's, a renowned global rating agency, for the first time in March 2016

**Moody's current rating: B2**

Outlook: Negative

CRAB's current entity rating:

- Long term: AAA
- Short term: ST-1

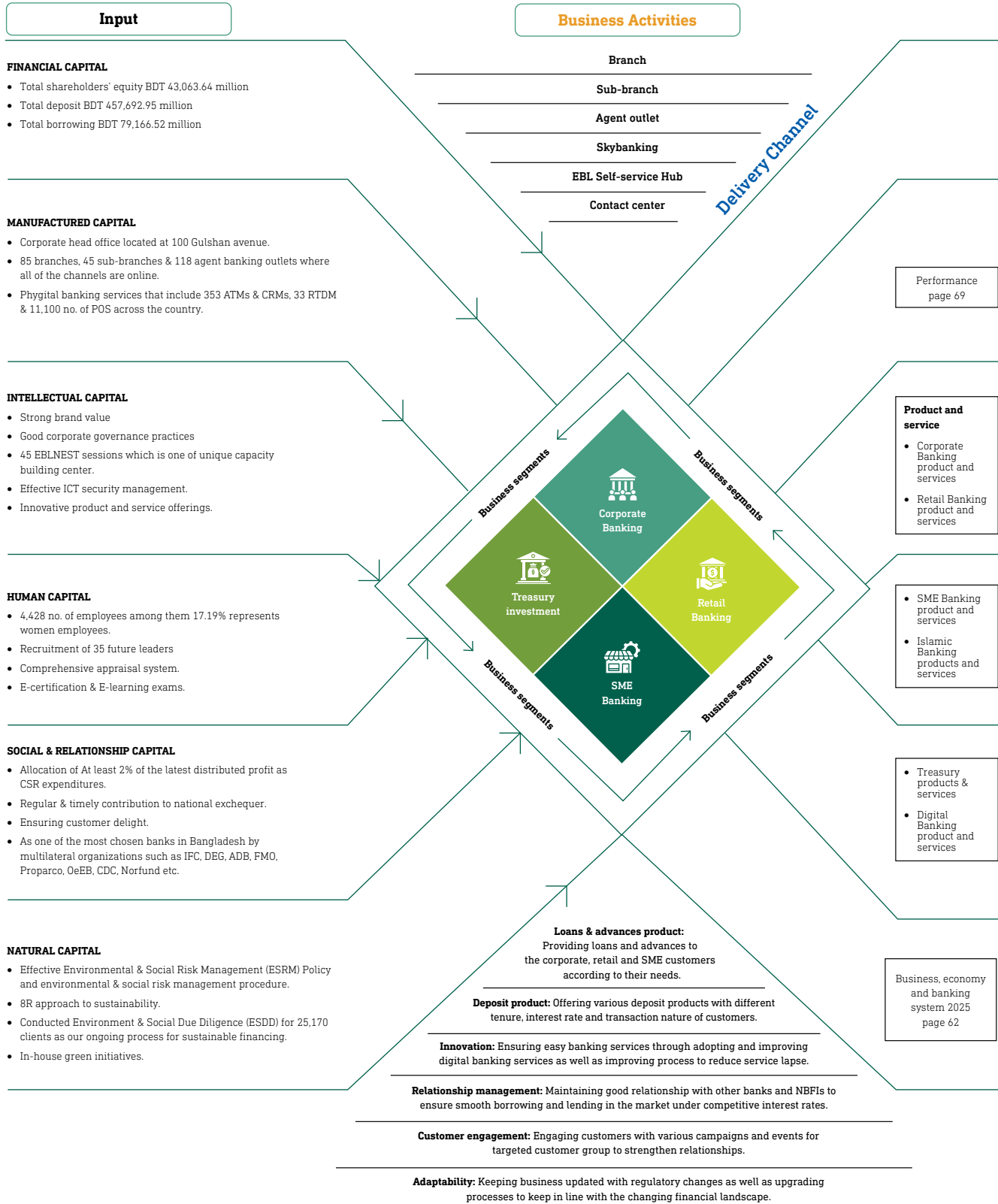
Outlook: Stable

## Our network

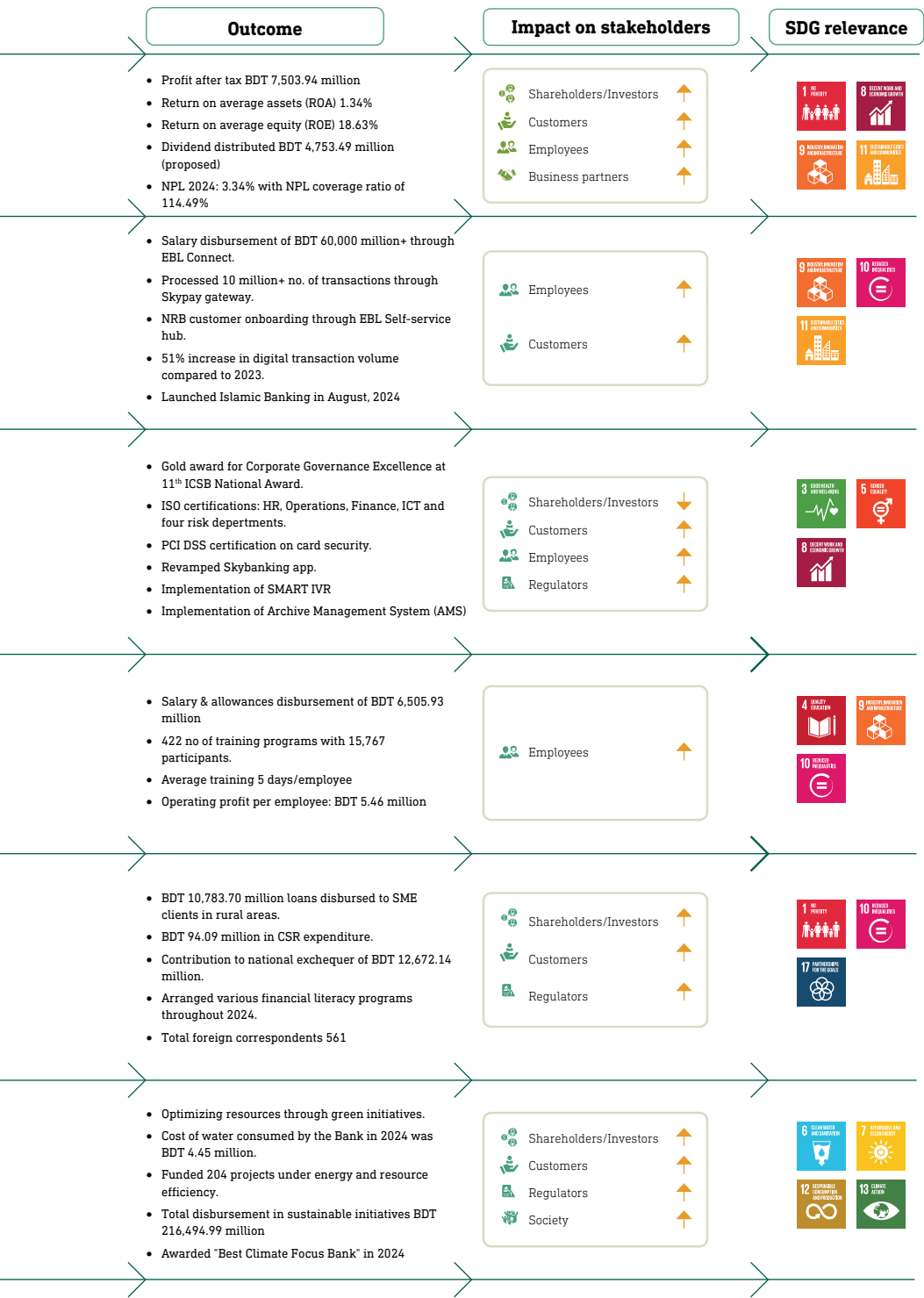




# EBL's Business Model



<b>Credit risk</b>	<b>Interest rate risk</b>	<b>Liquidity risk</b>
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**Governance Framework**

**Guiding philosophy of corporate governance**

- Value creation for stakeholders.
- Fairness & equitable treatment of all stakeholders.
- Compliance with all applicable laws, rules and regulations.
- Ensuring transparency and accountability along with full disclosure policy.
- Embracing a trusteeship model for management body.
- Establishment of a sound system of risk management and internal control.

**Foundation**

- Vision
- Mission
- Core values
- Code of Conduct
- Strategic priorities

**Internal strength**

- Risk & capital management
- Good governance culture
- Work environment

**External factors**

- Political environment
- Economic slowdown
- Climate change
- Technological disruption
- Regulatory intervention

**Strategic pillars**

- Increasing digital product and services
- Diversifying propositions according to customers need
- Ensuring customer delight
- Strict monitoring of NPL
- Mitigating risk factors

Operational risk	Cyber security risk	Climate risk	Strategic risk
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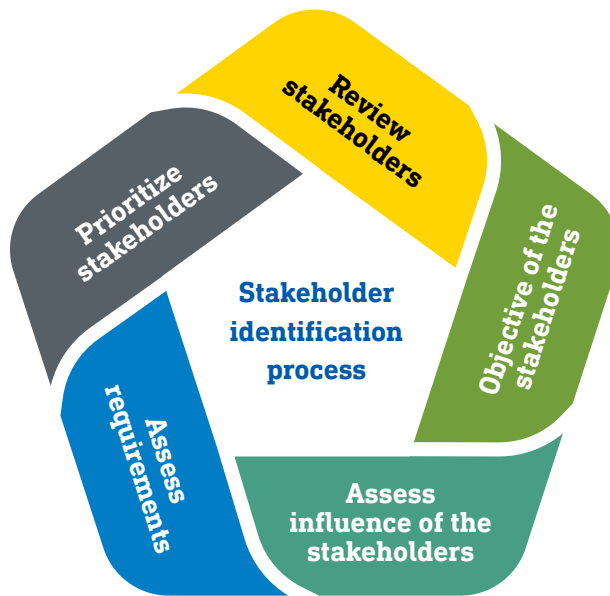
# Engaging with Our Stakeholders

Through stakeholder analysis, we identify the group of people who are involved or have influence over or affected by the Bank's business operations and its strategic decisions. This helps us to prioritize our goals and set our strategic directions for a sustainable growth over the years.

To assess the process of stakeholders' engagement, the first step is to identify the stakeholders. Identifying stakeholders comprises of a multi-step systematic process to make sure that all relevant individuals or groups are recognized.

For following reasons, it is crucial for us to identify relevant stakeholders of EBL:

- To understand the key interests of the stakeholders.
- To evaluate their level of influence on business.
- To assess how they can be affected by the success or failure of the business and
- To develop communication plan and build a positive long-lasting relationship.



## Stakeholders engagement



### Shareholders/investors

<p><b>Key concerns</b></p> <ul style="list-style-type: none"> <li>• Sustainable growth</li> <li>• Financial performance</li> <li>• Corporate governance</li> <li>• Risk management</li> <li>• Business expansion plan</li> <li>• Company information</li> </ul>	<p><b>Engagement mode</b></p> <ul style="list-style-type: none"> <li>• EBL's website</li> <li>• Annual report</li> <li>• AGM</li> <li>• Board meeting</li> <li>• Investor's meeting</li> <li>• Press release for price sensitive information</li> </ul>	<p><b>Frequency</b></p> <ul style="list-style-type: none"> <li>• Continuous process</li> <li>• quarterly</li> <li>• Semi-annually &amp;</li> <li>• Annually</li> </ul>	<p><b>EBL's response</b></p> <ul style="list-style-type: none"> <li>• Setting long term goals to achieve steady growth</li> <li>• Maintaining ethical &amp; compliant business practices</li> <li>• Upholding good corporate governance practice with effective control &amp; compliance system</li> <li>• Maintaining transparency in flow of information to our investors</li> <li>• Monitoring asset quality</li> </ul>	
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## Employees

### Key concerns

- Work-life balance
- Diversity and career progression
- Performance evaluation and rewards
- Recruitment and retention
- Safe and healthy workplace
- Employee engagement/ wellbeing

### Engagement mode

- Induction program, employee engagement programs & awareness session
- Appreciation letter and employee recognition program
- Online exams, interviews, training programs & workshops
- Career succession planning
- Grievance management
- ebLHR portal & peoplEBL app

### Frequency

- Continuous process
- Quarterly
- Semi-annually &
- Annually

### EBL's response

- Managing employee's well-being
- Yearly employee recognition program to uplift employees' morale
- Ensuring fair & competitive appraisal system
- Ensuring competitive salary and benefit package
- Proper HR policy & code of conduct guidelines to lead good corporate culture.



## Customers

### Key concerns

- Quality service
- Privacy and information security
- Dispute resolution
- Product information
- Affordability and convenience
- Easy & hassle free banking

### Engagement mode

- Relationship managers
- Mail, SMS, newsletter, ATM, Internet Banking, Skybanking & EBL Self service hub
- Direct customer feedback, customer's grievance management & complaint cell
- EBL's website, 24/7 call center (16230) & social media
- On-site channels- Branches, sub-branches, agent banking & Priority center
- Customer engagement events

### Frequency

- Continuous process.

### EBL's response

- Trained relationship officers to meet customers need
- Focus on digital inclusion
- New product development as per customer need
- Expanding channels to increase customer reach
- Arranging workshop and training programs for SME customers
- Organizing financial literacy programs to raise awareness against financial fraud, reduce associated risk and enhance consumer protection.



## Regulatory bodies and government

### Key concerns

- Compliance with regulations
- Awareness and knowledge
- Good corporate governance
- Addressing key issues

### Engagement mode

- Submission of returns and reports through online portal, hardcopy & emails
- Training and workshops, circular & directives
- Communication through telephonic conversations, emails & on-site visits
- Meetings and discussions with senior management and respective regulators

### Frequency

- Continuous process
- Within the prescribed deadline

### EBL's response

- Duty submission of all returns
- Proper submission of national exchequer.
- Maintaining proper compliance & regulatory conducts.
- Continuous implementation of government policies.





## Business partners

<p><b>Key concerns</b></p> <ul style="list-style-type: none"> <li>Relationship with suppliers</li> <li>Networking &amp; new business opportunities</li> <li>Uninterrupted &amp; ethical service</li> <li>Sustainable financial growth of bank</li> </ul>	<p><b>Engagement mode</b></p> <ul style="list-style-type: none"> <li>Meetings, telephone/emails/ letters and periodic on-site visits</li> <li>Standard procurement policy &amp; process</li> <li>Reviewing &amp; evaluating performance</li> </ul>	<p><b>Frequency</b></p> <ul style="list-style-type: none"> <li>On a regular basis</li> </ul>	<p><b>EBL's response</b></p> <ul style="list-style-type: none"> <li>Proper &amp; timely payment settlement</li> <li>Ensuring fair enlistment</li> <li>Maintaining proper due diligence</li> </ul>	
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## Society

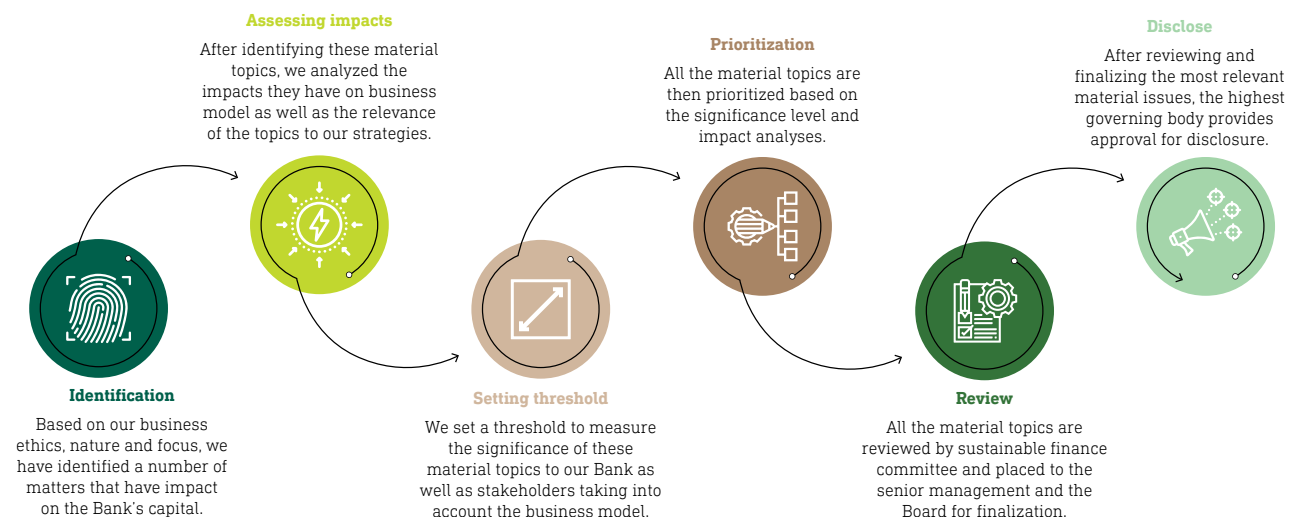
<p><b>Key concerns</b></p> <ul style="list-style-type: none"> <li>Financial inclusion</li> <li>Ethics and code of conduct</li> <li>Sustainable initiatives</li> <li>Environmental protection through sound lending decision</li> <li>Social welfare</li> </ul>	<p><b>Engagement mode</b></p> <ul style="list-style-type: none"> <li>Banking through branches, agent banking, sub-branches, internet banking, Skybanking, Ebl Self service hub &amp; contact center (16230)</li> <li>EBL's Website &amp; annual report</li> <li>CSR initiatives</li> <li>Investing in green finance project</li> </ul>	<p><b>Frequency</b></p> <ul style="list-style-type: none"> <li>As required</li> <li>Continuous process</li> </ul>	<p><b>EBL's response</b></p> <ul style="list-style-type: none"> <li>Water treatment plant at head office.</li> <li>Targeted campaigns to increase financial inclusion of unbanked segment.</li> <li>CSR expenditure of BDT 94 million in 2024</li> <li>Initiated carbon accounting to measure carbon footprints.</li> <li>Total financing in sustainable initiatives BDT 216,494.99 million in 2024</li> </ul>	
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# Materiality Assessment

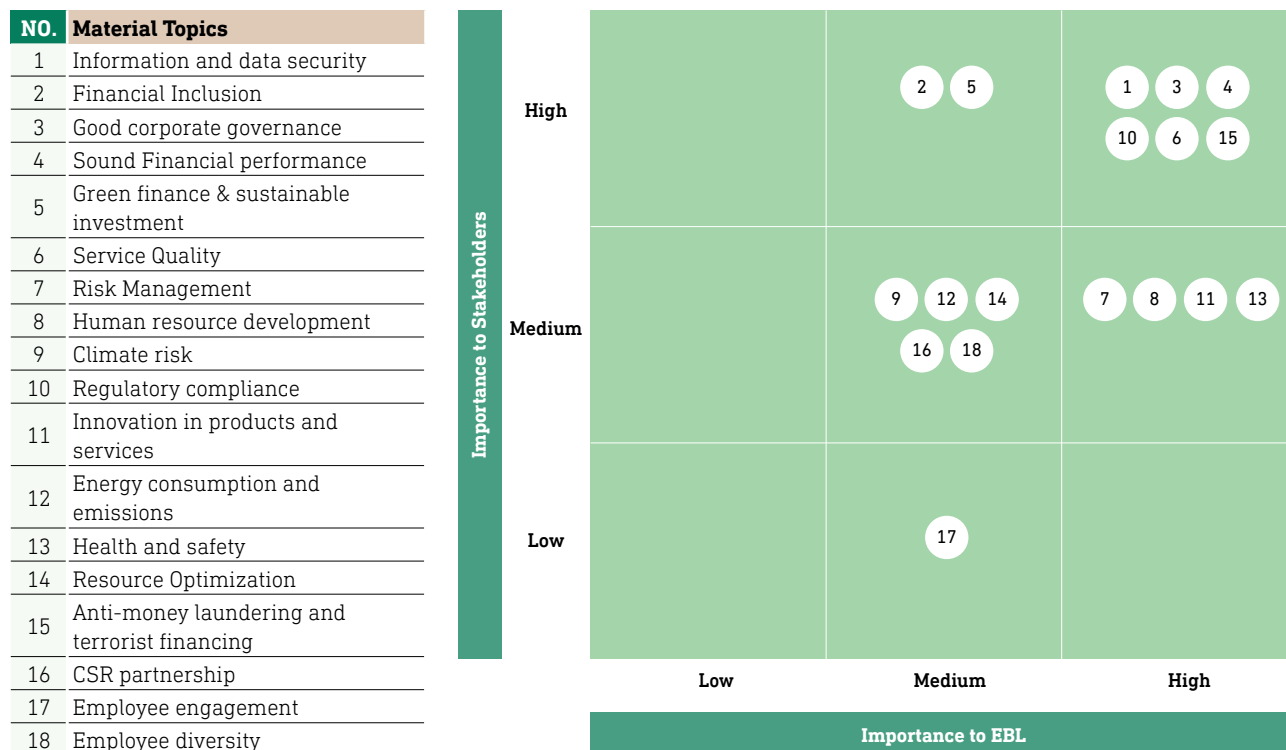
Material issues are those which are relevant to the Bank and has substantial impact on its capital and value creation over time, that is, in short term, medium term and long term. We used the Global Reporting Initiative (GRI) guidance to develop the material topic determination process. Determination of material topics is an ongoing process while running business affected by both internal and external catalysts. The material topics can change due to changes in strategic direction, business operation, macroeconomic landscape and the overall environment.

## Material topics determination process

The significant material topics that have actual and potential impact on EBL as well as stakeholders are identified as per following process:



## Materiality matrix





# Integration of Sustainability into Core Business



## Customers

Empowering progress through inclusion and innovation

**BDT 28,685 million**

Interest paid on deposits and borrowings

**10M+ digital**

Transactions (Skypay gateway)

**51,299**

Payroll accounts opened

**98% customer Satisfaction**

(from 4,800+ survey responses)

**2,000+**

Priority clients on-boarded



## Employees

Our strength, our future

**4,428**

Employees (17.19% women)

**BDT 6,506 million**

Disbursed in salaries and benefits

**15,767**

Learning participations across 422 program

**35**

Future Leaders on-boarded

**BDT 21.2 million**

Invested in training



## Shareholders

Delivering performance with integrity

**18.63%**

ROE

**BDT 7,504 million**

PAT

**35%**

Dividend (17.50% cash, 17.50% stock)

**15.11%**

CRAR

**BDT 43,064 million**

Shareholders' equity



**Regulators**  
Compliance as a  
commitment

**BDT 12,672 million**  
Contributed to national  
exchequer

**No major regulatory  
observations**

**Measured and  
disclosed GHG  
emissions**



**Business Partners**  
Mutual growth through  
strong alliances

**USD 6.09 billion**  
Trade volume facilitated under  
corporate banking

**USD 35 million**  
From OPEC fund for SME  
financing

**Partnerships with  
IFC, ADB, DEG, FMO,  
Norfund**

**561**  
Active correspondent banks

**ISO certifications  
across Operations,  
Finance, ICT, HR, Risk**



**Society**  
Purpose beyond  
profit

**BDT 216,495 million**  
Disbursement in sustainable  
initiatives

**BDT 94 million**  
In CSR spending

**204**  
Financed customers in energy  
and resource efficiency

**600,734+**  
Jobs indirectly supported

**Introduced online  
training program for  
women entrepreneurs**

**Partnered with JIM,  
ADB, DEG for ESG  
integration**

# EBL Head Office: A Model of Sustainable Infrastructure



## Water Management & Recycling

- *Dual Water Treatment Plants*



## Energy Efficiency & Green Architecture

- *Optimized Daylight Use*
- *Smart Building Systems*



## Fire Safety & Sustainable Infrastructure

- *Advanced Fire Pump System*



## Green Spaces & Indoor Environment Quality

- *Indoor Green Terraces*



## Plastic-Free Initiative

- *No plastic bottles or files—shifted to sustainable paper products*



## Sustainable Mobility

- *Hybrid Pool Vehicles*



# Pillar 1: Governance

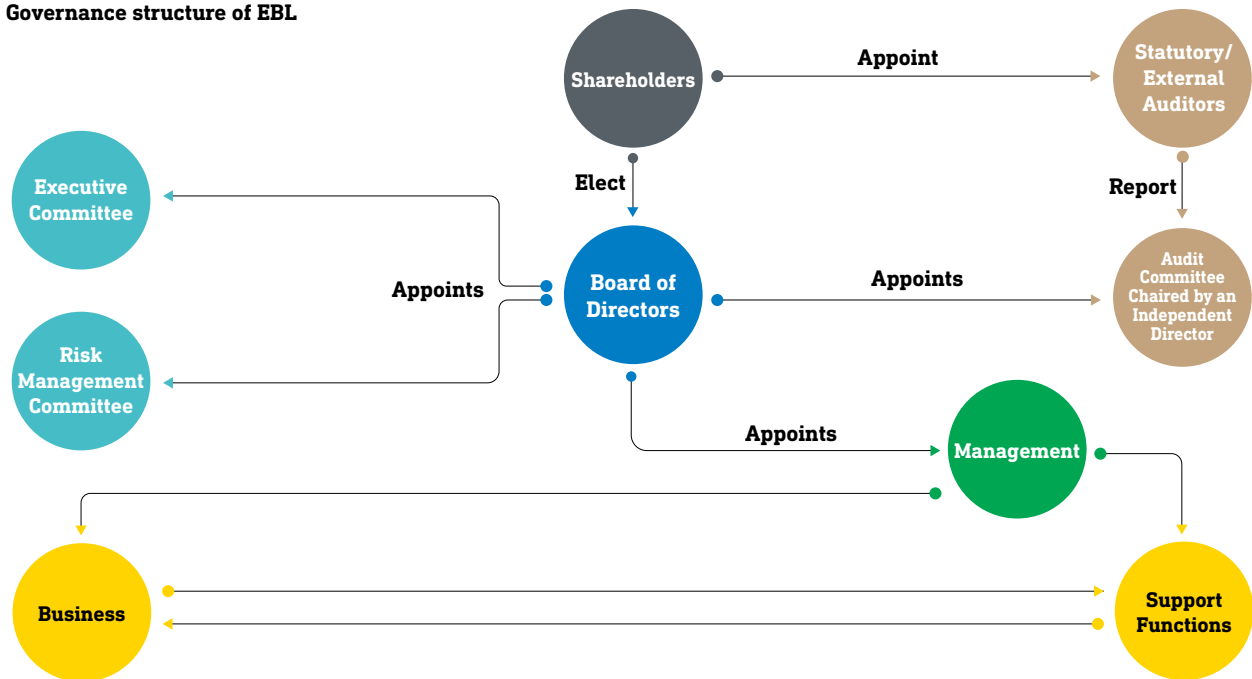
EBL's corporate governance practices prioritize varied stakeholder interests through ethical and responsible business conduct, adhering to legal and regulatory compliance in all its business and operational processes. The Board approves governance policies and practices, delegates authority to committees and management to ensure operational integrity, ethical standards, transparency, accountability, and foster a culture of integrity across the organization. As a publicly listed company, EBL meticulously discloses its governance practices annually in its report, with compliance status duly certified by professional accountants or chartered secretaries, as required by the BSEC Code of Corporate Governance.

## Governance structure

The Board of Directors occupies the central role in EBL's governance framework, responsible for establishing the Bank's governance structures, setting strategic direction, and providing leadership to guide the growth path. Shareholders are responsible for appointing suitable directors and auditors. The Board oversees the design and implementation of governance mechanisms, including the selection and appointment of members to Board sub-committees and senior management.

Management functions as an extension of the Board, executing policies and procedures in the broader interests of shareholders and stakeholders. Furthermore, the Bank's risk management and support functions are structured to remain fully independent from business operations, ensuring safeguards against unforeseen events that could affect the Bank's brand and reputation.

### Governance structure of EBL

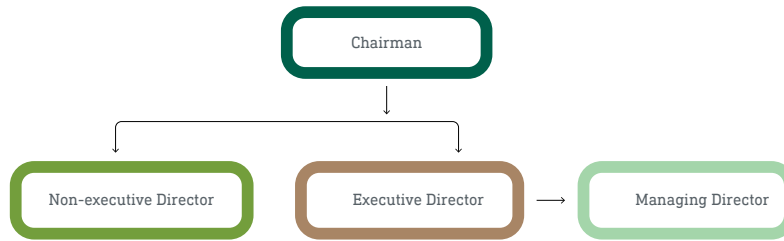


### Structure of the Board

According to Clause 94 of the Articles of Association of EBL, the Board of Directors (BoD) currently comprises 13 (Thirteen) directors among whom 12 (twelve) are Non-executive directors including the Chairman and 1 (one) is the Managing Director (Ex-Officio). BoD of the Bank appointed 2 (two) Independent Directors in compliance with the BSEC Corporate Governance Code and Section 15 of Bank Company Act 1991.

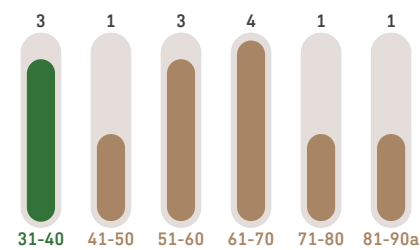


## Leadership structure of EBL

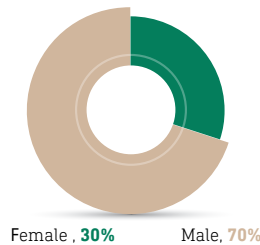


## Diversity of the Board

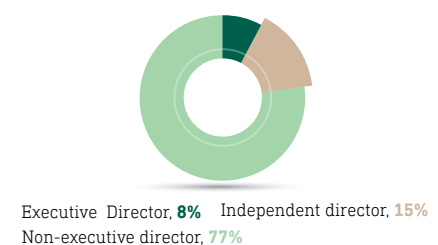
### Directors by age



### Directors by gender



### Directors by type



## Directors' shareholding status

In compliance with BSEC Notification dated 21 May 2019, all the eligible directors (other than Independent Directors) of EBL have been holding required percentage of shares individually (minimum 2%) as well as jointly (minimum 30%).

Shareholding structure of directors is as follows:

SL.	Name	Position	31-12-2024	
			No of shares held	% of total shares
1	Md. Showkat Ali Chowdhury Representing Namreen Enterprise Ltd.	Chairman	53,839,454	3.97%
2	M. Ghaziul Haque	Director	43,611,207	3.21%
3	Anis Ahmed Representing MGH Healthcare Ltd.	Director	27,703,207	2.04%
4	Salina Ali Representing Borak Real Estate Ltd.	Director	65,144,660	4.79%
5	K. J. S. Banu	Director	36,298,045	2.67%
6	Gazi Md. Shakhawat Hossain Representing Purnima Construction (Pvt.) Ltd.	Director	41,027,567	3.03%
7	Mufakkharul Islam Khasru Representing ZS Holding Ltd.	Director	27,169,488	2.00%
8	Zara Namreen Representing Namreen Power Ltd.	Director	27,169,488	2.00%
9	Ruslan Nasir Representing Coloasia Ltd.	Director	53,978,250	3.97%
10	Mahreen Nasir Representing Mir Holdings Ltd.	Director	40,553,569	2.99%
11	Barrister K.M. Tanjib-ul Alam	Independent Director	-	-
12	Khondkar Atique-e-Rabbani FCA	Independent Director	-	-
13	Ali Reza Iftekhar	Managing Director	-	-
<b>Total</b>			<b>416,494,935</b>	<b>30.67%</b>

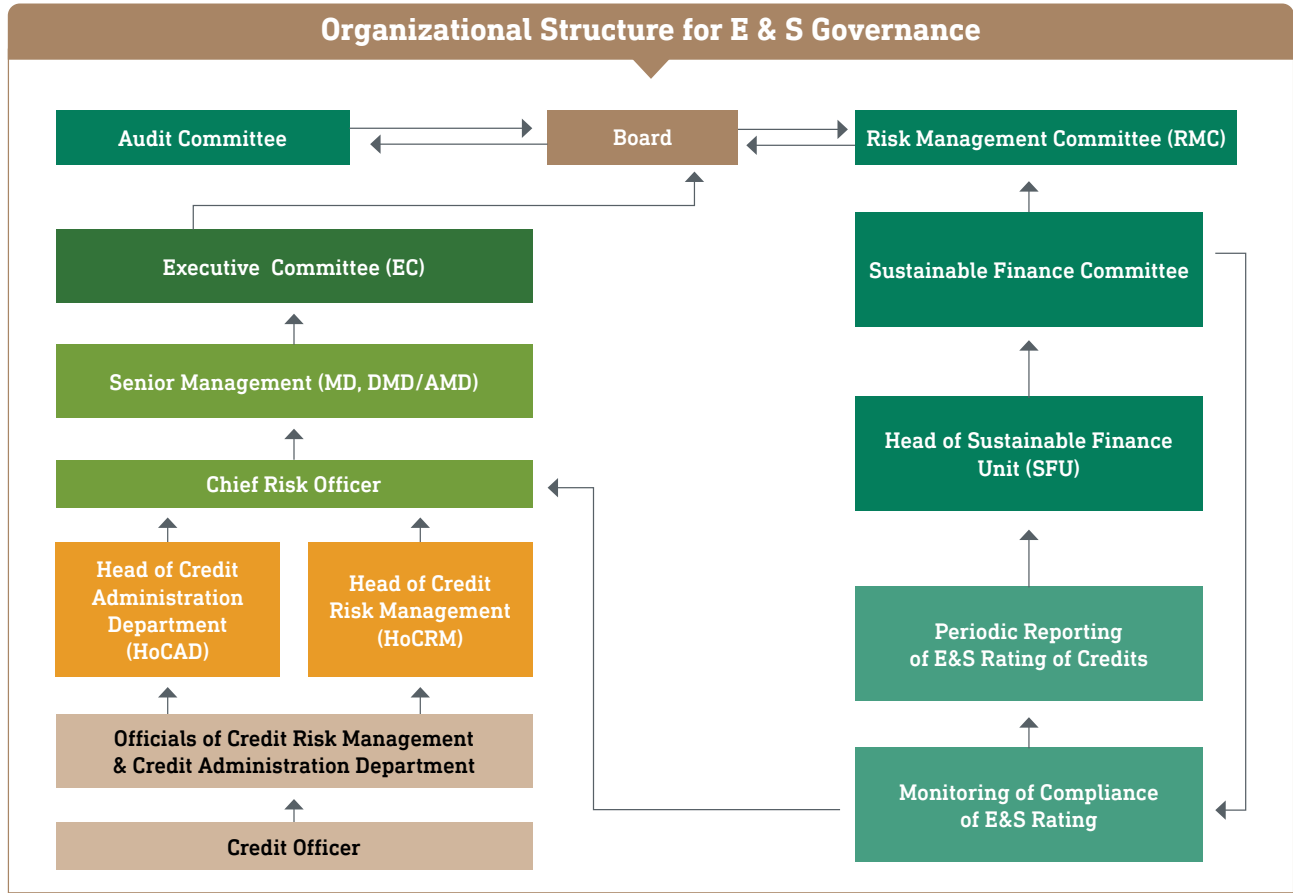
# Board oversight and ESG governance structure

EBL remains at the forefront of Bangladesh’s banking sector in adopting international best practices for corporate social responsibility and governance. A key pillar of our strategic agenda is to lead in sustainable finance through strong institutional oversight.

## Board of Directors concerning sustainability

The governance mechanism established by the Board of Directors (BoD) concerning sustainability are as follows:

- Except for matters reserved for the Annual General Meeting (AGM), the Board retains exclusive authority to approve all general policies and strategies, including those related to sustainability.
- The BoD also oversees the Corporate Social Responsibility (CSR) Policy, ensuring alignment with the Bank’s long-term value creation goals.



## Sustainable Finance Committee (SFC)

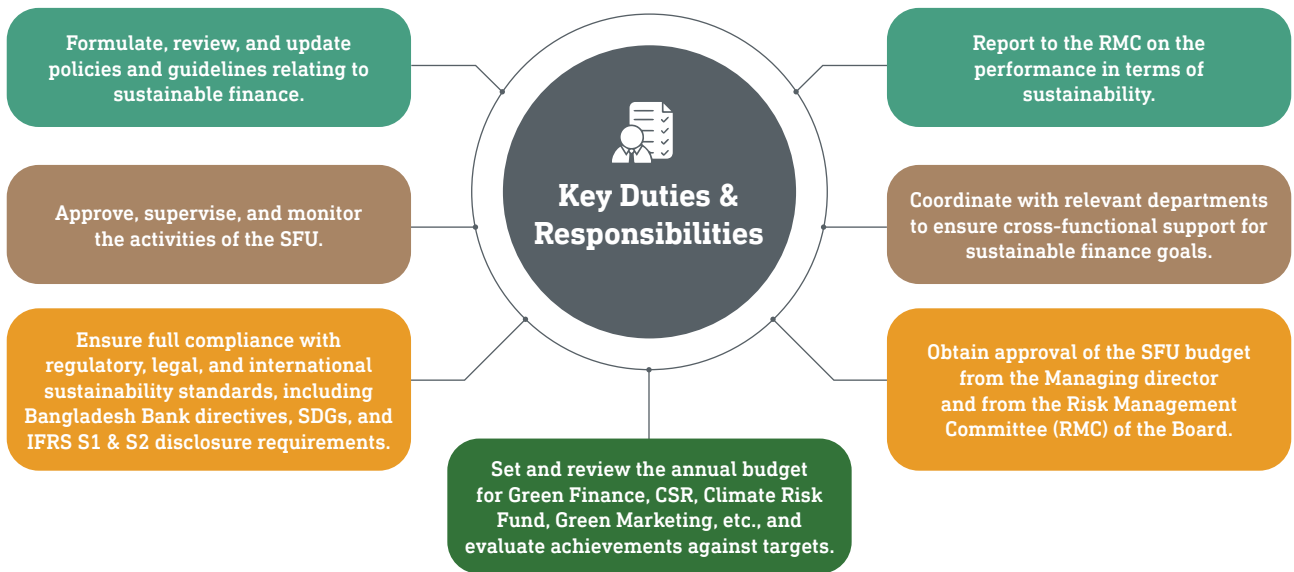
The Sustainable Finance Committee, chaired by Chief Risk Officer (CRO) comprises heads of key divisions engaged in sustainability. The committee meets at least quarterly to formulate, review, and update all policies and guidelines related to sustainable finance. It also supervises and evaluates the activities of the Sustainable Finance Unit (SFU), ensuring alignment with regulatory expectations and strategic priorities.

### Members of Sustainable Finance Committee

SL	Name	Designation	Status in Committee
01	Mahdiar Rahman	SEVP & Acting Chief Risk Officer	Chairman
02	Ahmed Shaheen	Additional Managing Director	Member
03	Mahmoodun Nabi Chowdhury	DMD, Head of ICC & CAMLCO	Member
04	Mehdi Zaman	DMD & Head of Treasury, FIs & Offshore Banking	Member



SL	Name	Designation	Status in Committee
05	Riad Mahmud Chowdhury	DMD, Head of Corporate Business	Member
06	M. Khorshed Anowar	DMD, Head of Retail & SME Banking	Member
07	Masudul Hoque Sardar	SEVP & Chief Financial Officer	Member
08	Zahidul Haque	SEVP & Chief Technology Officer	Member
09	Ashraf-uz-Zaman	SEVP & Head of Planning, Strategy & Governance	Member
10	Sanjay Das	SEVP & Head of Corporate Business, CTG	Member
11	Ziaul Karim	SEVP & Head of Communications & External Affairs	Member
12	Ahsan Ullah Chowdhury	SEVP & Head of Digital Financial Services	Member
13	Mostafa Sarwar	SEVP & Head of Credit Risk Management	Member Secretary
14	Major Md. Abdus Salam, psc. (Retd.)	SEVP & Head of Administration & Security	Member
15	Mohammed Moinul Islam	EVP & Head of Special Assets Management	Member
16	MD. Maskur Reza	EVP & Head of Business Information Systems	Member
17	Mohammad Salekeen Ibrahim	EVP & Head of Asset, Retail & SME Banking	Member
18	Nasser Islam	EVP & Head of Credit Administration	Member
19	G.K. Salauddin Ahmed (Kibria)	EVP & Head of Retail Risk	Member
20	Sheikh Shahriar Amin	VP & Senior Manager, Planning, Strategy & Governance	Member
21	Tanzeri Hoque	VP & Head of Priority & Women Banking	Member
22	Nafis Ahmed	SAVP & Acting Head of Risk Management Division	Member
23	Tanvir Hasan	AVP & Senior Manager (Environmental & Social Risk), Risk Management Division	Member



## Sustainable Finance Unit (SFU)

The Sustainable Finance Unit (SFU), led by the Head of Credit Risk Management with representatives from Corporate, CRM, Risk divisions and others, is responsible for operationalizing sustainable finance strategies, policies, and reporting obligations.

### Main Duties & Responsibilities



#### Policy & Guideline Management

*Formulate, implement and update policies on:*

- Green Banking / Sustainable Finance
- CSR
- Environmental & Social Risk Management (ESRM)
- Green Office Practices



#### Strategic Functions

- Measure and report the Bank's carbon footprint.
- Manage Climate Risk Fund and promote Green Marketing.
- Develop green products/instruments and innovative financing solutions.
- Strategic Planning for Green Finance



#### Reporting & Disclosure

- Prepare and submit Sustainability Reports in line with Bangladesh Bank, GRI, and IFRS S1 & S2 requirements.
- Submit periodic reports to the SFC and RMC of the Board.
- Ensure compliance with SFD Circulars on sustainable finance, ESRM, IFRS S1 & S2, CSR and others.



#### Collaboration & Engagement

- Coordinate with Bangladesh Bank, other banks, and stakeholders for collaborative CSR and green finance initiatives.
- Participate in Bangladesh Bank's on-lending/on-blending (refinance, pre-finance, reimbursement) schemes and international climate finance opportunities.
- Facilitate internal and external audits of SFU activities.



#### Capacity Building & Training

- Organize training and development programs to enhance staff expertise in sustainable finance and climate risk management.



#### Implementation & Oversight

- Monitor progress and report quarterly to the SFC.
- Support the SFC in obtaining Board-level approvals from the RMC.
- Ensure timely implementation of SDG-aligned initiatives and climate-related financial disclosures (IFRS S1 & S2).

## Credit Risk Management & Internal Control systems

The Credit Risk Management (CRM) team evaluates Environmental and Social (E&S) risks at the client level, along with any reputational risks tied to socially or environmentally sensitive transactions. Based on these assessments, CRM issues non-binding recommendations to the relevant approving authorities. Where required, the E&S Risk Team provides technical support to the Credit team in assessing complex or high-risk cases, particularly those involving IFC Performance Standards (IFC PS) and other international safeguard requirements.

As the third line of defense, the Internal Audit team regularly assesses the implementation of EBL's Environmental and Social Risk Management (ESRM) system, including adherence to green banking and sustainable operations guidelines. These controls are embedded in a governance framework shaped by EBL's six core organizational values, reinforcing our commitment to responsible banking and sustainability.




# Pillar 2: Strategy

EBL acknowledges its significant role in combating climate change and has been committed to making a positive impact on its stakeholders for years. Guided by our three environmental principles, we focus on identifying and developing sustainable business opportunities while effectively managing and mitigating climate-related risks.

## Strategic Priorities of EBL

EBL is committed to fostering transparent and continuous dialogue with its stakeholders to effectively address market demands and improve the energy efficiency of both our operations and financial services. In alignment with this commitment, we have developed a comprehensive strategic framework over a five-year period, outlining our key priorities, essential tools and mechanisms, and a detailed action plan to achieve our Environmental, Social, and Governance (ESG) objectives.

## ESG objectives

 <b>Environmental (Including climate)</b>			
Priorities	Process	Tools/Mechanisms	Commitments and actions
<b>Environmental Stewardship</b>	<ul style="list-style-type: none"> <li>Comprehensive environmental &amp; social risk assessment through green financing.</li> </ul>	<ul style="list-style-type: none"> <li>Environmental &amp; social risk matrix</li> <li>Green finance tracking system</li> <li>Environmental impact assessment tools for high-risk customers.</li> </ul>	<ul style="list-style-type: none"> <li>Integrate climate risk in the overall E&amp;S risk management framework.</li> <li>Finance new renewable energy projects.</li> </ul>
<b>Enhance capacity to assess and manage climate risks</b>	<ul style="list-style-type: none"> <li>Framework development for managing and measuring climate risks.</li> </ul>	<ul style="list-style-type: none"> <li>Analytical and stress testing.</li> <li>Integrate climate indicators into risk appetite framework.</li> </ul>	<ul style="list-style-type: none"> <li>Collaborate with peers, regulatory bodies, and international organizations to improve climate risk management and disclosure frameworks.</li> </ul>
<b>Calculate &amp; set target to reduce carbon emission from operation</b>	<ul style="list-style-type: none"> <li>Measure baseline emission.</li> <li>Find out scope for energy efficiency practices.</li> </ul>	<ul style="list-style-type: none"> <li>Implement energy efficiency initiatives.</li> <li>Designing efficient workspaces.</li> <li>Measuring efficiency in day-to-day operation.</li> </ul>	<ul style="list-style-type: none"> <li>Achieve carbon reduction target by offsetting annual GHG emissions from our operational activities.</li> </ul>
<b>Incorporate the fight against climate change into economic actions</b>	<ul style="list-style-type: none"> <li>Utilize the Partnership with Joint Impact Model (JIM) foundation for Carbon Accounting calculation using PCAF methodology to measure financed emissions.</li> </ul>	<ul style="list-style-type: none"> <li>Set progressive reduction targets for financed emissions based on internationally recognized decarbonization scenarios.</li> </ul>	<ul style="list-style-type: none"> <li>Reduce greenhouse gas (GHG) emissions from financing activities.</li> </ul>
<b>Support the energy transition ecosystem</b>	<ul style="list-style-type: none"> <li>Collaborate with various groups to align strategies with the UN SDGs and the objectives of the Paris Agreement.</li> </ul>	<ul style="list-style-type: none"> <li>Work with peers to advance methodologies and improve the quality of climate data through collaborative efforts and the development of standardized frameworks.</li> </ul>	<ul style="list-style-type: none"> <li>Contribute to the efforts of the Bangladesh Bank, participate in public consultations, and support various sustainable finance initiatives.</li> </ul>
<b>Sustainable finance innovation &amp; support clients in transitioning to a lower-carbon economy</b>	<ul style="list-style-type: none"> <li>Develop specialized sustainable finance products and support green entrepreneurship.</li> <li>Facilitate transition to green financing.</li> </ul>	<ul style="list-style-type: none"> <li>Sustainable finance framework.</li> <li>ESG scoring model for credit evaluation.</li> </ul>	<ul style="list-style-type: none"> <li>Roll out products and services to support clients in their transition and offer investment products aligned with the UN SDGs.</li> </ul>

## Social

Priorities	Process	Tools/Mechanisms	Commitments and actions
<b>Social responsibility</b>	<ul style="list-style-type: none"> <li>Enhance financial inclusion initiatives and support women entrepreneurs.</li> <li>Implement responsible lending practices.</li> </ul>	<ul style="list-style-type: none"> <li>Social Risk Assessment Tool</li> <li>Gender-lens investing framework.</li> <li>Community impact measurement system.</li> </ul>	<ul style="list-style-type: none"> <li>Reach unbanked individuals through new agent &amp; sub branch banking network.</li> <li>Increase women-owned SME financing.</li> <li>Train new entrepreneurs in sustainable business practices.</li> </ul>
<b>Social digital transformation for sustainability</b>	<ul style="list-style-type: none"> <li>Implement paperless banking operations and develop digital tools for ESG assessment for customers.</li> <li>Also, utilize data analytics for sustainability impact measurement.</li> </ul>	<ul style="list-style-type: none"> <li>Digital ESG dashboard.</li> <li>Paperless workflow management system.</li> </ul>	<ul style="list-style-type: none"> <li>Reduce paper consumption.</li> <li>Develop comprehensive digital ESG assessment platform.</li> <li>Achieve maximum digital transaction rate.</li> </ul>

## Governance

Priorities	Process	Tools/Mechanisms	Commitments and actions
<b>Governance Excellence</b>	<ul style="list-style-type: none"> <li>Strengthen ESG governance structure and enhance transparency in ESG reporting.</li> <li>Implement ethical banking practices.</li> </ul>	<ul style="list-style-type: none"> <li>Sustainable finance committee.</li> <li>IFRS S1 &amp; S2 reporting framework.</li> </ul>	<ul style="list-style-type: none"> <li>Achieve 100% compliance with Bangladesh Bank's sustainable banking guidelines.</li> <li>Publish comprehensive sustainability report annually.</li> </ul>
<b>Stakeholder engagement</b>	<ul style="list-style-type: none"> <li>Engage employees in sustainability efforts.</li> <li>Collaborate with DFIs on sustainability initiatives as well as partner with NGOs on environmental projects.</li> </ul>	<ul style="list-style-type: none"> <li>Stakeholder engagement platform.</li> <li>Employee sustainability training and program.</li> <li>Multi-stakeholder initiative participation.</li> </ul>	<ul style="list-style-type: none"> <li>Establish partnerships with different international sustainability organizations.</li> <li>Achieve 100% employee sustainability training.</li> <li>Lead major industry sustainability initiatives.</li> </ul>

### 8R approach to sustainability





## Green and sustainable finance roadmap

### Loan, deposit and trade financing strategy

In 2024, Eastern Bank PLC (EBL) continued to integrate sustainability principles into its core financing strategies. The Bank disbursed 35.24% of total term loans as Green Finance and 89.48% as Sustainable Finance, significantly exceeding regulatory targets. This performance underscores EBL's commitment to advancing the green economy by prioritizing financing for renewable energy, energy-efficient technologies, sustainable agriculture, and environment-friendly infrastructure.

Additionally, EBL scaled up Environment and Social Due Diligence (ESDD) across trade and supply chain finance, ensuring alignment with IFC Performance Standards through a partnership with ADB and ERM Vietnam. The Bank's Sustainable Finance Committee and Sustainable Finance Unit (SFU) closely monitored these initiatives, embedding climate and environmental considerations in lending decisions.

On the deposit side, EBL worked to develop green deposit products to mobilize funds from environmentally conscious customers, enabling direct allocation of these resources toward low-carbon projects. Trade finance activities also incorporated sustainability measures, with the Go Green Initiative in partnership with DHL reducing trade-related document emissions by 30%.



Eastern Bank PLC (EBL) continued to integrate sustainability principles into its core financing strategies

▶ **35.24%**  
of total term loans  
as green finance

▶ **89.48%**  
as sustainable  
finance



### Advancing The Green Economy

Prioritizing financing for renewable energy, energy-efficient technologies, sustainable agriculture, and environment-friendly infrastructure



### Environment And Social Due Diligence

EBL scaled up ESDD across trade and supply chain finance, ensuring alignment with IFC-Performance Standards through a partnership with ADB and ERM Vietnam



### Green Deposit Products

Developers of green deposit products to mobilize funds from environmentally conscious customers



## Sustainable product development strategy



Developed a **Green Finance Tracking System** to monitor disbursements and impacts more accurately.



Enhanced **ESG scoring model** for credit evaluation, aligning loan origination with climate risk metrics and sustainable development goals.



Collaborated with **development partners** to design products supporting **energy transition ecosystems**, including financing for energy-efficient capital machinery and effluent treatment plants.



Initiated **specialized financing products for women entrepreneurs** and blue economy ventures, broadening the Bank's sustainable finance portfolio.



Expanded **capacity-building programs**, delivering **10 Sustainable Finance training programs** for employees and clients to promote awareness and adoption of green financial solutions.

## Digital banking for sustainability



### Customer-Centric Digital Banking

- EBL Skybanking: 150+ features (Islamic banking included)
- Smart IVR Platform: instant card & account services
- EBL Self-Service Hub: FD/DPS opening, offshore onboarding
- EBLConnect: designed for corporate clients, surpassed 8,500 billion in transaction amount.
- EBL Women Banking Portal: offers free online courses to women, equips them with skills, and allows them to create accounts remotely



### Sustainable Infrastructure

- GSM-based secure connectivity across branches
- ISO 27001 & PCI DSS certified – strong security
- Dual disaster recovery sites – resilient operations
- peoplEBL: mobile-based human resource application for EBL employees with remote access to all, facilitating engagement
- Fully online branch banking

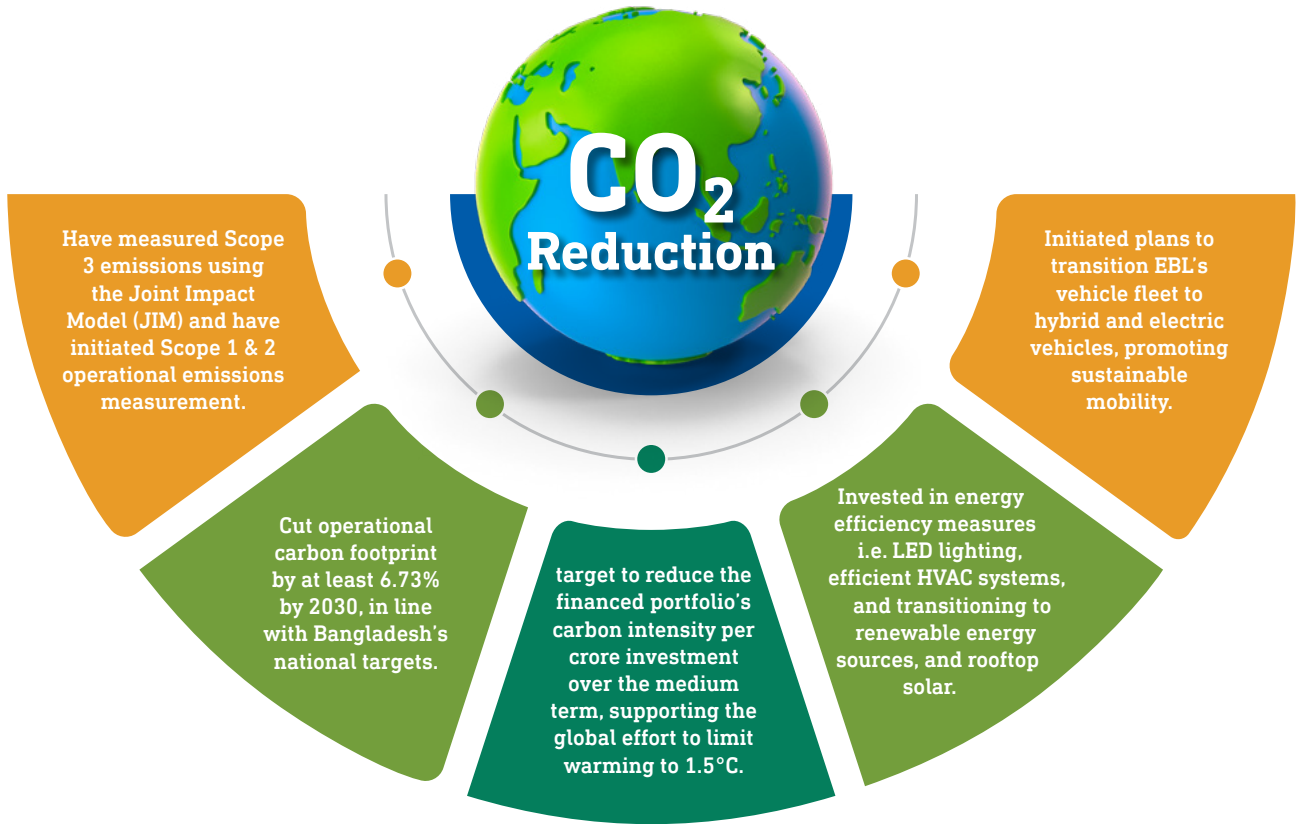


### Greener Operations

- 76% customers on e-statements
- 51% growth in digital transaction volume (vs 2023)
- 9.6M+ transactions via Skybanking
- Digital ESG assessment dashboards
- EBL Skypay gateway processed 10 million+ no. of transactions through Skypay gateway






## Carbon reduction ambition



## Scenario analysis: Climate risk vs financial performance

Climate risk management became an integral part of EBL's credit risk and business strategy in 2024. The Bank conducted scenario analyses to understand the interplay between climate risks and financial resilience.

 <b>Physical Risks</b>	 <b>Transition Risks</b>	 <b>Financial Performance Impact</b>
<p>EBL has started assessing the exposure of financed assets to floods, cyclones, heat waves, and other extreme weather events. The scenario analysis revealed that sectors like poultry, power generation, and infrastructure remain most vulnerable, potentially increasing credit losses if resilience measures are not adopted.</p>	<p>The Bank is also analyzing the implications of stricter carbon regulations, shifts in customer preferences, and technological changes. The stress-testing of high-emission sectors indicated that misalignment with decarbonization pathways could lead to asset devaluation, higher default rates, and reputational risks.</p>	<p>Under adverse climate scenarios, EBL projected a potential increase in provisioning requirements for clients in sectors such as textiles, basic metals, and cement. Conversely, diversification into renewable energy, energy-efficient equipment financing, and sustainable agriculture presents growth opportunities, helping offset risks.</p>

Integrating climate risk indicators into the Bank's risk appetite framework and credit policies.



Enhancing analytical tools to evaluate client climate risks and incorporating ESG metrics into loan pricing.



## Proactive Mitigation Measures

Ongoing capacity building for client-facing teams to assess and manage climate-related risks effectively.



Setting sectoral exposure thresholds for high-carbon sectors to align the portfolio with Bangladesh's climate goals





# Pillar 3: Risk Management

## Environmental and Social (E&S) risk management framework

EBL maintains a robust Environmental and Social Risk Management (ESRM) framework to systematically identify, assess, and mitigate environmental, social, and climate risks across all financing activities. E&S Risk is part of the total risk associated with lending; and it is not seen as a stand-alone risk. This framework includes:



### **Environmental & Social Risk Management (ESRM) Policy –**

A structured policy framework aligning financing with environmental and social safeguards.

### **Environmental & Social Risk Management Procedure –**

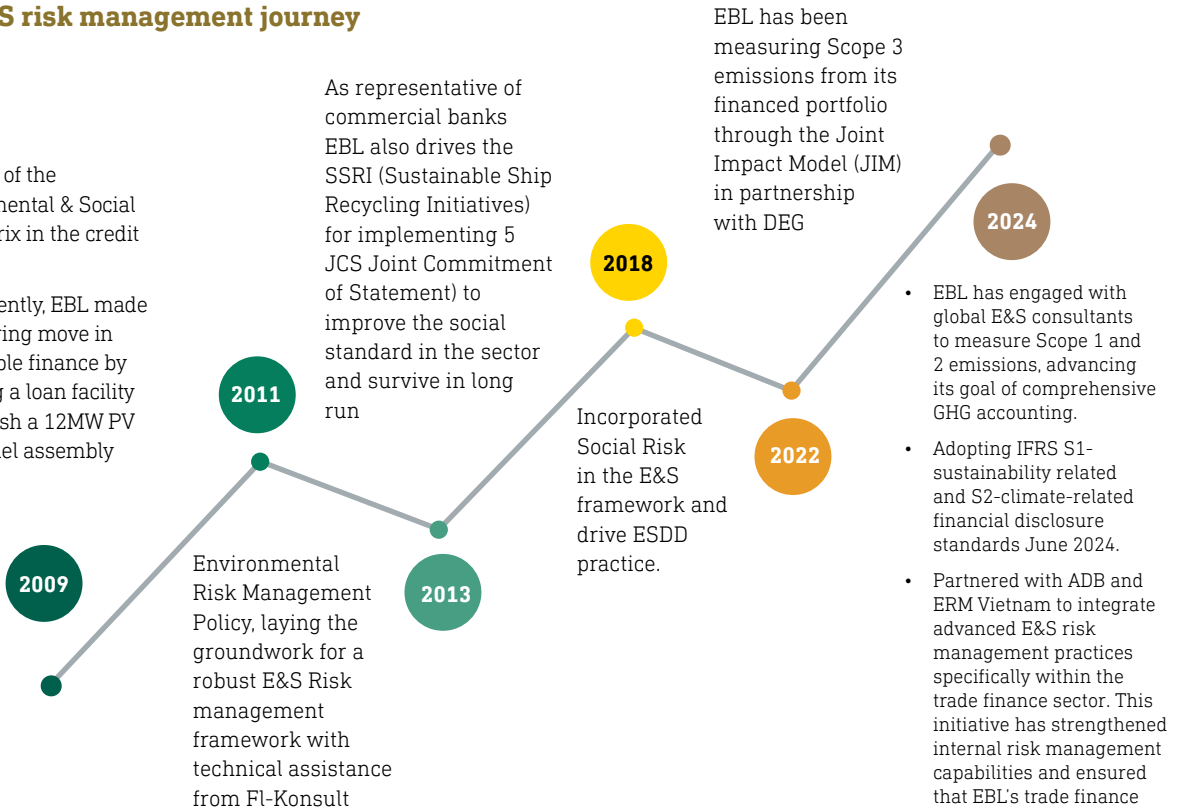
Systematic processes to identify, assess, and mitigate environmental and social risks in lending decisions.

### **Dedicated E&S Risk Team –**

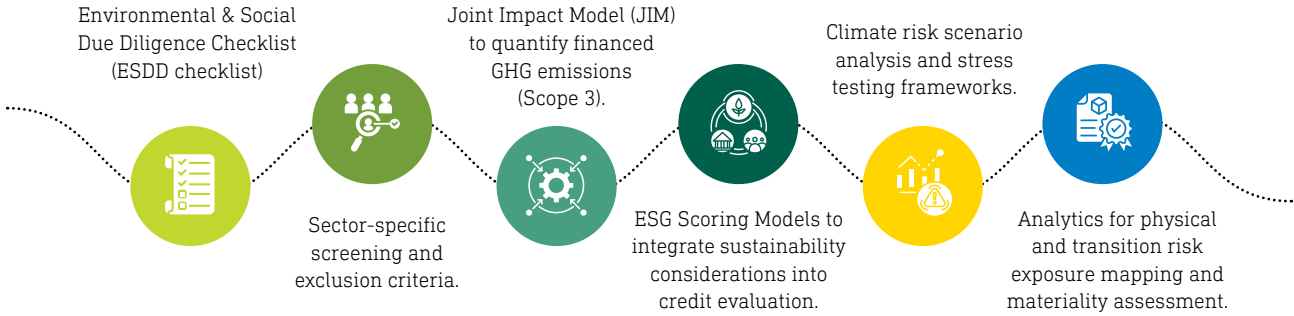
A specialized team ensuring policy implementation, client engagement, and compliance with national and international standards.

## EBL's E&S risk management journey

- Adoption of the Environmental & Social Risk Matrix in the credit process.
- Subsequently, EBL made a pioneering move in sustainable finance by providing a loan facility to establish a 12MW PV solar panel assembly plant.

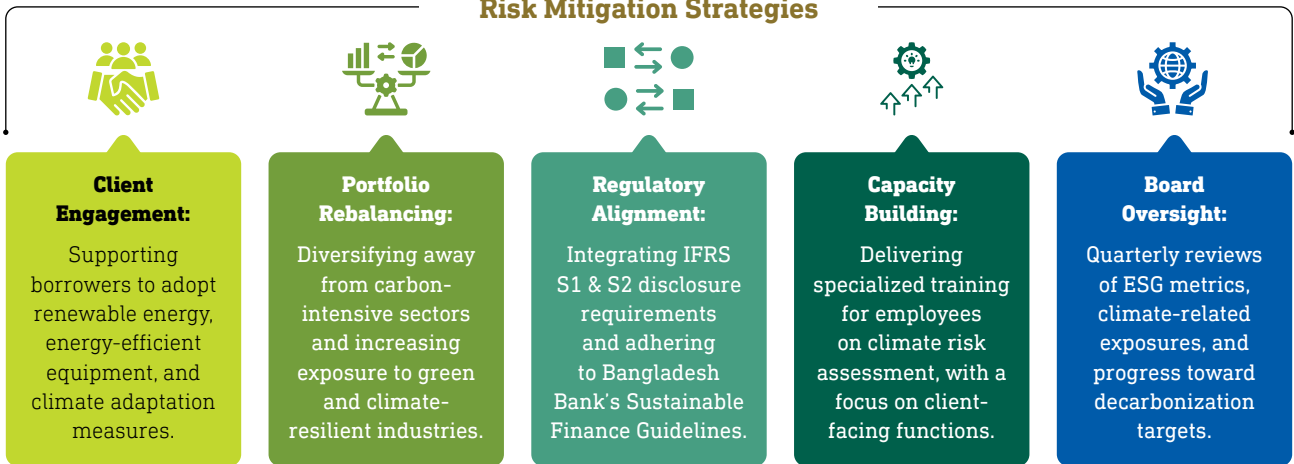


### Assessment Tools



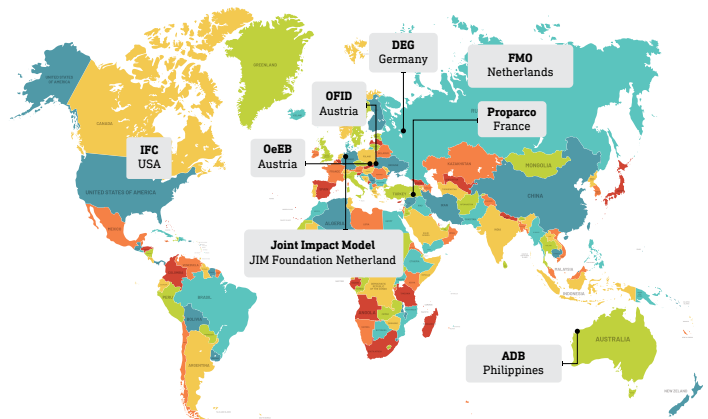
Priorities	2024	2023
Number of customers appraised for Environmental & Social risk rating (ESDD)	25,170	6,746
• Low	24,980	6,684
• Medium	183	62
• High	7	0

### Risk Mitigation Strategies



### Proactive measures taken by EBL

- EBL has established financing partnerships with leading DFIs & MDFIs-including DEG, FMO, Proparco, IFC, ADB, OFID, OeEB etc. due to EBL 's strong ESG practices.
- Collaborating with the Joint Impact Model (JIM) Foundation for carbon accounting of financed emissions (Scope 3).
- Engaging third party to measure and assess operational emissions (Scope 1 & Scope 2).
- Partnering with DEG-JIM-Climate Risk Services and IFC to enhance climate risk assessment and integration into risk management frameworks.
- Working with ADB to implement an Environmental and Social Management System (ESMS) for trade finance operations.



## Climate risk management at EBL



Integrating Climate Considerations into Risk Management Framework

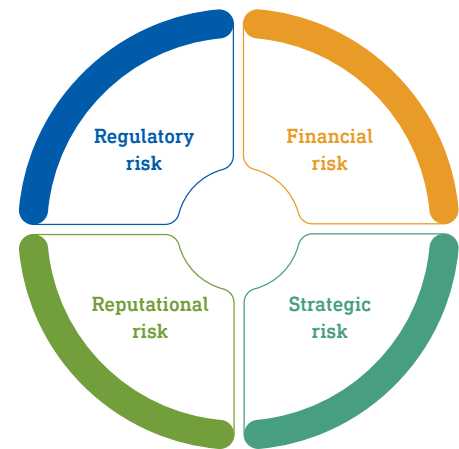


Eastern Bank PLC (EBL) recognizes that climate-related risks are material financial risks. Climate risk comprises two main categories: physical risks and transition risks. To proactively address these risks, EBL has initiated pilot projects with various DFIs and Multi-Development Financial Institutions (MDFIs), striving to align with global best practices in climate risk assessment. We are committed to integrating climate considerations into our decision-making processes, enhancing our capabilities in analyzing climate risk, and offering ongoing climate risk management training to our employees, particularly those in client-facing roles.

Our approach to climate risk focuses on embedding it within our comprehensive Risk Management Framework, guided by the three lines of defense, a strong risk culture, and proactive identification of principal risks and uncertainties. We have already initiated this integration process, conducted a pilot assessment of EBL's portfolio and scanned our business exposure against 14 identified climate hazards.

### Looking ahead: climate risk as a core focus

- EBL is conducting a comprehensive GHG emissions assessment, covering operational emissions (Scope 1 & 2) and financed emissions (Scope 3).
- EBL is actively integrating climate risk into its risk management framework and strategic decision-making processes.
- Key challenges include financial exposure and reputational risks arising from climate-related factors.
- EBL will adopt proactive approach to identifying and mitigating climate risks across short, medium, and long-term horizons.



### Understanding climate risks



**Physical Risks:** Extreme weather events such as floods, cyclones, heat waves etc. pose significant risks to assets, infrastructure, and economic stability. As these events become more frequent and intense due to climate change, banks face increasing exposure to credit, market, and operational risks, impacting both borrowers and overall financial resilience.



**Transition Risks:** Transition risks refer to the financial and operational challenges banks face as economies shift toward low-carbon and sustainable practices. These risks arise from evolving climate policies, technological advancements, and regulatory changes, impacting borrowers' business models, asset valuations, and overall credit risk exposure. Effective management of transition risks is crucial for maintaining portfolio resilience and aligning with sustainability goals.



EBL has embedded the Three Lines of Defense model within its Risk Management Framework to strengthen climate risk governance.

**First Line of Defense – Business & Credit Units**

- Relationship Managers and Credit Officers will play a frontline role in identifying and assessing climate-related risks during client onboarding and credit appraisals.
- Sectoral screening checklists, developed from our portfolio scan, will be applied to flag potential exposures to physical and transition risks.

**Second Line of Defense – Risk Management & Sustainable Finance**

- The Credit Risk Management (CRM) Division will independently review environmental, social, and climate risk factors in all credit proposals.
- The Sustainable Finance Unit (SFU) has already developed dedicated policies and embedded climate risk metrics into the Bank’s risk appetite framework.
- These measures guide lending decisions, set sectoral exposure limits, and support forward-looking decarbonization efforts.
- Findings from climate risk assessments and transition strategies are reported regularly to the Risk Management Committee (RMC) and the Sustainable Finance Committee (SFC).

**Third Line of Defense – Internal Audit**

- The Internal Audit Division will provide independent assurance on compliance with climate risk policies, decarbonization commitments, and regulatory standards.
- Going forward, external independent assurance will also evaluate adherence to Sustainable Finance Guidelines and IFRS S1 & S2 disclosure requirements.

**Climate Risk Assessment and Portfolio Resilience**

EBL continues to proactively address climate-related risks, acknowledging Bangladesh’s heightened exposure to both physical and transition climate hazards. In alignment with evolving regulatory expectations, such as the Bangladesh Bank’s guidelines on climate-related disclosures and risk management, EBL has enhanced its internal capacity to assess, manage, and transparently report climate risks. These efforts are aligned with global best practices, including the IFRS S2 framework. As part of its commitment, EBL has partnered with DEG and the JIM Foundation, and Climate Risk Services (CRS) to conduct a comprehensive Climate Risk Assessment.



*EBL Partners with DEG for Climate Risk Assessment with the JIM Foundation and Climate Risk Services (CRS)*

Through a partnership with Climate Risk Services and the Joint Impact Model (JIM) Foundation, facilitated via the DEG Framework Agreement, EBL implemented a structured approach to enhance its climate risk management:

**Foundational Training:**  
Building internal capacity on climate risk concepts, portfolio materiality, and effective use of a climate risk platform.

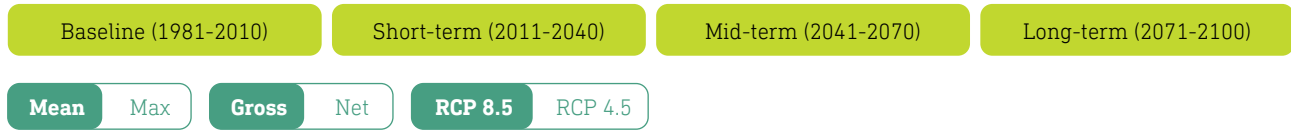
**Initial Climate Risk Scan:**  
Identifying sectoral and geographic vulnerabilities, highlighting data gaps, and mapping portfolio hotspots.

**Refined Risk Analysis:**  
Leveraging granular, coordinate-level data for a significant portion of the portfolio, enabling improved risk mapping and actionable insights.

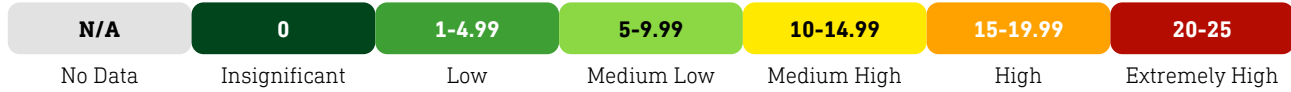
Through interactive training sessions and platform demonstrations, EBL has developed the internal capability to independently access, interpret, and utilize climate risk scan results. This enhanced capacity enables the Bank to meet immediate supervisory requirements while also supporting its longer-term objectives for climate-resilient financial management. The climate risk assessment further empowers EBL to identify high-risk clients based on physical and transition risk scores, prioritize targeted interventions, and explore emerging opportunities in climate finance.

## Climate Portfolio Scan

### EBL Dec 31, 2024 - Portfolio scan Executive Summary



#### Risk Scores

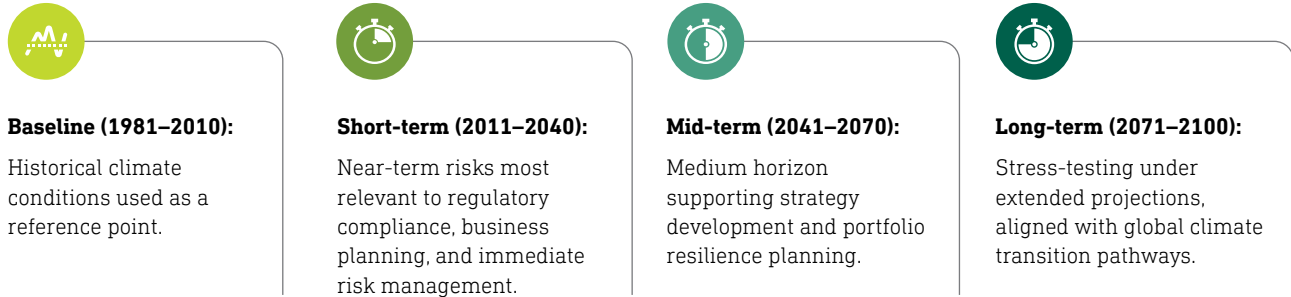


In 2024, EBL conducted a comprehensive climate portfolio scan to evaluate the vulnerability of its financed assets under multiple climate scenarios. The assessment was aligned with the Intergovernmental Panel on Climate Change (IPCC) pathways (RCP 4.5 and RCP 8.5) and analyzed risks across short, medium, and long-term horizons. This exercise enhances EBL's compliance with IFRS S2 disclosure standards, Bangladesh Bank's sustainability guidelines, and global best practices in climate risk management.

### Scope and Methodology

The portfolio scan assessed physical climate risks using a structured framework that integrates global climate models and localized risk data. The evaluation focused on the following dimensions:

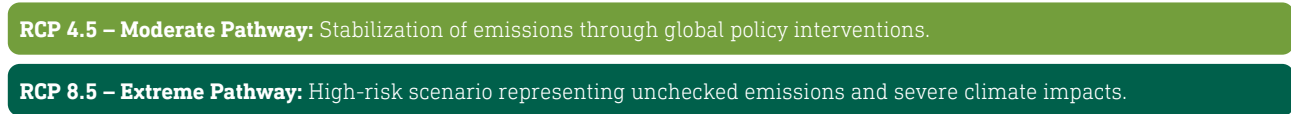
#### Time Horizons



*For reporting purposes, EBL emphasized the short-term horizon (2011-2040), reflecting its strategic alignment with regulatory requirements and near-term business planning.*

#### Climate Scenarios (RCPs)

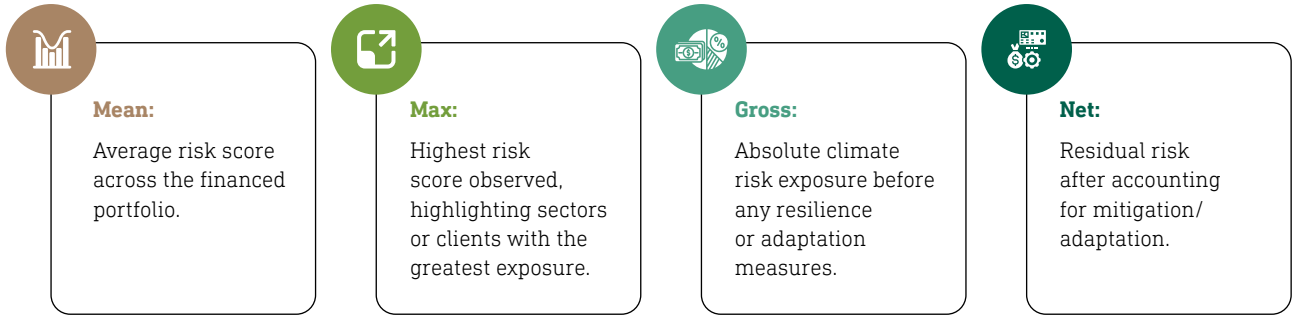
Representative Concentration Pathways (RCP) are climate change scenarios to project future greenhouse gas concentrations. These pathways (or trajectories) describe future greenhouse gas concentrations (not emissions) and have been formally adopted by the IPCC.



*EBL assessed its portfolio against both scenarios to ensure preparedness for a full spectrum of possible outcomes.*



## Risk Metrics

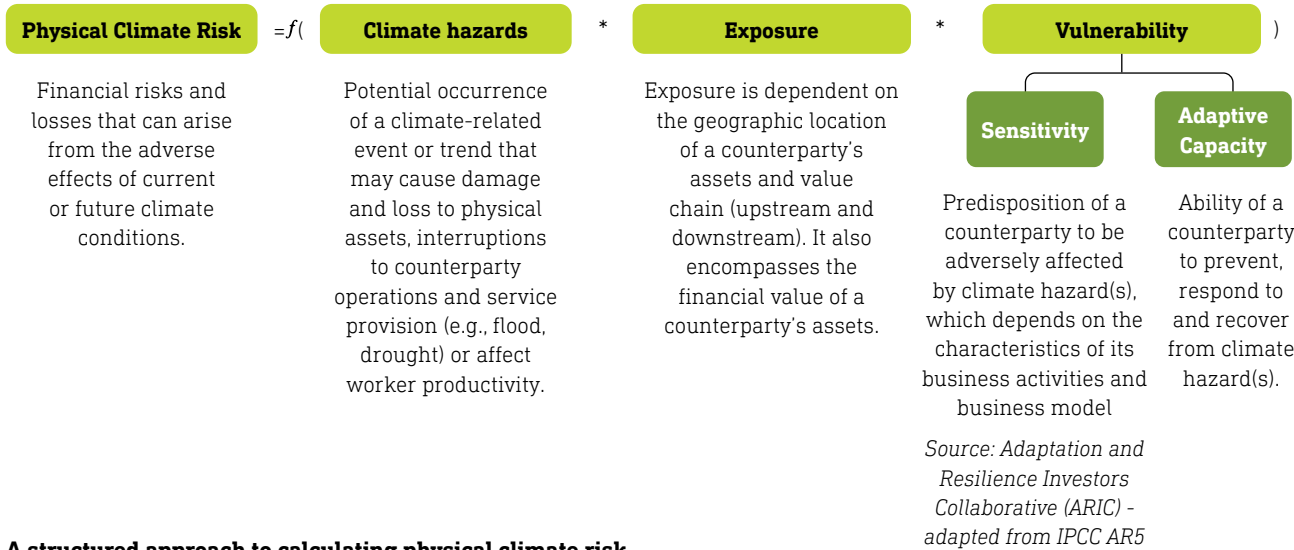


At this stage, EBL has reported mean scores and gross exposure across its portfolio. While EBL has already undertaken resilience measures, these have not yet been factored into the net risk results. Future assessments will integrate net exposure to demonstrate the impact of adaptation initiatives.

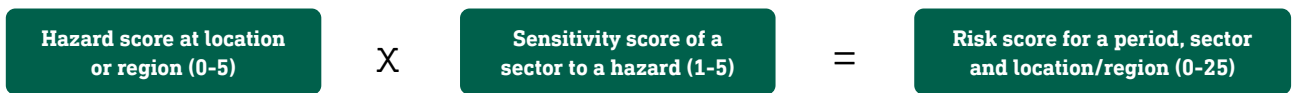
## Physical Climate Risk Assessment

### A structured approach to calculating physical climate risk

The physical climate risk to a counterparty is a function of its dynamic exposure and vulnerability to climate-related hazards, either individual hazards or a combination of hazards. The 'physical climate risk equation' provides a consistent and complete framework to assess physical climate risk for investors.



### A structured approach to calculating physical climate risk

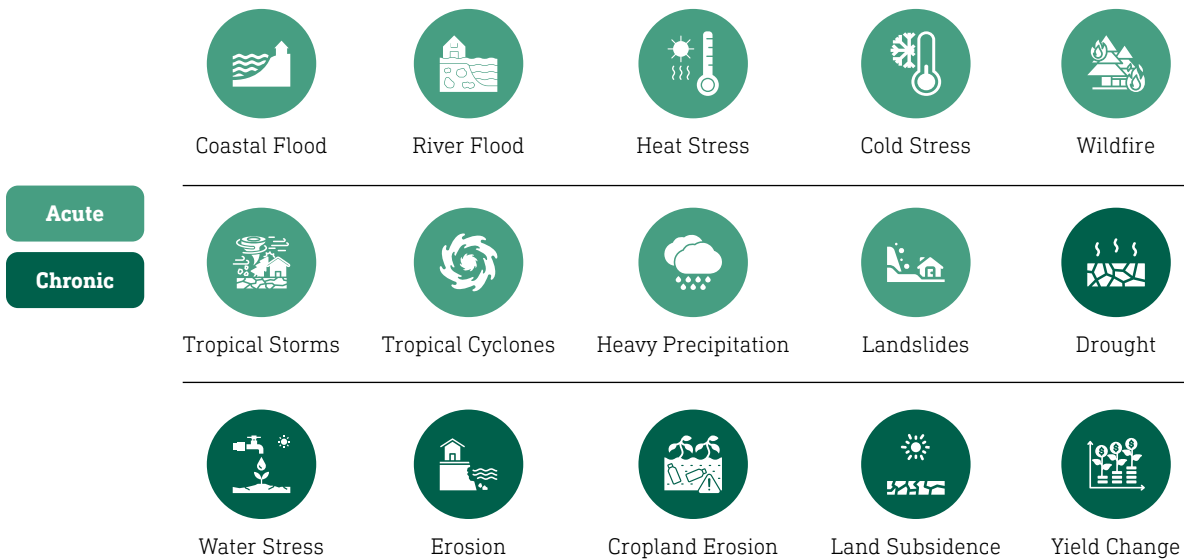


### Risk Scores



## Physical Hazards

### Hazard List



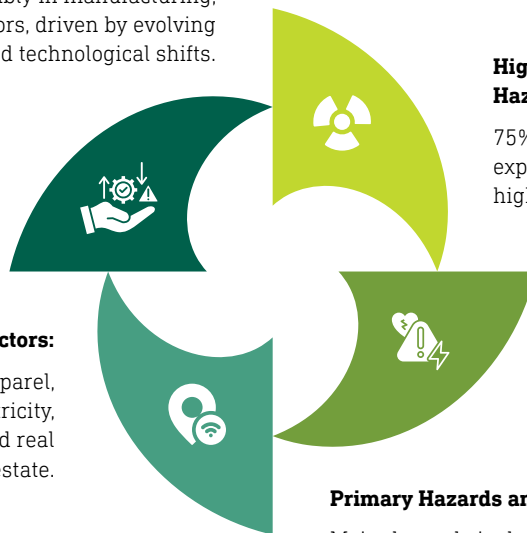
## Overall Key Findings

### Transition Risks – Emerging but Growing:

Currently low but expected to rise significantly by mid-century, notably in manufacturing, agriculture, and energy sectors, driven by evolving regulatory, market, and technological shifts.

### Most affected sectors:

manufacturing (e.g. apparel, metals, textiles, food), electricity, retail and wholesale trade, and real estate.



### High Exposure to Physical Hazards:

75% of portfolio (as of Dec 2024) is exposed to at least one extremely high physical climate hazard.

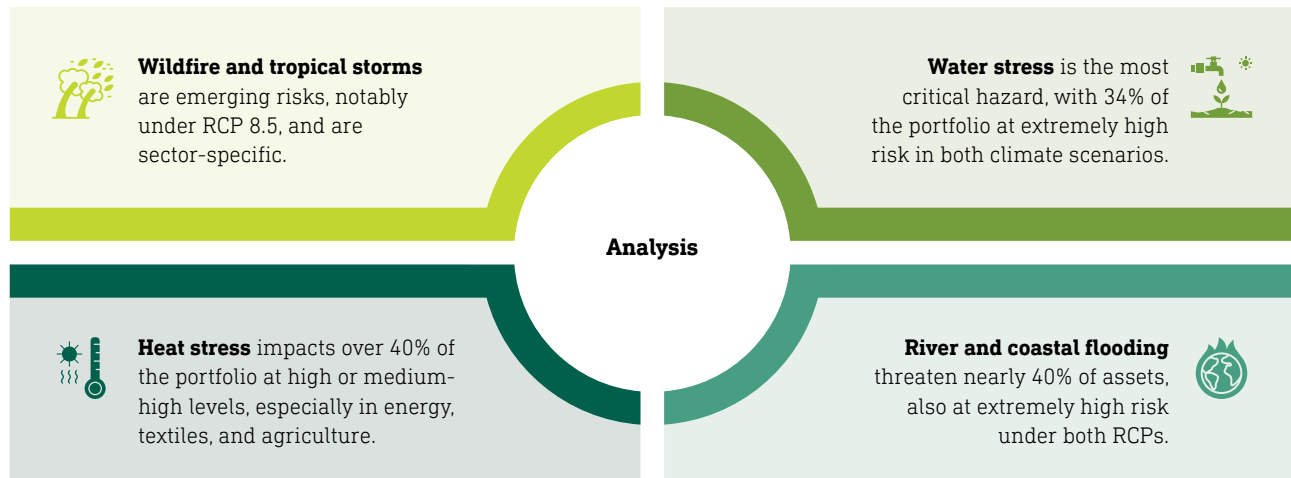
### Primary Hazards and Geographic Hotspots:

Major hazards include water stress, flooding (river/coastal), heat stress, and tropical storms, especially in Dhaka and Chittagong.



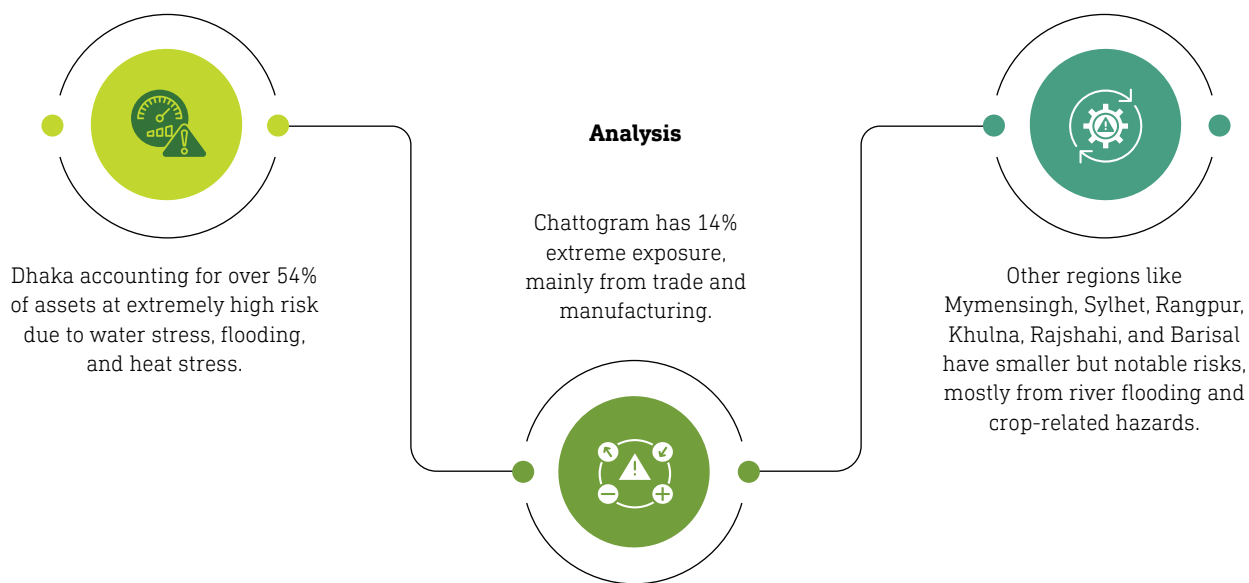
## Result Table 1: Critical Hazards

Critical Hazards	RCP 8.5 (High-risk, worst-case scenario)		RCP 4.5 (Moderate scenario, stabilization of emissions with climate policies)	
	High Risk (% of total)	Extremely High Risk (% of total)	High Risk (% of total)	Extremely High Risk (% of total)
Water Stress	20.12%	34.21%	20.12%	34.21%
River Flood	7.86%	39.59%	10.06%	39.32%
Heat Stress	40.43%	6.32%	38.88%	5.86%
Wildfire	43.25%	-	-	-
Coastal Flood	1.16%	39.59%	1.16%	39.59%
Tropical Storm	21.15%	0.02%	-	-
Heavy Precipitation	20.33%	-	20.33%	-
Cropland Erosion	0.92%	-	0.92%	-
Soil Subsidence	0.06%	-	-	-
Tropical Cyclone	0.04%	-	-	-
Cold Stress	-	-	-	-
Drought	-	-	-	-
Erosion	-	-	-	-
Landslide	-	-	-	-



## Result Table 2: Critical Locations

Critical Hazards	RCP 8.5 (High-risk, worst-case scenario)		RCP 4.5 (Moderate scenario (stabilization of emissions with climate policies)	
	High Risk (% of total)	Extremely High Risk (% of total)	High Risk (% of total)	Extremely High Risk (% of total)
Dhaka	8.20%	54.45%	8.58%	54.08%
Chattogram	0.57%	14.44%	0.57%	14.44%
Mymensingh		2.57%		2.57%
Sylhet	0.54%	0.55%	0.54%	0.55%
Rangpur	0.01%	1.08%	0.01%	1.08%
Khulna		0.97%		0.97%
Rajshahi		0.57%		0.57%
Barisal		0.11%		0.11%



**Result Table 3: Key risk combinations (hazard, location, sector) for EBL with >2.5% portfolio exposure scored Extremely high and High on RCP 8.5 (For Sector NACE code is used)**

Risk Level	Hazard Type	Location	NACE Sector	% of exposure
Extremely High	Water Stress	Dhaka	C14 - Manufacture of wearing apparel	7.37%
			C10 - Manufacture of food products	3.07%
			D35 - Electricity, gas, steam and air conditioning supply	2.51%
		Chittagong	C24 - Manufacture of basic metals	4.78%
		River Flood	Dhaka	G47 - Retail trade, except of motor vehicles and motorcycles
	C13 - Manufacture of textiles			3.24%
	C14 - Manufacture of wearing apparel			3.23%
	C32 - Other manufacturing			3.00%
	G46 - Wholesale trade, except of motor vehicles and motorcycles			2.98%
	Coastal Flood	Chittagong	G47 - Retail trade, except motor vehicles and motorcycles	3.52%
			C13 - Manufacture of textiles	3.24%
			C14 - Manufacture of wearing apparel	3.23%
			C32 - Other manufacturing	3.00%
			G46 - Wholesale trade, except of motor vehicles and motorcycles	2.98%
	Heat Stress	Dhaka	A1 - Crop and animal production, hunting and related service activities	2.52%

Risk Level	Hazard Type	Location	NACE Sector	% of exposure
High	Heat Stress	Dhaka	C10 - Manufacture of food products	4.84%
			C13 - Manufacture of textiles	6.07%
			C14 - Manufacture of wearing apparel	10.6%
			D35 - Electricity, gas, steam and air conditioning supply	4.54%
			F42 - Civil engineering	2.69%
	Wildfire	Dhaka	C10 - Manufacture of food products	3.47%
			C13 - Manufacture of textiles	5.36%
			C14 - Manufacture of wearing apparel	9.21%
			C32 - Other manufacturing	3.68%
	Water Stress	Dhaka	C13 - Manufacture of textiles	3.24%
			C14 - Manufacture of wearing apparel	3.23%
	Tropical Storm	Chittagong	A1 - Crop and animal production, hunting and related service activities	2.52%
			D35 - Electricity, gas, steam and air conditioning supply	4.54%
			L68 - Real estate activities	3.87%
	Heavy Precipitation	Dhaka	A1 - Crop and animal production, hunting and related service activities	2.52%
C10 - Manufacture of food products			4.84%	
D35 - Electricity, gas, steam and air conditioning supply			4.54%	

### Analysis

#### Civil engineering and agriculture

Civil engineering, real estate, and crop production sectors are increasingly vulnerable to tropical storms and heat stress, highlighting risks to infrastructure and agriculture.

#### Wholesale and retail

Wholesale and retail trade in Dhaka have over 3% exposure to extreme river flooding, indicating major risks to commerce.



#### Apparel and Textile

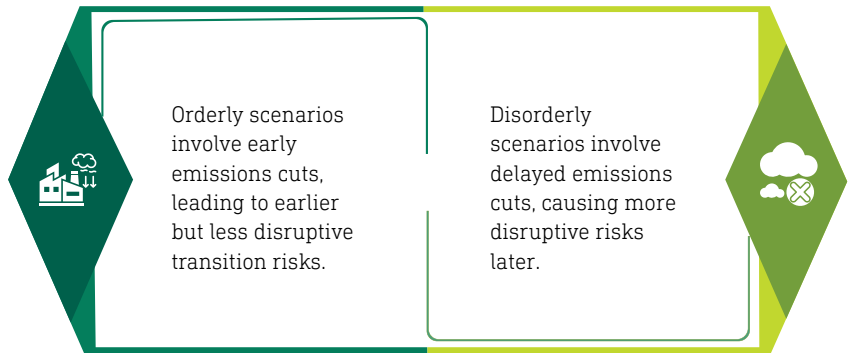
Dhaka’s apparel and textile manufacturing sector faces the highest risks, with 7.37% exposed to extremely high water stress and over 10% to high heat stress.

#### Food and Energy

Food manufacturing and electricity/gas supply sectors also show significant vulnerability, with 3–5% exposure to multiple hazards including water stress, heavy rain, and heat stress.

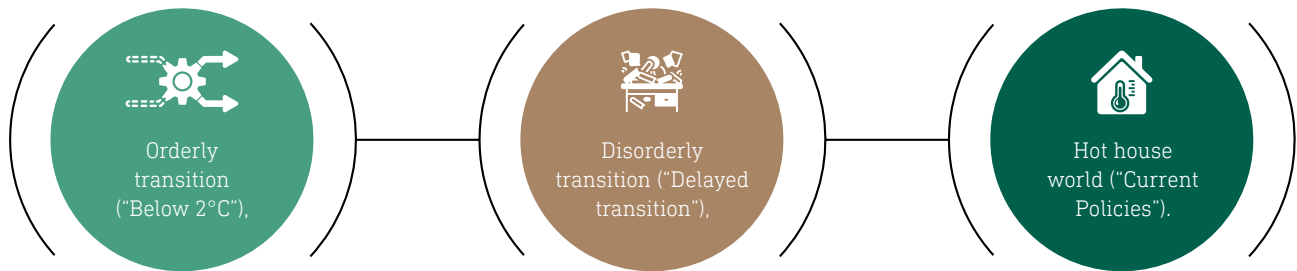
## Transition Climate Risk Assessment

As the path the world chooses to cut emissions is highly uncertain, transition risks are usually evaluated through the lens of potential scenarios.

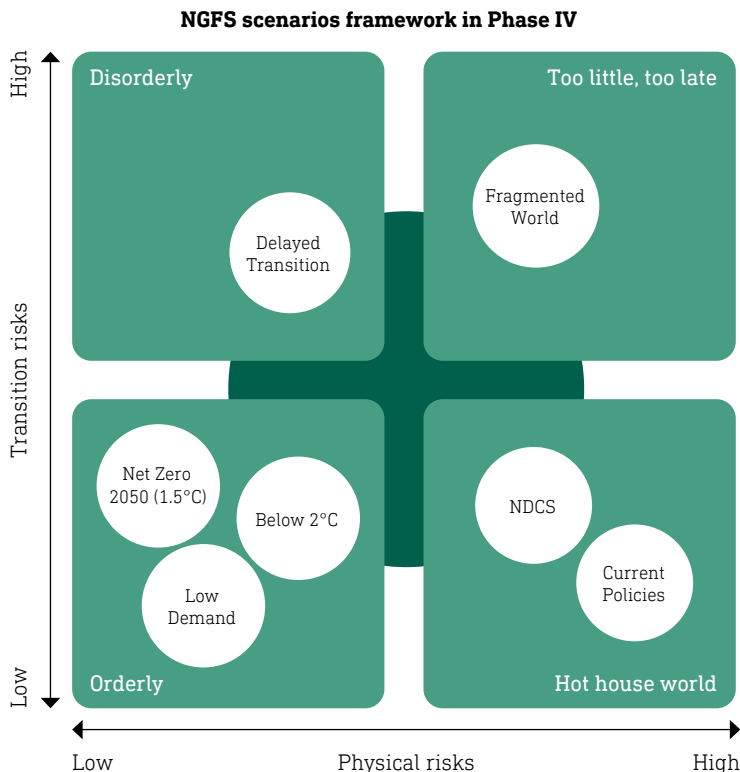


The Network for Greening the Financial System (NGFS), formed in 2017 by central banks and financial supervisors, promotes managing climate-related financial risks and supporting green investments.

NGFS offers standardized climate transition scenarios, categorized as:



These terms provide a consistent framework for scenario analysis.



Positioning of scenarios is approximate, based on an assessment of physical and transition risks out to 2100

**Source:** NGFS Climate Scenarios Framework (2023)

In the NGFS (Phase 4) framework, there are 6 unique scenarios, namely: Net Zero 2050, Low Demand, Below 2°C, Delayed Transition, NDCs, Current Policies and Fragmented World.

EBL has also assessed its portfolio for transition climate risks, reflecting the potential financial impacts of policy, market, and technological shifts associated with the low-carbon transition. The analysis was conducted under three policy pathways:

- **Below 2°C** – aligned with accelerated decarbonization consistent with the Paris Agreement.
- **Current Policies** – based on the continuation of existing measures without major strengthening.
- **Delayed Transition** – assuming postponed policy and market action, followed by sudden and more disruptive adjustments.



The results indicate that transition risks are expected to intensify after 2040, with the greatest impacts projected under the Below 2°C and Delayed Transition scenarios.

### Result Table 1: Transition Risks Under different conditions

Factor	2030		2040		2050	
	High Risk (% of total)	Extremely High Risk (% of total)	High Risk (% of total)	Extremely High Risk (% of total)	High Risk (% of total)	Extremely High Risk (% of total)
Below 2°C			2.74%	6.85%		12.81%
Current Policies	-	-	-	-	-	-
Delayed Transition			9.59%		0.70%	12.11%

#### Analysis:

- **Below 2°C Pathway:** Transitional risks increase significantly after 2040. By 2050, 12.81% of the portfolio is in the extremely high-risk category, reflecting the cost of accelerated decarbonization for carbon-intensive sectors.
- **Delayed Transition:** This pathway shows disruptive effects as well, with 9.59% of assets in high risk by 2040, shifting to 12.11% in extremely high risk by 2050.
- **Current Policies:** No significant risk signals yet, but this scenario underestimates long-term disruption, as delayed or insufficient action is likely to trigger shocks in later years.

**Key Takeaway:** Both rapid decarbonization (Below 2°C) and late, disruptive policy action (Delayed Transition) converge on similar risk levels by 2050, indicating structural exposure in EBL's portfolio.

### Result Table 2: Sector wise for risk profile considering Below 2°C & Delayed Transition Factors

Sector	Below 2°C				Delayed Transition			
	2040		2050		2040		2050	
	High Risk (% of total)	Extremely High Risk (% of total)	High Risk (% of total)	Extremely High Risk (% of total)	High Risk (% of total)	Extremely High Risk (% of total)	High Risk (% of total)	Extremely High Risk (% of total)
D35 - Electricity, gas, steam and air conditioning supply		6.85%		6.85%	-	6.85%		6.85%
A1 - Crop and animal production, hunting and related service activities	2.74%	-						
C23 - Manufacture of other non-metallic mineral products	-		2.52%		-			2.52%
C19 - Manufacture of coke and refined petroleum products	-		0.70%		-		0.70%	

The sectoral analysis under both Below 2°C and Delayed Transition pathways reveals consistent patterns of vulnerability, with certain industries facing material exposure by 2040 and intensifying further by 2050.



**Energy (D35 – Electricity, gas, steam and air conditioning supply):**

This sector is the most at-risk, with about 6.85% of assets in extremely high risk by 2040 and 2050, due to early decarbonization under the Below 2°C pathway and sudden policy shifts under Delayed Transition.

**Agriculture (A1 – Crop and animal production, hunting and related services):**

This sector has moderate transitional risks by 2040 (2.74%) that may escalate by 2050, driven by stricter land-use and emissions policies. The sector is highly sensitive to both gradual and abrupt policy changes in food systems and land management.

**Non-Metallic Minerals (C23 – Manufacture of other non-metallic mineral products):**

This sector (e.g., cement, building materials) sees rising risks under both scenarios by 2050, with 2.52% of assets extremely high risk, mainly from carbon pricing and emissions regulations.



**Transaction**



Owner:  CVV:

Card Number:

Expiration Date:







**Confirm**

**EBL**  
*Transactional*  
**Business Accounts**  
*Safe and Convenient*

- Comes with,
- > A wide range of products to suit your business needs
  - > Business Debit card for Sole Proprietorship business
  - > Web-based cash management platform for banking without visiting any branch

# Pillar 4: Metrics & Targets

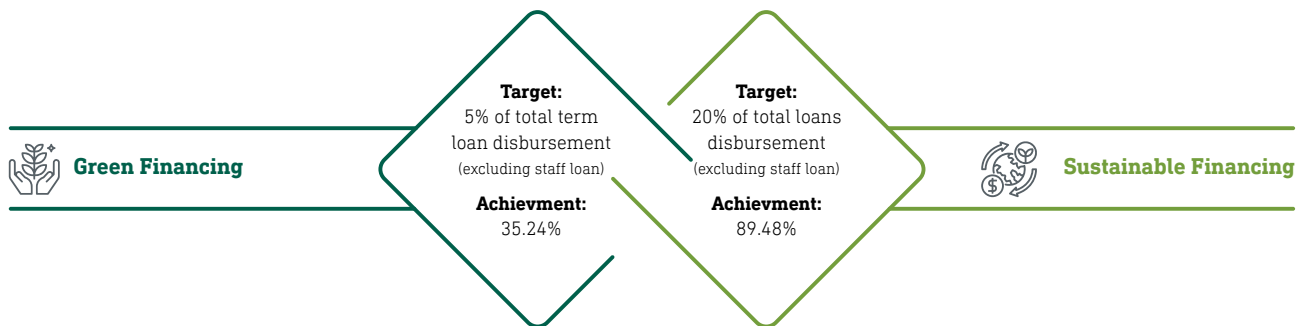
## Strategic focus in 2024

 <p>Measure greenhouse gas (GHG) emissions (both CO<sub>2</sub> and non-CO<sub>2</sub>)</p>	 <p>Driving the business and recovery process according to the economic target for sustainable business growth.</p>
 <p>Increasing investment in green financing through investing more in energy-efficient capital machineries.</p>	 <p>Implementing Environmental and Social Due Diligence (ESDD) in the eligible loan portfolio to evaluate environmental and social impacts.</p>
 <p>Investing in innovative ICT enabled products and services, gender-based financing to promote financial inclusion.</p>	 <p>Reviewing and implementing policies by regulators to strengthen the governance structure.</p>

## Sustainable and Green finance target vs. achievement

As per Bangladesh Bank’s Sustainable Finance Department guideline, EBL sets its annual disbursement target for green finance and sustainable finance at the beginning of the calendar year on the basis of its immediate past year’s loan outstanding. But actual achievement at year-end is calculated based on disbursement made throughout the year.

From 2025 onwards, the targets have been revised: green finance must now constitute at least 5%, while sustainable finance must constitute at least 40%, of the outstanding portfolio (excluding staff loan, classified loan, credit card loan) based on December 31, 2024 which was previously 2% and 15% of respective financing target.



### Sustainable and green finance portfolio as on 31 December 2024





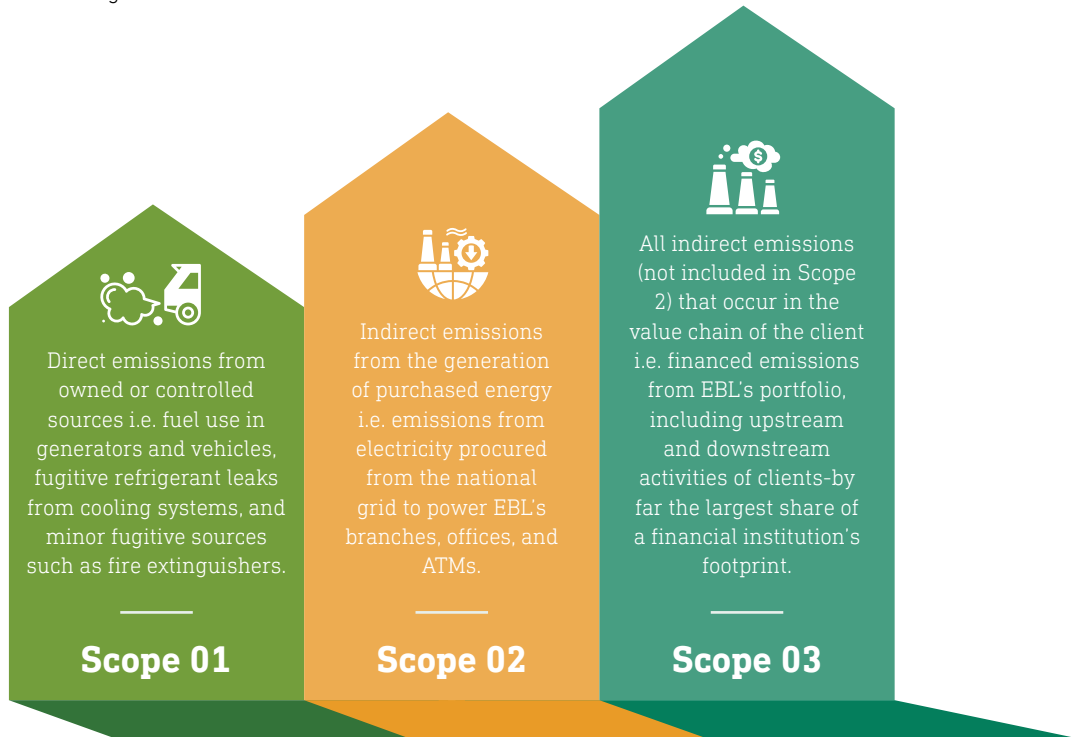
## Sector wise Green & Sustainable Finance Disbursement

In BDT Million

Particulars	Sector	2024	2023
(A)Total Green Finance		<b>20,905.3</b>	<b>11,791.9</b>
	Renewable Energy	347.8	-
	Energy & Resource Efficiency	9,888.8	5,996.3
	Alternative Energy	-	0.0
	Liquid Waste Management	217.3	256.6
	Solid Waste Management	7.7	-
	Circular Economy & Eco-Projects Financing	1,212.8	30.7
	Environment Friendly Brick Production	-	-
	Green/Environment Friendly Establishments	3,374.0	3,197.7
	Green Agriculture	-	-
	Green CMSME	27.6	80.4
	Green Socially Responsible Financing	2,391.5	547.3
	Blue Economy Financing	198.0	44.0
	Information and Communication Technology	2,974.3	1,637.2
	Miscellaneous	265.6	1.7
(B)Sustainable Agriculture		<b>7,353.9</b>	<b>7,443.7</b>
(C)Sustainable MSME		<b>10,235.9</b>	<b>2,879.2</b>
(D)Sustainable Linked Socially Responsible Financing		<b>9,249.7</b>	<b>7,521.4</b>
(E)Other Sustainable Linked Finance		<b>168,750.3</b>	<b>62,893.4</b>
<b>(F)Total Sustainable Finance= (A)+(B)+(C)+(D)+(E)</b>		<b>216,495.0</b>	<b>92,529.6</b>

## Total Greenhouse Gas (GHG) Emissions for the Bank

To manage its climate impact holistically, Eastern Bank PLC (EBL) aligns with international standards including IPCC, PCAF, and IFRS S2. Emissions are categorized as:



## GHG emissions from EBL's operations (Scope 1 & 2)

EBL is committed to tracking and reducing its greenhouse gas (GHG) emissions from its internal operations. This includes Scope 1 (direct emissions) and Scope 2 (indirect emissions from purchased electricity). This GHG emission will provide the Bank a baseline where we can take strategic decisions to control and effectively minimize carbon emission.

### Scope 1 Emissions (direct emissions) calculation

Scope 1 emissions cover direct emissions from sources owned or controlled by EBL, such as:



#### Fuel consumption in generators & vehicles

- Data is collected on diesel and petrol consumption in EBL's fleet and backup power generators.
- Emissions are calculated using emission factors from Intergovernmental Panel on Climate Change (IPCC) guidelines or national energy standards.



#### Refrigerant emissions from air conditioning (AC) systems

- EBL tracks the quantity of refrigerants used in cooling systems across branches and offices.
- Emissions are estimated based on the type and leakage rates of refrigerants.
- Standard refrigerant per ton = 1.36 kg; assumed leakage = 10% annually.



#### Fire Extinguishers

- Small but accounted source of fugitive emissions.

### Scope 2 emissions (indirect emissions from purchased electricity) calculation



#### Electricity usage data

- Monthly electricity consumption (kWh) is gathered from utility bills.



#### Emission factor application

- The national grid emission factor (provided by the Sustainable and Renewable Energy Development Authority - SREDA or IPCC) is applied to estimate indirect CO<sub>2</sub> emissions.

#### assumption

SL	GHG Scope	Category	Parameter	Unit of measurement	Value	Source
1	Scope 1	Stationary and Mobile Emissions	The average price of Diesel in the year 2024	BDT	106.5	<a href="https://www.dhakatribune.com/bangladesh/363774/diesel-price-drops-by-tk-.50">https://www.dhakatribune.com/bangladesh/363774/diesel-price-drops-by-tk-.50</a> <a href="https://www.dhakatribune.com/bangladesh/power-energy/350674/diesel-price-reduced-octane-and-petrol-unchanged">https://www.dhakatribune.com/bangladesh/power-energy/350674/diesel-price-reduced-octane-and-petrol-unchanged</a>
2	Scope 1	Fugitive emissions	For every 1 ton of AC, the amount of refrigerant gas filled = 1.36 kg	Kg	1.36	<a href="http://nwacoolingandheating.net/how-much-refrigerant/#:-:text=Typical%20residential%20systems%20hold%20between,12%2C000%20BTU%20of%20air%20conditioning.">http://nwacoolingandheating.net/how-much-refrigerant/#:-:text=Typical%20residential%20systems%20hold%20between,12%2C000%20BTU%20of%20air%20conditioning.</a>
3	Scope 1	Fugitive emissions	A leakage rate of 10% has been considered here for calculation purposes	-	0.1	<a href="https://support.accuvio.com/support/solutions/articles/4000040366-annual-leakage-rate-for-the-refrigeration-air-con-hvac-">https://support.accuvio.com/support/solutions/articles/4000040366-annual-leakage-rate-for-the-refrigeration-air-con-hvac-</a>
4	Scope 2	Cost of electricity in Bangladesh	The average cost of electricity in Bangladesh for commercial purpose. Assumed the flat rate for commercial building - 230/400 volt line	BDT/ kWh	13.01	<a href="https://bpd.gov.bd/sites/default/files/files/bpd.gov.bd/page/4a0f045a_1415_45f1_9e7c_02a8ed4f103c/2024-03-01-13-45-740f1fb3c50588f18077bdc_e93250b9a.pdf">https://bpd.gov.bd/sites/default/files/files/bpd.gov.bd/page/4a0f045a_1415_45f1_9e7c_02a8ed4f103c/2024-03-01-13-45-740f1fb3c50588f18077bdc_e93250b9a.pdf</a>



## Emission Factors

### Emission Factor for Diesel

Emission	Unit	Total kg CO <sub>2</sub> e per unit	Source
Diesel	KgCO <sub>2</sub> e/l	2.91	<b>GHG Protocol</b> <a href="https://ghgprotocol.org/sites/default/files/2024-05/Emission_Factors_for_Cross_Sector_Tools_V2.0_0.xlsx">https://ghgprotocol.org/sites/default/files/2024-05/Emission_Factors_for_Cross_Sector_Tools_V2.0_0.xlsx</a>
Diesel	kgCH <sub>4</sub> e/l	0.00039	
Diesel	kgN <sub>2</sub> Oe/l	0.00002	

### Emission Factor for Octane

Emission	Unit	Total kg CO <sub>2</sub> e per unit	Source
Octane	KgCO <sub>2</sub> e/l	2.29	<b>GHG Protocol</b> <a href="https://ghgprotocol.org/sites/default/files/2024-05/Emission_Factors_for_Cross_Sector_Tools_V2.0_0.xlsx">https://ghgprotocol.org/sites/default/files/2024-05/Emission_Factors_for_Cross_Sector_Tools_V2.0_0.xlsx</a>
Octane	kgCH <sub>4</sub> e/TJ	120	
Octane	kgN <sub>2</sub> Oe/TJ	2	

### Emission Factor for LPG

Emission	Unit	Total kg CO <sub>2</sub> e per unit	Source
LPG	KgCO <sub>2</sub> e/l	1.473	<b>GHG Protocol</b> <a href="https://ghgprotocol.org/sites/default/files/2024-05/Emission_Factors_for_Cross_Sector_Tools_V2.0_0.xlsx">https://ghgprotocol.org/sites/default/files/2024-05/Emission_Factors_for_Cross_Sector_Tools_V2.0_0.xlsx</a>
LPG	kgCH <sub>4</sub> e/TJ	5	
LPG	kgN <sub>2</sub> Oe/TJ	0.1	

### Emission Factor for LPG

Emission	Unit	Total kg CO <sub>2</sub> e per unit	Source
CNG	KgCO <sub>2</sub> e/m <sup>3</sup>	1.885	<b>GHG Protocol</b> <a href="https://ghgprotocol.org/sites/default/files/2024-05/Emission_Factors_for_Cross_Sector_Tools_V2.0_0.xlsx">https://ghgprotocol.org/sites/default/files/2024-05/Emission_Factors_for_Cross_Sector_Tools_V2.0_0.xlsx</a>
CNG	kgCH <sub>4</sub> e/m <sup>3</sup>	0.000168	
CNG	kgN <sub>2</sub> Oe/m <sup>3</sup>	0.00000336	

### Emission Factor for Fugitive Emissions

Emission	Unit	Total kg CO <sub>2</sub> e per unit	Source
R22/ HCFC 22	Total kg CO <sub>2</sub> e per unit	1960	<b>GHG Protocol</b> <a href="https://ghgprotocol.org/sites/default/files/2024-08/Global-Warming-Potential-Values%20August%202024.pdf">https://ghgprotocol.org/sites/default/files/2024-08/Global-Warming-Potential-Values %20August 2024%29.pdf</a>

### Emission Factor for Grid Electricity

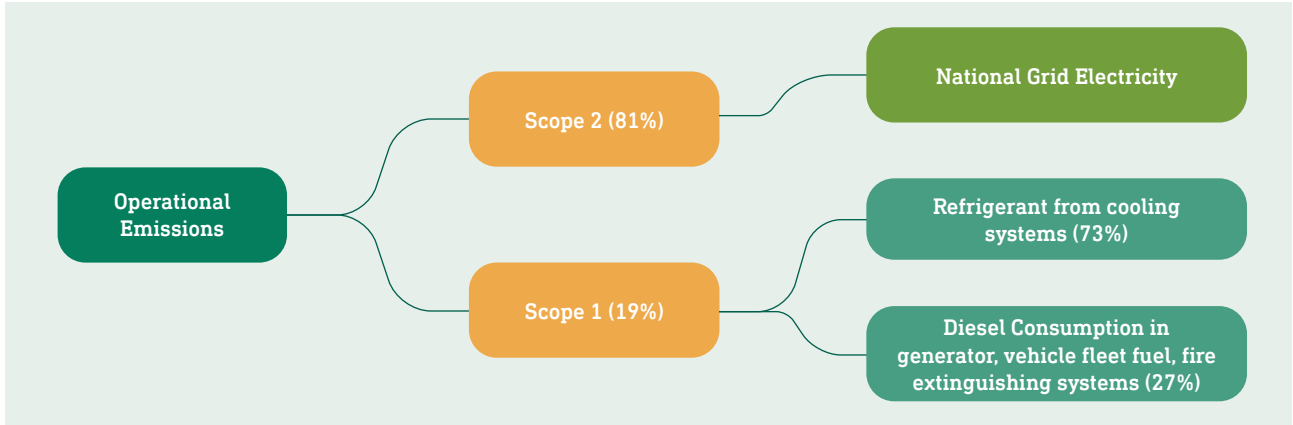
Emission	Unit	Total kg CO <sub>2</sub> e per unit	Source
<b>Grid Emission Factor (Latest grid emission factor in Bangladesh for 2021-22)</b>	tCO <sub>2</sub> /MWh	0.62	<a href="https://doe.portal.gov.bd/sites/default/files/files/doe.portal.gov.bd/biography/c09318f9_95d9_4d64_908f_6f0651503e96/2025-01-24-05-29-0b27bb5fb4c0d28a4647d578e04217fd.pdf">https://doe.portal.gov.bd/sites/default/files/files/doe.portal.gov.bd/biography/c09318f9_95d9_4d64_908f_6f0651503e96/2025-01-24-05-29-0b27bb5fb4c0d28a4647d578e04217fd.pdf</a>

### Total results

Scope	Category	Total tCO <sub>2</sub> e
Scope 1	Diesel consumed from DG sets	205.58
	Fuel consumed in cars	231.40
	Fire extinguisher	0.85
	Refrigerant consumed	1,202.05
	<b>Total Scope 1</b>	<b>1,639.88</b>
Scope 2	Purchased electricity	7,066.78
<b>Total Scope 1 &amp; Scope 2</b>		<b>8706.66</b>

As of the reporting period, EBL's total greenhouse gas (GHG) emissions from operational activities—including offices, branches, sub-branches, and ATMs amount to 8,706.66 tons of CO<sub>2</sub> equivalent. These emissions are categorized in line with the GHG Protocol and PCAF guidance:

- **Scope 2 (Purchased Electricity):** Electricity consumption from the national grid is the dominant source of operational emissions, representing approximately 81% of the total footprint.
- **Scope 1 (Direct Emissions):** Within Scope 1, refrigerant from cooling systems contributes 73%, reflecting the significant impact of HVAC operations. The balance of 27% arises from diesel consumption in generators and fuel use in EBL's vehicle fleet, while emissions from fire extinguishing systems are negligible.



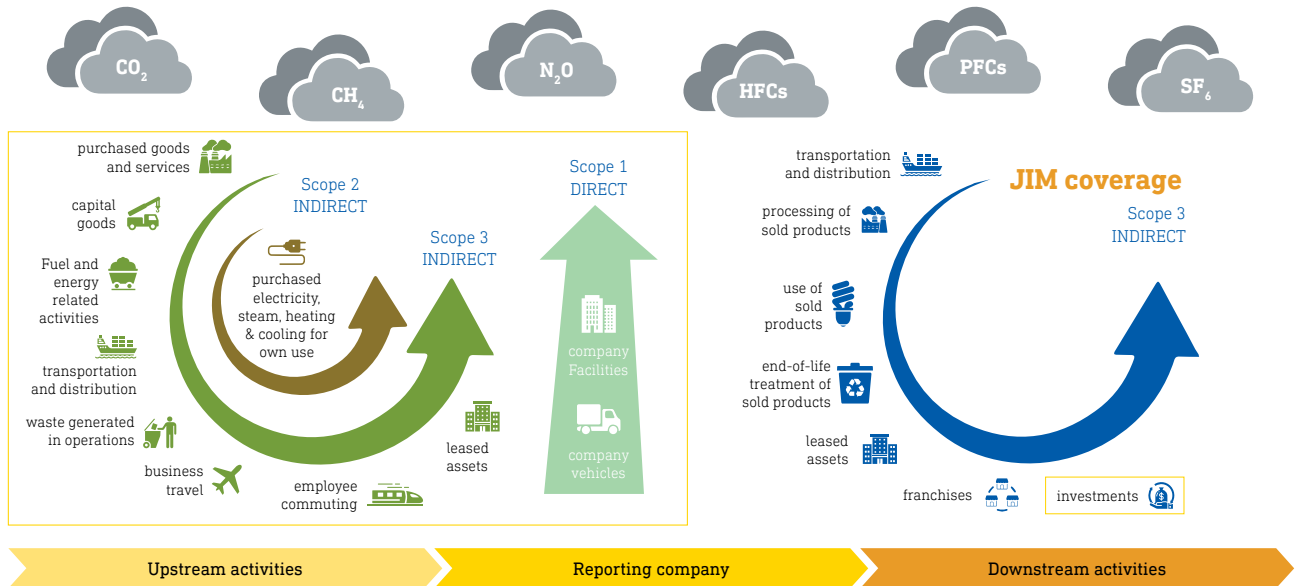
This operational footprint establishes a baseline for EBL to monitor, manage, and progressively reduce its internal GHG emissions in alignment with IFRS 2 disclosure requirements and Bangladesh Bank's sustainability reporting guidelines

### GHG emissions from EBL's Financed Portfolio (Scope 3)

EBL has initiated the first ever carbon accounting for any local bank in Bangladesh in collaboration with DEG, the German development finance institution and their partner, the Joint Impact Model (JIM) Foundation back in 2023.

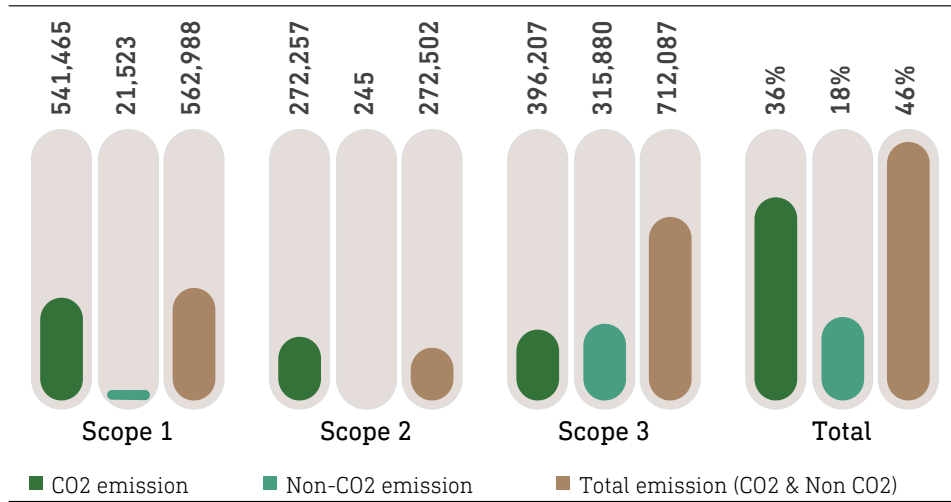
The Joint Impact Model (JIM) empowers users with the ability to gauge financial flows across the economy and assess their consequential impacts in economic (value added), social (employment), and environmental (greenhouse gas emissions) dimensions. Leveraging input data such as revenue and power production derived from investment portfolios, JIM facilitates estimations that aid in understanding the multifaceted effects of economic activities.

To prevent warming beyond 1.5 degree Celsius (1.50C), the world needs to reach net zero emissions by 2050. The financial industry can facilitate the transition in line with the Paris Climate Agreement by shifting capital flows from high to low carbon activities. A key first step in making this shift is harmonized and transparent Greenhouse gas (GHG) accounting. This JIM methodology uses the standard set by PCAF (Partnership for Carbon Accounting Financials).

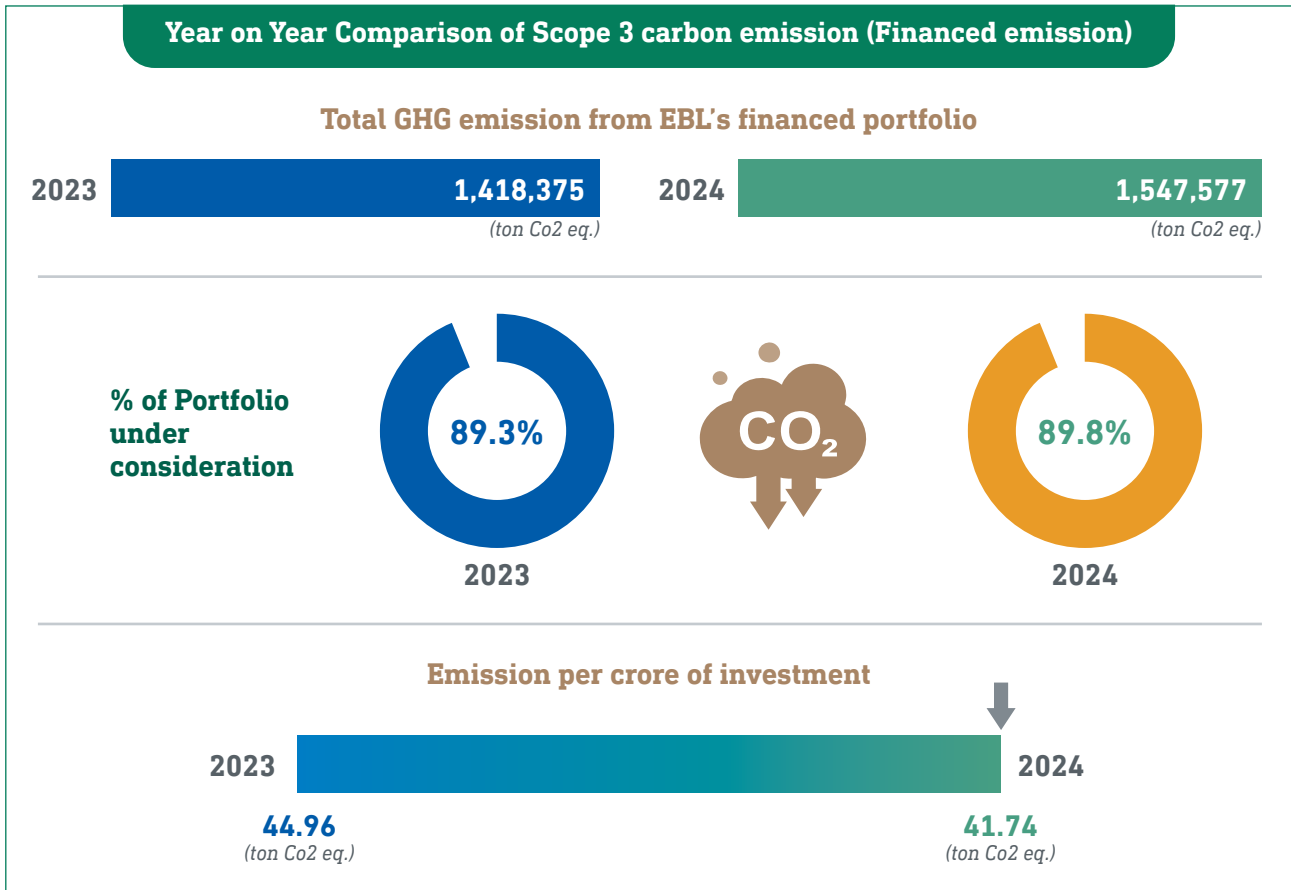


Emissions from the financed portfolio include Scope 1, Scope 2, and Scope 3 emissions generated by EBL customers' operations, products, and services, which ultimately constitute Scope 3 emissions for EBL as a bank.

**Scope wise GHG emission from financed portfolio**  
(in Thousand Ton CO<sub>2</sub> eq.)

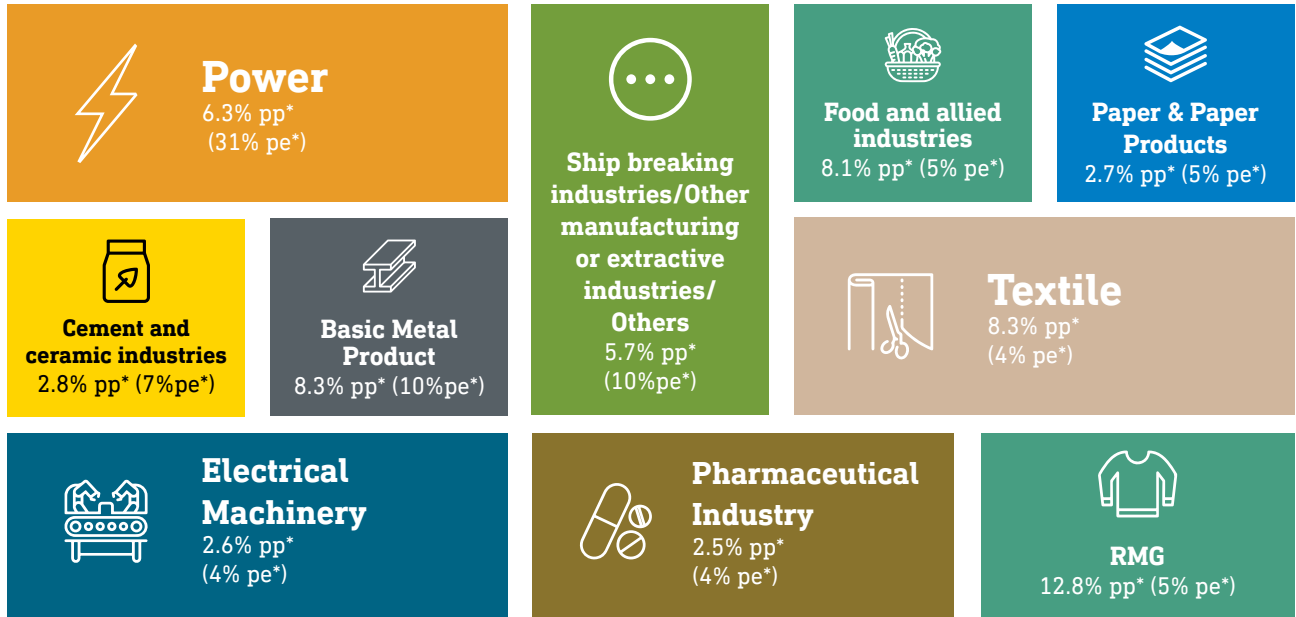


EBL's financed portfolio generated 1.55 million tCO<sub>2</sub>e in 2024, with 78% from CO<sub>2</sub> and 22% from non-CO<sub>2</sub> gases such as methane and nitrous oxide, which have higher warming potential. Among the scopes of the financed clients, Scope 3 emissions dominate (46%), driven by clients' supply chains and product use, followed by Scope 1 (36%) from direct fuel combustion and industrial processes, and Scope 2 (18%) from purchased electricity. The high share of non-CO<sub>2</sub> gases within Scope 3 underscores emission hotspots in sectors like agriculture, waste management, and industrial processes, signaling priority areas for transition finance and technical support.



In 2024, EBL's financed portfolio generated 1,547,577 tCO<sub>2</sub>e, up by around 9% from 2023 (1,418,375 tCO<sub>2</sub>e), reflecting portfolio expansion and continued exposure to carbon-intensive sectors. However, the emission intensity improved significantly, declining from 44.96 tCO<sub>2</sub>e per crore of investment in 2023 to 41.74 tCO<sub>2</sub>e in 2024, a reduction of nearly 7%, which indicates a strategic shift towards relatively low-carbon sectors and more efficient clients. Portfolio coverage also increased slightly from 89.3% to 89.8%, strengthening the credibility and robustness of the disclosure. Overall, while absolute emissions rose, the efficiency gains demonstrate EBL's proactive management of financed emissions and highlight its progress in aligning with Bangladesh's national reduction target of 6.73% by 2030.

### Top 10 Sector wise % of Carbon Emission (Scope 1, 2 & 3 for the customer) in 2024



Note: pp - percentage of portfolio, pe - percentage of emission

### Top 10 Sector wise % of Carbon Emission (Only Scope 1 & 2 for the customer) in 2024



Note: pp - percentage of portfolio, pe - percentage of emission

EBL has captured Scope 3, Category 15 (Investments) emissions, which represent the most material portion of the Bank's indirect GHG footprint arising from its financed portfolio. Other Scope 3 categories, such as purchased goods and services, employee commuting, business travel, and waste generation—currently contribute insignificant emission values compared to financed emissions. However, EBL plans to gradually expand the coverage of other Scope 3 categories in the coming years to achieve a more comprehensive accounting of its value-chain emissions, in line with international best practices and the PCAF and IFRS S2 frameworks.

In addition, EBL has financed several green projects, such as energy-efficient machinery, solar power plants, and other alternative energy initiatives—that contribute to substantial carbon emission avoidance. These avoided emissions have not yet been included in the current carbon footprint calculations. Similarly, internal sustainability initiatives, such as the installation of solar panels, adoption of hybrid vehicles, and use of energy-efficient lighting and air-conditioning systems, have further contributed to emission reduction but are not yet reflected in the Scope 1 and 2 accounts. EBL plans to incorporate verified avoided emission data from both financed projects and internal initiatives in future reporting once the corresponding energy audits are completed.

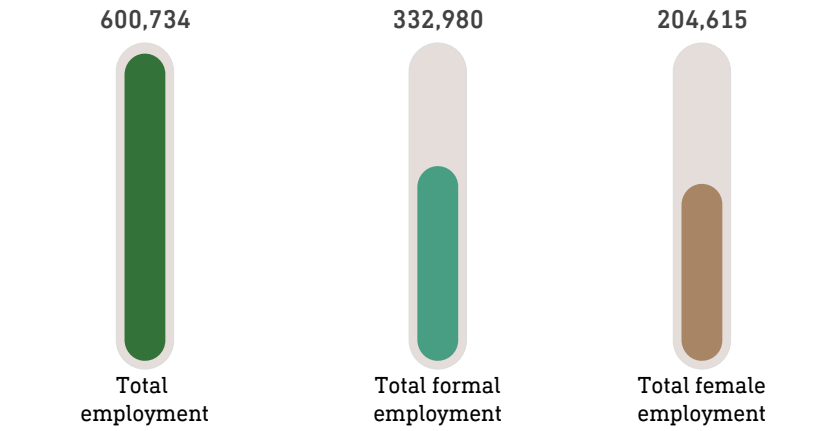


## Job Supported from EBL's Financing

EBL's financing has strong social co-benefits, supporting livelihoods, including a significant share for women (~34% of all jobs supported). This strengthens the ESG narrative by linking financial flows with inclusive development.

Using the JIM model, EBL has measured social impacts alongside emissions:

### Job Supported in 2024



## Present & future approaches to improve GHG emission management

Through these strategic initiatives, EBL aims to reduce its Scope 1 & 2 emissions while promoting sustainability in its operations.

Enhancing data accuracy & automation	Transitioning to renewable energy	Energy efficiency measures	Green vehicle fleet & sustainable mobility	Target setting & reduction strategy
<ul style="list-style-type: none"><li>Updated EBL SkyBanking app</li><li>Implementing a centralized system for real-time energy and fuel consumption tracking.</li><li>Improving the MIS system</li></ul>	<ul style="list-style-type: none"><li>Increasing the adoption of solar-powered ATMs and rooftop solar panels at EBL branches.</li><li>Exploring Power Purchase Agreements (PPAs) for renewable energy sources.</li></ul>	<ul style="list-style-type: none"><li>Implementing LED lighting and energy-efficient HVAC systems</li><li>Encouraging paperless banking and smart building management systems.</li></ul>	<ul style="list-style-type: none"><li>Gradually transitioning from fossil-fuel vehicles to hybrid or electric vehicles (EVs) for EBL's operational fleet.</li><li>Promoting employee engagement in low-carbon commuting options like carpooling or cycling incentives.</li></ul>	<ul style="list-style-type: none"><li>EBL is committed to reducing its operational carbon footprint by at least 6.73% by 2030, aligning with Bangladesh's national targets.</li><li>Expanding partnerships with DFIs to secure funding for low-carbon transition initiatives.</li></ul>

## Climate risk related targets of EBL as per IFRS S1 & S2 (2025-2030)

Targets	If a metric has been developed by an entity				Part of the entity where the target objective applies to S2 33 (c); S2 29; S2 32	Period over which the target applies S2 33 (d); S2 29; S2 32	Base period over which progress is measured S2 33 (e); S2 29; S2 32	Milestones and interim targets (if any) S2 33 (f); S2 29; S2 32	If the target is quantitative, whether the target is an absolute target or intensity target S2 33 (g); S2 29; S2 32
	How the metric is defined [see S1 50 (a)]	Is the metric an absolute measure, a measure expressed in relation to another metric or a qualitative measure [see S1 50 (b)]	Is the metric validated by a third party and, if so, which party S1 50 (c); S2 34 (b)	Method used to calculate the metric and the inputs to the calculation, including the limitations of the method used and the significant assumptions made S1 50 (d)					
<p><b>Transitional Risk Target:</b> Calculate Carbon Footprint of EBL (Scope 1 &amp; Scope 2 within 2025 and set a baseline emission)</p>	Direct use of electricity, AC, refrigerator, vehicles has direct emission which is caused by using the physical assets of the Bank or using rented places.	Absolute	Developing internally with the help of external consultant	This method will use data quality Score 2 (High Quality): Emissions data is unverified but calculated using primary data following the GHG Protocol guidelines. The calculation uses primary data emission factors and energy consumption metrics to provide high-quality, albeit unverified, emissions estimates.	All internal source of energy consumption through which carbon emission is occurring	2024		Absolute Target	
<p><b>Transitional Risk Target:</b> Reduce the financed portfolio's carbon intensity from 44.96 tCO<sub>2</sub>e per crore of investment to 41.93 tCO<sub>2</sub>e per crore investment by 2030 aligning with NDC target (6.75%).</p>	Carbon intensity measured as tCO <sub>2</sub> e per crore of investment	Relative	Using PCAF methodology through JIM Foundation	Emissions calculated using PCAF standards. Limitations: Lack of granular client-level data. Assumptions: Engagement with clients will improve emissions reporting and data quality over time.	To mitigate reputational and financial risks by aligning the portfolio with Bangladesh's climate goals and transition pathways	2024-2030	2024	2027 (50% reduction of the target achieved for key sectors)	Achieve Intensity target
<p><b>Transitional Risk Target:</b> Develop and promote green finance products to diversify EBL's portfolio away from carbon-intensive sectors by 2030</p>	% of green finance as a proportion of total portfolio	Relative	Yet to be validated: potential collaboration with external financial sustainability advisors	Green finance proportion determined based on Bangladesh Bank's green taxonomy. Limitations: Limited client awareness Assumptions: Demand for green finance products will grow in target sectors.	Portfolio diversification efforts across SME and corporate segments	2024-2030	2024		Intensity target (Achieve min. 40% green financing in Corporate & SME portfolio)
<p><b>Transitional Risk Target:</b> Establishing a threshold for financing exposure for top 5 or top 10 carbon-intensive sectors to mitigate transitional risks and align with national / international climate goals.</p>	The total amount of financing exposure to the top carbon-intensive sectors, measured as a percentage of EBL's total loan portfolio.	Relative	Developing internally with the help of external consultant	Methodology: - Carbon footprint assessment of financed emissions using GHG Protocol - Sector-wise exposure analysis based on Bangladesh Bank's taxonomy. Limitations & Assumptions: - Availability and accuracy of sector-wise emissions data. - Assumption that sector-wide emissions will decline in line with technological advancements and regulatory changes. - Possible external economic factors affecting sectoral financing dynamics.	Reducing carbon emission in per crore of Balance sheet or per employee, which will promote more in house sustainable practices	2026-2030	2026	2026: Set thresholds for top carbon intensive sectors 2028: Assess progress	Absolute target: Limit total financing exposure to high-carbon sectors within a set percentage of total portfolio.

Targets	If a metric has been developed by an entity		Part of the entity where the target objective applies to (S2 33 (c); S2 29; S2 32)	Period over which the target applies (S2 33 (d); S2 29; S2 32)	Base period over which progress is measured (S2 33 (e); S2 29; S2 32)	Milestones and interim targets (if any) (S2 33 (f); S2 29; S2 32)	If the target is quantitative, whether the target is an absolute target or intensity target (S2 33 (g); S2 29; S2 32)
	How the metric is defined (see S1 50 (a))	Is the metric an absolute measure, expressed in relation to another metric or a qualitative measure (see S1 50 (b))					
<p><b>Transitional Risk Target:</b> Reducing total intensity of Carbon Emissions in Key Sectors</p>	<p>Relative measure. CO<sub>2</sub> emissions per BDT of financing.</p> <p>Defined as financed emissions (tCO<sub>2</sub>e) from lending exposure to the five sectors, measured in absolute terms and intensity (Ton CO<sub>2</sub>e per BDT financed).</p>	<p>Using PCAF methodology through JIM Foundation</p>	<p>Reduce financed emissions across key carbon-intensive sectors by promoting sustainable practices, cleaner technologies, and energy efficiency.</p> <p>Power Sector: Support financing for renewable energy projects and energy storage solutions to enhance clean power generation and grid efficiency.</p> <p>Ship Breaking / Other Manufacturing or Extractive Industries: Promote eco-friendly ship recycling, resource-efficient production, and pollution control systems aligned with the Hong Kong Convention.</p> <p>Basic Metal Sector: Encourage green steel production using electric arc furnaces, green hydrogen, and waste-heat recovery technologies.</p> <p>Cement &amp; Ceramic Sector: Finance low-carbon cement production, carbon capture, and use of alternative materials like fly ash and slag to reduce process emissions.</p>	2024-2030	2024	<p>2028: total 10% reduction of CO<sub>2</sub>e intensity</p> <p>2030: total 20% reduction of CO<sub>2</sub>e intensity</p>	<p>Intensity target: Reduce emissions per crore of financing.</p>
<p><b>Physical Risk Target:</b> Ensure operational resilience by reducing risks from extreme weather events (e.g., flooding, cyclones) for EBL branches located in vulnerable areas within 2035</p>	<p>Absolute</p> <p>Number of branches equipped with flood/cyclone-resilient infrastructure</p>	<p>Yet to be validated: potential collaboration with a third-party consultant (e.g. climate risk expert)</p>	<p>To protect physical assets and ensure continuity of operations during climate-related disasters</p> <p>All physical branches and operational centers located in flood/cyclone-prone zones</p>	2026-2035	2026	<p>2032 (50% progress)</p>	<p>Absolute target (e.g. Number of facilities with climate-proofing measures implemented)</p>



# নিবেদিতা

নারীদের জন্য একটি সামগ্রিক ইন্স্যুরেন্স প্ল্যান



স্বাস্থ্য সুরক্ষিত রাখুন



সম্পদ রক্ষা করুন



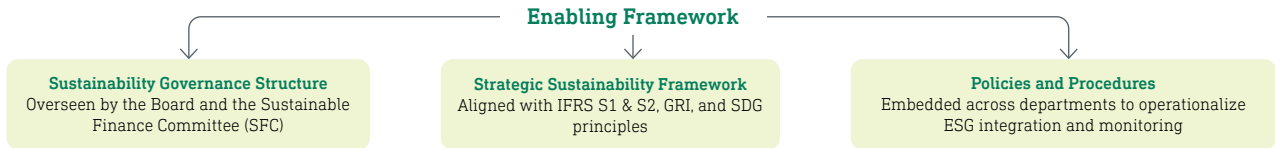
মাতৃত্বকে আলিঙ্গন করুন



# Our Approach to Sustainability

We believe that responsible banking drives long-term value creation for all stakeholders. By integrating environmental, social, and governance (ESG) considerations across our operations and decision-making processes, we aim to contribute meaningfully to Bangladesh's transition toward a green, inclusive, and resilient economy. Key highlights of our sustainable agenda in 2024 are presented below.

<p><b>Sustainability Context in 2024</b></p> <ul style="list-style-type: none"> <li>Valuing human capital and advancing digital transformation</li> <li>Addressing climate change and preserving natural resources</li> <li>Strengthening sustainability governance, reporting, and compliance</li> <li>Promoting responsible consumption, data security, and emergency preparedness</li> <li>Revitalizing SMEs and promoting financial inclusion</li> </ul>	<p><b>Guiding Standards and Frameworks</b></p> <table border="0"> <tr> <td data-bbox="727 478 1052 835"> <p><b>National Frameworks:</b></p> <ul style="list-style-type: none"> <li>Bangladesh Bank's Sustainable Finance Policy</li> <li>Environmental and Social Risk Management (ESRM) Guidelines</li> <li>Green Taxonomy and CSR Guidelines</li> <li>Bangladesh Environmental Conservation Act</li> </ul> </td> <td data-bbox="1052 478 1450 835"> <p><b>Global Frameworks:</b></p> <ul style="list-style-type: none"> <li>United Nations Sustainable Development Goals (SDGs)</li> <li>IFRS S1: Sustainability-related Financial Disclosures &amp; IFRS S2: Climate-related Financial Disclosures</li> <li>IFC Performance Standards</li> <li>ILO Labour Conventions</li> </ul> </td> </tr> </table>	<p><b>National Frameworks:</b></p> <ul style="list-style-type: none"> <li>Bangladesh Bank's Sustainable Finance Policy</li> <li>Environmental and Social Risk Management (ESRM) Guidelines</li> <li>Green Taxonomy and CSR Guidelines</li> <li>Bangladesh Environmental Conservation Act</li> </ul>	<p><b>Global Frameworks:</b></p> <ul style="list-style-type: none"> <li>United Nations Sustainable Development Goals (SDGs)</li> <li>IFRS S1: Sustainability-related Financial Disclosures &amp; IFRS S2: Climate-related Financial Disclosures</li> <li>IFC Performance Standards</li> <li>ILO Labour Conventions</li> </ul>
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# Environmental Impact

EBL has remained steadfast in strengthening its environmental stewardship across financing, operations, and stakeholder engagement. Our 2024 initiatives demonstrate a continued commitment to accelerating Bangladesh's transition towards a low-carbon, resource-efficient economy.

## Strategic Collaborations Driving Climate Action



In 2024 through the Go Green Plus initiative with DHL, EBL integrated Sustainable Aviation Fuel (SAF) into logistics operations, reducing carbon emissions from trade document transportation by 30%, a pioneering move in Bangladesh's financial sector.



Our partnership with DEG and the Joint Impact Model (JIM) Foundation enabled comprehensive measurement of Scope 3 emissions from our financed portfolio, enhancing transparency and accountability. EBL has also measured operational (Scope 1 and 2) emissions, laying the foundation for future carbon reduction targets.



We have collaborated with the Asian Development Bank (ADB) and ERM Vietnam to embed advanced Environmental & Social (E&S) Risk Management practices within trade finance operations, ensuring compliance with IFC Performance Standards and supporting responsible lending.

## Green Financing for Sustainable Infrastructure



**23 LEED-Certified Clients:** EBL financed 23 projects certified under the LEED green building standard, reinforcing our role in promoting energy-efficient and climate-friendly real estate.



**204+ Energy & Resource Efficiency Projects:** The Bank disbursed BDT 9,889 million in financing for industries to adopt advanced technologies, process upgrades, and retrofits.



### Key Impacts:

- Reduced electricity & water consumption
- Lowered GHG emissions
- Fostered sustainable industrial production
- Promoted waste minimization across sectors



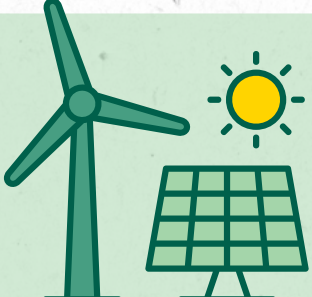


## Financing Renewable Energy

EBL further strengthened its leadership in renewable energy financing in 2024, aligning with the Draft National Renewable Energy Policy of Bangladesh, which targets 30% of total power generation from renewables by 2040, and the Paris Agreement, which commits nations to limit global warming to well below 2°C, preferably 1.5°C, through rapid decarbonization.

**2024**

**BDT 347.75 million**  
disbursed to renewable energy projects



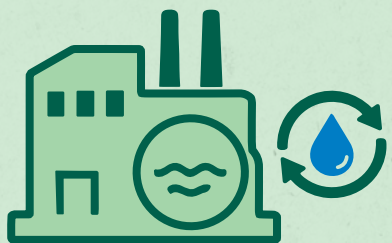
**Financed two landmark initiatives**  
for promoting clean energy generation and distribution

Through these investments, EBL is enabling Bangladesh's energy transition and reducing reliance on fossil fuels, helping the country achieve its renewable energy targets.

## Effluent Treatment Plants & Waste Reduction

EBL further strengthened its leadership in renewable energy financing in 2024, aligning with the Draft National Renewable Energy Policy of Bangladesh, which targets 30% of total power generation from renewables by 2040, and the Paris Agreement, which commits nations to limit global warming to well below 2°C, preferably 1.5°C, through rapid decarbonization.


EBL financed **BDT 217.3 million** for installing Effluent Treatment Plants (ETPs) across manufacturing facilities




**Impacts**

- Ensures regulatory compliance
- Prevents water pollution
- Protects ecosystems
- Improves community health outcomes

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Partnered with **icddr,b** to advance solid waste management programs, promoting circular economy practices and resource recovery.



## Green EBL – Internal Environmental Commitment



### Energy Efficiency

Transition to LED lighting, motion-sensor systems, and optimized air conditioning reduced energy use. Solar glass louvers at the Head Office generated 16 kW of clean energy daily, and hybrid vehicles lowered fuel emissions.



### Paper Reduction

Digitalized HR processes and simplified LC documentation cut paper use by 40–45% (EBL saved ~1.2 million sheets in 2024 → ~6 metric tons of paper avoided annually)



**102 trees**  
preserved



**156,000 liters**  
of water saved



**9,000 kWh**  
energy saved



**7.2 tons**  
of CO<sub>2</sub> avoided

*(benchmarks information collected from World Wildlife Fund (WWF), US EPA, FAO, and environmental NGOs)*



### Plastic-Free Premises

Plastic bottles and folders were phased out, supported by awareness campaigns among staff and clients.



### Sustainable Procurement

- Kraft/Brown Paper Envelopes
- Reduced demand for fresh wood pulp → fewer trees cut.
- Consumed 40–60% less energy and water vs. virgin pulp production.
- Reduced fossil fuel use → lower GHG emissions.
- Cost efficiency compared to Offset or Liner paper.



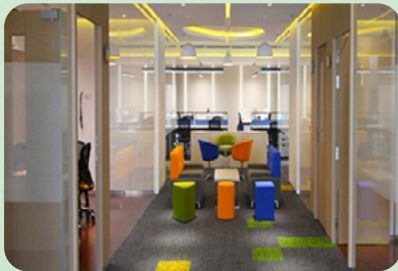
### E-Waste Management

Introduced structured disposal with certified recyclers, ensuring safe handling and recycling of obsolete IT equipment.



### Impact

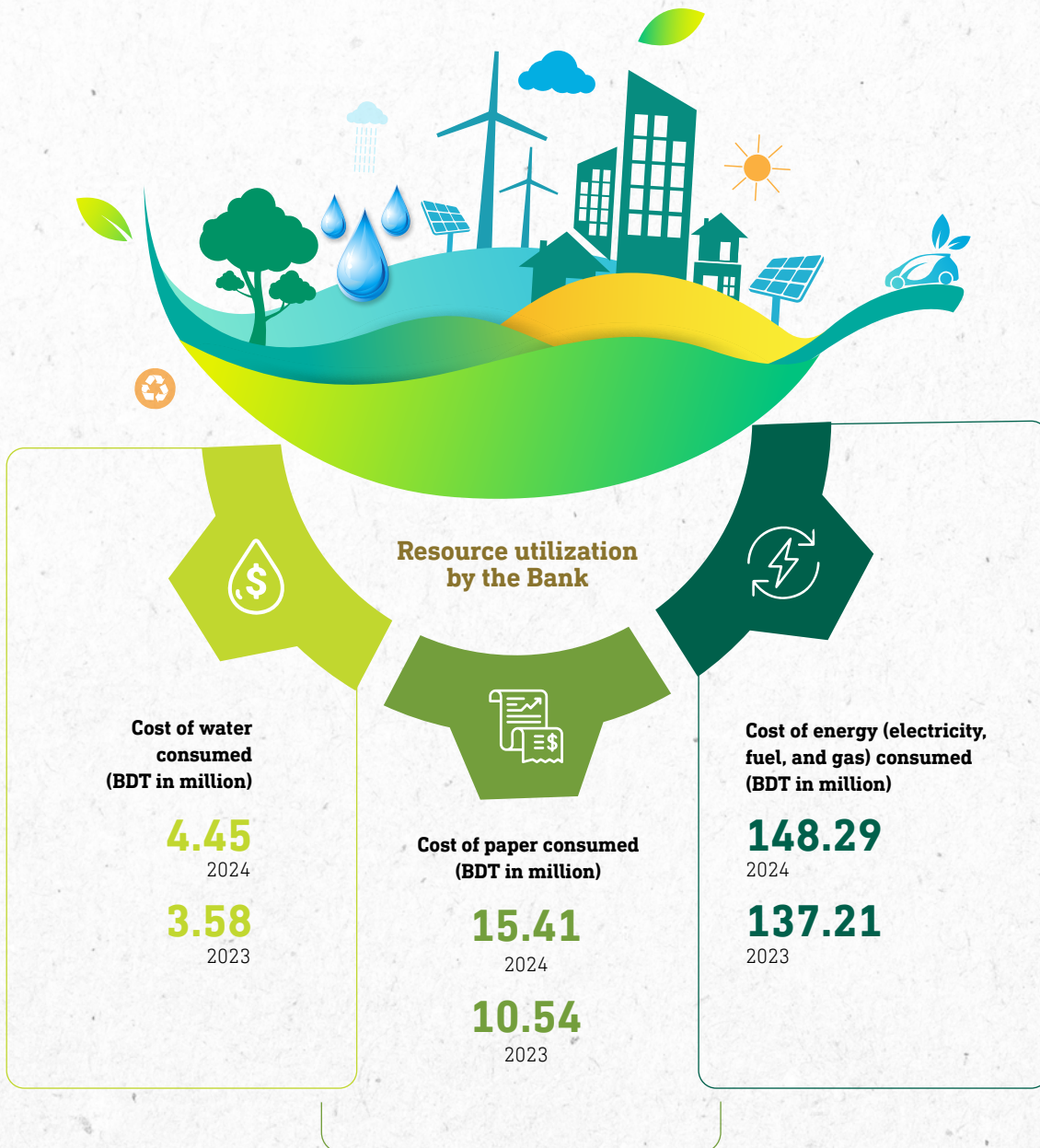
Collectively, these internal change initiatives drive significant contributions toward a low-carbon future.



Protecting environment	2024	2023
Installed capacity of solar energy to run bank premises and ATMs (in Kilowatt)	16	16
Percentage of Bank branches connected online	100%	100%

## Internal resource optimization

Our commitment towards achieving environmental sustainability, we have always gone beyond the target set by the central bank, reflected in our overall portfolio. Our primary target is to minimize resource utilization wastage as much as possible and as part of that goal we have taken several environmental initiatives. Although inflation and the rising cost of human and manufacturing capital have slightly increased the cost of resource utilization in 2024 compared to 2023, our internal efficiency practices have effectively limited this increase. This reflects our conscious effort to adopt sustainable practices within our operations.



# Social Impact

## Transforming the future workforce

Quality of work culture, a healthy work-life balance, recognition of the performers and continuous investment in people—all these things differentiate EBL as an “employer of choice.” We promote fairness, accountability, and compliance with relevant laws and regulations steered by both leaders and employees alike.

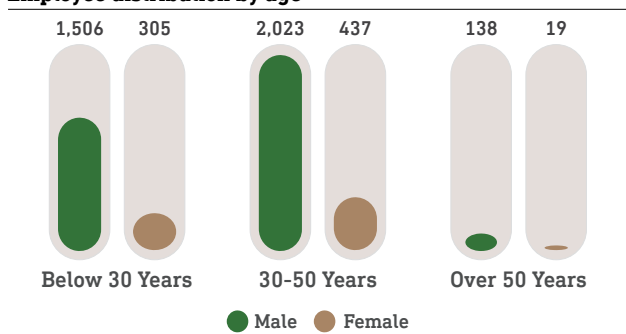
### EBL employees

Division wise	Male	Female	Total
Dhaka	2,601	657	3,258
Chattogram	667	87	754
Rajshahi	83	3	86
Khulna	150	5	155
Sylhet	98	7	105
Barishal	18	1	19
Rangpur	30	1	31
Mymensingh	20	0	20
<b>Total</b>	<b>3,667</b>	<b>761</b>	<b>4,428</b>

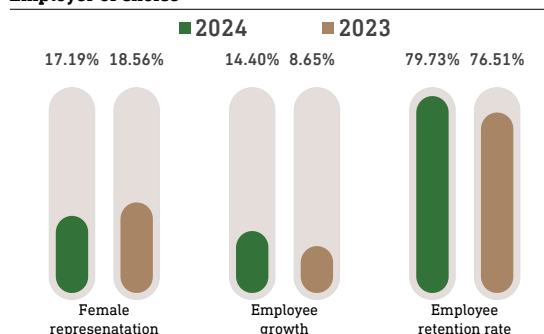
Grade wise employees	Male	Female	Total
Senior Level (SAVP & Above)	253	29	282
Mid-level (SPO-FAVP)	653	113	766
Entry Level (AO-PO)	1414	435	1,849
Trainee Level (TAO)	1323	184	1,507
Support Staff	24	0	24
<b>Total</b>	<b>3,667</b>	<b>761</b>	<b>4,428</b>

Particulars	2024			2023		
	Male	Female	Total	Male	Female	Total
Below 5 years	2768	569	3337	2327	536	2863
5-10 years	370	89	459	369	93	462
10-15 years	349	67	416	294	57	351
15-20 years	103	23	126	73	17	90
20 years above	77	13	90	78	13	91
<b>Total</b>	<b>3667</b>	<b>761</b>	<b>4428</b>	<b>3141</b>	<b>716</b>	<b>3857</b>

### Employee distribution by age



### Employer of choice

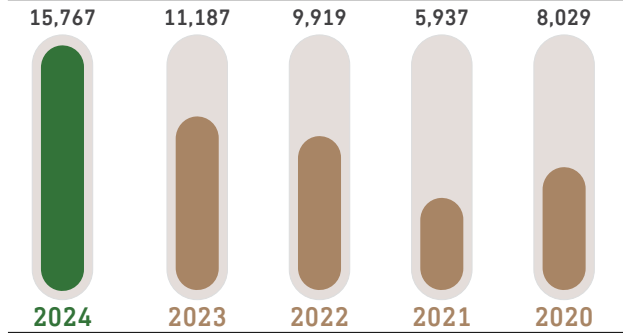


## Learning & skills development

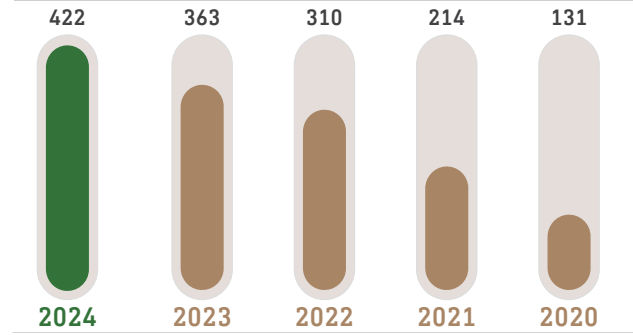
In line with our motto, 'We don't hire skill; we hire attitude,' the management of EBL always encourages a culture of continuous learning and development of our employees. In 2024, a wide range of learning and development programs, including e-learning and e-certification, were organized where there were total of 15,767 participants. These initiatives highlight the organization's commitment to enhancing its overall health, culture, effectiveness, and quality.



### Number of participants of training programs



### Number of training programs

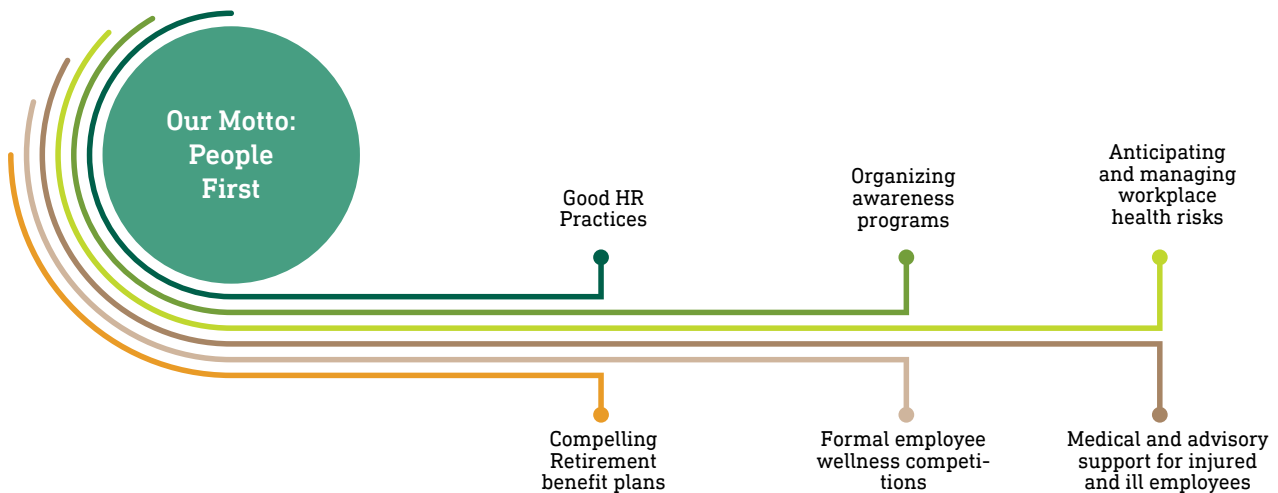


## Ensuring work-life balance

EBL proactively strives to ensure that the employees are supported and satisfied, which can be challenging. To foster a healthy environment for our employees, we have introduced the following initiatives:

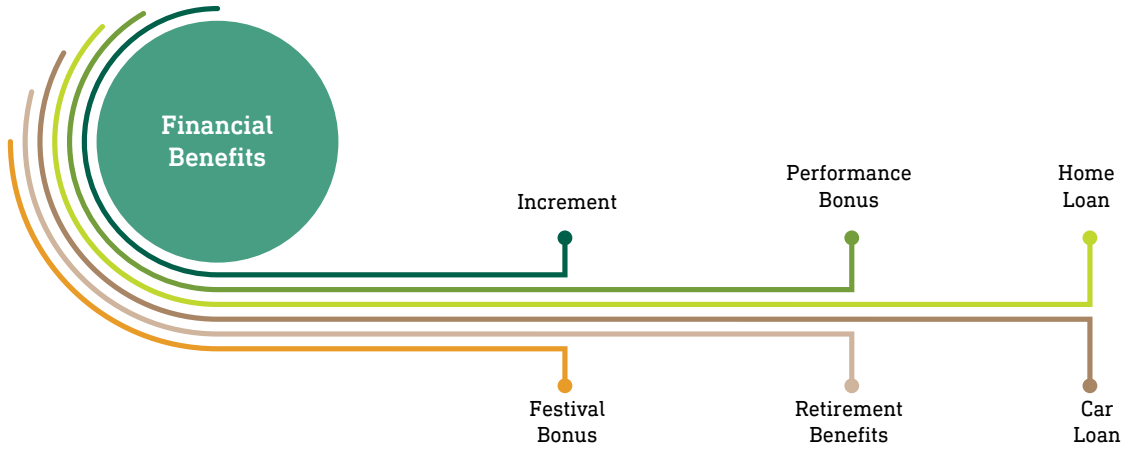
<p>Monitoring work hours</p>	<p>Rewarding timely work completion</p>	<p>Conducting awareness sessions</p>	<p>Acknowledging the accomplishments of employees</p>	<p>Training and enhancing employees' skills in time management and prioritization</p>	
<p>Establish daily priorities in morning huddles</p>	<p>Promoting work-life balance</p>	<p>Job rotation opportunities</p>	<p>Encourage employees to express their thoughts</p>	<p>Implementing wellness programs</p>	<p>Make employees feel valued</p>

## Employee wellness



## Employee Benefits

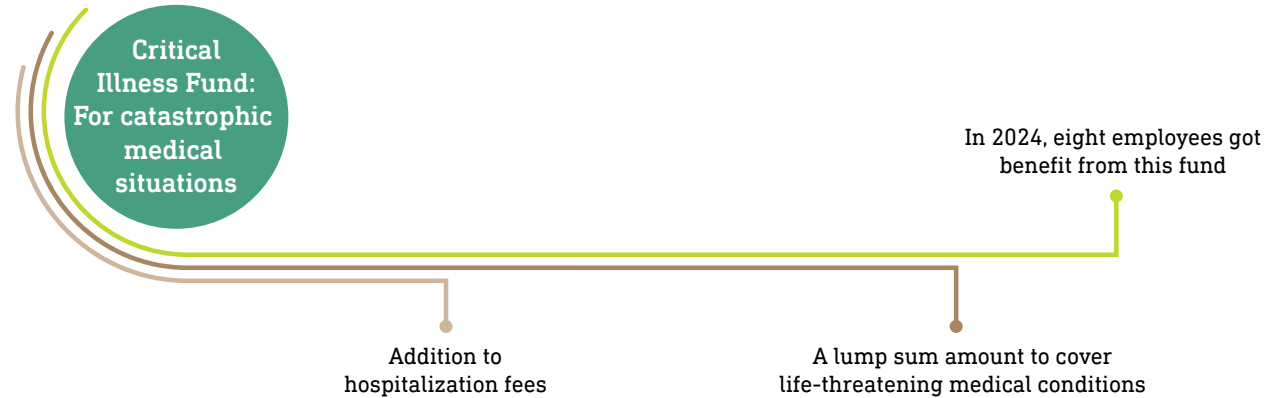
### Financial Benefits



### Superannuation fund

<b>Death</b>	Nominee or heir gets 100% of ceiling
<b>Disability</b>	Employee gets full/partial amount of ceiling based on severity of injury

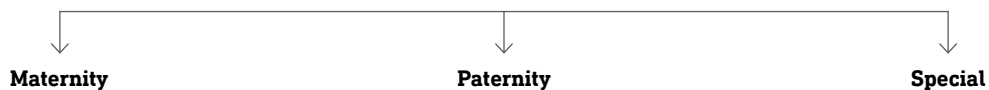
### Critical illness Fund



### Employee Leave Benefits

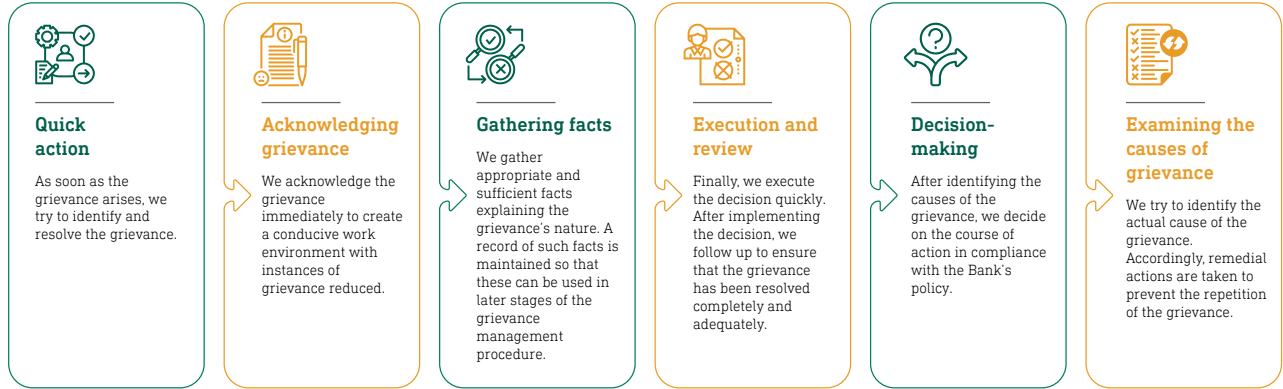
Permanent employees	Trainee employees
28 working days including 10 days compliance leave	10 working days including 5 days compliance leave
14 days sick leave	10 days sick leave

#### Additional leaves





## Grievance Management



## ebIHR Policy & Practice

HR policy of EBL aims at supporting the Bank's overall strategy for its sustainability and to comply with the central bank's regulations. More importantly, the policy describes the core values and fundamentals of EBL.

**EBL Graceful, Appropriate and Pleasing (GAP) policy**

Whatever we do or we commit to do, whatever we communicate verbally or in writing and whichever way we present our premises and ourselves to our customers must be Graceful, Appropriate and Pleasing. At EBL, being customer-focused, therefore, means being GAP compliant.

**People Management Policy**

Ensures a consistent approach to the recruitment and selection of best fit candidates. Plans competitive compensation & benefits for attracting, retaining and motivating people. Conducts learning and development programs that helps individuals to perform at desired level so that the Bank achieves its goals.

**EBL Speak Up Policy**

Intended to encourage all employees of the Bank to report perceived unethical or illegal conduct of employees to appropriate authorities in a confidential manner without any fear of harassment, intimidation, victimization or reprisal of anyone for raising concern

**Sexual harassment-free workplace**

Enables a safe and inclusive work environment for all employees by creating awareness about sexual harassment and its demerits, about it being a punishable offense, and by initiating an effective mechanism for prevention and restrictions of sexual harassment at the organization.

## Sexual harassment-free workplace

The committee for a sexual harassment-free workplace at EBL plays a crucial role by enabling a safe and inclusive work environment for all employees.

Name	Male	Total
Tasnim Hussain	EVP & Head of Cards, Retail & SME Banking	Head
Md. Abdul Awal	EVP & Head of Monitoring, ICCD	Member
Md. Maskur Reza	EVP & Head of Business Information System	Member
Sabera Sultana Mili	VP & Senior Manager, Monitoring, ICCD	Member
Sabiha Munir	VP & SRM, Corporate Banking	Member

## Social Metrics

Indicator	2024	2023
<b>Workforce Diversity</b>		
Total employees	4,428	3,857
Female representation to total employees	17.19%	18.56%
Female in Board of Directors (%)	30.77%	23.08%
New recruitment (female) (%)	15.23%	14.46%
<b>Employee Development And Training</b>		
Average training hours per employee	5 days	3 days
Training investment (BDT in million)	21.2	9.51
Training Hours on ESG/Climate/Sustainable Finance	1,664	1,916
Number of employees trained	588	953
<b>Employee Engagement And Welfare</b>		
Employee retention rate	79.73%	76.71%
Employee growth rate	14.80%	8.65%
Hospitalization benefit received (BDT in million)	45.24	37.96
Number of employees received hospitalization benefit	707	689
Maternity benefit received (BDT in million)	17.94	14.44
Number of employees received maternity benefit	280	239
Critical illness benefit received (BDT in million)	8.87	5.32
Number of employees received critical illness benefit	8	7
<b>Community And Social Investment</b>		
CSR contribution (BDT in million)	94.09	280.3
CSR contribution to net income (%)	1.25%	4.59%
Number of beneficiaries reached	108,809	125,142
<b>Financial Inclusion</b>		
Total number of individuals impacted through agricultural and rural credit	143,397	122,729
New customers on-boarded through agent banking	26,752	18,483
Women loans disbursed (small segment only) (BDT in million)	10,594.40	947.37
Number of women entrepreneurs received loans (small segments only)	22,561	265



## Digital integration

In Bangladesh, EBL stands out as a leading provider of digital banking solutions, initiating its venture into the digital realm in 2007 with the introduction of internet banking. Throughout the subsequent 17 years, EBL has remained steadfast in its dedication to crafting swift, effective, and customer-centric digital offerings.

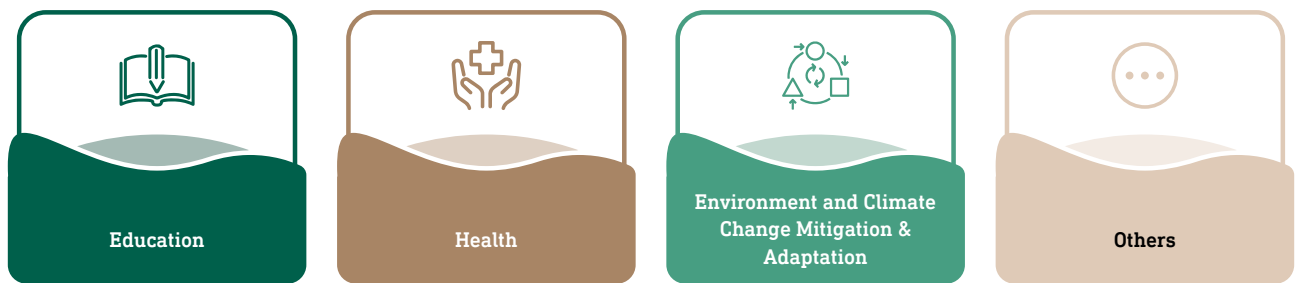


## Community investment

EBL firmly advocates that investing in societal well-being constitutes the most impactful form of investment and endeavors to generate sustainable value for its customers, shareholders, employees, and above all, the communities it serves.

We integrate responsible banking values into our corporate citizenship programs, prioritizing initiatives that positively impact vulnerable groups and sectors. Guided by sound governance and regulatory policies our robust monitoring processes ensure that every taka spent reaches marginalized communities. Aligned with Bangladesh Bank Sustainable Finance Department's (SFD) Circulars (No. 01/2022 and No. 05/2023) we have established a comprehensive CSR policy.

### Our major CSR activity areas



### Our CSR contributions in last 5 years

As per our Board-approved policy, 2% of the distributed profit is allocated annually to CSR expenditures. However, our actual expenditures consistently exceed this allocation, reflecting our strong commitment to societal well-being. This year our contribution has been made into diversified fields ensuring meaningful impacts.

Particulars	BDT in million				
	2024	2023	2022	2021	2020
CSR expenditure	94	280	141	183	183

## Changing lives through education



To remove the financial barriers to educational resources, we have provided 550 student packages to support Dhirasrom Government Primary School located in Gazipur.

### EBL – Dhaka University Alumni Association (DUAA) scholarship

**Inception:**  
2007

**Departments covered:**  
74

**Award:**  
BDT 30,000 annually

**Awardee in 2024:**  
150 students

**Total award in 2024:**  
BDT 4.50 million

### EBL partners with ActionAid International Bangladesh Society (AAIBS)



**Initiative:** “Support a Child”- ensuring access to education, developing cognitive and social skills development in a nurturing environment for young girls.

**Support group:** 100 marginalized girls

**Area:** Cox’s Bazar (45), Chanpara (30), and Lalmonirhat (25)

**Total Amount:** BDT 3.00 million





### Funding to establish school and hostel

To create a long-lasting impact in the society, EBL has contributed BDT 1.00 million to Chhayatal Bangladesh to establish school and hostel for street children.

### Providing support for Education and Skill Development Training

To mitigate the unemployment in youth, EBL has extended its hand to SOS Children's Village Bangladesh providing BDT 3.38 million fund.

**Nature of training:** Demand-based, one year vocational training

**Participant:** 100 youths

**Course:** five specialized trade courses:

- electronics
- refrigeration and air-conditioning
- automobile
- electrical
- machinist

## Creating impact in better healthcare and wellness



### Strengthening in-patient services with Shishu Sasthya Foundation, Bangladesh

**Project:** Dr. M R Khan Shishu Hospital and Institute of Child Health" under Shishu Sasthya Foundation, Bangladesh

**Project outline:**

- Extensive renovations of two dedicated wards,
- Upgrading nursing stations and improving patient beds and their accessories.
- Supply and install state-of-the-art medical instruments, equipment and machinery, along with an advanced oxygen system.

**Total amount:** BDT 6.10 million

### Eye care for the underprivileged people

**Project:** Bangladesh Eye-Trust Hospital

**Beneficiary:** 1,600 underprivileged individuals

**Benefits:**

- Conducting eye screening camps,
- Identifying cataract patients in need of surgery and
- Addressing all logistic requirements, including transportation, food, medication, and lodging during the treatment process.

**Total amount:** BDT 4.00 million

### Funding for health and medical care for the underprivileged

**Project:** SOS Children's Village Bangladesh

**Beneficiary:** 1,000 children, youths and students

**Project duration:** comprehensive medical care for one year

**Benefits:**

- Vaccinations,
- Regular health check-ups
- Necessary treatments.

**Total amount:** BDT 3.00 million

### Free mental health care to RMG workers



**Collaboration:** Moner Bondhu

**Project Area:** Dhaka, Gazipur and Savar

**Participants:** 200 RMG workers

**Project activities:**

- Moner Bondhu's free exclusive counseling
- Free mental health and wellbeing services
- Support marginalized RMG women workers

### Environment and climate change mitigation & adaptation



### Coastal forestation and tree plantation



**Collaboration:** Nou Kollan Foundation Trading Company Limited (NKFTCL), Bangladesh Navy

**Project Area:** Bhasanchar Island

**Project activities:**

- Planting a variety of trees (fruit-bearing, medicinal, environment-friendly)
- Strengthening the coastal belt to enhance biodiversity and improve ecological balance
- Implementing a detailed post-plantation care program

- Regular monitoring, soil enrichment and support mechanisms to ensure long-term growth and sustainability of trees
- Mitigating soil erosion through tree planting
- Providing resources for local communities through planted trees
- Improving ecosystem resilience against climate change impacts

**Total amount:** BDT 3.80 million

**Safe Drinking Water for Salinity-Stricken Families**

**Collaboration:** icddr,b (International Centre for Diarrhoeal Disease Research, Bangladesh)

**Project Area:** Datinakhali union, Shyamnagar, Satkhira

**Beneficiary:** 200 households (about 1,200 people)

**Project activities:**

- Establishing a reverse osmosis (RO) water treatment plant
- Providing clean drinking water
- Conducting research by measuring blood pressure and urinary sodium levels of participants before the intervention and at 6-month and 12-month intervals after.
- Community engagement through surveys, interviews, and water quality testing.
- Exploring economic and social feasibility of scaling up RO-based water supply models in other climate-vulnerable regions.
- Evaluating health impact through rigorous scientific assessment.

**Improving healthcare waste management through sustainable and environment-friendly practices**

**Phase 1**



**Collaboration:** icddr,b

- With EBL's contribution, an advanced treatment facility was established to safely sterilize, shred, and recycle biohazardous polymer materials. This initiative helped icddr,b reduce costly incineration and adapt eco-friendly waste management practices across its facilities.

**Total amount:** BDT 3.20 million

## Phase 2



EBL extended its contribution to support phase 2 of the sustainable biohazardous waste management initiative at icddr,b, which focuses on expanding waste treatment capacity through advanced sterilization technology, providing training to key healthcare facilities in Dhaka, and aligning practices with national healthcare waste management practices. The project has successfully reduced incineration, maximized recycling of decontaminated polymer waste, and established a dedicated sterilization facility to prevent the spread of infectious organisms.

**Total amount:** BDT 3.50 million

## Empowering women



EBL firmly believes that through empowering women, we will be able to peddle faster towards achieving an equitable society.

To support this goal, we have taken many significant initiatives to meet the financial needs of women. We have several deposit, loan and cards products with special features dedicated for women so that they are encouraged to enter the banking sector as well as benefit from banking with us.

To create financial awareness and advocate for women entrepreneurship, we have introduced EBL Women Banking portal with free access to various courses. Also, with local and international partnerships, we are creating meaningful opportunities for such women entrepreneurs to contribute towards the growing economy of Bangladesh.



"My journey as an entrepreneur began with a mother's worry for her child's health and wellbeing. I saw how adulterated, chemical-laden food was silently harming my son's life. That fear turned into a search for safe, honest food — and that search became Shondhibazar.

What started as one mother's fight is now a growing movement that has directly connected over 800+ farmers — with more than 300 of them being women — to conscious consumers across Bangladesh. In 2024, we have served over 228,000+ safe meals, eliminated more than 200,000

plastic packs through biodegradable packaging, and recycled over 22,000 glass jars — showing that every small step builds a healthier, more sustainable food system.

Today, Shondhibazar stands as Bangladesh's first farm-to-table model — a unique bridge between our local farmers and urban families who deserve safe, traceable, chemical-free food.

I'm deeply grateful to EBL for believing in my vision when many didn't. With their support, I was able to access my first business loan — the trust that helped us expand to our physical store and restaurant, which we proudly call our 'Experience Center'. Their financing not only strengthened our operations but gave us the confidence to keep growing.

**- Jesmin Akhtar Neela,**  
Founder & CEO, Shondhibazar

**Empowering grassroots women entrepreneurs**



**Collaboration:** PUM, Netherlands and Trinamul Nari Uddyakta Society, Bangladesh

**Training timeline:** 10 days

**Area:** Sylhet

**Participants:** 20 experienced entrepreneur

**Training framework:** Practical knowledge on consumer preferences and market demand for emerging women entrepreneurs in the fashion sector.

## Online training program for women entrepreneurs by EBL



**Training:** Financial Literacy and Entrepreneur Development Training curated by ADB and Bangladesh Bank

**Target group:** Women entrepreneurs in Bangladesh.

**Training framework:** A self-paced training providing practical knowledge, assessments, and certification, to help women borrowers from small enterprises.

## Empowering women through Bangladesh Business and Disability Network

**Participants:** 15 disabled women

**Training framework:** basic and advanced skills including

- Data entry
- Web research
- E-mail communication
- Social media management
- Programming (Python, Java, C++)
- Digital marketing
- SEO
- Data analytics (Tableau, Power BI).

**Total amount:** BDT 1.91 million



# Economic Impact

## Our contribution to the Bangladesh economy

### Direct Contribution to the GDP

<b>Savings:</b> BDT 7.50 billion	<b>Tax:</b> BDT 12.67 billion	<b>Wages:</b> BDT 6.51 billion
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### Indirect Contribution to the GDP through financing

<b>Savings:</b> BDT 110.41 billion	<b>Tax:</b> BDT 6.42 billion	<b>Wages:</b> BDT 130.29 billion
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**Total Value-Added**  
BDT **273.79**  
billion

**Note:** Total value added: the sum of wages, taxes and savings, equivalent to gross domestic product, expressed in monetary value.  
**Wages (salaries):** value of net wages paid to all full-time and part-time employees of the organization during the reporting period.  
**Taxes:** all transfers to the government made by a client over the reporting period.  
**Savings (profit):** value of the organization's net earnings (profit).

### Contribution to national exchequer

<b>Corporate Tax:</b> BDT 3,823 million	<b>Withholding Tax:</b> BDT 7,062 million	<b>Excise Duty on Loan &amp; Deposit:</b> BDT 743 million	<b>Value Added Tax (VAT):</b> BDT 1,044 million	<b>BDT 12,672 million</b>
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### Supported in job creation

<b>Total employment</b> 600,734	<b>Total formal employment</b> 332,980	<b>Total female employment</b> 204,615
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### Value added for the year ended 31 December 2024

Amount in BDT

Particulars	2024
<b>Wealth creation</b>	
Revenue from banking services (interest income)	39,269,720,379
<b>Less:</b> Cost of services & supplies	(30,756,214,405)
	8,513,505,974
Other financial revenue	16,041,386,868
Provision for loans & other assets	(2,964,016,512)
<b>Total wealth creation</b>	<b>21,590,876,330</b>

Particulars	2024
<b>Wealth distribution</b>	
<b>Employees &amp; directors</b>	
Employees as salaries & allowances	6,505,931,868
Directors as fees	5,254,592
<b>Government</b>	
Corporate tax	5,471,056,682
Service tax/ value added tax	348,594,051
Municipalities/local taxes	13,824,674
Excise duties	742,722,916
<b>Shareholders</b>	
Dividend to shareholders	4,753,486,689
<b>Retention for future business growth</b>	
Retained earnings	2,750,456,139
Depreciation and amortization	999,548,718
<b>Total wealth distribution</b>	<b>21,590,876,330</b>

## Inclusive Banking

EBL has continued its business focus on fostering financial inclusivity through its widespread network in both urban and rural areas. In line with the Bank's commitment to stay at the forefront of the evolving financial landscape, our agent banking, women banking and student banking have been working with their respective areas to ensure a more inclusive portfolio.



### EBL Women Banking

- Women banking deposit grew by 22% in 2024.
- Women consumer portfolio grew by 10% in 2024.
- New product propositions were launched: EBL Women Confidence DPS, EBL Women Payroll Suite and a training module in collaboration with Bangladesh Bank and ADB for women entrepreneurs.
- Skill development initiatives such as online session on LinkedIn portfolio-building workshops, Facebook and Instagram marketing strategies using AI tools were taken.
- Arranged significant events: Annual SME fair with women associations, Wander Connect networking event for Wander Women members, and a 10-day Train-the-Trainer program in association with Trinamul Uddyakta Society at Sylhet.



### EBL Agent Banking

- Agent banking deposit portfolio grew by 89% and account number grew by 60%.
- **আর্থিক স্বাক্ষরতা কর্মসূচী:** Arranged 100+ rural and digital engagements and successfully played the lead role in organizing a Financial Literacy Program to create financial awareness.
- **উঠান বৈঠক:** Has extensively organized many financial awareness and financial literacy campaigns among rural communities aiming to enhance their understanding of financial concepts and including them in formal banking channels.
- Successfully launched the core service of Bank Statement for the rural community from the agent outlet.
- Organized the Annual Agent Banking Workshop 2024 for EBL Agent Banking Outlet Owners.



### EBL Student Banking

- Number of accounts opened in 2024 was 15,455.
- Total 134 roadshow was arranged in 2024.
- Launched new product for children "EBL Little Star"
- Organized nationwide tree plantation program on World Environment Day to promote environmental awareness within educational institutions.
- Expanded the accessibility of student file service through Extended Sales Points (ESP) at 85 branches.
- Organized three Agency Night programs in Dhaka, Chattogram, and Sylhet with a participation of 300 plus educational agencies to further enhance collaboration and service outreach.



### EBL Bancassurance

- Officially launched in March, 2024; first bank to have the license from IDRA for both life and non-life insurance company.
- Total number of insured policy sold was 1,396 in 2024.
- Total policy value was BDT 359.70 million.
- Collaborated with Metlife and Green Delta insurance PLC to provide insurance product through banking channels.



## Financial inclusion



ইবিএল গ্রুপএমই ব্যাংকিং  
আবংগার প্রগতিসাধনে, আবংগার বাসে

Eastern Bank PLC.

**অদম্য**  
উদ্যোক্তা হয়ে উঠার গল্প

“যাজ্নিক is not only a start-up, it is like our child. Every challenge that we have faced has made us strong. Our dream is to create a service eco-system based on transparency and trust which will take the vehicle service sector to a newer height.”

**- Biplob Chandra Biswash**  
Co-founder of যাজ্নিক

# যাজ্নিক

Lack of trust in vehicle maintenance is one of the most common and persistent challenges faced by vehicle owners. This issue often stems from garages prioritizing excessive profit over quality, frequently using substandard parts for repairs and servicing.

To address this problem, Biplob Chandra Biswash and Shuvo Al Faruk launched যাজ্নিক in 2018, a digital car maintenance platform which is built on the foundation of trust and transparency. যাজ্নিক empowers vehicle owners by offering reliable service, quality parts, and peace of mind.

EBL is proud to be a partner of যাজ্নিক, supporting its mission to bring integrity and innovation to the vehicle maintenance industry.

The dream of Md. Kamal Chowdhury was to build such a business enterprise that will not only support him financially but also create employment in his community. And that was the beginning of “Abir Enterprise”, a printing and packaging business that began modestly with just one dye-cutting machine.

The dream project that started in 2007 at Jinjira Dhaka, now has 60 people working with 16 machines providing services to various reputable companies. This success is a testament to Kamal Chowdhury’s perseverance and hard work and EBL is proud to be a partner in his remarkable journey.




ইবিএল গ্রুপএমই ব্যাংকিং  
আবংগার প্রগতিসাধনে, আবংগার বাসে

Eastern Bank PLC.

**অদম্য**  
উদ্যোক্তা হয়ে উঠার গল্প

“Back in 1980, my father began our family business with just one semi-atap rice mill and nine hardworking workers. In 2012, I took it upon myself to modernize the business, embracing new technology to carry forward his legacy. As a result, now I have machine worth of BDT 20 crore creating employment of 150 people.”

**-Md. Mosharof Hosain Miaji**  
Proprietor, M/S Miaji Agro Food Industries  
Automatic rice and puffed rice mill

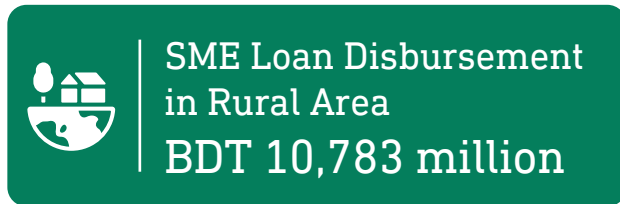
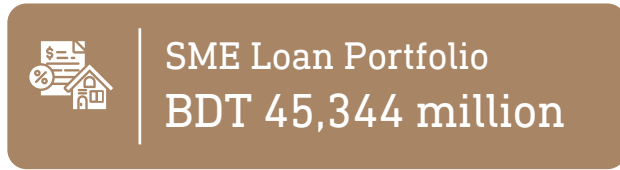
Md. Mosharof Hosain Miaji was inspired by his father’s legacy to become an entrepreneur. By modernizing the business, he expanded their family business enhancing capacity of the production as well as employment.

He firmly believes that with integrity, confidence and professionalism, one can become successful. Looking ahead, he plans not only to further increase production and create more jobs but also to invest in new sectors—particularly feed mills and mineral water factories.

EBL takes pride in supporting a forward-thinking entrepreneur like him.

## EBL SME Financing in 2024

Our SME banking provides a wide range of products and services, supported by a dedicated team that helps entrepreneurs to navigate financial challenges. We are steadily expanding our portfolio while making a positive impact on the community.



**Introducing EBL Shohoz:**  
**A simplified financing for small entrepreneurs**

EBL Shohoz – a product designed for small entrepreneurs. This innovative product aims to reach a broader client base and strengthen SME financing support for emerging businesses.

**Cumulative Agricultural and Rural Credit**

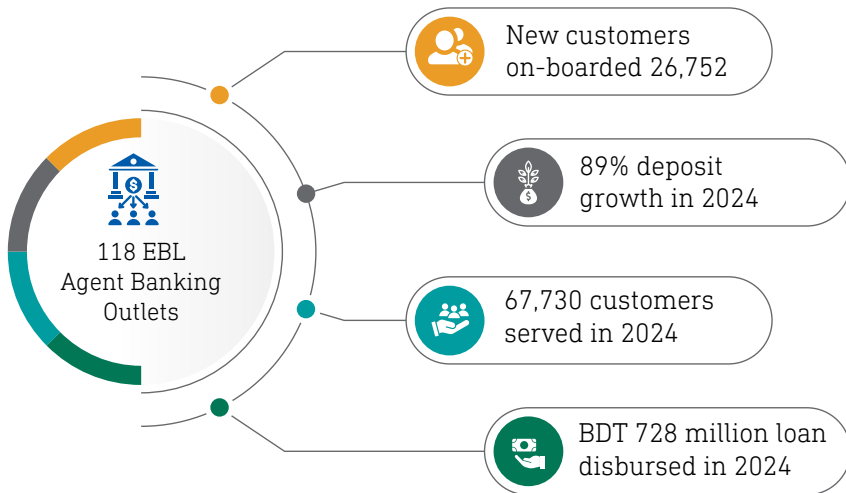
**Extended through MFIs BDT 6,794 million**

**Extended through Us BDT 511 million**

## Reaching the unbanked people through EBL Agent Banking



With the vision of reaching unbanked communities and promoting inclusive growth in Bangladesh's economy, we launched agent banking in 2018. Through this initiative, EBL is offering its exclusive banking services to underserved populations, particularly in remote and geographically dispersed areas.



- Biometric cash deposit and cash withdrawal (no Cheque / FX transaction)
- Inward foreign remittance disbursement
- Bill payment & Payment of salaries
- Transfer of funds between accounts
- A/C opening and balance inquiry
- Collection of Debit Card and Cheque Book applications
- Collection of documents in relation to accounts etc.



## Engaging the youngsters in financial sector through EBL Student Banking

To motivate the young people of Bangladesh in participating banking activities, EBL Student Banking is actively working and launching new products and banking features convenient for their needs.



In 2024, we arranged 134 roadshows all around the country creating financial awareness among the students.

**15,455 New student accounts opened in 2024**

**Expansion of accessibility of student file service through Extended Sales Point (ESP) at 85 branches.**



**Launched “EBL Little Star”:  
making future better for children.**

This latest addition to EBL's comprehensive range of student banking products shows our commitment to support families through personalized financial solutions.

## Making banking easy and exciting for women through EBL Women Banking

### Women Participation in EBL Banking

22% deposit of women grew in 2024.

10% increase in women retail loan in 2024.

“EBL Mukti” SME loan, a collateral-free loan up to 50 lakhs, for women entrepreneurs.

22,561 women entrepreneurs received loans (small segment only)

BDT 10,594 million women loans disbursed (small segment only)

Dedicated women helpdesk at 85 branches of EBL.

EBL Women Banking has taken several initiatives to make financial supports available to the women. To break down the barriers to credit access, we have launched loan products both in retail and SME segments which is convenient and serve the purpose of the loan to our women customers. To encourage women entrepreneurs, we arrange various skill development programs along with our existing Women Banking Portal.

We also have deposit products with privileged features for women so that they can plan for their future financial needs at a competitive rate.

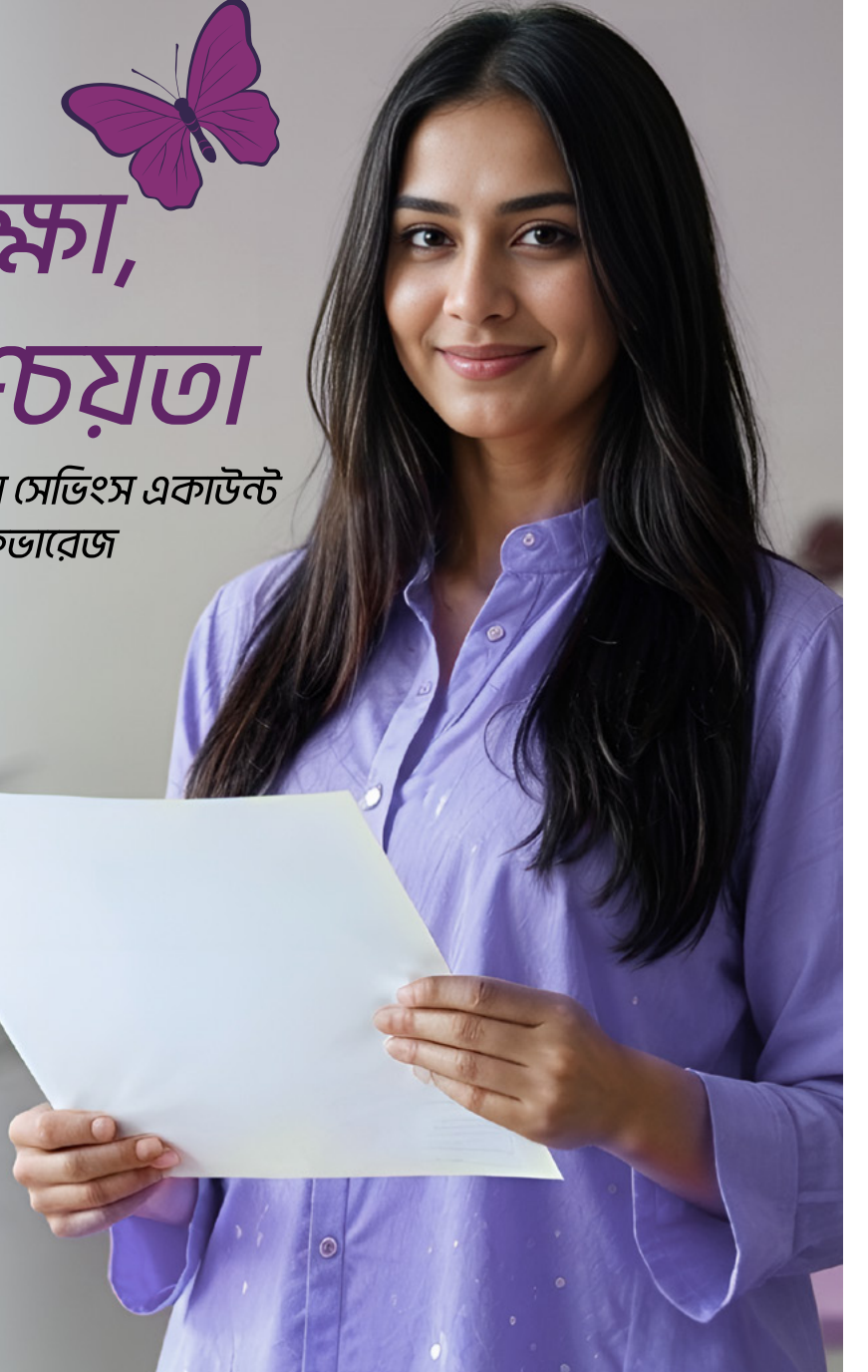


# সঞ্চয়ে সুরক্ষা, জীবনে নিশ্চয়তা

আজই খুলুন ইবিএল উইমেন'স সেভিংস একাউন্ট  
এবং সাথে থাকছে ইনস্যুরেন্স কভারেজ

- দুর্ঘটনায় মৃত্যু হলে ১ লক্ষ টাকা
- প্রতি ইনজুরিতে সর্বোচ্চ ৬,০০০ টাকা পর্যন্ত মেডিকেল রিইমবার্সমেন্ট
- ৫০,০০০ টাকার ক্রিটিক্যাল ইলনেস কভারেজ

শর্ত প্রযোজ্য



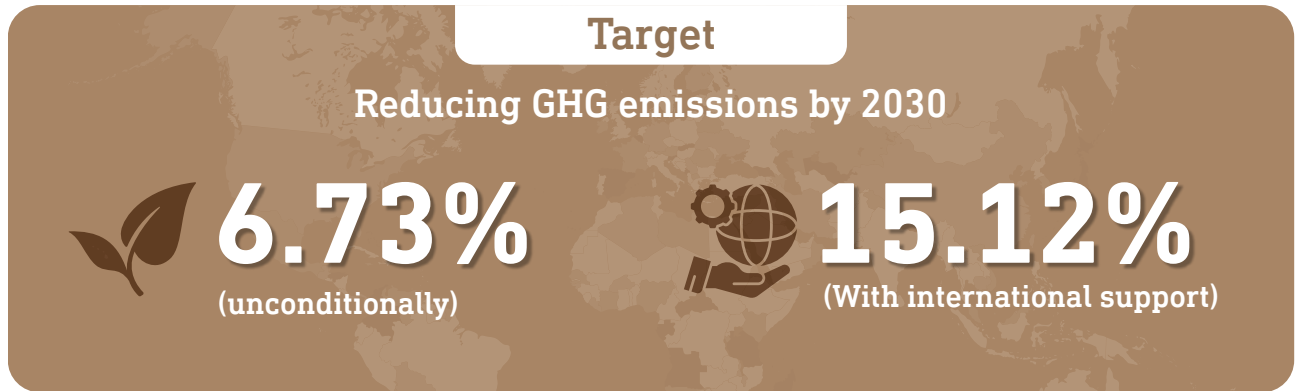


# Future Prospects & ESG Roadmap

## Aligning EBL with Bangladesh’s NDC and Global ESG Best Practices


EBL is committed to supporting Bangladesh in achieving its Nationally Determined Contribution (NDC) target of reducing 6.73% of GHG emissions unconditionally and up to 15.12% with international support by 2030. As Bangladesh updates its NDC in 2025, EBL will align its strategies and disclosures accordingly, integrating the revised national targets and sectoral pathways into its 2025 Sustainability Report to ensure continued alignment with the country’s evolving climate commitments. EBL’s forward-looking roadmap for 2025–2030 demonstrates its dual focus on

- (i) Minimizing the Bank’s own operational footprint and
- (ii) Driving a low-carbon transition across its financed portfolio.




## GHG Emission Reduction from Operations


EBL has already measured its Scope 1 (direct) and Scope 2 (indirect) emissions, establishing a baseline to track progress. Moving forward, EBL will:




**Transition to renewable energy in offices and branches.**




**Invest in energy-efficient technologies in buildings, IT systems, and logistics.**



**Encourage low-carbon commuting practices among employees.**



**Expand use of recycled and eco-friendly materials in office spaces.**

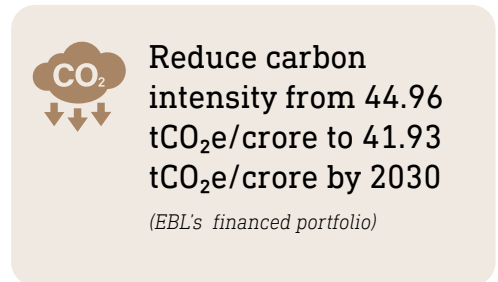


**Scale digitalization to reduce paper use (HR, trade documentation, client services).**

## Financed Emissions Management

To align its portfolio with the national decarbonization pathway, EBL will:

- Reduce carbon intensity of its financed portfolio from 44.96 tCO<sub>2</sub>e/crore to 41.93 tCO<sub>2</sub>e/crore by 2030 which EBL has achieved in 2024.
- Improve granularity and transparency in reporting financed emissions using PCAF methodology.
- Reallocate capital toward renewable energy, climate-smart infrastructure, and green manufacturing.



## Sectoral Decarbonization Strategy for Top 5 emitting sectors (Scope 1, 2 & 3 – Financed Clients, 2024 Baseline)

- Implement green lending conditions for high-emitting sectors.
- Establish sectoral exposure thresholds to gradually reduce financing of carbon-intensive industries.
- Explore portfolio reallocation to reduce exposure percentages in Power (fossil-based), Ship Breaking, and Cement while scaling renewable energy, green manufacturing, and sustainable infrastructure.

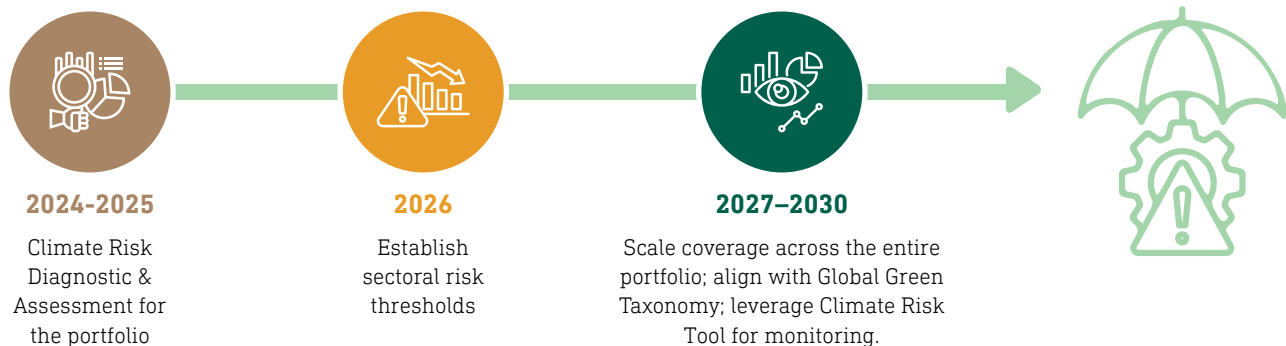
Sector	Portfolio %	Emission %	Strategic Actions
Power	6.3%	31%	Prioritize financing for renewable energy (solar, wind, waste-to-energy), energy efficiency upgrades in power plants, and encourage adoption of cleaner fuels. Gradual reduction of exposure HFO-based generation.
Basic Metal Products	8.3%	10%	Promote financing of electric arc furnaces, energy-efficient rolling mills, waste heat recovery systems, and encourage recycling-based metallurgy.
Ship Breaking & Other Extractive Industries	5.7%	10%	Engage clients on safer, environmentally sound dismantling practices (e.g., dry-dock facilities, hazardous waste management). Incentivize certified green yards and gradually reduce portfolio share in high-risk operators.
Cement & Ceramics	2.8%	7%	Support blended cement, clinker substitution, alternative fuels, and energy-efficient kilns. Expand financing for low-carbon construction materials.

## Strengthened Climate Governance

- Board-level review of ESG and climate strategy annually.
- Transparent disclosures in line with IFRS S1, S2, and PCAF standards.
- Ongoing capacity building of employees on sustainable finance, E&S and climate risk.

## Climate Risk Management Roadmap (2025–2030)

EBL has pioneered climate risk initiatives by measuring both physical and transition risks in its portfolio, setting the foundation for a robust climate risk framework.



## Green Product Expansion



### Green Deposits & Accounts

Promoting client-driven green savings through EBL Green Account.



### Sustainability-Linked Loans

Providing incentive for GHG reductions and resilience improvements.



### Climate-Smart SME Finance

Introducing Tailored products for SMEs adopting clean technologies.



### Scale up climate-smart financing

Scaling up climate-smart financing for agriculture, infrastructure, and manufacturing sector.



### Increasing renewable energy financing

Increasing renewable energy financing, including solar rooftop, utility-scale solar/wind, and waste-to-energy projects.



### Climate adaptation finance products

Introducing climate adaptation finance products for water management, resilient agriculture, and disaster risk reduction in vulnerable communities.



### Green Trade Finance

Partnerships with ADB, IFC, DEG to support low-carbon supply chains.



### Digital Green Finance

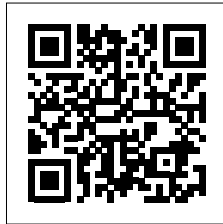
Paperless platforms with ESG-integrated analytics.

## Additional Opportunities to Strengthen Prospects

- Developing Green Bond / Sustainability Bond frameworks to tap global climate finance.
- Launching Carbon-Neutral Branches & ATMs, setting a sector benchmark.
- Introducing Climate Adaptation Finance products for agriculture, water resilience, and coastal protection.
- Engaging employees through a “Carbon Champions” program, embedding sustainability in workplace culture.

Through this integrated strategy, EBL reaffirms its role as a catalyst for Bangladesh’s transition to a low-carbon, climate-resilient economy. By aligning with Bangladesh’s NDC, embedding climate risk into governance, and pursuing sector-specific decarbonization, EBL will not only mitigate risks but also unlock opportunities for sustainable growth, reinforcing its leadership as one of the top sustainable banks in the country.





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**Eastern Bank PLC.**

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