

Project Report

On

Corporate Social Responsibility (CSR) Practices of Banking Industry in Bangladesh

Project Paper Submitted to the School of Business and Economics in Partial Fulfilment of the
Requirements for the Degree of Bachelor of Business Administration.

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Corporate Social Responsibility (CSR)

Practices of Banking Industry in Bangladesh

Letter of Transmittal

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Subject: Submitting project report on “*Corporate Social Responsibility (CSR) Practices of Banking Industry in Bangladesh.*”

Dear Sir,

Here is the report on “Corporate **Social Responsibility (CSR)** Practices of Banking Industry in Bangladesh” that you asked me to submit. From your instruction, I decided to collect information about the CSR practices of top ten banks in Bangladesh. I tried to gather what we believe to be the most complete information available. Much of the information comes from the websites of bank. I used only the secondary data.

I sincerely hope, sir that my analyses will aid you to understand what I said. I truly appreciate this report. I hope you will also like it.

Sincerely,

Rukaia Amin Raka

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Acknowledgement

At first, I would like to thank our almighty Allah for finishing the report on time. I want to express my truthful thanks and gratefulness to my instructor Md. Kaium Hossain from the core of my heart for his kind co-operation, support, guidelines, constructive supervision, valuable information and advice. I tried to make this report on professional as possible.

It is a great opportunity to make such a report on CSR practices on banking industry in Bangladesh. It will be more advantageous for my future more especially in practical work in an organization. Finally this report gives me the chance to go ahead on the theories to applications. I also want to thank and respect those people who helped me in a friendly discussion.

Abstract

This report discusses the corporate social responsibility (CSR) Practices of Banking Industries in Bangladesh. It is consist of four chapters. Chapter one consists of introduction, purpose, objectives, methodology and limitations of the study. The purpose of the study is to know the CSR practices of the banking industry in Bangladesh. Chapter two presents the literature review of the topic. Chapter three consists of an analysis of ten selected banks' CSR practices with major findings. The major finding of the study is that most of the bank contributes to the CSR activities. Among these ten banks, Dutch-Bangla Bank Limited and BRAC Bank Limited commits on all sectors like education, health, women empowerment, disaster management, social welfare, etc. The study concludes with recommendations which described in Chapter four concludes the study with recommendations.

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Chapter-1

Introduction

1.1 Introduction

The meaning of corporate social responsibility is raising in a world stoutly prejudiced by business trends and decisions. Corporate social accountability refers to a company's guidelines of shielding consumers, employees, and the background in addition to it possesses base line. This is an authentic business model engaged by many large and small companies all over the world. Several corporations, still, only create the public awareness of social responsibility while using dissimilar methods in perform. In a period when international corporations are regularly tolerant by countrywide laws, company social liability often measured to be of principal significance.

The behavior of outsized corporations habitually has an influential collision on the surroundings and in the lives of the people concerned by them as clients or staffs. In spite of some global corporations are not essentially regulated by environmental or civil laws. Generally a mechanized plant produces much more contamination for local policies, for example, a number of companies will shift the place to a shape or state with more compassionate system rather than look for extra environmentally affable manufacturing methods. Several corporations apply such methods to avoid salary and labor laws as well as consumer protections.

There are some benefits of CSR address volumes about how significant it is and why we should build an attempt to approve corporate social responsibility in business.

Several obvious advantages of corporate social responsibility are:

- **Improving public image.** When consumers decided to buy something from a company, first they judge its public image. Like employees volunteering an hour in a charity, to show that he or she is a brand dedicated to helping others. As a result, you'll show more constructive to consumers.
- **Increasing brand awareness and recognitions.** When the company is committed foe ethical practices, after spreading it more people will know about the brand, that creates a strong brand image.
- **Saving cost.** Sometimes many simple changes like using less packaging will help to reduce costs.
- **An advantage over competitors.** Implementation of CSR, the company can be placed from competitors in its industry. The advantage build itself as a business committed to going one step further by making an allowance for social and ecological factors.

- **Increasing customer engagement.** When the company is using supportable systems that should bark it from the tops. Placing it on the communal broadcasting networks and forms a layer out of the labors. Moreover it should display its energies to local media outlets in the hope it will give it some coverage. Customer will follow this and engage with the brand and operations.
- **Larger engagement of employees.** Basically it is close to customer commitment, the company must be ensured that its employees distinguish its CSR strategies. It's confirmed that employees appreciate occupied more for a company that has a good public image.
- **More benefits for employee.** Much welfare for the personnel while company engages CSR. The workstation will be a more optimistic and creative for exertion, and by endorsing effects like volunteering, encourage personal and professional development.

1.2 Objectives of the Report

As a Bachelor of Business Administration (BBA) student I optimized to find the similarities between the learning and real world situation. So this can be measured as the objectives for the project in a broader sense.

- a) To know the CSR practices of banking industry in Bangladesh
- b) Identifying the relationship between real world and our learning
- c) Providing the interpretation and explanation of information
- d) Developing the skills for surviving competing world

1.3 Sources of Data

Mostly this report is descriptive but some part of it is exploratory as well. Only the secondary data is used in this report.

Secondary Data Which has been collected from different sources such as websites, the total methodology of the report is participating for the clearness and better understanding through flowchart structure.

1.4 Limitations of the Report

Some limitations which are faced for preparing the report

- a) I had to depend more on the internet but the obstacle I faced for preparing this report is that all information of the Banks' CSR Practices was not available on the Banks' websites.
- b) Insufficient time-period.

Chapter-2

Literature Review

Belal, Momin (2009) said that the greater part CSR studies in rising economies have determined on the Asia-Pacific and African regions and are evocative within nature, used pleased analysis methods and unhurried the extent and volume of disclosures limited within the annual reports. Such studies afford indirect explanation of the reasons after CSR approval, but of late, a handful of studies have started to survey management motivations last CSR directly through in-depth interviews global agencies.

Khan, Mottakin, Siddique (2013) examined the association among corporate supremacy and the amount of corporate social responsibility (CSR) disclosures in the yearly reports of Bangladeshi companies. A legality theory structure is adopted to appreciate the degree to which corporate supremacy uniqueness, such as executive possession, public possession, foreign possession, board sovereignty, CEO duality and attendance of audit committee power organizational response to various stakeholder groups.

Shobhani, Amran, Zainuddin (2009) told that this study attempts to return to the state of CSED through contented study. Annual reports of 100 companies, scheduled together on the Dhaka Stock Exchange and the Chittagong Stock Exchange, are chosen based on a stratified casual example technique. The learning reveals that the stage of revelation has enhanced over the last 10 years. Based on the projected research implement for pleased analysis, all sample companies (n = 100) in Bangladesh are found to disclose at least one item of disclosure on human resource issues; while community issues (47%), consumer issues (23%) and ecological issues (19%).

Khan (2009) explained the major findings are double: first, the study shows that the selected banking companies did some (albeit little) CSR coverage on a unpaid basis. Second, that the user groups are in errand of CSR reporting, and would like to see additional exposé. The existing disclosures by the chosen banks, however, are not plenty at all to calculate the social receptiveness of the organizations.

Narwal (2007) suggested that banks have a purpose view-point about CSR actions. They are concentrating mainly on education, unbiased growth (different strata of society), health, ecological marketing and customer approval as their center CSR behavior. The Indian banking industry is found to be adopting an integrated approach by combining CSR with the eventual customer satisfaction. Irrespective of location, the scenery of CSR behavior undertaken by banks is found to be alike.

Scholtens (2009) aimed at given that a structure to charge corporate social responsibility with global banks. Currently, it is mostly rating institutions like EIRIS and KLD that supply information about firms' social behavior and presentation. However, this is expensive information and it is not clear how the rating institutions arrive at their end.

Kiliç, Kuzey, Uyar(2015) showed that CSR coverage of the banks enhanced during that age of time. The re of the study also exposed that there is a important optimistic effect of size, ownership dispersal, board work and board variety on the CSR disclosure of the banks.

Pérez, Martínez, Bosque (2012) told on corporate social responsibility (CSR) has particularly bigger in recent years and a lot of scales for measuring CSR picture have been urbanized in educational literature. Due to the background character documented in the implementation of CSR strategies, in this paper a new scale based on stakeholder theory is urbanized to assess customers' insight regarding the CSR presentation of their banking service providers.

Chapter 3

Analysis and Findings

3.0 Analysis

The following ten Bangladeshi banks are selected for analyzing the CSR practices in Bangladesh.

1. HSBC Bank
2. Social Islamic Bank Limited
3. Dutch Bangla Bank Limited
4. Islami Bank Bangladesh Limited
5. City Bank Limited
6. Dhaka Bank Limited
7. EXIM Bank Limited
8. Eastern Bank Limited
9. First Security Islami Bank Limited
10. BRAC Bank Limited

Here I discuss these 10 banks' corporate social responsibilities which they provides for all people in Bangladesh

3.1 HSBC Bank

Background

HSBC is defined as Hong Kong Shanghai Banking Corporation Ltd. Its headquarters are situated in London with a multinational banking and financial agency. It has many branches all around the world. In Bangladeshi people HSBC is one of the top choice for banking services because of it's modern technologies, expertise in financial management with large financial assets.

Since December 1996 the first branch of HSBC was opened in Bangladesh, representing with various financial services for people. HSBC offered a client friendly service system like, cash management, payment, treasury, trade service, custody and clearing etc. It stands in the top bank list in Bangladesh.

Corporate Social Responsibility (CSR)

HSBC Bank does many social responsibilities for creating a positive image in their customers mind. I mention and discuss some of them in below

HSBC Bangladesh Carbon Footprint Management

Since 2009, a carbon footprint management program organized by HSBC in Bangladesh at Dhanmondi branch. The Waste Concern Consultants Ltd. was managed the footprint study. The emission from the home, car, air travel and everything we use that affects the climate were included in carbon footprint management program. The Bank has developed and taken a number of initiatives to cut its expenditure of energy, water, and waste in 2002. Moreover it is too devoted to disappearing carbon natural and to reduce greenhouse gas to take on the climate change.

HSBC Tops the 2009 Carbon Disclosure Project

In 2009 HSBC has achieved the position in financial sector and third overall in the Carbon Disclosures Project (CDP). The CDP promotes consciousness of business of climate change by cheering the world's leading companies to disclose information about their greenhouse gas emissions.

- To take an actual exploit for managing dangers and take advantage of on fresh chances rising from weather variation
- To apply carbon declining deeds that distribute provable results, and
- To delivery forecasting round predictable guideline

World Environment Day

HSBC Bangladesh passed out a large range tree planting (more than 1000) program at Osmani Udayan, since June8, 2008 the World Environment Day. Through the tree plantation program, HSBC aims to enlarge its green footprint in the city it operates in.

A potted Bashak Tree was established by the department head in all HSBC branches. The tree will be occupied repair of throughout the year. In June5, 2008 similarly approved a green branded car to stray round the town. For marking this day select branches and customer service centers were a domed on a green theme and customer facing staff wore green t- shirt.

‘GO Green ‘campaign which was launched by HSBC to smear World Environment Day. Customers would get a special discount on the CNG conversation loan and certificate under this

campaign. The bank also plants a tree on behalf of the customer for every CNG conversion loan taken.

The Young Entrepreneurs Awards (YEA)

In 8 January, 2008 HSBC arranged a business plan written competition named The Young Entrepreneurs Awards (YEA). YEA aims to afford students with right to use to the provincial plan of business writing competition so that Bangladesh continues to create talented young entrepreneurs that could fight and succeed on the overall phase.

Driving Winter Cloth

At the beginning of the winter season which claimed up more than 36 lives previous year, HSBC Bangladesh started a winter cloth collection drive. The staffs openhandedly donated their warm clothes for needy under the drive. The staffs of HSBC donated over 900 of winter wear including jackets, sweaters, heavy blankets etc. One the other hand the bank also provided 1300 warm blankets to the needy.

3.2 Social Islamic Bank Limited

Background

Since 22nd November, 1995, a second-generation commercial bank The SOCIAL ISLAMI BANK LTD (SIBL) operating based on Shariah Principles. Today it has 149 branches and two subordinate companies named SIBL Securities Ltd and SIBL Investment Ltd. Social Islami Bank Ltd. is definitely view of 21st century sharing three sector banking model in one. First one the official sector, it works as an Islamic participatory commercial bank with human face approach to credit and banking on the income and defeat sharing. SIBL has a non official banking sector also with familiar finance and investment package that permits and humanizes real poor family and create local income opportunities and disappoints inner immigration. Another sector of the bank is to monetize the charitable sector and management of Waqf Mosque properties and has familiarized cash. This bank offers the most up to date banking services through opening a combination of types of deposit and savings accounts, financing trades, providing letters of agreement.

Corporate Social Responsibilities

Social Islami Bank Limited (SIBL), as an Islamic bank is quite concern for its social responsibilities. The bank always tries to contribute in social cause programming in the country. SIBL is loyal to serve the society at huge through its family authorization Micro Investment,

Micro Enterprise and SME programs under non- official sector, social capital enlistment through Cash WAQF and other programs under controlled sector. SIBL has already shaped the CSR desk with the aim to provide humanity through dissimilar charitable activities giving emphasis on health and education. The bank believes that any kinds of social and humanitarian activities would recover the quality of the poor ample of the country.

3.3 Dutch Bangla Bank Limited

Background

Dutch-Bangla Bank is the first joint venture bank in Bangladesh. The bank was an attempt by local shareholders leaded by M Sahabuddin Ahmed (founder chairman) and the Dutch company FMO.

A former bank in Bagladesh, Dutch Bangla Bank Limited was completely automated. An electronic banking division was established since 2002 for taking in the fast automation and bring modern banking services. In 2003 full automation was completed and hereby familiarized plastic money to the Bangladeshi ample. This bank also operates the nation's widely ATM fleet and in the process radically cut customer costs and fees by 80%. In addition DBBL choose the low profitability from this sector. As a result it now serves unequaled banking technology offerings to all its customers. As this approach most local banks have connected Dutch Bangla Bank banking communications instead of pursuing their own.

Corporate Social Responsibilities

Dutch Bangla Bank does a large number of corporate social activities rather than other banks. It helps to create a positive image of the bank in society some of them are discussed here

CNS refueling stations and CNG run public transports under Dhaka clean fuel project

For maintaining social responsibilities Dutch Bangla Bank Limited has donated money for 13 CNG fueling stations and 60 public transports under Dhaka Clean Fuel Project by refinancing from Rupantarita Pratritik Gas Company Limited.

Education Sector:

For developing overall the country education is the precondition issue. Maintaining this view DBBL has been giving priority to help the education sector by providing scholarship, fellowship, infrastructural expansion etc. some of are described below:

a. Scholarship Program:

Dutch Bangla Bank Limited has donated the widest number of scholarship in Bangladesh since 2001 for the meritorious and poor students every year. these scholarships are accessible for different level of education such as:

HSC Level: Every year DBBL awards grants for the needy and meritorious students of HSC level. The students after completing S.S.C examination in the current year have been studying at HSC level are entitled to apply for this scholarship. The scholarships are applicable for total academic period of H.S.C level.

Graduation Level: Every year DBBL awards to needy and meritorious students of the graduation level. After passing the H.S.C examination the students who have been learning at graduation level in current year, are qualified to apply for the scholarship. The scholarship also applicable for the whole academic period of this level.

Under this program the scholarship awardee is provided with the following benefits:

Level of study	Duration of scholarship	Amount of scholarship per month	One time grant annually for purchasing materials	Total grant annually for each awardee
H.S.C Level	2 years	100000	250000	1450000
Graduation Level	2.5 years	200000	500000	2900000

b. Fellowship Program

Since 2006 Dutch-Bangla Bank Limited has been donating Fellowship for pursuing M. Phil Doctoral and Post-Doctoral degrees. The fellowship is awarded to those academics occupied in research in different level like, Social, Biological, Medical, Agriculture, Engineering and Natural Science at different Public Universities of Bangladesh. Fellowships are given in every year to the

researchers for their entire period of research works, as required by the university program. 129 Fellowships are awarded already in these levels.

Under this program a Fellowship awardee is provided with the following assistances:

Level of study	Amount of fellowship per month	Total grant annually for each awardee
M. Phil Level	500000	6000000
Doctoral Level	500000	6000000
Post Doctoral Level	500000	6000000

Health Sector

1. Cataract operation for underprivileged blind people:

Visual harm is a huge social problem in our country. Cataract is the main cause of blindness and almost 80% of them can continue vision through cataract procedure. A wide number of poor rural people are deprived of the opportunity to cure the problem. Caring their sufferings in mind, in the year 2008 DBBL Foundation started a new program of functioning 12000 deprived blind people by providing sophisticated cataract surgery throughout the republic in phase. In 2008 about 1200 cataract operations have been finished effectively in different of the country, such as:

Name of hospital	No. of operation done
Bangladesh National Society for Blind Dhaka	500
Prime Specialized Hospital, Rangpur	200
Dr. Omar Ali Memorial Trust, Lalmonirhat	200
Christian Service Society, Khulna	100
Rabeya Foundation, Magura	50
Apolo Hospital, Rangpur	50
Glaucoma Research and Eye Foundation Dhaka	100

2. Smile brighter program for cleft-lip patients:

Cleft-lip is a far additional a social set back than a health difficult. Boys and girls cursed with cleft-lips face many problems in everyday life ranging from disruption of proper education

attending social ceremonies and obstruction at the time of getting married. Since 2003 considering the severity of the situation DBBL has taken the initiative to bring back smile on the face of the boys and girls with cleft-lip through plastic surgery at free cost. Above 4200 numbers of poor cleft-lipped boys and girls have been successfully operated across the country. The special camp was arranged under “Smile Brighter” program in Dhaka city, Pabna, Jessor, Khulna, Bogra etc.

3. Medicare service for rural people:

Rural Medicare Service Center has recognized by DBBL at its countryside of Shimrail Dania, Gazipur Chowrasta, Board Bazar, Savar Bazar, Patherhat, Hathazari etc. to make free medical services to the rural and impoverished people of the bordering areas especially for the women and children.

Women Empowerment:

1. Assistance to Acid victims:

Since 2000 DBBL launched huge campaign against social menaces like acid violence through print and electronic media. DBBL has taken a financial support program in 2005 for recovering the helpless acid victim women of the country by maintaining small scale agro-based rural enterprise like poultry, vegetable farming, goat farming, fish farming etc. Since 2008, under this program 451 acid victims are already provided with financial support at the rate of 10,000,00 BDT.

2. V.V.F and prolapsed uterus operating facilities for the financially handicapped women:

Dutch-Bangla Bank Limited has been given that financial support to poor and stranded women suffering from Vaginal Vaginal Fistula (V.V.F) and prolapsed uterus to meet entire price of renovation to bring them back to normal and multiplicative life.

3.4 Islami Bank Bangladesh

Background

In Bangladesh Islami Bank Bangladesh Limited is the pioneer of Islamic banking system. IBBL became include on March 13, 1983 as a public limited company under the Companies Act 1913. It has 36.91% local and 63.09% foreign shareholders. Till to December IBBL has 332 branches including 59 AD Branches and 3 Offshore Banking Units as well as has more than 13500 staffs. IBBL maintains its own 497 ATM booths, 33 IDM all over the country. The bank mobilizes

around 29% of the country remittance. During 2015, it serves USD 3,903.21 million out of USD 15,316.75 million of total country remittance.

Corporate Social Responsibilities

Sector wise corporate social responsibilities of Islami Bank Bangladesh Limited are discussed below:

2. Humanitarian and Disaster Relief

For maintaining corporate social responsibilities IBBL always helps the people who are suffering for disaster. IBBL helps them by offering special deposits and investment scheme. The bank has contributed 531.49 million for 1,495,923 susceptible persons from 1983 to 2013. In 2013 the bank contributed more than 2012 because of Rana Plaza disaster. Islami Bank Bangladesh Limited also donated 5000 on Prime Minister's relief fund for Rana Plaza tragedy.

3. Education

IBBL has a large contribution in education sector up to 2013 BDT 628.37 million. In 2013 IBBL contribution was BDT 135.26 million which is higher than 2012. Every year IBBL provides scholarship to 800 students who are got GPA 5 in H.S.C and S.S.C examination. The scholarship is given BDT 1000 per month in 2 years for H.S.C and BDT 2000 in 3-4 years for graduation level.

4. Health

In 30 years operations IBBL contributes BDT 1074.74 million in health sector. In 2013 the bank was contributed 71.50 million. IBBL takes a long term steps in order to develop the medical conditions of our country. IBBL established 7 fully opened hospital and 7 community clinics which are operated by 1035 beds, 335 doctors, 855 nurses and 1500 other employees. IBBL also arrange free medical and eye camp for the poor and rural people.

5. Sports

In 2011, Cricket World Cup IBBL was contributed BDT 100 million for the beautifying of Dhaka city. IBBL contributes BDT 248.75 million which is more CSR contribution in banking field for sports.

6. Art and Culture

Since 1997 IBBL established “Bangladesh Cultural Center” which has 32 centers in the country for promoting neat and clean cultural environment and to reduce the aggression of nasty culture. In this sector bank has contribute BDT 5.16 million.

7. Environment:

For providing better environment, IBBL is very concern since its initiation. The bank is very concern to remove wastage, recycling and reusing materials. IBBL encourages people for using both side of paper, wastage of electricity etc. Every year IBBL contributed BDT 22.44 million for environmental purpose approximately. The bank also took the initiatives for reducing carbon from the environment by planting trees.

3.5 City Bank Limited

Background

The City Bank Limited started its operation in 28 March 1983. In Bangladesh City Bank is one of the oldest private Commercial Banks are operated. The City Bank Limited opened its first branch at B.B Avenue Banchin the capital, Dhaka city. It was an initiative entrepreneurship of around 13 local businessmen who braved a huge uncertainties and risks with bravery and ardor that created the establishment and forward march of the bank probable. Those supporters commenced the journey with only Taka 3.4 core worth of Capital, which now is a respectable 330.77 BDT core as a capital and reserve. City Bank is that kind of bank which do not follow the traditional, decentralized, geographically managed, branch based business or profit model.

Corporate Social Responsibilities

Like every bank City Bank Limited also maintain corporate social responsibilities which are discussed below:

1. Environment

The City Bank Limited contributes for adornment and preserving atmosphere at water surface recreational area Baridhara to extend an ecological society for the healthy human life. The bank launched an environment preserving program named “Ajker Padma”. Another program conducting for children as “Fresh Air Excursion” by City Bank Limited.

2. Health

The City Bank Limited established Patronizing Bangladesh Thalasemia Hospital and Center for Rehabilitation of Paralyzed.

3. Disaster Relief:

The City Bank Limited contributed relief for the “Sidr” unnatural people. It donates to Dhaka Stock Exchange relief funds. The bank also donates at Prime Minister Relief funds for the cyclone affected people.

4. Social Welfare:

The bank contributing money for supporting Special Education For Intellectually Disabled Trust. Another contribution is Chandina Mohila Degree College, Prime Minister Welfare Funds, Zonota International Dhaka Club. The bank also patronize of its employees treatment purpose.

3.6 Dhaka Bank Limited

Background

Dhaka Bank is a dream which extend in surplus modern banking projections with profound accessory to its community and culture. Since April 6, 1995 Dhaka Bank was included as a Public Limited Company under Company Act, 1994. In July 5, 1995 the company commenced banking operations.

Corporate Social Responsibilities

Dhaka Bank Limited has created a CSR committee with five members supervised by the Managing Director for supervising the overall activities and organization of the CSR fund of the bank. In 2002 Dhaka Bank Limited recognized as a non-profitable, non-governmental organization, is only devoted to the cause of charity, social well-being and other kind happenings towards the endorsement of the objective of the foundation. The Dhaka Bank Limited has taken the decision to provide 2% of the pretax profit each year as its CSR activities.

1. Health

Dhaka Bank Limited donates passenger lifts a passenger lifts to BARDEM Hospital and from 2006 provides 1.2 million TK per year for supporting coast. In Center of Women and Child Health Hospital is patronized by Dhaka Bank TK 10 million for setting up pathological laboratory. The bank also donates 10 beds at the Ahsania Mission Cancer Hospital.

2. Disaster Relief:

As a corporate citizen Dhaka Bank Limited also contributes for disaster relief funds. It provides relief TK 5 million for flood victims. The bank distributed 10kg rice, 1kg salt, and 1kg pulse for each of 1000 affected families of Araihaazar, Sirajdikhan.

3. Social Welfare:

Dhaka Bank Limited provides the repairing cost of the auditorium of Dhaka Reports Unity. It sponsored of Anti-Drug Debate Festival. DBL sponsored of Bangladesh Under-19 cricket team. The bank also creates consciousness for Road safety, Blood Donation, and AIDS Avoidance. It provides scholarships for educational purpose.

4. Environment:

Dhaka Bank Limited contributes in a city beautification program of Dhaka City. The bank donates for the fountain of Ministry of Foreign Affairs.

3.7 EXIM Bank Limited:

Background

In 1999 EXIM Bank Limited was recognized by Shajahan Kabir, founder chairman. The new chairman Nazrul Islam Mazumder became after the died of founding chairman. The bank ongoing functioning from August 3, 1999 with Alamgir Kabir as the adviser and Mohammad Lakiotullah as a managing director.

Corporate Social Responsibilities

The bank's CSR activities mostly engage donation towards making up a progressive and affluent nation. In point of it, it has taken patronization of knowledge as its core CSR activity, while disaster organization and lessening of poverty is much highlighted.

1. Education:

Every year EXIM Bank Limited provides scholarship to 1000 students of 150 educational institutions in both school level and university level. Under this program they are taken to be taken care for the whole informative period subject to their fulfillment of the suitability criteria. The bank also bears the educational cost of poor and meritorious students including their foods and cloths.

2. Disaster Relief:

The foundation team of bank goes to north area of the country for distributing blankets and other necessities to the people during the cold spells. Since the beginning of the bank the team of hundred people left out for helping the flood affected people. EXIM bank has always been the facility of the people afflicted by the natural disaster.

3. Social welfare:

EXIM Bank Limited has donations funds which done for developing infrastructure of educational institutions, hospital etc. It provides computers, furniture, to hospital and educational institutions. EXIM bank provides many national, international programs and sports events. EXIM bank planted trees on the road sides in different areas of Dhaka City. Securing movement of the city people the bank has made a foot over bridge at Kazi Nazrul Islam Avenue at cost TK 150 million.

3.8 Eastern Bank Limited:

Background

Eastern Bank Limited (EBL) is one of the up to date, fully online and technologically superior private commercial Banks in Bangladesh. Since 2016 the bank achieved the Euro money Best Bank in Bangladesh Award for its professionalism. After the foreword of the desirable Euro money award for Bangladesh in 2013, Eastern Bank Limited is the most wining bank to achieve maximum number of awards.

Corporate Social Responsibilities

The major objective of EBL's CSR strategy is to promote the education sector and action that relates to the growth of education system in Bangladesh. During the national condition. The point of EBL's CSR policy is to promote education and expand help to any activity which relates to the development of education organization in Bangladesh.

1. Disaster Relief:

The Eastern Bank Limited donates for distributing 50,000 liters clean drinking water to the people during "Aila" at Khulna- Satkhira region. An EBL team reached the remote areas by motorized boat and distributed foods, cloths to the flood affected people. The bank donated almost TK 75 lacks for flood affected people during 2007.

2. Education:

Eastern Bank Limited launched EBL Dhaka University Almuni Association motivation got materialized since 2008. There are 228 students of Dhaka University from every department are awarded for their academic achievements. The EBL donates many desktop and laptop of different department of Dhaka University. It also donates to Rajshahi University's Physics Department for arranging seminar.

3. Health

The EBL donates to Bangladesh Pharmaceutical Association for arranging medical training at rural level. It donates to Bangladesh Physiotherapy Association for develop physiotherapist. It provides donation to Chittagong Eye Infirmary for free treatment of poor people. The bank arranged the blood donation program at Faridpur. EBL arranges the seminar jointly with Raffles Hospital, Singapore on Nephrology. It also organizes many health awareness campaign at different branches.

4. Social welfare

For publishing “MohanEkushayShubornoJoyontiGrontho” EBL donated 20 lacks TK to “Adorn Publications”. EBL contributes 10 lacks TK for building power generation plant to Bangladesh Protibondhi Foundation. It donates “PRERONA” for publishing books for blind children. The bank donates Forestry Department for creating awareness for forest preservation. It donates to “UddiponBiddalaya” which works for unprivileged children. In 2008 the bank organized “Traffic Awareness Month” and “Tree Week” .

3.9 First Security Islami Bank Limited

Background

Since August 29, 1999 First Security Islami Bank was integrated as a commercial bank. It started operation on October 25, 1999 with a certified capital of 1 billion taka. The bank began sharia banking system from 2009. In 2014 the bank was awarded for best sponsor by Bangladesh Sports Press Association. The bank also sponsored the National School Hockey Tournament.

Corporate Social Responsibilities

The bank has continuously broad its support to the growth of the community through endorsement of sports, culture, health and education, disaster relief etc. FSIB puts on discharging its CSR activities as a part of social unit for the better interest of the entire culture.

1. Education

The FSIBL donates to Sonatola Pilot High School, Barnamala Adarsha School, etc.

2. Social Welfare:

The bank donates to Gazipur Probin Kollyan Samity, Islami Economic Research Bureau, Chittagong Samity, Bankers Forum etc. FSIBL also contributes to Bangladesh Deaf Sports Foundation, History of greater Khulna and Culture, Kriralok, DU Journalist Association.

3.10 BRAC Bank Limited

Background

BRAC Bank Limited started its journey since 2001, July 4 in Bangladesh. Now the bank has 176 branches, 500 ATMs and 448 SME unit office around the country. It has distributed 30000 crore over of SME loan and has up to 1500000 individual customers who have access online banking facilities.

Corporate Social Responsibilities

The corporate social responsibilities of BRAC Bank Limited are discussed below:

1. Education

- **Realizing Potential: BRAC Bank- Prothom Aalo Trust Adanya Medhabi Scholarship**

In 2010 BRAC Bank-Prothom Alo Trust Adanya Medhabi Scholarship was launched to help poor and meritorious students for their higher educations. Now a large number of economically challenged students, especially in rural area of the country. BRAC Bank stands up beside them for continuing their studying in medical, engineering, universities and other reputed institutions. Today almost 500 students are available for this scholarship policy.

- **BRAC Bank provides scholarships to the meritorious students of Business Studies of Dhaka University**

BRAC Bank Limited has provided scholarships to the meritorious students of Business Studies Faculty of Dhaka University. The bank is provided that scholarships to 40 students at the faculty. University of Dhaka is the oldest and highest knowledge base of the country. Since its opening the University has a separate nature of having well-known academics as faculties who have

augmented the total puddle of information by generating renowned donations in the arenas of education and exploration and creating the liveliest students of the country. As a public institute, the university provides developed education to the students at equitable cost. Still there are economically faced students who discover it tough to quest their education at the university.

- **Realizing Higher Education Dream: BRAC University Scholarships**

BRAC Bank is provided that an economic provision to the admirable students who are monetarily braved for upper education at the university. Every year ten undergraduates get this scholarship advantage that covers their whole tuition fees and breathing expenditure. It will endure for four years.

- **Inspiring the youth for research and study in science: Biochemistry Olympiad**

Since 2009, as a part its obligation to explain to the society, BRAC Bank Limited, in corporation with Dhaka University, has been arranging Biochemistry Olympiad. The Biochemistry Olympiad inspires the young generation to hunt higher studies in science. Every year at Carzon Hall Premises, more than 1,000 SSC/O level and HSC/A level students from all over the country participate in the biggest festival of bioscience in the country that . The Olympiad is a system for popularizing superior science education and explore among the young generation. Biochemistry Olympiad will totally inspire the young generation to pursue higher studies in science and that is involved for national progress. BRAC Bank keeps steady trust on the dreams and aspirations of the young generation and helps them realize their impending.

2. Social Welfare

- **Lifetime Support to Birprotik Taramon Bibi**

BRAC Bank decided to provide the lifetime support of BirProtukTaramon Bibi who fought during our liberation war, 1971.

- **Contribution of Blankets to Prime Minister's Relief Fund**

Each year BRAC Bank Limited contributes to the less fortunate people of the society during the winter season. The bank donated around 50,000 pieces blanket to the Prime Minister's Relief Funds.

- **Bicycle for school girls**

BRAC Bank dispersed bicycles among the female students of two schools in Nilphamari as part of its corporate social responsibility. The cycles were given to ten female students of Nilphamari Govt. Girls' High School and Samir Uddin School & College of the district. The cycle recipients are meritorious students who used to walk at least 5 kilometers to school every day. So for them, going to school will now become easier than before.

3. Environment

BRAC Bank has finished setting up of solar panels in 149 SME Unit Offices as of in 2013. The bank tries to expand its solar power capacity as it has brought new SME Offices under the renewable energy. The bank is keen to carry all 400 SME Unit Offices under solar energy.

4. Health

- **Support to National Heart Foundation Hospital, Sylhet**

BRAC Bank supports to National Heart Foundation Hospital which is only reputed cardiac hospital in Sylhet region. BRAC Bank provides it 100 beds and other equipment for medical development.

- **Support to Bangladesh Thalasemia Samity and Hospital**

BRAC Bank has created a financial support to Bangladesh Thalassaemia Samity & Hospital that works for the treatment of the thalassemia patients and also creating alertness about the anticipation of the disease. It is for the underprivileged people who are suffered by thalassemia. Daily, 30 children blood are transformed here.

3.11 Findings

HSBC Bank Limited: HSBC Bank Limited always contributes on environmental sector so it has great opportunity to contribute on educational sector, disaster management sector and health sector.

Social Islamic Bank Limited: Social Islamic Bank Limited has no specific area it has only a corporate social responsibility desk. It can be contributed in education sector, health sector, disaster management sector and other social welfare.

Dutch-Bangla Bank Limited: Dutch Bangla Bank Limited has huge contribution on education sector, health sector, social welfare but nothing in disaster management sector.

Islami Bank Limited: Islami Bank Limited contributes on health, education, sports, art and culture and social welfare.

City Bank Limited: City Bank Limited has the contribution on health sector, disaster relief and environment sector.

Dhaka Bank Limited: Dhaka Bank Limited has the contribution on health sector, disaster relief, and environment sector.

EXIM Bank Limited: The bank contributes on education, disaster relief and social welfare.

Eastern Bank Limited: Eastern Bank Limited has contribution on health, social welfare, education and disaster relief.

First Security Islamic Bank Limited: This bank contributes on only education sector and social welfare.

BRAC Bank Limited: BRAC Bank Limited contributes on education sector, health, environment and social welfare sectors.

Chapter-4

Conclusion and Recommendations

4.1 Conclusion

Corporate Social Responsibility practices by the banks have developed into an essential element of the trade in current years. The benefits of CSR consist of, among others, increased profits, customer loyalty, and positive brand view. As banks eventually depend on tax payer's money during their hardship, it is essential on the part of the banks to sprint their business in a way that will not be disadvantageous to the widespread run awareness of the society. It has been well recognized by different studies that there exists a positive relationship between the level of and positive approach towards CSR and the output of the business. Considering the significance of CSR in the industry, some global strategies have been adopted in recent years. The major of all of these is the UN Global Compact- a CSR scheme comprising of 10 voluntary principles on human rights, labor rights, environment and anti-corruption applicable to all business sectors. In response to these growing international awareness regarding CSR activities, banks in Bangladesh have been actively participating in various social activities. Bangladesh Bank is most important the way as the monitor and unconfined detailed directives for the banks in 2008 declaring some priority areas such as SME credit, financing of biomass, solar panels, waste recycling plants, effluent treatment plants measures for financial inclusion and mobile phone-based services. The Bangladesh Bank has introduced many rewards or incentives for encouraging CSR practices among banks.

4.2 Recommendations

After analyzing the CSR practices of selected Bank in Bangladesh, the following recommendations are suggested.

1. HSBC Bank Limited has the opportunity to contribute to the educational sector, disaster management sector and the health sector.
2. Social Islamic Bank Limited can be contributed to the education sector, health sector, disaster management sector, and other social welfare.
3. Dutch Bangla Bank Limited can increase contribution on social welfare and can be contributed to disaster management and sports sector.
4. Islami Bank Bangladesh Limited can increase participation on the art and culture sector.
5. City Bank Limited has no contribution to the educational sector, so it's an excellent opportunity for them.
6. Dhaka Bank Limited also has no contribution to the educational industry so it can be contributed to education and sports sector.
7. EXIM Bank Limited has the opportunity to contribute to sports and health sector.
8. Easter Bank Limited has contribution almost all sector, but it can increase in the health sector.
9. First Security Islamic Bank can contribute to the health sector.
10. BRAC Bank Limited has a contribution to all sectors.

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