

# Corporate Social Responsibilities and Related Disclosures: A Study on the Listed Banks in Bangladesh

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*Nowadays a company is thought to be a social entity. Hence, it has some responsibilities towards the welfare of the society. Bangladesh Bank as the central bank of Bangladesh has urged the commercial banks to play role for the welfare of society. Thus, this study is an endeavor to find the extent to which the listed banks in Bangladesh accomplish their corporate social responsibilities (CSR) and to explore the level of disclosure for CSR in the annual reports. The research has been conducted with secondary data collected from the annual reports of the sample companies for the year 2012. To measure the CSR activities and relevant disclosures in the annual reports an un-weighted disclosures index has been prepared based on extensive literature survey. The findings of the study reveals that the sample companies' CSR activities are limited in certain areas as it is found that the CSR scores of the sample banks vary from 10 to 35 out of total allocated score of 96 from 6 different sectors. Among the sample banks Dutch Bangla Bank Limited has been found as the best performer in this regard with a disclosure score of 35.*

**Keyword:** Corporate Social Responsibilities (CSR), Banks, CSR Disclosures, Disclosure Index.

## 1. Introduction

The role of business worldwide and specifically in the developed economies has evolved over the last few decades from classical 'profit maximizing' approach to a social responsibly approach, where businesses are not only responsible to its stockholders but also to all of its stakeholders in a broader inclusive sense. However, it is regretful that though internationally it is being practiced widely, Bangladesh is still lagging behind in corporate social responsibility (CSR) activities (Azim et al. 2011). In fact, CSR is a matter of self interest for the corporate sector in Bangladesh, (Azim & Islam, 2009). Still, among the corporate houses banks have shown comparatively better tendencies to accomplish CSR activities. Bangladesh Bank as the central bank in Bangladesh has taken initiatives to motivate the banking companies to play role toward the welfare of the society by ensuring CSR. Keeping this fact in mind, this study is an attempt to explore to what extent the listed banks in Bangladesh is engaged in CSR activities.

The study is conducted with the objectives of exploring the areas of CSR activities of banks and to compare the performances of the bank in relation with CSR activities and related disclosures. Till now researches have been done on CSR practices of different

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manufacturing companies as well as a few on commercial banks, and very little number of researches highlighted on Islamic Banks' CSR practice in Bangladesh. But no mentionable comprehensive research has been found incorporating specific areas of CSR and relevant disclosures in annual reports of the listed banks in Bangladesh. Hence, this paper will add new knowledge in the area of CSR of commercial banks in Bangladesh which is expected to help the policy makers to think about the way of ensuring better responsible activities of corporate bodies, especially the banks, towards the society which motivated the authors to take such an endeavor to investigate the present level of CSR of commercial banks and relevant disclosures.

In earlier researches CSR activities of different companies have been revealed in different forms. For example, Farook (2007) has shown two categories of CSR for Islamic financial institutions- mandatory & recommended and on the basis of his prescribed guideline. Samina (2012) explored 100% participations of the sample banks in mandatory CSR but voluntary CSR varies significantly. This study differs from the earlier studies in the sense that it categories CSR activities into six major sectors namely a) Education b) Health c) Environment d) Culture & Heritage e) Social welfare and f) Sports. It also emphasizes on the CSR related disclosures of the banks in Bangladesh through a unweighted Disclosure Index. It explored the highest CSR expenditure of the sample banks in Education sector which is about 26.72% of the total allocation while the Health sector has got the second priority with 20.49 %.

The remaining parts of the paper are presented as follows: The next section reviews the relevant literature. Section three describes the objectives of the study. Section four includes the detail of research methodology employed in this study followed by section five dealing with results and discussions of the study. The last section includes limitations of the study, implications of the study and scope of further research and conclusion of the study.

## 2. Objectives of the Study

The main objective of this study is to explore the corporate social responsibilities of the Banks in Bangladesh and to evaluate the performances of the sample banks in this regard. Specifically this study will consider:

- I. To explore the CSR activities of the banks.
- II. To compare the CSR performance of the sample banks.

## 3. Literature Review

Corporate Social Responsibility (CSR) is a concept whereby companies integrate social and environmental concerns in their business Operations and in their interaction with their stakeholders on a voluntary basis (Gray et al. 1987). According to (Rana et al. 2012), Social responsibility is a concept well known in the corporate world and beyond that. Business all over the world have practiced only profit making action sat past but not for long as the enterprise started to develop complexities and wideness in size and actions so was their reach getting bigger and bigger .A company's sense of responsibility towards the community and environment (both ecological and social) in which it operates called corporate social responsibility. Companies express this citizenship (1) through their waste and pollution reduction processes, (2) by contributing educational and social

programs, and (3) by earning adequate returns on the employed resources. In contrast to this, Christian Aid (2004) defines CSR as “an entirely voluntary, corporate driven initiative to promote seas a substitute for regulation at either a national or international level.”

Dusuki & Dar (2005) argued that Corporate Social Responsibilities outline the standard of behavior to which a firm must subscribe to impact society in a positive and a productive manner at the same time as abiding by values which exclude profit seeking at any cost. In a study “Corporate Social Disclosure in Bangladesh: A Study of the Financial Sector”, Azim et al. (2011) argued that corporate social responsibility is not the only ethical dilemma that financial institutions face in an atmosphere of corrupt corporate practice. These institutions are also concerned with commitment for sustainable development. A well-functioning finance sector in any country can contribute directly to a healthy economy. This sector plays an important role in a country’s economic development. Increasingly, are under pressure, often from activist non-governmental organizations, to take on specific corporate social responsibility (CSR) obligations. But the fact that CSR is being demanded, and occasionally conceded, does not ensure clarity about either its rationale or the ways in which it should be undertaken (Bhagwati, 2010). Obalola (2008) in his study found Nigerian Insurance industry has a strong support for social responsibility and the translation of this support into action through involvement in some community based projects. Evidence from the study also suggests that social responsibility is still largely perceived as a philanthropic gesture. Visser (2005) argued that CSR in developing countries to represent ‘the formal and informal ways in which business makes a contribution to improving the governance, social, ethical, labor and environmental conditions of the developing countries in which they operate, while remaining sensitive to prevailing religious, historical and cultural contexts. Hossain and Haque (2005) found a significant statistical difference in sales revenue and in employee size between companies having environmental disclosure and companies not having environmental disclosure prevails in Bangladesh. Victoria and Mahboob (2009) explored the nature and extent of CSR reporting in the conventional banking sector in Bangladesh and to assess the need to improve CSR by such firms. Wise & Mahboob Ali (2010) further extend their work by concentrating to the nature and extent of corporate social responsibility disclosure in the banking sector in Bangladesh. Samina (2012) in her study Practice of Corporate Social Responsibility in Islamic Banks of Bangladesh tried to find the present level of mandatory and voluntary CSR of the full fledged Islamic banks in Bangladesh. Thus, there is a research gap to find the sector wise CSR of the listed commercial banks in Bangladesh and the relevant disclosures in annual reports.

Thus, this study attempts to reveal the extent to which the banks in Bangladesh are practicing CSR and disclosing relevant information in their annual reports in six different areas called a) Education b) Health c) Environment d) Culture & Heritage e) Social welfare and f) Sports.

#### **4. Methodology of the Study**

The study is based on secondary data which are collected from annual reports of the sample banks and related publications and from the websites of Banks. The data consist of sixteen commercial Banks. An unweighted Disclosure Index has been prepared by dividing the CSR activities of the banks in six categories named, a) Education b) Health c) Environment d) Culture & Heritage e) Social welfare and f) Sports. Again, the possible

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areas of CSR contribution in each category have been identified through extensive survey of the annual reports of all the listed banks in Bangladesh. Then, the sample banks have been given score according to their contribution in any specific area of CSR.

### **4.1 Selection of Sample**

The population of the study is 30 listed banks in Bangladesh. From the population the following sixteen sample banks have been taken randomly.

- Brac Bank Ltd (BBL).
- United Commercial Bank Ltd (UCBL).
- Bank Asia Ltd (BAL).
- Prime Bank Ltd (PBL).
- Mercantile Bank Ltd (MBL).
- Jamuna Bank Ltd (JBL).
- Dutch Bangla Bank Ltd (DBBL).
- Standard Bank Ltd (SBL).
- Mutual Trust Bank Ltd (MTBL).
- Southeast Bank Ltd (SEBL).
- Islami Bank Bangladesh Ltd (IBBL).
- Social Islamic Bank Ltd (SIBL).
- Shahjalal Islamic Bank Ltd (SJIBL).
- First Security Islami Bank Ltd (FSIBL).
- Export Import Bank of Bangladesh Ltd (EXIM).
- Pubali Bank Ltd (PUBL)

### **4.2 Preparation of CSR Index**

We reviewed the annual reports of all the sample banks for the years 2007 to 2012 to identify the CSR activities. The study has divided CSR activities into six major sectors namely a) Education b) Health c) Environment d) Culture & Heritage e) Social welfare and f) Sports. An un-weighted index has been prepared under the above mentioned 6 heads with 96 items. If a bank performs any CSR activity of 96 items it is assigned 1 and if it does not do so it is assigned 0. Then, the CSR scores have been revealed for each of the sample banks for the year 2012 from the annual reports of the sample banks.

### **4.3 Method of Analysis**

The scores of each category of the CSR have been tabulated and then graphically presented to find the sector wise as well as bank wise CSR performances and relevant disclosures.

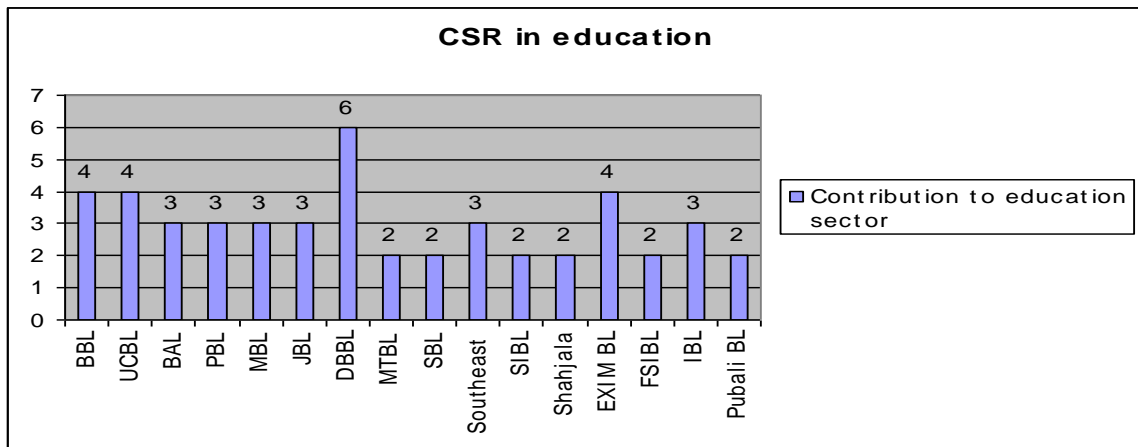
## **5. CSR Activities and Comparative CSR Performances of Banks**

### **5.1 Education**

Education is the prerequisite for over all development of any country. Keeping this in mind, every bank performs some CSR activities in education sector and discloses relevant information in its annual report. Such activities include scholarship program for brilliant poor students, donation to educational institution, operating computer learning

center etc. Scores of banks according to their CSR activities in education are highlighted in the following graph.

**Figure 1: CSR and related disclosures of the sample banks in education in the year 2012**



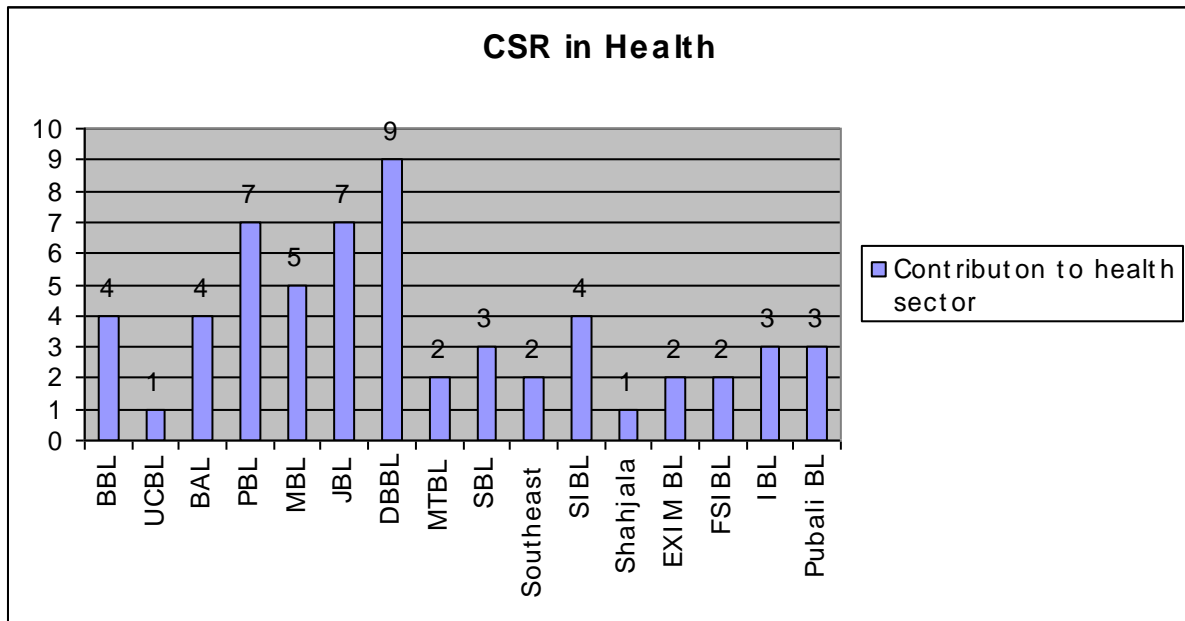
Source: Annual Report

From the diagram we see that DBBL performed higher CSR activities and disclosed relevant information in the annual report than other banks in the year 2012 with a score of 6 out of 11. BBL, UCBL and EXIM bank are in the second position scoring 4. The least CSR activities in education score is 2.

### 5.2 Health

Health is one of the prime parameter to achieve the development goal. Health needs are increasing day by day due to rapid growth of population. For that reason every bank performs some CSR activities in health sector. There are included free eye camps, donation for treatment to the individual, donation to hospital etc. Scores of banks according to their CSR activities in health are highlighted in the following graph.

Figure 2: CSR and related disclosures of the sample banks in health in the year 2012



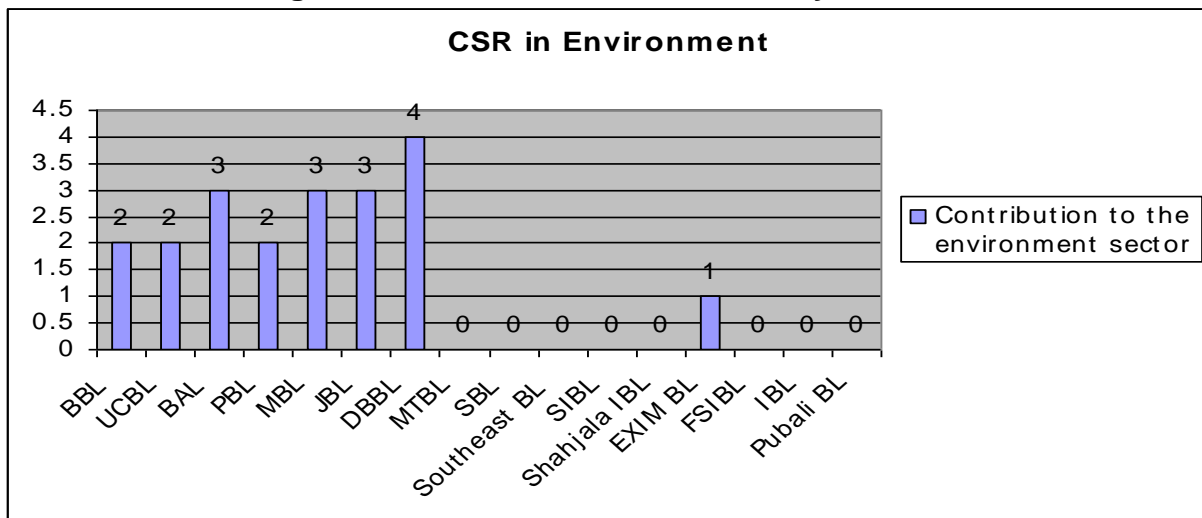
Source: Annual Report

From the diagram we see that DBBL has the highest score of 9 out of 18 in the year 2012 in health sector. Prime bank and Jamuna bank are in second position with a score of 7 while Mercantile bank scored 5 and placed in third position among the sixteen banks.

### 5.3 Environment

Environment pollution has become a large problem in our country. For that reason few banks have come forward to protect the environment and they have performed some CSR activities in the environment sector. Such activities included finance to CNG conversion and CNG filling station, not to finance any tobacco related business, provide finance for innovative green products etc.

Figure 3: CSR in environment in the year 2012



Source: Annual Report

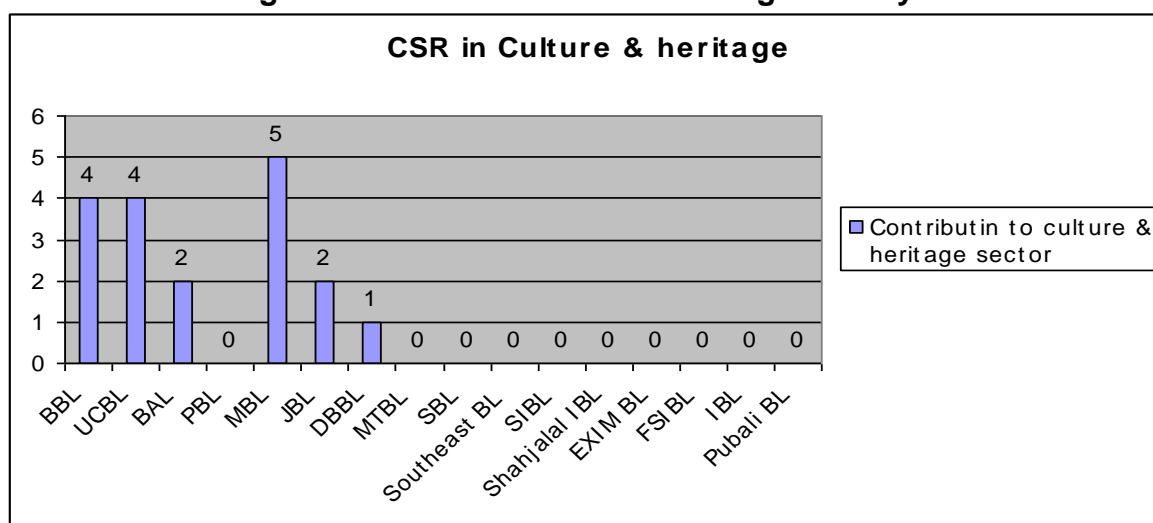
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The diagram above shows the CSR activities of sixteen banks in environmental issues. Here DBBL has a good position; they have highest participation in this sector in the year 2012. BAL, JBL and MBL have performed well where most of the banks have not performed any CSR activities in this sector. Only eight banks have performed out of sixteen banks.

### 5.4 Culture and Heritage

To uphold our culture and heritage some banks have taken initiatives and performed a few CSR activities though most of the banks have not performed at all in this area. Such activities include donation to Muktijuddah Jadughar, donation to cultural institution, donation to Ekushey book fair etc.

**Figure 4: CSR in culture and heritage in the year 2012**



Source: Annual Report

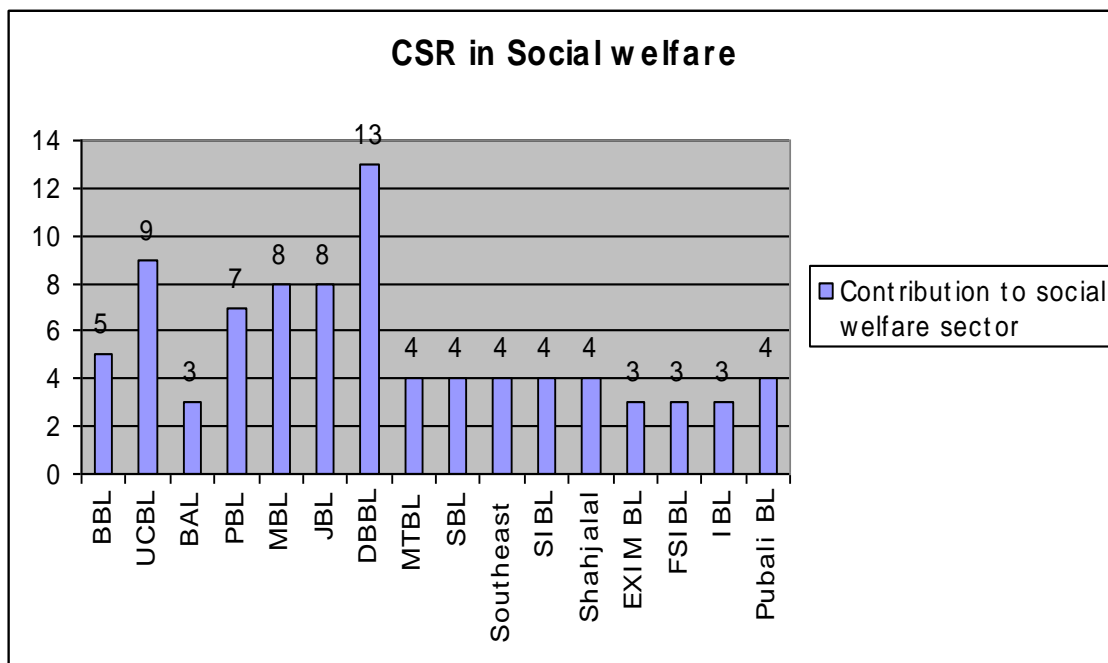
The diagram shows the CSR activities of sixteen banks in culture and heritage. Among the banks MBL has a good contribution as they have disclosed their participations in this area in the year 2013 which is the highest. UCBL and BBL are in the second position in term CSR in culture and heritage whereas DBBL is in the fourth position. Most of the banks have not performed any CSR activities in this area.

### 5.5 Social Welfare

As a third world country Bangladesh has a lot of problems. Government often find themselves as helpless when it comes to solve such problems. Banks as social entities of this country are considered as a part of the affluent section of the society and hence they are expected to contribute more meaningfully towards the betterment of the society. If all banks come forward to contribute to the society, it will help to create their social branding as well as helping the society. Banks are seen to perform more CSR activities in this area.

The following diagram presents CSR activities of sixteen banks in the area of social welfare in the year 2012. In the sector every bank has participation. DBBL is comparatively ahead than others. UCBL is in the second position. MBL and JBL also performed well.

Figure 5: CSR in Social Welfare in the year 2012

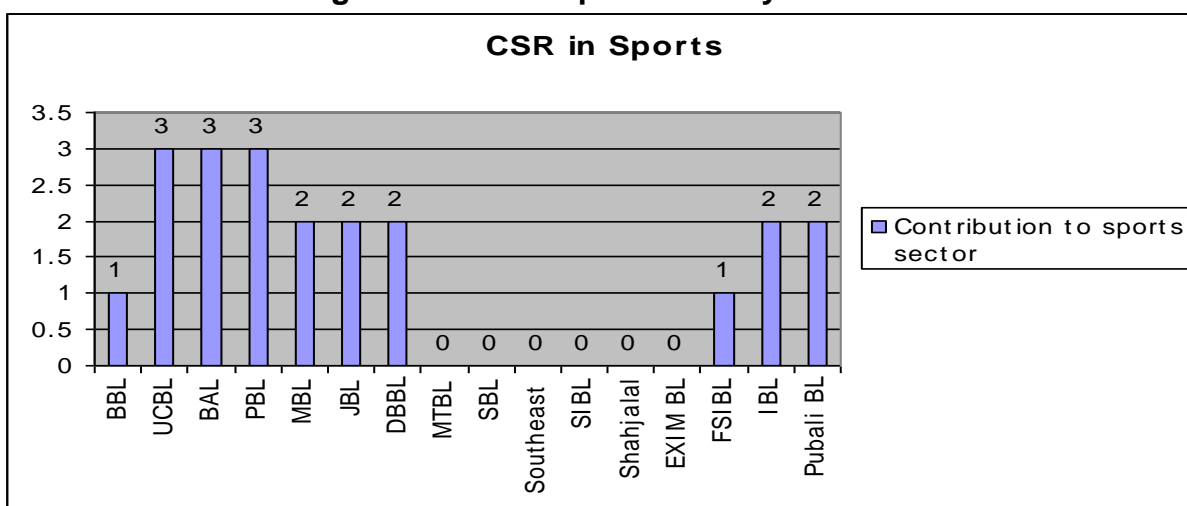


Source: Annual Report

### 5.6 Sports

Financial support is mandatory for improving the performances of sports of the country and to perform better at international level. Keeping this in mind, Government of Bangladesh has taken initiatives to attach each bank with a particular event of sports. So, financial institutions have to play a role to encourage and support the sports. Performances of the sample banks in this regard follow:

Figure 6: CSR in sports in the year 2012



Source: Annual Report

The diagram shows the CSR activities of different banks in the sports sector. In the sector UCBL, BAL and PBL have highest participation in the year 2012. MBL, JBL and DBBL are in the second position. Many of the banks have not performed any CSR in this sector.



### 5.7 Ranking of the Banks on the Basis of total CSR and Relevant Disclosure

The sample banks have been ranked on the basis of their total CSR activities in education, health, environment, culture & heritage, social welfare and sports as follows:

**Table 1: Ranking of the Banks**

Name of Banks	CSR Score	CSR Score Achieved	Rank
Brac Bank Ltd.	96	20	6
United Commercial Bank Ltd.	96	23	4
Bank Asia Ltd.	96	18	7
Prime Bank Ltd	96	22	5
Mercantile Bank Ltd.	96	26	2
Jamuna Bank Ltd.	96	25	3
Dutch Bangla Bank Ltd.	96	35	1
Mutual Trust Bank Ltd	96	8	11
Standard Bank Ltd.	96	9	10
Southeast Bank Ltd.	96	9	10
Social Islami Bank Ltd.	96	10	9
Shahjalal Islami Bank Ltd.	96	7	12
Exim Bank Ltd.	96	10	9
First Security Islami Bank Ltd.	96	8	11
Islami Bank Ltd.	96	11	8
Pubali Bank Ltd.	96	11	8

Source: Developed by Authors

The study in table 1 shows the total CSR activities of sixteen sample banks. Among the sixteen banks DBBL is clearly ahead than others with a disclosure score of 35 out of 96. Mercantile bank is in the second position with a score of 26 while Jamuna bank scored 25 to secure the third position. Shahjalal Islami Bank is in the last position by performing and disclosing only 7 items out of total 96 CSR items considered in this study to formulate CSR index. Most of the other banks failed to perform and disclose CSR activities to a satisfactory level.

## 6. Results and Discussions

From the study it is clear that participation of different banks in different areas of CSR activities is limited. An unweighted index has been prepared where there are 96 items under the 6 heads of CSR. Most of the banks' participations in CSR are limited to 10 to 35. Thus the highest disclosure is 36.46% while the lowest is 10.41%. Dutch Bangla Bank Limited (DBBL) has the highest participation (Scored 35 out of 96) in CSR activities, where Mercantile Bank Limited (MBL) disclosed a total of 26 and placed in the second position whereas Jamuna Bank Limited (JBL) secured the third position with a disclosure score of 25. Other banks' participations are lower to them. Hence, banks' CSR performances and related disclosures are far lower than expected. Out of the total 6 heads of CSR, DBBL has been found to score the highest in second areas called Education, Health, Environment and Social welfare. Mercantile Bank Limited has the highest contributions and disclosure scores in cultural and heritage retention. Bank Asia Limited and Prime Bank Limited jointly top the table of CSR in Sports.

Most of the banks have shown better contribution in education and health sector as the part of their social responsibilities as it is seen that the percentage of highest average score achieved to the score allocated is 26.72% found in Education sector and 20.49 % in health sector.

Sample banks have the least contribution in Environmental and Culture & Heritage related CSR as it found from the study that the percentage of lowest average score achieved to the score allocated is 8.93% found in Environment protection and 9.42% in Culture & Heritage retention. It is matter of pride that the banks are very concern to contribute to meet the emergency situations specially like cyclones (Aila) and flood affected areas, warm cloth distribution etc. Every bank contributed to our prime minister Relief fund especially for flood affected people, BDR mutiny and fire affected people of garments.

The study revealed that the banking sector in Bangladesh has been playing vital role for the welfare of the society. As it is seen from this paper that the sample banks have given most priority to contribute in the education sector of Bangladesh understanding the importance of it for the building of a good nation at the same time their contribution for the protection of environment is phenomenal. This study has a distinguishing feature from earlier study as it opens a new avenue to understand the areas in which CSR activities of the banks in Bangladesh are poor though special attention is required.

## 7. Summary and Conclusion

Nowadays a Company is no more the sole property of its stockholders; rather it is the property of the society. As such banks should increase their participation in different areas to express the society that they are really responsible to them. The study revealed that the overall CSR activities of the sample banks are very poor and most importantly contributions in the area of clean water management, forestation, waste management, and old person's homes, accommodation for the slum dwellers, women's rights and anti-dowry practices, birth control products etc. are totally absent though they have shown better concentration in education and health related CSR. As the above mentioned areas in which banks have no contribution play significant role in the socio economic development of the country, they must spend more in such areas. The contributions of the banks towards the retention of our culture and heritage, to save environment and to encourage sports are not up to the mark. Hence, banks should increase their contribution in those areas. To motivate the banks to contribute to society government provides tax rebate facility in limited areas which might be extended further to motivate the banks to contribute to the neglected areas. Again, banks are mainly dependent on the customers for collecting fund. So the customers should be more conscious about the CSR of banks and they should prefer those banks which have higher contributions to CSR. It is also to be mentioned that the CSR disclosures is not mandatory in Bangladesh. As it is voluntary in nature, there is no specific guideline to disclose such activities in the annual report. Thus, Bangladesh Security and Exchange Commission (BSEC) should provide a guideline to be followed to disclose CSR related activities at least for the listed companies in Bangladesh. Since, CSR is very important further study should be conducted for motivating companies to contribute in this area.

Though utmost efforts have been given to reveal the sector wise CSR activities of the listed banks in Bangladesh, exclusion of factors like how much the banks contribute in a specific area of CSR out of the total fund in that sector and the output derived from their

contribution constrained the expected results of the study. In this regard, there is wide scope for future research to find the effect of CSR activities in the socio economic development of Bangladesh as well as survey can be conducted to explore the impact of such activities of banks on their clients in choosing the banks with good CSR performances.

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Appendices

Appendix 1 Index of CSR

Items	Yes	No
<p>1. Education:</p> <ul style="list-style-type: none"> <li>i. Scholarship among the brilliant student of SSC &amp; HSC Exam</li> <li>ii. Scholarship program for brilliant students</li> <li>iii. Donation to educational institutions</li> <li>iv. Establishment of educational institution</li> <li>v. Establishment of library</li> <li>vi. Operating computer learning center</li> <li>vii. Encourage science oriented education</li> <li>viii. Scholarship to meritorious female students</li> <li>ix. Journalist scholarship</li> <li>x. Scholarship program for underprivileged but meritorious students</li> <li>xi. Sponsoring the Ganit Utsab</li> </ul>		
Sub total		
<p>2. Health:</p> <ul style="list-style-type: none"> <li>i. Ophthalmological program</li> <li>ii. Free eye camp</li> <li>iii. Donation for treatment to the individual</li> <li>iv. Donation to hospital</li> <li>v. Blood donation program</li> <li>vi. Autism</li> <li>vii. Kidney foundation</li> <li>viii. Free treatment to disabled and paralyzed patient</li> <li>ix. Hicare</li> <li>x. Health support to garments workers</li> <li>xi. Setting up trauma centers</li> <li>xii. Finance for establishing countrywide health center</li> <li>xiii. Provide telehealth and electronic health service</li> <li>xiv. Donation for ambulance</li> <li>xv. Donation to Liver foundation</li> <li>xvi. Medicare service for the rural people</li> <li>xvii. V.V.F. operation</li> <li>xviii. Donation to heart foundation</li> </ul>		
Total		
<p>3. Environment:</p> <ul style="list-style-type: none"> <li>i. Finance to CNG conversion and CNG filling station</li> <li>ii. Solarizing SME offices</li> <li>iii. Biogas plant</li> <li>iv. Do not finance any tobacco related business</li> <li>v. Seed crushing projects</li> <li>vi. Donation to BAPA &amp; BPN</li> <li>vii. Beautification of Dhaka City</li> <li>viii. Support people living in coastal and 'char' area</li> <li>ix. Finance to geo textile manufacturing project</li> <li>x. Aware the employee use of water, electricity, paper</li> </ul>		

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<ul style="list-style-type: none"> <li>etc</li> <li>xi. Preference to eco friendly reuse equipments</li> <li>xii. Provide innovative green products</li> <li>xiii. Solarizing a village</li> <li>xiv. Tree plantation program</li> </ul>		
Total		
<p>4. Culture and heritage:</p> <ul style="list-style-type: none"> <li>i. Donation to Muktijuddha jadughar</li> <li>ii. Donation to Book fair</li> <li>iii. Bengali spelling competition</li> <li>iv. Birth anniversary of Tagore</li> <li>v. Donation to cultural institution</li> <li>vi. Donation to theater</li> <li>vii. Donation to Wrishiz Shilpi Goshti</li> <li>viii. Assist research activities on Bengali literature</li> <li>ix. Support the writer and publisher</li> <li>x. Financial endowment to literature patron</li> <li>xi. Financial endowment to poor artist</li> <li>xii. Arranging art competition</li> </ul>		
Total		
<p>5. Social welfare:</p> <ul style="list-style-type: none"> <li>i. Support to acid victim</li> <li>ii. To stand beside the freedom fighter</li> <li>iii. To unlock potentials of disadvantaged girls</li> <li>iv. To stand beside helpless family</li> <li>v. Warm cloth distribution</li> <li>vi. Helping people in slum areas</li> <li>vii. Support to victim families of divesting fire</li> <li>viii. Standing beside BDR victims</li> <li>ix. Awarded to eminent personalities</li> <li>x. Financial assistance to the affected families at Mirsharai</li> <li>xi. Donation to Bangladesh human rights commission</li> <li>xii. Donation to Travel show for channel 1</li> <li>xiii. Donation for SME fair</li> <li>xiv. Donation for Remittance fair</li> <li>xv. Donation for Bangladesh Apparel &amp; textile exposition</li> <li>xvi. Donation for South Asian Young Enterprise convention</li> <li>xvii. Donation to Bangladesh retired govt. welfare association</li> <li>xviii. Undertake mass awareness raising program</li> <li>xix. Setting up vocational training center</li> <li>xx. Construction Shahbag foot over bridge</li> <li>xxi. Improvement of porter and luggage handling service</li> <li>xxii. Support the unemployed young to make self sufficient</li> <li>xxiii. Assist the rootless and distressed</li> <li>xxiv. Support the poor for arranging daughter's marriage</li> <li>xxv. Support the various professional bodies</li> <li>xxvi. Established old home</li> </ul>		

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xxvii.	Online inter city bus ticketing service		
xxviii.	Contribution in developing communication and road safety		
xxix.	Donation for IRRI		
xxx.	Support to make UISC		
Total			
6. Sports:			
i.	Contribution to south Asian games		
ii.	Contribution for giving prize to the players		
iii.	Contribution to Golf Tournament		
iv.	Support to Cricket Team		
v.	Donation to Hockey Tournament		
vi.	Donation to Football Team		
vii.	Contribution to Tennis		
viii.	Contribution to Bangladesh Martial Arts Association		
ix.	Contribution to Soccer Club		
x.	Donation to Bangladesh Olympic Association		
xi.	Contribution to Boat Rowing		
Total			

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### Appendix 2: CSR in Education

Name of Banks	CSR Score Allocated (CSA)	CSR Score Achieved (CSA)	Ranking	Average of All Banks' Score Achieved	Percentage of Average to Total Allocated Score
Brac Bank Ltd.	11	4	2	2.94	26.72%
United Commercial Bank Ltd.	11	4	2		
Bank Asia Ltd.	11	3	3		
Prime Bank Ltd	11	3	3		
Mercantile Bank Ltd.	11	3	3		
Jamuna Bank Ltd.	11	3	3		
Dutch Bangla Bank Ltd.	11	6	1		
Mutual Trust Bank Ltd	11	2	4		
Standard Bank Ltd.	11	2	4		
Southeast Bank Ltd.	11	2	4		
Social Islami Bank Ltd.	11	2	4		
Shahjalal Islami Bank Ltd.	11	2	4		
Exim Bank Ltd.	11	4	2		
First Security Islami Bank Ltd.	11	2	4		
Islami Bank Ltd.	11	3	3		
Pubali Bank Ltd.	11	2	4		

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### Appendix 3 CSR in Health

Name of Banks	CSR Score Allocated (CSA)	CSR Score Achieved (CSA)	Ranking	Average of All Banks' Score Achieved	Percentage of Average to Total Allocated Score
Brac Bank Ltd.	18	4	4	3.69	20.49%
United Commercial Bank Ltd.	18	1	7		
Bank Asia Ltd.	18	4	4		
Prime Bank Ltd	18	7	2		
Mercantile Bank Ltd.	18	5	3		
Jamuna Bank Ltd.	18	7	2		
Dutch Bangla Bank Ltd.	18	9	1		
Mutual Trust Bank Ltd	18	2	6		
Standard Bank Ltd.	18	3	5		
Southeast Bank Ltd.	18	2	6		
Social Islami Bank Ltd.	18	4	4		
Shahjalal Islami Bank Ltd.	18	1	7		
Exim Bank Ltd.	18	2	6		
First Security Islami Bank Ltd.	18	2	6		
Islami Bank Ltd.	18	3	5		
Pubali Bank Ltd.	18	3	5		



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### Appendix 4: CSR in Environment

Name of Banks	CSR Score Allocated (CSA)	CSR Score Achieved (CSA)	Ranking	Average of All Banks' Score Achieved	Percentage of Average to Total Allocated Score
Brac Bank Ltd.	18	4	4	3.69	20.49%
United Commercial Bank Ltd.	18	1	7		
Bank Asia Ltd.	18	4	4		
Prime Bank Ltd	18	7	2		
Mercantile Bank Ltd.	18	5	3		
Jamuna Bank Ltd.	18	7	2		
Dutch Bangla Bank Ltd.	18	9	1		
Mutual Trust Bank Ltd	18	2	6		
Standard Bank Ltd.	18	3	5		
Southeast Bank Ltd.	18	2	6		
Social Islami Bank Ltd.	18	4	4		
Shahjalal Islami Bank Ltd.	18	1	7		
Exim Bank Ltd.	18	2	6		
First Security Islami Bank Ltd.	18	2	6		
Islami Bank Ltd.	18	3	5		
Pubali Bank Ltd.	18	3	5		

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### Appendix 5: CSR in Culture and Heritage

Name of Banks	CSR Score Allocated (CSA)	CSR Score Achieved (CSA)	Ranking	Average of All Banks' Score Achieved	Percentage of Average to Total Allocated Score
Brac Bank Ltd.	12	4	2	1.13	9.42%
United Commercial Bank Ltd.	12	4	2		
Bank Asia Ltd.	12	2	3		
Prime Bank Ltd	12	0	-		
Mercantile Bank Ltd.	12	5	1		
Jamuna Bank Ltd.	12	2	3		
Dutch Bangla Bank Ltd.	12	1	4		
Mutual Trust Bank Ltd	12	0	-		
Standard Bank Ltd.	12	0	-		
Southeast Bank Ltd.	12	0	-		
Social Islami Bank Ltd.	12	0	-		
Shahjalal Islami Bank Ltd.	12	0	-		
Exim Bank Ltd.	12	0	-		
First Security Islami Bank Ltd.	12	0	-		
Islami Bank Ltd.	12	0	-		
Pubali Bank Ltd.	12	0	-		

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### Appendix 6: CSR in Social Welfare

Name of Banks	CSR Score Allocated (CSA)	CSR Score Achieved (CSA)	Ranking	Average of All Banks' Score Achieved	Percentage of Average to Total Allocated Score
Brac Bank Ltd.	30	5	5	5.38	17.93%
United Commercial Bank Ltd.	30	9	2		
Bank Asia Ltd.	30	3	7		
Prime Bank Ltd	30	7	4		
Mercantile Bank Ltd.	30	8	3		
Jamuna Bank Ltd.	30	8	3		
Dutch Bangla Bank Ltd.	30	13	1		
Mutual Trust Bank Ltd	30	4	6		
Standard Bank Ltd.	30	4	6		
Southeast Bank Ltd.	30	4	6		
Social Islami Bank Ltd.	30	4	6		
Shahjalal Islami Bank Ltd.	30	4	6		
Exim Bank Ltd.	30	3	7		
First Security Islami Bank Ltd.	30	3	7		
Islami Bank Ltd.	30	3	7		
Pubali Bank Ltd.	30	4	6		

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### Appendix 7: CSR in Sports

Name of Banks	CSR Score Allocated (CSA)	CSR Score Achieved (CSA)	Ranking	Average of All Banks' Score Achieved	Percentage of Average to Total Allocated Score
Brac Bank Ltd.	11	1	3	1.32	12%
United Commercial Bank Ltd.	11	3	1		
Bank Asia Ltd.	11	3	1		
Prime Bank Ltd	11	3	1		
Mercantile Bank Ltd.	11	2	2		
Jamuna Bank Ltd.	11	2	2		
Dutch Bangla Bank Ltd.	11	2	2		
Mutual Trust Bank Ltd	11	0	-		
Standard Bank Ltd.	11	0	-		
Southeast Bank Ltd.	11	0	-		
Social Islami Bank Ltd.	11	0	-		
Shahjalal Islami Bank Ltd.	11	0	-		
Exim Bank Ltd.	11	0	-		
First Security Islami Bank Ltd.	11	1	3		
Islami Bank Ltd.	11	2	2		
Pubali Bank Ltd.	11	2	2		

Appendix 8: Total CSR of different banks in the year 2012

