



RESILIENCE

A BLUEPRINT FOR THE FUTURE

SUSTAINABILITY REPORT 2024

RESILIENCE

A BLUEPRINT FOR THE FUTURE

In a world shaped by uncertainty, resilience is not just a response—it is our guiding blueprint for the future. This report reflects Prime Bank's unwavering commitment to sustainability, inclusion, and responsible growth. We recognize that true progress is not measured by financial milestones alone, but by the strength of the communities we serve, the trust we build, and the care we extend to our environment.

Through innovation, collaboration, and humility, we continue to navigate challenges with a spirit of perseverance—transforming obstacles into opportunities for lasting impact. From advancing green finance to empowering underserved communities, our journey is rooted in the belief that resilience is built collectively, step by step, hand in hand.

As we look ahead, we remain deeply conscious of our responsibility: to safeguard the planet, foster inclusive prosperity, and shape a future where sustainability is not a choice but a way of life. This report is both a reflection of our journey and an invitation—to join us in building a more resilient, sustainable tomorrow.

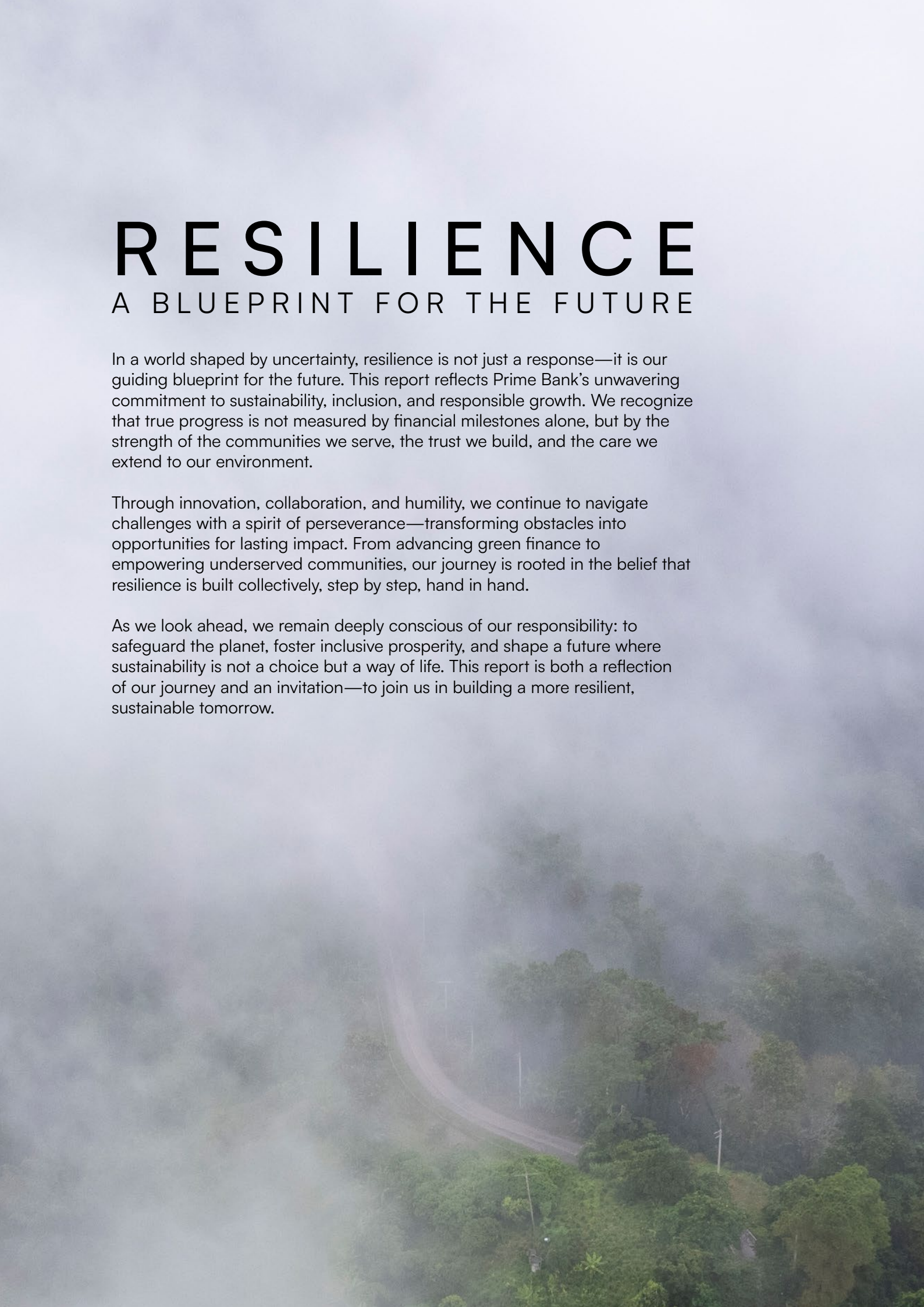




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ABOUT THIS REPORT

GRI 2-2, 2-3

ABOUT THIS REPORT

As part of our sustainability strategy, we are committed to issuing an annual sustainability report that follows the Global Reporting Initiative (GRI) Standards. Our prior two reports were based on GRI reporting framework G3/ G3.1 guidelines. But from the year 2013 to 2017 we have prepared our sustainability report based on GRI reporting framework G4 guidelines and from the year 2018 to 2020, the GRI Standards: Comprehensive option. From the year 2024, we are reporting on GRI reporting framework GRI standards with an effort to measure, disclose and be accountable to internal and external stakeholders in terms of governance, economic, environmental and social aspects including both positive and negative Impacts. This report is disclosed in accordance with the GRI Sustainability Reporting Standards and adheres to the following standards, where applicable, addressing significant issues related to economic, social, and governance aspects. Aligned with global sustainability agendas, it offers an overview of our contributions to the United Nations Sustainable Development Goals (UN SDGs).

BOUNDARY OF THE REPORT

This report provides information on our social, environmental and governance achievements and commitments until December 31, 2024 and covers only banks operation run by corporate office, its branches, SME service centers and other direct networks in Bangladesh. Impacts of the activities of our subsidiaries, NGO networks or our suppliers in other countries are not within the scope of this report. Prime Bank has three overseas subsidiaries and two local subsidiaries. Prime Bank Investment Limited and Prime Bank Securities Limited are in Bangladesh and others in Hong Kong, Singapore and UK (Currently the operation of the company has been closed and it is in the liquidation process). As owner, the Bank controls the activities of its subsidiaries. PBL Finance (Hong Kong) Limited is involved in the trade finance business while Prime exchange Co. PTE. Ltd., Singapore with a primary responsibility of remittance channeling to Bangladesh from Singapore. A comprehensive overview of our impact and engagement across economic, social and environmental sectors is covered in the different chapters of this report, with a special emphasis on the role of stakeholders in our sustainability management program. It is worth noting that we have endeavored to report all issues deemed material to Prime Bank. Unless otherwise specified, the report contains qualitative and quantitative results for all indicators presented.

FEEDBACK

We welcome any feedback on our sustainability reporting. For further information and comments, please contact Sustainability Reporting Team of the Bank lead by Mr. Md. Ziaur Rahman, Deputy Managing Director & CRO & Head of SRC, Mr. Mohammad Nur Nobi, FCA, Senior Executive Vice President & Acting CFO & Member Secretary of SRC, Mr. Tofail Ahmed, Senior Executive Vice President & Head of CRM & SF, Member of SRC, Mr. Md. Emdad Hossain, CSRS, CSP, Vice President & Deputy Head of CRM-MSME, Member of SRC, Ms. Fareba Naz Shaule, Vice President & Deputy Head of Sustainable Finance, Member of SRC, & Mr. H.M. Sarwar Maruf, CSRS, CSP, First Assistant Vice President, FAD, Member of SRC. They may be reached through sustainability.pbl@primebank.com.bd

An aerial photograph of a river winding through a lush, dense green forest. The river is a light blue-grey color, contrasting with the vibrant green of the trees. The forest covers the majority of the frame, with the river acting as a central element that guides the eye.

KEY MILESTONES AT A GLANCE

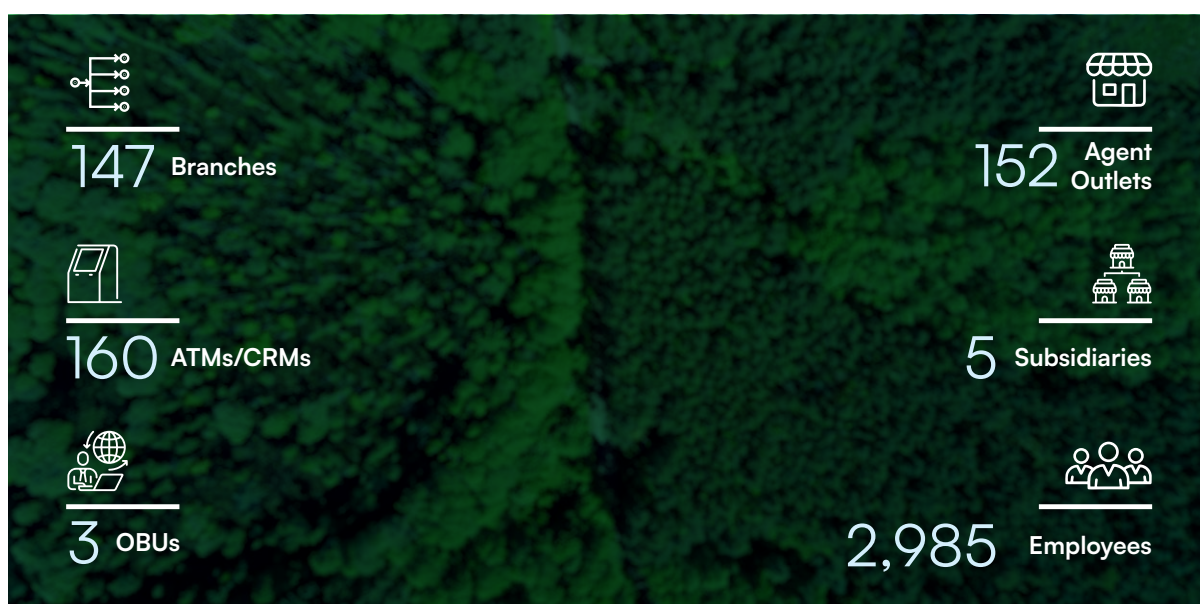
In our ongoing commitment to thriving the sustainability and streamlining it into the banking operations, we developed automation of Environmental and Social Due Diligence (ESDD) which is a crucial process that companies and investors undertake to identify and assess the potential environmental and social risks and impacts associated with a project, investment, or business activity. Thus, ESDD helps companies to ensure and comply with relevant environmental and social laws, regulations, and standards including local, national, and international requirements. Moreover, Prime Bank as the member of The Net-Zero Banking Alliance (NZBA) which is a global initiative that brings together banks committed to tackling climate change is committed to take initiatives to reduce carbon emission and align the financing activities with the goal of achieving net-zero emissions by 2050, contributing to a more sustainable future for all.

PRIME BANK AT A GLANCE

Prime Bank PLC. ("PRIMEBANK" or "Bank") is a second generation scheduled commercial bank, established in 1995 by a group of committed and visionary entrepreneurs who conceived the idea of floating a commercial bank with a difference.

The domestic operations of PRIMEBANK include conventional banking, Islamic banking, and banking through alternative delivery channels. It has 147 branches including (5 Islamic Banking branches), 5 Sub-Branches, 160 ATMs/CRMs, and 152 Agent Banking Outlets.

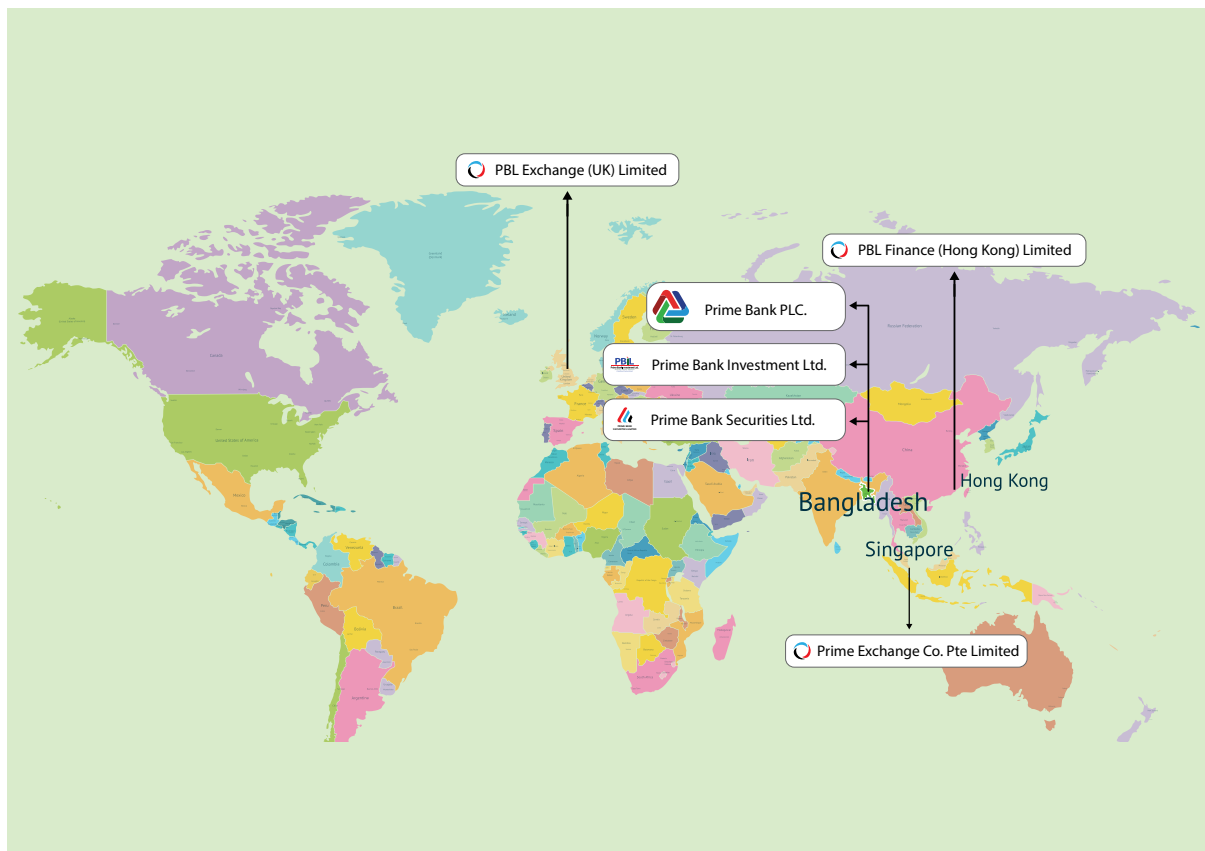
The Bank has 2 (two) local subsidiaries and 3 (three) overseas subsidiaries. Prime Bank Investment Limited, and Prime Bank Securities Limited are involved in full-fledged merchant banking operations and stock dealing & brokerage business respectively. Prime Exchange Co. Pte. Limited is involved in the money transfer business, while PBL Finance (Hong Kong) Limited is involved in trade finance operations and other overseas subsidiary PBL Exchange (UK) Limited has been closed and it is in the liquidation process.



The philosophies of PRIMEBANK are as follows:

- For Customers: PRIMEBANK aims to provide the most courteous and efficient service in all aspects of its business. The bank is committed to the innovation in developing new banking products and services.
- For Employees: PRIMEBANK strives to promote employee well-being through competitive remuneration and fringe benefits. The bank focuses on maintaining good staff morale through proper training and development, as well as providing opportunities for career advancement.
- For Shareholders: PRIMEBANK is dedicated to generating wealth and ensuring a fair return on investments. The bank seeks to strengthen its position as a stable and progressive financial institution.
- For the Community: PRIMEBANK aspires to be a socially responsible corporate citizen. The bank contributes to national progress by upholding ethical values and best practices while aligning the goals of its stakeholders to improve overall performance.

The Bank prioritizes sustainable growth in business by fostering long-term value creation while maintaining financial stability. Continuous operational, infrastructural, and technological development ensures efficiency, innovation, and competitiveness in a dynamic market. A strong funding mix is maintained to optimize liquidity and support expansion. Holistic employee development is emphasized through training and career growth opportunities, enhancing productivity and engagement. Customer centricity and financial inclusion drive the Bank's efforts to provide accessible and tailored solutions for diverse needs. Integrating Environmental, Social, and Governance (ESG) principles into business operations reflects a commitment to ethical and sustainable practices. Competent leadership and organizational synergy are cultivated to align vision, strategy, and execution. Effective risk management safeguards assets and ensures resilience against financial, operational, and regulatory challenges. Together, these priorities reinforce the Bank's mission to deliver sustainable value to stakeholders while contributing positively to society and the economy.



The Bank's governance principles are built on integrity, accountability, and sustainable value creation for all stakeholders. Upholding ethical standards, the Bank ensures that business decisions generate long-term benefits without compromising moral and legal obligations. Fairness and equitable treatment are prioritized, guaranteeing that employees, shareholders, and other stakeholders are respected and valued. Strict compliance with all applicable laws, regulations, and their underlying spirit reinforces trust and legal adherence. Transparency and accountability are fundamental, guided by the principle of full disclosure to maintain stakeholder confidence. The Bank follows a trusteeship model, where management acts as custodians of shareholders' wealth, ensuring responsible stewardship. A robust risk management framework, supported by strong internal controls and early warning systems, safeguards against financial, operational, and reputational risks. These governance principles ensure ethical leadership, regulatory compliance, and sustainable growth, fostering trust and long-term success.

OUR VISION & MISSION



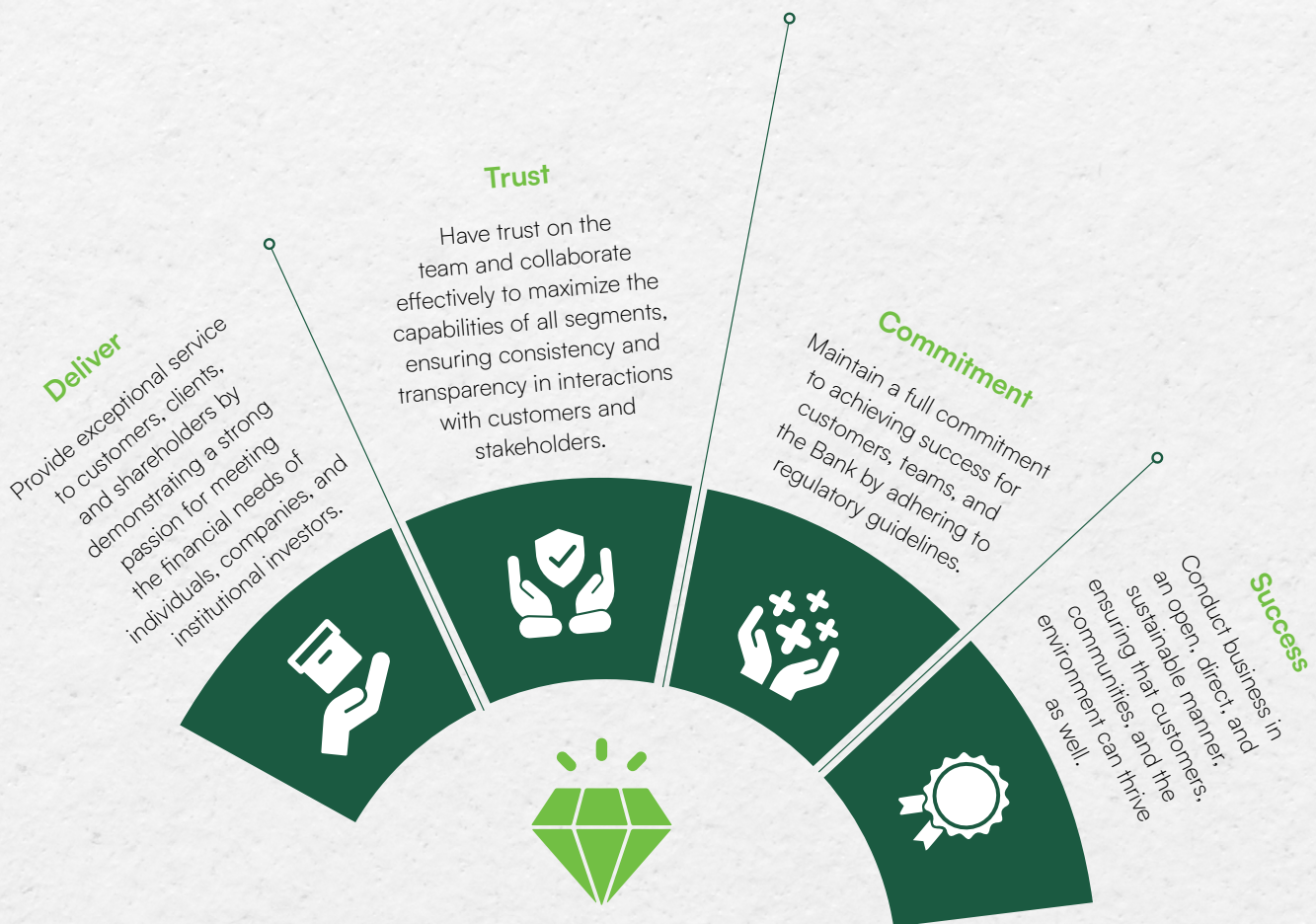
Vision

To be the leading private commercial bank in Bangladesh, excelling in efficiency, capital adequacy, asset quality, management, and profitability, while maintaining strong liquidity.

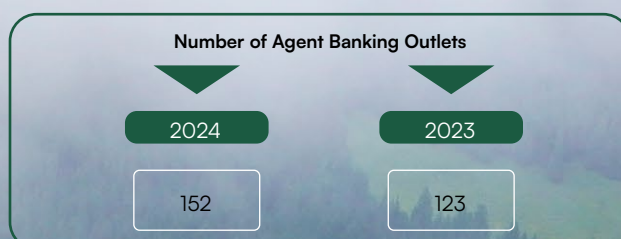
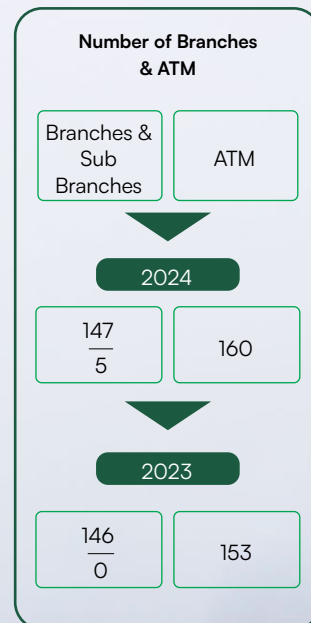
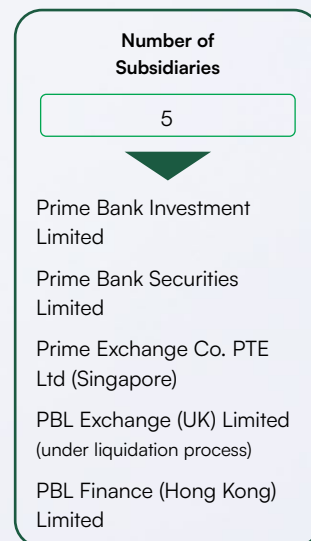
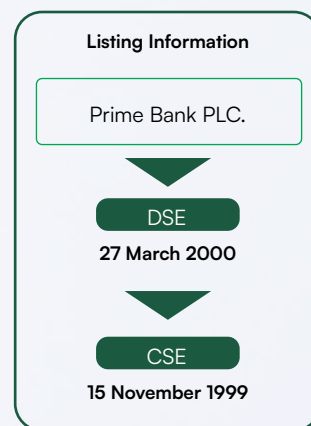
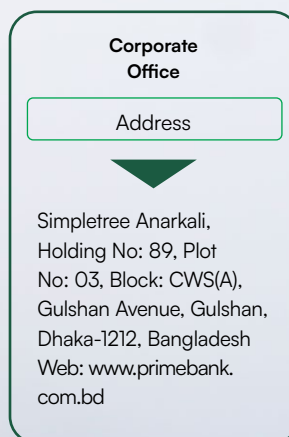
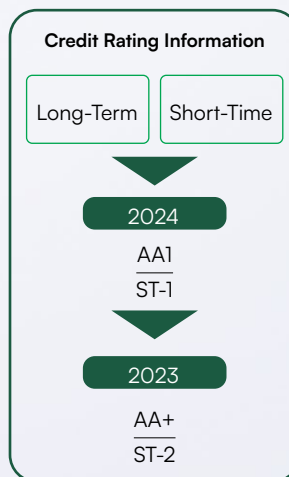
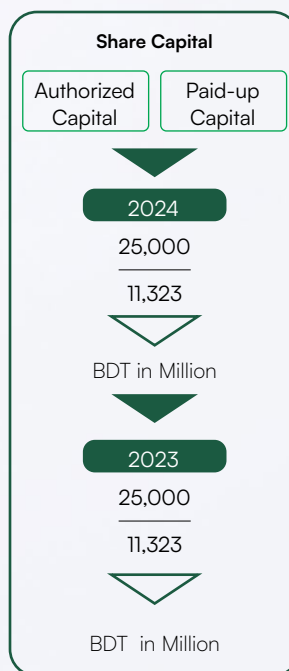
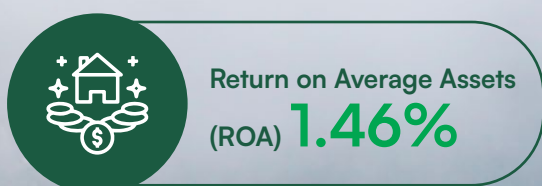
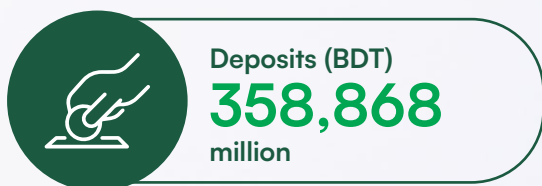
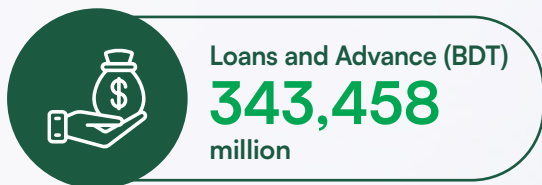


Mission

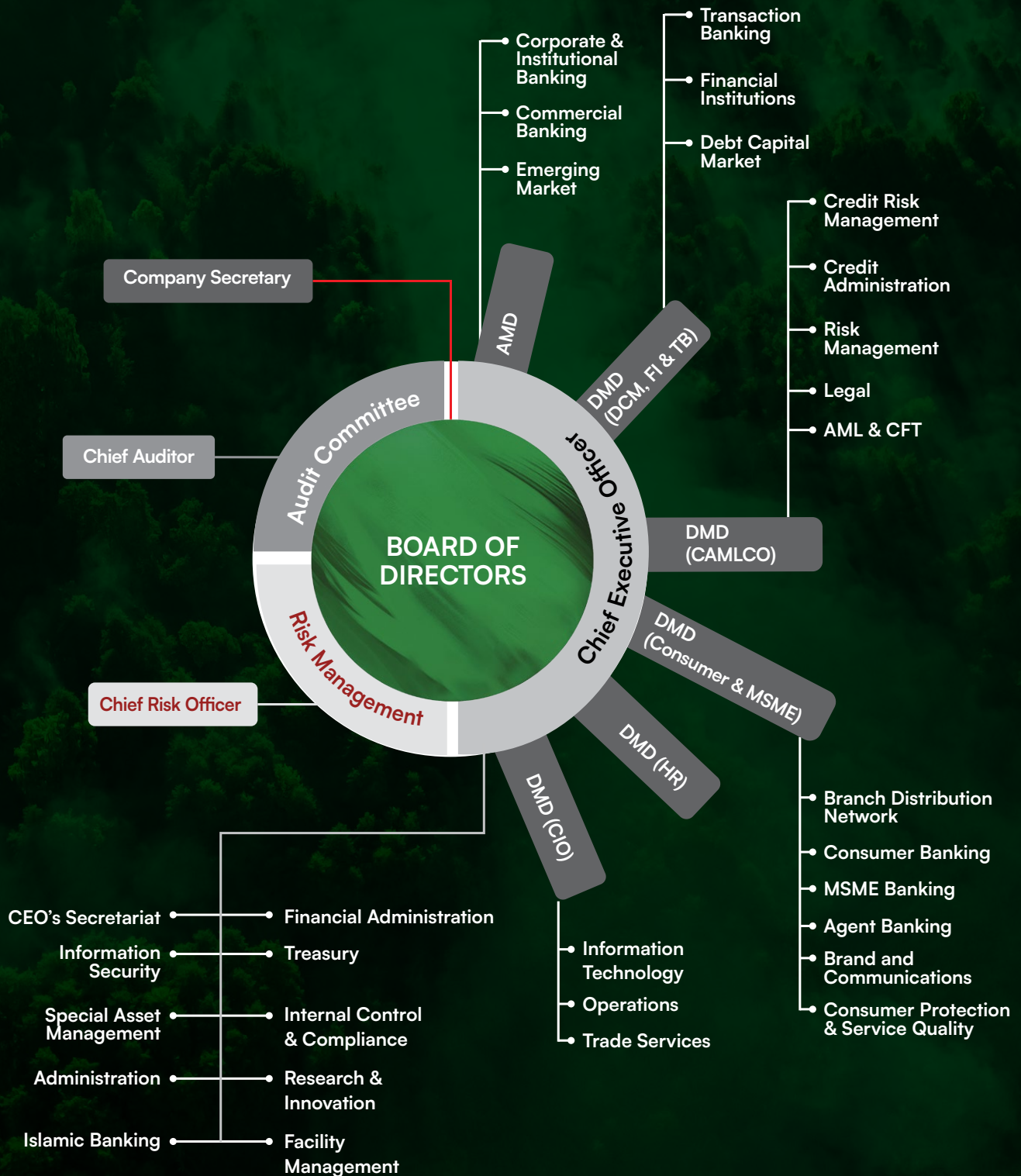
To establish a market-driven, customer-focused institution with an efficient corporate governance structure, continuous improvement of business policies and procedures, and enhanced efficiency through the integration of technology at all levels.



Core Values



CORPORATE ORGANOGRAM



AWARDS AND ACCOLADES

Prime Bank's commitment to sustainability, environmental responsibility, and excellence in banking has been recognized through multiple prestigious accolades at both national and international levels. These awards reflect the Bank's unwavering dedication to sustainable finance, corporate social responsibility (CSR), and environmental, social, and governance (ESG) best practices.



Sustainability Leadership:

Top Sustainable Bank
(2022 & 2023) -
Bangladesh Bank



Environmental & ESG Excellence:

Best Environmental
Sustainable Bank (2024)
Global Business



CSR & Social Impact:

Best CSR Bank (2024)
- Global Business
Magazine Awards



Best Bank for CSR Initiatives (2023) -

Global Brands
Magazine Awards



Green Finance & Transactions:

Best Green Deal (Issuing Bank)
2023 - ADB TSCFP Awards.



**Environmental & ESG
Excellence:**

Best Environmental
Sustainable Bank (2024) -
Magazine Awards



**Best Bank for ESG (2023
& 2025)**

- Asiamoney,
Euromoney & Global
Business and Finance
Magazine Awards.



**Sustainable Finance
& Innovation:**

Best Syndicated Loan,
Energy Efficiency (2024) -
The Asset Triple A Awards



**Outstanding Sustainable
Finance Solution (2023)**

- Global Transaction Banking
Innovation Awards

These accolades reinforce Prime Bank's position as a leader in sustainable and responsible banking, reflecting its ongoing commitment to driving positive environmental and social impact.

MESSAGE FROM CHAIRMAN

As we commemorate 30 years of purposeful progress, the year 2024 emerges as a defining chapter—marked not only by significant achievements but by the unwavering resilience that has guided our actions and shaped our aspirations. In the face of rapid technological disruption, evolving economic landscapes, and the escalating urgency of climate and social imperatives, Prime Bank has remained steadfast in its mission: to serve with integrity, innovate with foresight, and grow with responsibility.

Our transformation journey is firmly anchored in resilience—a principle that continues to inform our modernization efforts, digital evolution, and the development of inclusive financial solutions that drive both profitability and positive societal impact. This is exemplified by our strong performance, reflected in a 52% year-on-year surge in consolidated net profit, and affirmed by the 15 prestigious national and international awards recognizing our leadership in sustainable finance and customer-centric excellence.

Yet, our impact extends beyond financial metrics. True resilience lies in the ability to embed Environmental, Social, and Governance (ESG) principles at the heart of our corporate strategy. From integrating green financing and minimizing our operational footprint to advancing financial inclusion among underserved communities and upholding rigorous governance standards—we are laying the foundation for a more sustainable and equitable future.

We have made considerable advances in harnessing the transformative potential of technology and data. By leveraging artificial intelligence and advanced analytics, we are not only driving scalable growth but also enhancing transparency, mitigating risk, and reinforcing ethical decision-making. Concurrently, we are investing in capacity-building initiatives

to ensure that our people, partners, and stakeholders are well-equipped to navigate a future shaped by both opportunity and complexity.

Looking ahead, our strategic focus remains resolutely aligned with strengthening our sustainability agenda—through the financing of green transitions, the reduction of our carbon footprint, and the expansion of financial access via innovative, inclusive channels. We are committed to upholding the highest standards of transparency, accountability, and ethical governance, while contributing meaningfully to the advancement of education, healthcare, and livelihoods across Bangladesh.

Resilience, for us, transcends the notion of merely enduring adversity—it embodies the foresight to prepare prudently, the conviction to act decisively, and the courage to lead with integrity. At Prime Bank, sustainability is not a peripheral choice, but a core responsibility. With each deliberate step forward, we reaffirm our dedication to shaping a future that is not only economically robust, but also socially equitable and environmentally resilient.

Let us, together, forge ahead with resilience as our guiding blueprint—building a future where progress is not only shared, but also sustainable, inclusive, and enduring.



We consider environmental, sustainability, and governance (ESG) factors in our investment decisions and are channeling funds to “green” companies.

MESSAGE FROM CEO

Resilience has always been part of our DNA—but in 2024, it became our compass.

The world around us is changing—faster, more unpredictably, and with greater complexity than ever before. In this shifting landscape, Prime Bank continues to move forward not just with ambition, but with intention. This year's theme, "Resilience: A Blueprint for the Future," reflects our deep-seated belief that long-term success is built not only on financial performance but on the strength of our values, the impact of our actions, and the sustainability of our growth.

At Prime Bank, sustainability is not a standalone initiative—it is how we future-proof our business, support communities, and contribute to national development. We are embedding environmental, social, and governance (ESG) priorities into our decisions and redefining what responsible banking looks like in Bangladesh.

In 2024, we made meaningful progress:

- We strengthened our green finance portfolio and introduced new frameworks to assess environmental and social risk.
- We expanded financial access through digital innovation and inclusive products—reaching more underserved individuals and small businesses.
- We reinforced internal governance, compliance, and ethical practices to ensure accountability at every level.
- We invested in talent and workplace well-being, recognizing that a resilient organization starts with its people.

But our journey is far from complete. Resilience, for us, is not just about withstanding shocks—it is about anticipating the future, adapting with agility, and advancing with purpose. That means preparing for climate risks, building stronger communities, supporting sustainable enterprises, and using technology as a force for inclusion and equity.

We also recognize that we do not walk this path alone. The collaboration and trust of our stakeholders—regulators, customers, employees, investors, and partners—are essential to creating long-term value. I am deeply grateful for your continued confidence in Prime Bank.

As we look ahead, we are committed to turning resilience into results—not just for Prime Bank, but for the nation we proudly serve. This blueprint we're building is one of shared progress, rooted in sustainability, and ready for the challenges and opportunities of tomorrow.

Let us move forward with courage, clarity, and conviction—resilient in spirit, responsible in action.



But our journey is far from complete. Resilience, for us, is not just about withstanding shocks—it is about anticipating the future, adapting with agility, and advancing with purpose.

REPORT OF THE HEAD OF SUSTAINABILITY REPORTING COMMITTEE



Md. Ziaur Rahman
Deputy Managing Director

Dear Valued Stakeholders,

It gives us immense pleasure to present Prime Bank's Sustainability Report, which reflects the resilience of our business model in addressing environmental, social, and governance (ESG) issues.

As we live through a period defined by unprecedented change, every company must set strategies that consider geopolitical, social, environmental, and technological developments of the next decade—developments that will shape generations to come. Prime Bank PLC, a top-tier second-generation local commercial bank, is deliberately moving towards a sustainable future while keeping the long-term interests of its stakeholders at heart. We remain committed to providing excellence in customer service, becoming a market-driven and customer-focused institution with strong corporate governance, building awareness and capacity, supporting and financing environmentally friendly businesses, enhancing our responsibilities toward social dimensions, and ensuring transparency in both financial and

sustainability pathways.

Our principles are firmly rooted in sustainability, addressing positive impacts on society and the environment, while embracing creativity and innovation to meet development challenges. We also recognize the importance of governance and sustainability reporting. The Global Reporting Initiative (GRI)—an international independent organization—helps businesses, governments, and other organizations understand and communicate the impact of their activities on critical sustainability issues such as climate change, human rights, and corruption. GRI serves as a bridge between businesses and governments, aligning principle-based approaches with data-driven reporting. By measuring, understanding, and communicating their economic, environmental, social, and governance performance, companies can set meaningful goals and navigate change toward long-term progress.

As a committed partner in the economic transition, Prime Bank PLC supports a socially and environmentally conscious banking

system that promotes a healthy environment nationwide while offering safe, reliable banking. To protect the environment, we are expanding both in-house and external green initiatives that support the Green Economy. Our energy-efficient in-house management focuses on reducing resource consumption—such as minimizing paper use and maximizing daylight—while we actively finance renewable energy ventures. These Green and Sustainable Banking initiatives are flourishing day by day, creating a “Greener and Sustainable” future for society and the nation.

Prime Bank is fully dedicated to environmental sustainability and social inclusion and is highly conscious of its financed emissions and reduction pathways. We have developed an automation framework to strengthen credit screening and environmental and social due diligence. By leveraging cutting-edge technology, this framework enables us to make loan decisions that are closely aligned with sustainability considerations. Alongside sustainability efforts at the core of our banking practices, we have consistently demonstrated an unwavering commitment to CSR—supporting education, healthcare, marginalized communities, as well as sports and culture.

We are also ensuring modern banking conveniences through Alternative Delivery Channels such as ATMs, Debit/Credit Cards, Internet Banking, BACPS, BEFTN, SMS Banking, Biometric Smart Cards, and Cashback services. Our mobile banking app “MyPrime” allows customers to bank digitally anytime, anywhere. “Prime Plus” enables real-time digital account opening without visiting a branch. In addition, our AI-powered digital banking assistant (smart chatbot) provides financial transactions, customer onboarding, sales, promotions, and more through Artificial Intelligence (AI), Machine Learning (ML), and Natural Language Processing (NLP). For women, our dedicated “Neera” segment offers exclusive, tailored financial services. These initiatives collectively advance financial inclusion and digital banking nationwide.

Sustainability reporting is therefore a vital step in managing the transition toward a sustainable global economy that integrates

long-term profitability with social justice and environmental care. A dedicated sustainability report demonstrates a company’s commitment and provides stakeholders with a comprehensive reference point for aligning CSR initiatives with measurable and identifiable ESG goals.

I invite you to explore this report, learn about our achievements, and see how our sustainable banking practices are making a difference. Let us celebrate these accomplishments and set new benchmarks for a more promising and sustainable future.

ORGANIZATIONAL PROFILE

GRI 2-1, 2-2, 2-6, 2-7, 2-30

Prime Bank PLC. was incorporated as a public company in Bangladesh under Companies Act 1994 with the registered office of the company at Simpletree Anarkali, Holding No: 89, Plot No: 03, Block: CWS(A), Gulshan Avenue, Gulshan, Dhaka-1212, Bangladesh. It commenced its banking business with one branch from February 12, 1995 under the license issued by Bangladesh Bank

Particulars	Details	
Name	Prime Bank PLC.	
Location of headquarter	Simpletree Anarkali, Holding No: 89, Plot No: 03, Block: CWS(A), Gulshan Avenue, Gulshan, Dhaka-1212, Bangladesh	
Number of countries of operation	3 (Bangladesh, Singapore and Hong Kong)	
Nature of ownership & legal form	Prime Bank operating as a public listed company since its inception.	
Markets served	Bangladesh, Singapore and Hong Kong. Other markets are served through liaisons, not directly through Prime Bank.	
Total number of employees	2,985	
Net Sales	2021	2022
	BDT 15,049 Million	BDT 16,502 Million
	2023	2024
	BDT 17,767 Million	BDT 23,837 Million
Any significant variations in employment number	No significant variation in 2021 to 2024	
% of employees covered by collective bargaining agreements	No employees are covered under collective bargaining agreements.	

LISTS OF MEMBERSHIPS

GRI 2-28



Bangladesh Association of Banks



Metropolitan Chamber of Commerce and Industry



Bangladesh Institute of Bank Management



Central Shariah Board for Islamic Banks of Bangladesh



The Institute of Bankers, Bangladesh(IBB)



International Chamber of Commerce, Bangladesh



Association of Bankers, Bangladesh Limited(ABB)



Bangladesh Foreign Exchange Dealers Association (BAFEDA)



Bangladesh Association of Publicly Listed Company



Primary Dealers Bangladesh Limited (PDBL)



Dhaka Stock Exchange Ltd.



Chittagong Stock Exchange Ltd.



American Chamber of Commerce in Bangladesh



Islamic Banks Consultative Forum IBCF



Japan Bangladesh Chamber of Commerce and Industry



Central Depository Bangladesh Limited



Gulshan Club



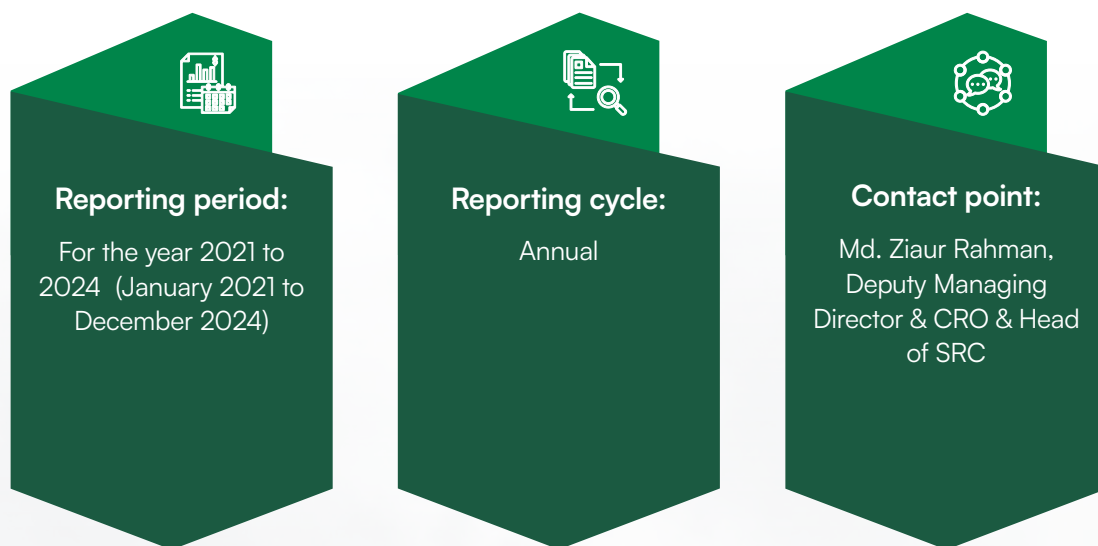
Dhaka Club



Kurmitola Golf Club

REPORT PROFILE

GRI 2-3, 2-5



External assurance :

As of the present, Prime Bank PLC. does not utilize external assurance as the service is not available in the country and it perceives its reporting process to be inherently accurate, comprehensive and reliable. However, it remains open to the possibility of employing external assurance in the future, recognizing its potential to augment the transparency and reliability of its reports.

SUPPLY CHAIN MANAGEMENT

Supply Chain Management (SCM)

Supply Chain Management (SCM) includes planning and management of all stages that are involved directly or indirectly in fulfilling customer request. Importantly, it also includes coordination and collaboration with channel partners, which can be suppliers, intermediaries, third-party service providers, and customers. In essence, supply chain management integrates supply and demand management within and across the organization. Supply Chain Management is aimed at examining and managing supply chain networks. The rationale for this concept is the opportunity for cost savings and better customer service.

Objectives of Supply Chain Management(SCM)

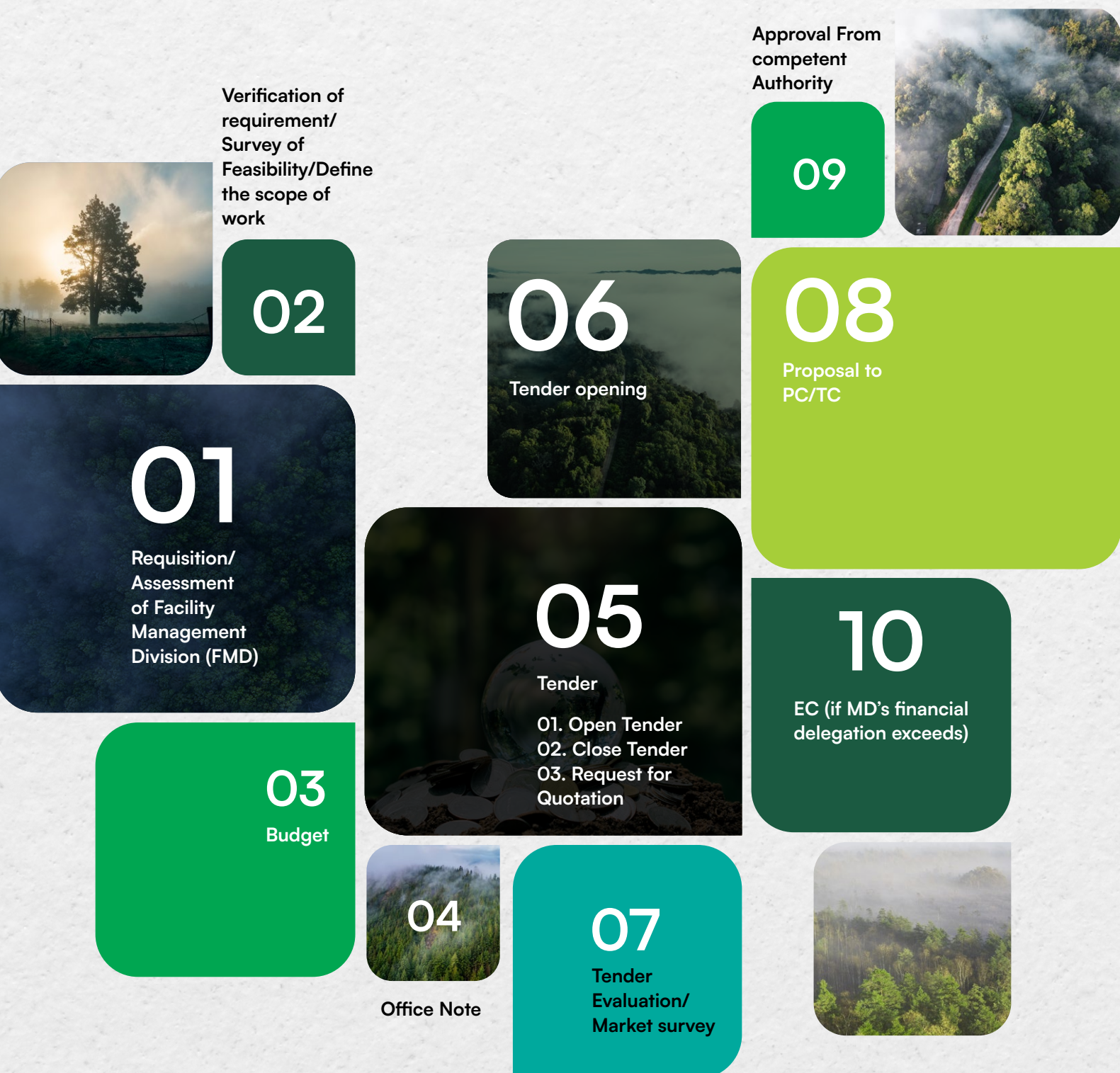


Supply Chain Practice in Prime Bank

Now a days modern banking company needs a number of specialized support services which also needs to be arranged, managed and provided in a very disciplined way so that bank can function smoothly. Facility Management Division (FMD) is a major organ of Prime Bank. It has a significant role in development and business growth of the Bank. At present FMD is a very effective division for the Bank in terms of Just in Time (JIT) service and overall quality output. It is well accepted that without smooth and timely support service, no bank can grow and FMD has been playing vital role to provide such smooth and timely service to the Bank. FMD is engaged in the task of arranging, managing and providing such specialized support services to various functional divisions and branches of the bank so that they can function smoothly and can achieve the institutional goals in a desired and expected manner.

For smooth support services, FMD is responsible for procurement of goods and services from different market segments. Standard work flow chart for procurement of goods/services/works are as follows:

SUPPLY CHAIN PRACTICE IN PRIME BANK



12

Execution of
work/Delivery
of item

Completion

14



18

Financial
Administration
Division (FAD)

11

Work Order,
SLA, AMC

15

Inauguration /
Operation

17

Office notes
for payment

13

Quality
Control

16

Clearance
from Branch

19

Pay order for
payment

Note: Not all the steps will be applicable for all types of procurement. In a particular case, some of the steps are skipped depending on the situation and requirement.

Goods and services are procuring through Request for Quotation (RFQ) or Open Tender Procedure from enlisted and non-enlisted supplier. For selecting and awarding jobs through RFQ or Tender Process, good ratio of quality to cost, terms of delivery and payment are considered. The bidder's functional capabilities and financial dependability are also taken into account. As per requirement, Bank also includes environmental and social factors among the features that affect its selection of suppliers.

During receiving of goods and services, timelines of services & goods and checking quality based on specification is ensured.

Requisition received for Printed & Security and Table Stationery items through FMD Automations System before delivery. For other items requisition also received through letter or e-mail. In this case FMD maintains JIT (Just in Time) and TQM (Total Quality Management).

Goods delivered to Divisions of Head Office and Branches through courier service, post office or directly by the respective suppliers. Tradeoff decisions between cost and timing of delivery/customer services are considered for transport management. Strategies to ensure deliveries,

resolve complaints, improve communications and determine service requirements. FMD also tries to ensure as much as possible that suppliers do not affect the environment, or do not use any child labor or affects the society in any way. The Bank is aware that if it works with unethical suppliers, then a reputational risk arises, hence it is very careful in choosing suppliers to work with.

Bank always adheres to well set payment policies for all suppliers and explain them in details about the payment method and reviews process before providing work order. Before payment settlement, quality, time and user certification is considered.

Conclusion

In spite of so many challenges and limitations, it is the spirit of FMD to provide the desired support services for all branches and divisions of Head Office. FMD feels that it is their duty and responsibility to provide duly and timely support services for Branches and Divisions of the Bank under any circumstances.

Procurement is one of the most critical areas for any business organization, and we ensure transparency in every procurement. We are going to introduce an online e-Tendering System to transform digitization in procurement. Our procurement team continuously evolves its processes and practices to offer better transparency.

SUSTAINABLE PROCUREMENT

GRI 204-1, 308-1, 414-1, 414-2

Prime Bank realizes procurement practices have both economic and environmental impacts on communities and are therefore committed to supporting local and environmentally-responsible suppliers.

Sustainability Screening of Suppliers

The engagement and scrutiny of a substantial number of suppliers requires considerable resources, however, Prime Bank have introduced checkpoints through its procurement processes so as to ensure a minimized impact on environment in addition to cost reductions. The Facility Management Division (FMD) and Administration Division often engages with suppliers to achieve these objectives and values through raising awareness to sustainable procurement and moreover through supporting them in their social and environmental contributions. Prime Bank has revised its procurement policy and outlines the requirements for suppliers to conduct their business in alignment with the Bank's ethical standards. This policy includes clauses covering employment, health and safety, as well as environmental standards.

Supporting Local Procurement

The Bank continued to support the national economy in 2024 by contracting with locally based suppliers. In 2024, our local suppliers represented 97.36% of our total spending on suppliers.

Performance of	Percentage of Local Procurement Spending	Total Number of Local Suppliers	Total Number of Suppliers
2024	97.36%	911	932
2023	97.90%	715	725
2022	96.98%	659	670
2021	99.56%	576	585

PRODUCT & SERVICES



Wholesale Banking:

Funded Facilities	Non-Funded Facilities	Deposit Products	Services
<ul style="list-style-type: none"> Working Capital Trade Finance Factoring Work Order Finance Re-finance Facility Lease Finance Bill Discounting Invoice Financing Supply Chain Finance Green Finance Shariah Based Financing Project Finance ECA Financing 	<ul style="list-style-type: none"> Import LC Export LC Letter of Guarantee Documentary Collections Open Account Imports Shipping Guarantee 	<ul style="list-style-type: none"> Current Account SND Account Term Deposit FCY Account Shariah Based Deposit Products Government Securities 	<ul style="list-style-type: none"> Cash & Liquidity Management Solution Agency Service Employee Banking Debt Capital Market Solutions Trade Financing Solutions Treasury Products Digital Banking PrimePay RemitPrime Host to Host Solution



Retail Banking:

Loan Products	Deposit Scheme	Savings Account	Current Account
<ul style="list-style-type: none"> Personal Loan Auto Loan Home Loan Secured Loan/Overdraft Digital Loan Credit Cards 	<ul style="list-style-type: none"> Prime Kotipoti DPS Prime Millionaire Scheme Lakhopoti Deposit Scheme Double Benefit Deposit Scheme Prime Monthly Income Scheme Laksma Puron Deposit Scheme Prime Deposit Premium Scheme Prime Edu DPS 	<ul style="list-style-type: none"> Prime First Account Prime Youth Account Prime Women's Savings Account Prime Savings Account Prime Teacher's Account Prime 50 & Plus Savings Account 	<ul style="list-style-type: none"> Prime Current Account Prime Personal Retail Account
Fixed Deposit	NRB Banking	Foreign Currency	
<ul style="list-style-type: none"> Prime Fixed Deposit Prime I-First FD Prime Fixed Deposit Plus 	<ul style="list-style-type: none"> Non Resident Foreign Currency Deposit Account (NFCD) Non Resident Taka Account Diaspora Bonds Prime Porijon Savings Account 	<ul style="list-style-type: none"> Resident Foreign Currency Deposit Account (RFCD) Prime Freelancer Foreign Currency Account Prime OBU FC Prime IBA FC Account Prime OBU FC FD Prime Atlas FC 	



CMSME Banking & Agriculture Banking:

Deposit Products	Loan/Investment Products	Agriculture Banking
<ul style="list-style-type: none"> • Prime Business Account • Prime Business MIS • MSME Fixed Deposit Receipt • MSME Special Notice Deposit • Prime Business DPS • Prime Business Plus 	<ul style="list-style-type: none"> • Anchol Rin • Prime Sampad • Prime Chalti • Prime Emarat • Prime Shombhabona • Prime Shahaj • Prime Startup • Prime Dealer • Prime Shongjog • Cluster Financing 	<ul style="list-style-type: none"> • Nabanno (for Any Agri-purpose Loan) • Khamar (Farm/Non-Crop Loan) • Abad (Crop Loan) • Hasanah Abad • Hasanah Khamar



Islamic Banking:

Deposit Account	Deposit Scheme	Investment Products
<ul style="list-style-type: none"> • Prime Hasanah First Account • Prime Hasanah Youth Account • Prime Hasanah Savings Account • Prime Hasanah Freelancer • Prime Hasanah Current Account • Mudaraba Special Notice Deposit • Prime Hasanah Women's Savings Account • Prime Hasanah Personal Retail Account • Prime Hasanah Teacher's Account • Prime Hasanah 50 & Plus Savings Account • Prime Hasanah Porijon Savings Account 	<ul style="list-style-type: none"> • Prime Hasanah Kotipoti DPS • Mudaraba Millionaire Deposit Scheme • Prime Hasanah Lakhopoti Scheme • Prime Hasanah Double Benefit Scheme • Prime Hasanah Monthly Income Scheme (PHMIS) • Prime Hasanah Laksma Puron Scheme • Prime Hasanah Hajj Scheme • Prime Hasanah Term Deposit • Prime Hasanah Deposit Premium Scheme • Prime Hasanah Edu DPS • Prime Profit-First TD • Prime Hasanah Term Deposit Plus • Sadaqah Jariyah Account 	<ul style="list-style-type: none"> • Hasanah Personal Investment (Asbab) • Hasanah Auto Investment (Burak) • Hasanah Home Investment (Manjeel) • Hasanah Secured Investment (Quard/ Bai Murabaha/ HPSM)

MATERIALITY DISCLOSURE & STAKEHOLDERS ENGAGEMENT

Materiality Process And Boundaries

As the Bank aims to advance its position as a leader in sustainable business operations, and in order to increase our positive impact on the community, we have identified the most material sustainability topics based on understanding our stakeholders' needs and priorities.

Comprehensive assessment takes place on an annual basis to identify and categorize the sustainability topics that are most relevant to our operations and our stakeholders based on the stakeholders' mapping exercise. The main material topics have been outlined below are in alignment with our 10 (ten) sustainability focus areas. With regards to this year's Sustainability Report, the report describes all activities of the Bank in Bangladesh, and does not address its subsidiaries (both locally and internationally). Also, the Sustainability Report mostly focuses on the operations of the head office and sometimes in its branches as well. When the report is only mentioned for head office, it is clearly stated in the report.

Sustainability at Prime Bank

The Bank's vision is to excel at safeguarding and augmenting the financial wellbeing of people, businesses and communities. As a financial institution, Prime Bank play an essential role in aiding economic and social development, supporting jobs, growth, innovation and prospects for people and businesses. The Bank

understands that the decisions we make have an influence and that we are in a distinctive position to use our proficiencies and resources to make an encouraging contribution beyond our core business.

Demonstrating Prime Bank's progress and commitment to corporate responsibility is increasingly important not only for the Bank's own people and community partners, but also for the organization's customers, shareholders and investors. In addition, the Bank is committed to continually revising its policies, procedures and strategies in light of our environmental, social and economic impacts. At Prime Bank, we believe in being the leaders in what we do and meeting the highest standards. In line with this philosophy, we have prepared this report in accordance with the GRI Sustainability Reporting Standards. Our self-assessment against the GRI Standards is provided towards the end of the report.

Entities included in the annual report and sustainability report

GRI 2-2

The entities that have been included in the annual report are Prime Bank PLC. and all its subsidiaries. For the context of the sustainability report, Prime Bank's branches and Head Office have been considered in most cases, exceptions have been stated otherwise. The reasons for omission of its subsidiaries are the fact that they are very small in operation and do not materially

affect the bank's activities. So in regard to this report, only Prime Bank (branches and Head Office) are taken into consideration.

Scope and framework of the report

The report contains the social, economic and environmental initiatives of Prime Bank PLC. The various aspects mentioned in the GRI Standards and topic specific disclosures were evaluated and considered material based on their significance to our business operations and to our stakeholders in accordance with the updated Global Reporting Initiatives which contributed to defining the report content and communicating achievements during the past year.

Process to determine material topics

GRI 3-1

We improved our materiality process by conducting additional research during the issue identification step, creating a prioritization methodology tool, and consulting with our internal stakeholders in this prioritization. This has resulted in the creation of our materiality matrix, which provides more details on the prioritization of material issues in three categories; highly significant, and less-significant issues. Below is a description of each of the materiality steps the Bank conducted, which are aligned with the GRI Standards.

Our Materiality Review Process

1. Identification of Material Topics

Key topics were identified through a comprehensive review of ESG standards and industry trends:

- GRI Topic Standards.
- UN Sustainable Development Goals (UN SDGs).

2. Assessment

We developed a tool to depict the importance of each of the identified issues in Step 1. This tool presents the importance of each issue on two levels; importance to Prime Bank economic, social and environmental business decisions and importance to our stakeholders. A Matrix was developed by a targeted survey which shows material sustainability issues within low, medium, and high significance thresholds.

3. Prioritization and Validation of Results

The results of Step 2 were reviewed and approved by Prime Bank Sustainable Finance Committee. The Bank's most important issues, the associated metrics, are listed in the GRI Index on page 151.

Significant changes from previous reporting periods in the Scope and Topic Boundaries

There have been no significant changes in the reporting period in the Scope and Topic Boundaries for this year. It can also be seen throughout the report that nearly all our material topics are similar to last year.

Effect of any restatements of information provided in previous reports

GRI 2-4

There has been no significant restatement of any information during the compilation of this report. All information is relevant for the year 2021 to 2024, and there have been no significant restatements. If there are any restatements, it is because the matter is still material as it was before.












List of Material Topics and related impact reporting at Prime Bank PLC.








GRI 3-2, 3-3









With regards to Prime Bank, the material topics represent four content areas (the best interests of the customer, empowering society and the community, employees' quality of life and wellbeing, and inhabiting with the environment), which describe impacts on all of the bank's stakeholders. Material issues are those that reflect our organization's most significant environmental, social and governance impacts, or those that influence the assessments and decisions of our internal and external stakeholders.

At Prime Bank, we believe that the success of realizing the SDGs depends on the mobilization of all parties, including the private sector. We are actively embedding these global goals into our sustainability approach and daily operations to maximize the positive impact our business can have on society and the environment.

Our impact reporting highlights the significant outcomes of our initiatives, measuring how our actions in key material areas contribute to the broader economic, social and environmental goals, including the United Nations Sustainable Development Goals (SDGs). By providing clear, data-driven insights, we aim to demonstrate how Prime Bank is driving sustainable growth and creating lasting value for all stakeholders.

Area	Material Topic	Definition	Involvement with Topic Related negative Impacts Mainly Through our	SDG Tagging
Our Commitment to People	Business Ethics	Building trusted relationships with suppliers and partners by adhering to laws and regulations, and acting in an honest and fair manner in general.	Activities	 
	Long-term employer	Creating a workplace and culture distinguished by health, development, fair recruitment and diversity.	Activities	   
	Social responsibility	Helping to improve society in a positive direction by preventing ill-health and social segregation. To advance medical coverage reach, especially for the under-privileged, through our community investments (Prime Bank Eye Hospital etc.) and Corporate Social Responsibility (CSR) activities. To invest in the development of the educational infrastructure in Bangladesh and develop education programs that will ignite the highest potential for impact on learning and society. Education Support Programme (ESP) such as Scholarship/Stipend, Prime Bank Grammar School (PBGs) and Prime College of Nursing (PCND) are the major initiatives of Prime Bank through Prime Bank Foundation.	Activities	    

Area	Material Topic	Definition	Involvement with Topic Related negative Impacts Mainly Through our	SDG Tagging
Our Commitment to The Planet	Environmental Responsibility	Reducing our environmental impact	Activities	    
	Green finance through corporate business	Supporting green finance through environment friendly business by providing financial products and services that fund environmentally sustainable projects, such as renewable energy and clean technology.	Business Relationship	    
Our Commitment to Profitability	Economic Growth	Contributing to economic growth by improving the economic well-being and quality of life for individuals and communities through fostering sustainable growth, job creation, and poverty reduction.	Business Relationship	  
	Transparency and long-term approach in customer relationships	Ensuring the best long-term outcome for customers and doing so in an open and comprehensive manner	Business Relationship	    
	Corporate governance	Practicing corporate governance by ensuring accountability, fairness, and transparency in decision-making processes and business operations to promote ethical practices and stakeholder trust. Prevention of corruption and money laundering is also the priority.	Activities	

Area	Material Topic	Definition	Involvement with Topic Related negative Impacts Mainly Through our	SDG Tagging
	Responsible Investments	Responsible investment of customer's capital to promote favorable returns while taking consideration for the environment, social responsibility and ethics. Investing in climate resilient projects that help reduce GHG emissions emitted into the atmosphere. Reducing the environmental impact of our operations and associated climate impacts.	Activities	     
	Technology and innovation	Using digital innovation to advance financial inclusion by expanding financial services to the unbanked and supporting innovation and entrepreneurship, especially among youth.	Activities	 

ENGAGING OUR STAKEHOLDERS

Stakeholder engagement is embedded into Prime Bank's practices, operations and processes. To achieve the desired goal together, Prime Bank involves all its stakeholders in the business management and decision-making process, as well as determining the Bank's strategic direction. Prime Bank defines stakeholders as groups that have an impact on and/or are affected by Bank's operations. A 'stakeholder' is more clearly defined as any group or individual who can affect or be affected by the achievement or non-achievement of the objectives of the Bank. Through various kinds of involvement, Prime Bank is able to align its business strategy direction with the expectations and needs of all stakeholders.

We understand that it is important to look at our business from our stakeholders' perspective and to find areas where our agendas overlap. This means listening to and working with our stakeholders across the country/globe and being very clear about our intentions and priorities. We define anyone who comes into contact with the Bank as a stakeholder. Our engagement processes ensure that stakeholders have direct contact with the bank, so that we can respond to issues that may arise, and that we are able to take

account of stakeholder views in our ongoing and long term decisions. We consider ongoing, open dialogue and relationships of trust, integrity and respect as the markers of successful stakeholder engagement.

The Board is open to suggestions, recommendations or advice from any stakeholder and welcomes appropriate and constructive engagement from all those who have an interest in the Bank. Prime Bank maintains regular engagement with key stakeholder groups. A number of avenues have been established to facilitate communications between the Board and shareholders, employees and other stakeholders.

We believe that by continuing to engage and listen to the aspirations of our stakeholders, Prime Bank can continue to grow, help communities to progress and increase sustainability. Prime Bank has a method of multi stakeholder engagement; we want to make sure every stakeholder can easily, comfortably and effectively present their opinions, ideas and concerns. Prime Bank also ensures that this input is clearly understood. Throughout 2021 to 2024, Prime Bank was engaged with the following stakeholders:

Stakeholders Overview

GRI 2-29

Stakeholder Group	Their Concern	Our Responsibilities
Shareholders and Analysts	<ul style="list-style-type: none"> Dividends and share value Performance and integrity of the Board and management Public goodwill and reputation of the Bank Stable Ratings of the bank based on overall financial performances 	<ul style="list-style-type: none"> Generate profits and ensure optimal return on investment Proper oversight and control of the Board and management Bank's Code of Conduct, management oversight and response Public affairs management Maintained consistent ratings through financial commitments
Bangladesh Bank and other regulators	<ul style="list-style-type: none"> Good corporate governance and business ethics Legal compliance 	<ul style="list-style-type: none"> Develop and communicate a framework that promotes good governance and ethical behavior at all levels

Stakeholder Group	Their Concern	Our Responsibilities
	<ul style="list-style-type: none"> Support for government policy 	<ul style="list-style-type: none"> Contributed Tk.32,219 million to National Exchequer from 2021 to 2024 which significantly contributed to Government's revenue collection. Ensure compliance at all times Providing timely and accurate information Immediate response to queries made by authorities Comply with rules and regulations
Customers	<ul style="list-style-type: none"> Dealing with Prime Bank is a positive experience Information provided by the Bank is accurate and reliable Customers' privacy is assured Promises to customers are kept Product Information, Affordability and Convenience Product variation according to market demand Strict Shariah compliance in Islamic products and services 	<ul style="list-style-type: none"> Protect the privacy including data confidentiality of our customers, protection and Provide a positive customer experience E-products like mobile apps (My Prime), EGP service, E- commerce, E- payment solution, internet banking ALCO sits every month to decide pricing and rates based on market analyses Comply with company values and Code of Conduct
Employees	<ul style="list-style-type: none"> Health, safety and well being Talents and performances development Regular training Performance driven career progression 	<ul style="list-style-type: none"> Ensure that we properly safeguard those who work for us and those who may be affected by our operations 361,397 manhours of training to 48,436 human capital in 2021 to 2024 Promoting and maintaining an amicable relationship with all employees Shape future leaders Recognize exceptional performers Ensuring all employees have a proper work life balance Investment on Human Resource Information Systems
Society	Social Investment	<ul style="list-style-type: none"> Do our part to improve the quality of life for all members of society Investment on citizens Investing in entrepreneurs Addressing rural youth Empowering women Encourage people for saving

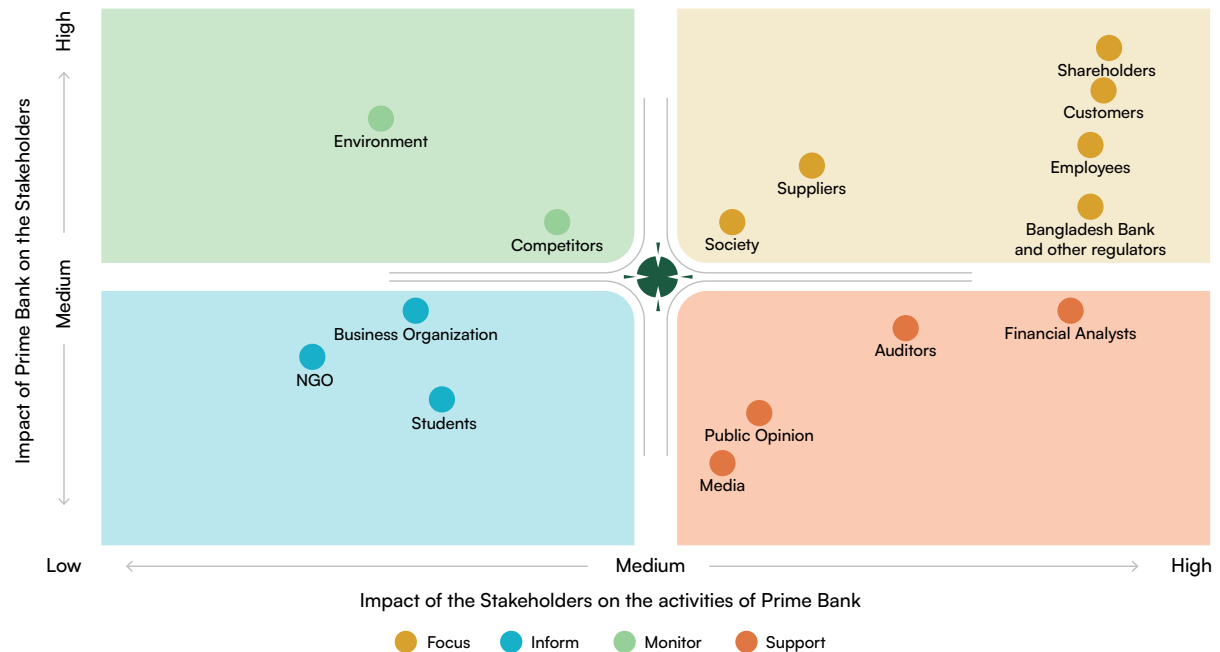
Stakeholder Group	Their Concern	Our Responsibilities
Suppliers	<ul style="list-style-type: none"> Supply chain functions well Supply chain is sustainable 	<ul style="list-style-type: none"> Work with suppliers to address issues in the supply chain

The Bank's Business & Social Responsibility begins with open dialogue with our stakeholders and hence steps have been taken to strengthen this dialogue by enabling closer connections with our stakeholders. The stakeholders identified on this basis together with topics of engagement, the method and the frequency of engagement are presented in the following tables:

How to engage with Stakeholders

Stakeholder	Communication channels	Frequency of dialogue
Shareholders and Analysts	General Meeting of Shareholders Conferences Meetings Stock exchange and press releases Contact through Internet, e-mail and phone	Once a year Several times a year Several times a year Ongoing Ongoing
Bangladesh Bank and other regulators	Periodic Meetings Regular Reports E-Mail Phone Calls Website	Several times a year Several times a year Ongoing Ongoing Ongoing
Customers	Branches Website Information on statement Satisfaction Surveys	On a daily basis Ongoing Several times a year Monthly/quarterly/yearly and ad hoc
Employees	Intranet Website Internal Meetings Corporate Events E-mail	Ongoing Ongoing Several times a year Quarterly/Annually Ongoing
Society	Website Competition and training Conferences and seminar Meetings	Ongoing At least a dozen a year At least a dozen a year Several times a year
Media	Website Press Conference Press Release Telephone E-mail	Ongoing Several times a year Several times a year Ongoing
Suppliers	Periodic Meetings Phone calls and email	Several times a year Ongoing

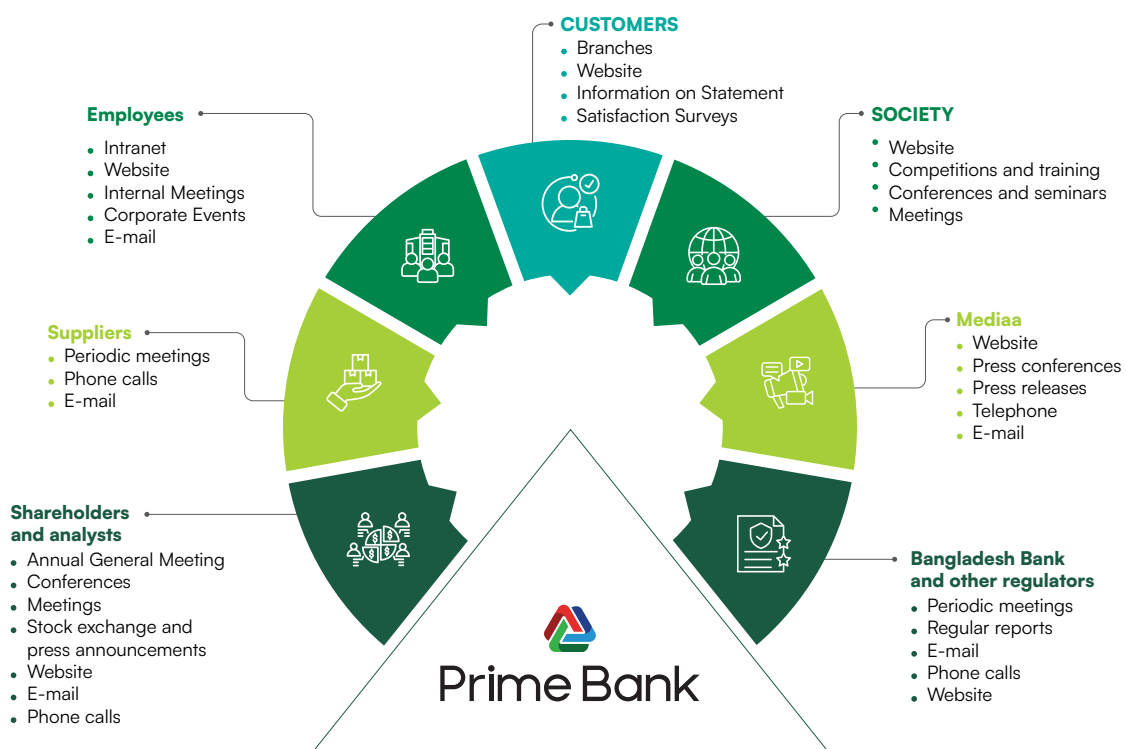
Mapping of Stakeholders



Mapping of Stakeholders

Prime Bank PLC. identifies stakeholders on the basis of which stakeholders have an impact on the activities of Prime Bank and the impact that Prime Bank has on the stakeholders. This allows the bank to identify key stakeholders that interact with the organization.

It was identified that shareholders, Bangladesh Bank and other regulators, employees, customers, suppliers, society and the natural environment were key stakeholders for the bank.



STRATEGIES, POLICIES AND PRACTICES

GRI 2-9, 2-11, 2-12, 2-13, 2-14, 2-17

ESG Strategy Framework for a Low-Carbon, Net-Zero Future

To align with global climate goals and support the transition to a sustainable future, our bank is committed to transforming into a low-carbon organization and achieving net-zero emissions by 2050. Our Environmental, Social, and Governance (ESG) strategy provides a clear roadmap to integrate sustainability into every aspect of our operations and lending practices.

Environmental	Social	Governance
Environmental Strategy: <ul style="list-style-type: none"> • Net Zero Commitment: Achieve net-zero operational and financed emissions by 2050. • Integrate climate risk into bank's operations and lending practices, and strengthen climate change resilience through ESG practices. • Green & sustainable Financing: Scale up green loans and sustainable finance products to support renewable energy, energy efficiency, climate-resilient infrastructure, and circular economy initiatives. • Carbon Footprint Reduction: Optimize resource efficiency and manage bank's carbon footprint. • Minimize scope 1, Scope 2 scope and scope 3 emissions. • Enhance competency and awareness on ESG and sustainability. 	Social Responsibility: <ul style="list-style-type: none"> • Inclusive Financing: Expand access to finance for underserved communities, women entrepreneurs, and climate-vulnerable sectors (e.g., agriculture, SMEs). • Community Investment and Inclusiveness: <ul style="list-style-type: none"> ◦ Support education, health, and climate adaptation projects in vulnerable regions to enhance social resilience. ◦ Beyond environmental concerns, Prime Bank also focuses on social responsibility and community development. The bank supports various initiatives, including providing financial assistance to organizations working with disadvantaged children and donating to disaster relief efforts. • Labor & social impact: <ul style="list-style-type: none"> ◦ Healthy and sustainable working environment. ◦ Secured employment. 	Governance Framework: <ul style="list-style-type: none"> • Green Banking Governance: To ensure Green Banking Governance, the bank has formed the following unit, committee: <ul style="list-style-type: none"> ◦ Sustainable Finance Unit (SFU): The unit provides guidance on environmental and social matters and helps clients reduce risks associated with their projects. ◦ Sustainable Finance Committee ◦ Risk Management Committee (RMC) of the Board of Directors. ◦ Sustainability Reporting Committee. • Policy and ESG Integration and Risk Management for ensuring governance: <ul style="list-style-type: none"> ◦ Prime Bank's climate strategy focuses on sustainable and green banking practices, aligning with national and global environmental goals.

Environmental	Social	Governance
	<ul style="list-style-type: none"> Handsome monetary benefits. Appropriate appreciations regarding achievements. Good training and development arrangements. Easy exit procedure. Diversity in work place. Employees code of ethics and business conduct. Avoid offensive behavior and sexual harassment. Anti-corruption. Employee Engagement: Train employees on ESRM, CSRS, ESG standards, sustainable finance, green finance and ethical banking. 	<ul style="list-style-type: none"> Prime Bank has integrated Environmental, Social, and Governance (ESG) factors into its lending and investment strategies. Environmental and Social (E&S) Risk Management Policy. Environmental and Social Risk Rating. The bank conducts due diligence on environmental and social risks, categorizing transactions based on risk levels and implementing mitigation measures for high-risk projects. Transparency and Reporting: Disclose ESG performance annually through sustainability reporting in line with international standards (GRI).

Strategic Accelerator:

- **Partnerships & Alliances:** Collaborate with regulators, industry peers, development partners, and climate funds to leverage knowledge and financing. Moreover, Prime Bank PLC. had joined Net-Zero Banking Alliance (NZBA), a UN-convened Bank-led initiatives to undertake climate actions for net-zero greenhouse gas emissions by 2050. Partnerships & alliances with International Finance Corporation (IFC) and British International Investment (BII) for capacity building.
- **Innovation & Technology:** We are conducting Environmental & Social Risk Rating for all applicable projects by using automation of Environmental and Social Due Diligence (ESDD), Use digital platforms, data analytics, and fintech partnerships to enable green products.
- **Capacity Building:** Regularly train stakeholders—staff, clients, and partners—on Green Banking, Sustainable Finance, ESG principles and climate finance.
- **Measurement and Reporting:** The Bank has initiated assessment of its baseline emissions and establishing robust processes to measure direct & indirect emissions across all operations, including financed emissions from lending & investment activities.

Our bank is committed to being a catalyst for sustainable economic transformation. Through this ESG strategy, we aim to decarbonize our operations, support our clients in their low-carbon transitions, and contribute meaningfully to the national and global agenda for climate resilience and sustainable development.

Net Zero Banking Alliance

Prime Bank PLC. had joined Net-Zero Banking Alliance (NZBA), a UN-convened Bank-led initiatives in 2023 to undertake climate actions for net-zero greenhouse gas emissions by 2050. This reflects Bank's dedication to environmental stewardship and its commitment backed by concrete actions, measurable results, and a forward-looking vision for climate resilience.

Applicable Framework

Prime Bank has used NZBA framework in developing its methodologies. The main characteristics and requirements of this framework is listed below.

Net Zero Banking Alliance (NZBA)



The bank has already published its net Zero goal along with a clear implementation timeline and milestones in its Climate Strategy. Please find the link below.

[climate strategy \(primebank.com.bd\)](https://primebank.com.bd/climatestrategy)

Our prioritized SDGs

GRI 2-22

The United Nations' 2030 Agenda for Sustainable Development provides a comprehensive plan for creating a sustainable future for the world. In line with that, Prime Bank is committed to the UN's 17 Sustainable Development Goals (SDGs) and their 39 nationally prioritized sub-goals, integrating them into all aspects of its operations and service deliverables. The board and the management are committed to the closer alignment of the bank's

strategies with the SDGs. Thus, the sustainability report will demonstrate how the bank has incorporated the sustainability values within our processes in order to achieve the SDGs. Prime Bank's sustainability strategies provide a common framework for sustainability activities and initiatives across our operations to make the biggest positive effects for both people and the planet.

SDG mapping:

No Poverty (SDG 1)	
Zero Hunger (SDG 2)	
Good health and well-being (SDG 3)	
Quality Education (SDG 4)	
Gender Equality (SDG 5)	
Clean Water and Sanitation (SDG 6)	
Affordable and Clean Energy (SDG 7)	
Decent work and Economic Growth (SDG 8)	
Industry, Innovation and Infrastructure (SDG 9)	
Reduced Inequalities (SDG 10)	
Responsible Consumption and Production (SDG 12)	
Climate Action (SDG 13)	
Peace, Justice and Strong Institutions (SDG 16)	
Partnerships for the Goals (SDG 17)	

Sustainable Finance Committee

The Sustainable Finance Committee of a bank plays a vital role in guiding and overseeing the bank's integration of sustainability principles into its core business operations. The committee sets the overall direction for the bank's sustainable finance initiatives, aligning them with the bank's broader strategic goals and relevant international standards and best practices. As per BB SFD Circular No. 02, Prime Bank established SFC chaired by senior most DMD. The ToRs of SFC are as under:

Approve, monitor & evaluate the activities of Sustainable Finance Unit at management level.



Set annual objective of Sustainable Finance Unit and evaluate its performance.



Ensure appropriate coordination and support among all relevant division of the Bank to accomplish the activities of Sustainable Finance Unit.

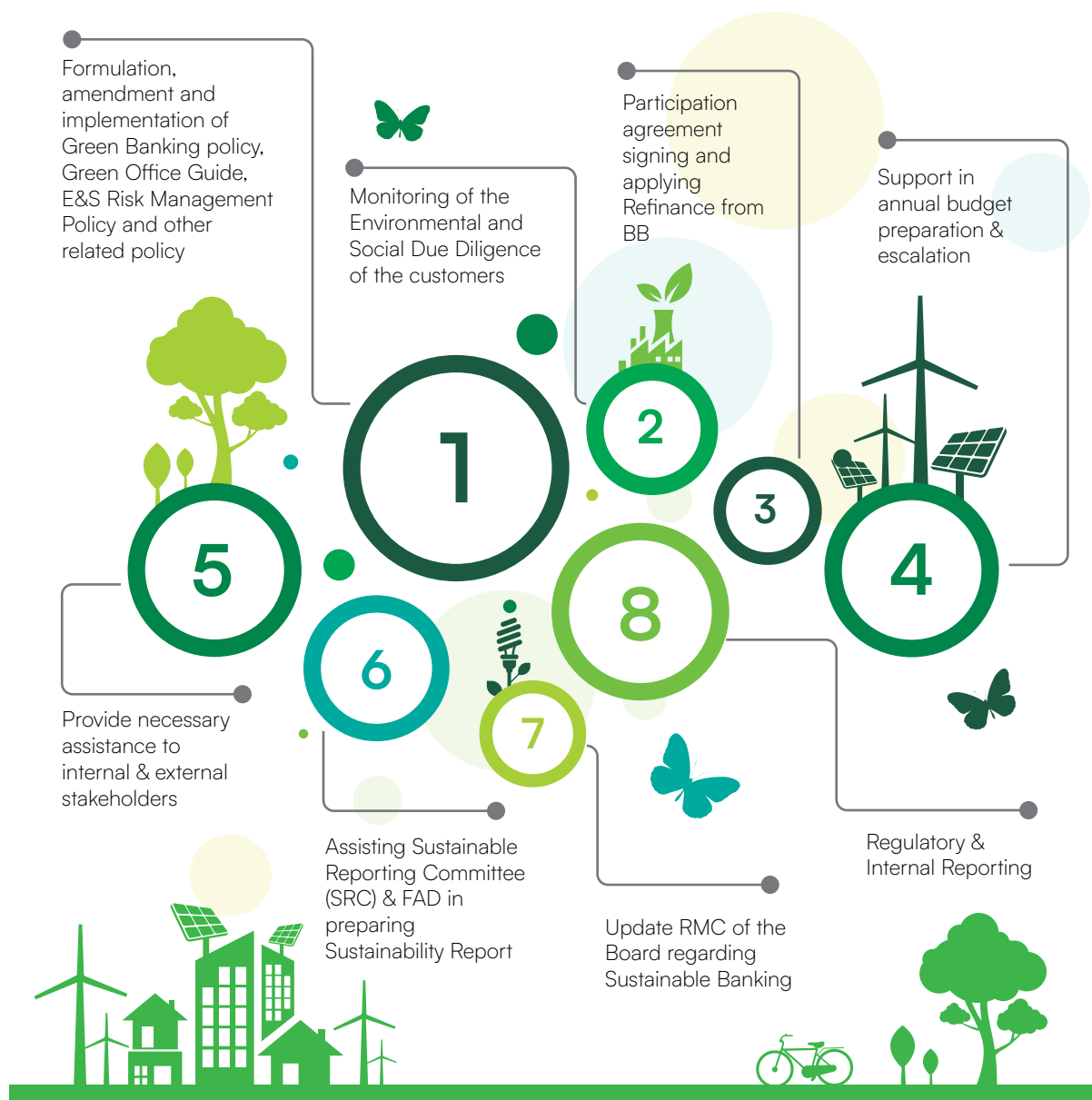


In essence, the Sustainable Finance Committee acts as a guiding authority for sustainability within the bank, driving its efforts to integrate ESG considerations into all aspects of its operations and contributing to a more sustainable future business and society.

The Sustainable Finance Unit

Prime Bank is dedicated to incorporating sustainability into its daily operations and thinks that adopting sound sustainability practices is crucial to becoming a sustainable institution in financial industry. To keep up the sustainability practice in order and as per instruction of Bangladesh Bank vide SFD Circular No. 02, Prime Bank PLC. has established Sustainable Finance Unit (SFU) under CRM Division.

The overall goal of Sustainable Finance Unit is to keep an eye on the bank's sustainability initiatives in relation to any applicable laws or industry best practices on issues pertaining to social and economic development, corporate citizenship, the environment, health, and safety, labor and employment, ethics and conduct, customer relations, and stakeholder management. The ToRs of SFU are as under:



Our Sustainability Strategy

Prime Bank's sustainability approach goes beyond financial gain to include investments in human, social, and environmental resources. Our dedication to sustainable growth that benefits not just our clients but also the larger community is emphasized by our corporate social responsibility (CSR) mission. These CSR initiatives allow us to support community development while fulfilling our social and environmental responsibilities. More precisely, Prime Bank's sustainability strategy entails adopting environmentally responsible operations, monitoring our consumption of internal environmental resources and embracing efficiency as a way to reduce the environmental footprint of our operations.

Sustainable Financing Activity

Prime Bank has prioritized sustainability as a core part of its business strategy and is actively involved in sustainable financing activities. Sustainable financing activity refers to any financial activity that takes into account environmental, social, and governance (ESG) factors in investment decisions. It aims to support economic growth while reducing pressures on the environment and contributing to a more sustainable future. The key aspects of sustainable financing activities are ESG Integration, Green Finance, Social Impact Investing, Sustainability-Linked Finance and so forth. Prime Bank is actively increasing investments in renewable energy, energy efficiency, and other low-carbon

technologies while reducing exposure to high-emission sectors. We offer a range of green banking products, including financing for energy efficiency projects, waste management, and green buildings. We also devoted to financing socially responsible projects that support actions addressing specific social issues and/or seeking to achieve positive social outcomes that prioritize financing for the agricultural and CMSME sectors. Prime Bank is dynamically working to integrate sustainability into its core business operations and contribute to a more sustainable future through its financing activities as we trust that sustainable financing activity is crucial for addressing global challenges like climate change, resource depletion, and social inequality. By directing capital towards sustainable projects and businesses, it can help create a more resilient and equitable economy.

Role of the highest governance body in sustainability reporting

We demonstrate our commitment to our governance principles through credible, competent and comprehensive financial and non-financial reporting, disclosures and constructive stakeholder engagement. As appropriate, our Board aims to ensure that public disclosures align with best practice and are subject to proper internal and external assurance and governance procedures. Our sustainability reporting is a collaborative practice of information aggregation and synthesis, with the bank's Sustainable Finance Unit (SFU) & Sustainability Reporting Committee (SRC) helping the exercise, and the ultimate responsibility of the reporting is to be vested with the Board of Directors.

CORPORATE GOVERNANCE

This report provides an overview of the corporate governance framework, practices, and policies of Prime Bank PLC. ("PRIMEBANK" or "Bank") with reference to the Corporate Governance Code dated 3 June 2018 ("Code") issued by the Bangladesh Securities and Exchange Commission (BSEC). Being a listed company at the Dhaka Stock Exchange PLC. and Chittagong Stock Exchange PLC., The Bank remains committed to complying with all the applicable conditions set out in the Code and appropriate disclosures to the stakeholders.

The Board of Directors of PRIMEBANK recognizes the importance of good corporate governance and is committed to ensuring the sustainability of

the Bank's business and operations by integrating good governance ethics and business integrity into the strategies and operations of the Bank. The Board considers itself as a trustee of all shareholders/ members and acknowledges its responsibilities to the shareholders for creating and safeguarding their assets.

Corporate Governance Framework

The Corporate Governance framework of PRIMEBANK represents commitments to integrity while ensuring flexibility that enables and permits faster decision-making and effective management and is not limited to adherence to the statutory and regulatory requirements.



The primary source of the governance framework is derived from the Companies Act 1994, Bank Company Act 1991, relevant circulars from Bangladesh Bank, Corporate Governance Code dated 3 June 2018, and Dhaka/Chittagong Stock Exchange (Listing) Regulations, 2015.

Besides, various policies & procedures, directives & notifications, circulars & guidelines from various regulatory authorities, and local & global best practices are also considered.

Governance structure and composition

GRI 2-9

The highest governance body of the Bank is the Board of Directors, which is responsible for setting the bank's strategic direction, overseeing management, and ensuring accountability to stakeholders. The Board operates in compliance with the guidelines of the Bangladesh Bank and adheres to Corporate Governance Codes prescribed by the Bangladesh Securities and Exchange Commission (BSEC).

Board of Directors is the apex governing body of the Bank, whose members are appointed

subject to applicable regulatory approvals. They are responsible for setting strategies, formulating policies & guidelines, oversight management, ensuring good governance, and protect the interests of shareholders & stakeholders.

The powers, duties, and responsibilities of the Board are determined under the Bank Company Act 1991 (& its subsequent amendments), the Companies Act 1994 (& its subsequent amendments), Corporate Governance Code 2018 (& its subsequent amendments), various directives/notifications from the Bangladesh Securities and Exchange Commission, and various circulars/guidelines from the Bangladesh Bank.

The Board of Directors of PRIMEBANK are comprised of 19 (nineteen) competent and professionally skilled persons, brief details of whom is given below:

Sl.	Name of the Directors	Position/Status with the Bank
1	Tanjil Chowdhury	Chairman
2	Md. Shahadat Hossain	Vice Chairman
3	Quazi Sirazul Islam	Do
4	Azam J Chowdhury	Director
5	Mohammed Nader Khan	Do
6	Mafiz Ahmed Bhuiyan	Do
7	Nasim Anwar Hossain	Do
8	Salma Huq	Do
9	Nazma Haque	Do
10	Nafis Sikder	Do
11	Imran Khan	Do
12	Mohammad Mushtaque Ahmed Tanvir	Do
13	SM Tamjid	Do
14	Tanveer A Chowdhury	Do
15	Md. Mukul Hossain	Do
16	C Q K Mustaq Ahmed	Independent Director
17	Khan Ahmed Sayeed Murshid, PhD	Do
18	Nazia Kabir	Do
19	Dr. Mohammad Mostafa Shazzad Hasan, FCA	Do

Each director brings a mix of expertise in banking, finance, corporate governance, risk management, and other relevant fields. The Board ensures a balanced composition in terms of gender, age, skills, and independence, in line with regulatory requirements.

In compliance with BRPD Circular Letter No. 02, dated 11 February 2024 and Corporate Governance Code 2018, 03 (three)

subcommittees - Executive Committee, Audit Committee, and Risk Management Committee, were constituted, including the appointment of members and the Chair, to assist the Board in discharging its responsibilities. However, the circular authorizes the Audit Committee to perform the role of Nomination and Remuneration Committee (NRC), despite no separate committee is present.

These assistive committees, in accordance with its defined terms of references, review & appraise its respective areas and then advise & make recommendations to the Board. A comparative constitution of the Board, its assistive committees are shown below:

Executive Committee

The committee formed with the members of the Board to continue the urgent and daily or routine works between the intervals of two Board meetings and perform as per Board approved terms of reference.

Names	Status in the Committee	Status in the Board
Mohammad Mushtaque Ahmed Tanvir	Chairman	Director
Nafis Sikder	Member	Do
SM Tamjid	Do	Do
Tanveer A Chowdhury	Do	Do
Md. Mukul Hossain	Do	Do
C Q K Mustaq Ahmed	Do	Independent Director

Audit Committee

The committee formed with the members of the Board to assist the Board in fulfilling its oversight responsibilities, including but not limited to review of the financial reporting process, system of internal control, management of financial risks, audit process, and the process for monitoring compliance with the laws, regulations, code of business conduct, and related.

Names	Status in the Committee	Status in the Board
Dr. Mohammad Mosttafa Shazzad Hasan, FCA	Chairman	Independent Director
Mohammed Nader Khan	Member	Director
Salma Huq	Do	Do
Khan Ahmed Sayeed Murshid, PhD	Do	Independent Director
Nazia Kabir	Do	Do

Risk Management Committee

The committee formed with the members of the Board to play an effective role in mitigating impending risks arising out from strategies and policies formulated by the Board and to scrutinize whether appropriate risk management measures are being put in place & applied and whether adequate capital & provision is being maintained against the risks identified.

Names	Status in the Committee	Status in the Board
Imran Khan	Chairman	Director
Mafiz Ahmed Bhuiyan	Member	Do
C Q K Mustaq Ahmed	Do	Independent Director
Khan Ahmed Sayeed Murshid, PhD	Do	Do
Dr. Mohammad Mosttafa Shazzad Hasan, FCA	Do	Do

The Board of Directors are non-executive members such as Sponsor/Shareholder including Independent Directors. The Chief Executive Officer is the only executive director in the Board. He is responsible for day-to-day operations and implementation of Board decisions.

The Bank maintains compliance with the BSEC Corporate Governance Code requiring at least 1/5th of Board members to be Independent Directors. Directors are appointed for a period of 3(three) years and

are eligible for re-election where Independent Directors may serve a maximum of 3(three) consecutive terms 9(nine) years, as per regulatory limits.

Non-executive members, including sponsors, must disclose any conflict of interest or affiliations. Independent Directors are appointed based on their professional qualifications and must not have any shareholding or significant relationship with the bank or its subsidiaries. Board members may hold directorships in other listed companies or institutions, subject to disclosure and regulatory limits (as per Bangladesh Bank and BSEC). A summary of other positions held is typically disclosed in the Annual Report 2024 of the Bank.

Core Competencies of the Board of Directors are:

- Visionary Leadership
- Strategic Planning
- Financial Management
- Managing Large Organization / Group
- Administration & Governance
- Technology & Economy
- Change Management
- Decision-Making
- Risk Management
- Finance, Accounts, Audit
- Commercial, Banking, & Company Law
- Philanthropy

Nomination and selection of the highest governance body

GRI 2-10

The Audit Committee performs the role of Nomination & Remuneration Committee as per BRPD Circular Letter No. 21 dated 12.05.2024.

The nomination process is guided by the Bangladesh Bank's circulars, guidelines, and the Bangladesh Securities and Exchange Commission (BSEC) Corporate Governance Code, and Company Act 1994, Bank Company Act 1991 and the Articles of Association of the Bank.

The Bank strictly follows the acts, rules, and regulations of the Bangladesh Bank and the Bangladesh Securities and Exchange Commission (BSEC) regarding the appointment

of directors. The Bank's Board consists of three categories of non-executive directors: individual directors, nominated directors, and independent directors. A director is appointed to the Board after receiving a recommendation from the Audit Committee, which also serves as the Nomination & Remuneration Committee, followed by the necessary approval from the Bangladesh Bank and, if applicable, the BSEC.

The appointment of directors, including independent directors, requires prior approval from the Bangladesh Bank, specifying a set of criteria that directors must meet, including experience, background checks, and a declaration of confidentiality. Additionally, the appointment of independent directors requires prior approval from the Bangladesh Securities & Exchange Commission based on the criteria set in the Code. Notably, the requirements, as outlined by the regulators, are adopted as policy for induction.

Chair of the highest governance body

GRI 2-11

The Chairman of the Board of Directors is not a senior executive of the Bank. The Chairperson is a non-executive director, separate from management, and does not hold any executive position within the organization.

The roles of the Chairman and the Chief Executive Officer are distinct and independent, in compliance with the Bangladesh Bank's corporate governance guidelines and the BSEC Corporate Governance Code.

Role of the highest governance body in overseeing the management of impacts

GRI 2-12

Board of Directors are responsible for setting strategies, formulating policies & guidelines, oversight management, ensuring good governance, and protect the interests of shareholders & stakeholders.

The powers, duties, and responsibilities of the Board are determined under the Bank Company Act 1991 (& its subsequent amendments), the Companies Act 1994 (& its subsequent amendments), Corporate Governance Code

2018 (& its subsequent amendments), various directives/notifications from the Bangladesh Securities and Exchange Commission, and various circulars/ guidelines from the Bangladesh Bank.

Delegation of responsibility for managing impacts

GRI 2-13

The Board of Directors has delegated of the highest standards of governance for the management through policies, procedures, and guidelines as and when necessary while promoting integrity, transparency, and accountability. The Board of Directors shall always act in a manner that will be in the best interest of the Company.

Conflicts of interest

GRI 2-15

The conflicts of interest between the Board of Directors & the Management are avoided and related party transactions are managed as per applicable policies & regulations.

Communication of critical concerns

GRI 2-16

Prime Bank PLC. has established a structured governance framework to ensure that critical concerns are effectively communicated to its highest governance body, the Board of Directors. This framework includes regular Board meetings, Audit Committee reports, and updates from the Risk Management Committee. Senior management, including the Chief Executive Officer and Chief Risk Officer, play a pivotal role in escalating issues of strategic, operational, financial, compliance, or reputational significance.

Additionally, Prime Bank has implemented an internal whistleblowing mechanism that allows

employees and stakeholders to confidentially raise serious concerns. These concerns are initially reviewed by the Internal Control and Compliance Division (ICCD) and are reported to the Board Audit Committee when necessary.

During the reporting period, the Bank held its Annual Risk Conference 2024 to foster a better risk culture within the bank. The conference was attended by approximately 200 participants, including Branch Operation Managers, members of the Executive Risk Management Committee, and the Risk Management Forum. Discussions at the conference highlighted the importance of proactive risk management and the need to address operational risks that could impact the bank's performance and reputation.

While specific numbers regarding critical concerns communicated to the Board during the reporting period are not publicly disclosed, the bank emphasizes the importance of team collaboration to manage risks proactively and mitigate threats before they arise. The recognition of "Top Proactive Risk Identifiers" at the conference underscores the bank's commitment to identifying and addressing critical concerns promptly.

Remuneration policies

GRI 2-19

As per BRPD circular letter no. 02 dated 11 February 2024, honorarium @ BDT 10,000.00 (Taka Ten Thousands only) has been paid to each Director for attending a meeting during February 2024 to December 2024. However, the honorarium was paid @ BDT 8,000.00 before issuance of said circular.

Additionally, Monthly remuneration @ BDT 50,000 (Taka Fifty Thousands) has been paid only to the Independent Directors as per BRPD Circular letter no. 03 dated 14 February 2024.

EMPLOYEE CODE OF ETHICS AND BUSINESS CONDUCT

GRI 2-23, 2-24

The employees of Prime Bank are trained to put their own duties and ethics before everything else. They treat their colleagues with reverence and honour, and their customers as esteemed guests. They also learn to abide by the laws that govern our business, and contribute to the strength and wellbeing of our community and shareholders.

“The Prime Bank Employee Code of Ethics and Business Conduct” — is a framework of ethical behavior for all the employees of the organization that embodies all the factors mentioned above. It is a reflection of Prime Bank’s role as a socially responsible corporate citizen which believes in providing the most courteous and efficient service through innovative banking services and products. However, Prime Bank’s most farsighted objective is to uphold and build upon the honour of Bangladesh as a nation, through exhibiting its own competence as a local organization that can perform at least on par with a multinational one, if not better than one.

Ever since Prime Bank’s explosive introduction into the banking industry in 1995, it has remained true to its vision, focusing on efficiency, management and profitability. Prime Bank’s growth in this sector has been fast and steady — a feat that would not have been possible without upholding the best ethical standards of employee conduct. Not only are the employees the representatives of the Bank to its clients, but superior relations between employees also help to expedite intra-bank activities.

This text focuses on the core values of Prime Bank by laying down a set of principles and directives, which are meant to set the tone and provide guidance to all. It serves both as a method to review and reaffirm the high standards of conduct that are associated with ethical business practices, and as a corporate-wide statement of Prime Bank’s commitment to these standards.

A written code, no matter how elaborate, cannot answer all the questions raised in the context of business relationships; therefore, employees of Prime Bank are expected to recognize and respond to certain situations as they arise, using their own sense of judgment. Employees will be judged not only in terms of their competence, but also their integrity.

It is mandatory for every employee of Prime Bank PLC. to abide by the ‘Employee Code of Ethics and Business Conduct’ and also comply with any other orders or directions provided by the Management or Board of Directors from time to time. Besides, the bank also adopted “Code of Conduct for Banks and Non-Bank Financial Institutions” as issued by Bangladesh Bank, the Central Bank of Bangladesh (Instruction Circular No. 100 dated 31.12.2017)

A Message to all Head of Branches (HOB) and Divisional Heads

All HOBs and Heads of Divisions should exemplify the highest standards of conduct and ethical behavior. As a Head of a team, in addition to the responsibilities you have as an employee, you are expected to —

- Lead according to Prime Bank standards of ethical conduct (delineated in this text), in both words and actions.
- Communicate and help employees to understand how ethics apply to their positions and everyday behavior.
- Create and maintain an environment where employees feel comfortable asking questions or reporting concerns.
- Be diligent in enforcing the Bank’s ethical standards and taking appropriate action if violations occur.
- Contact the Human Resources Division when in need of assistance.

First, let us lay down some general information regarding business conduct of the employees of the Bank:

- For all employees, tidiness and cleanliness of attire is a must.
- Regular and timely attendance is an essential condition of employment. Employees are expected to report to work on each business day, and absences without prior sanctions of leave (unless incapacitated by illness) can make employees liable for disciplinary action.
- In case of sudden illness, a report should be submitted to the immediate supervisor accompanied by a medical certificate.
- All employees should leave office after completing the daily balancing of accounts or specified work for the day.
- A confirmed employee shall not leave or discontinue his/her services in the Bank without giving 1 (one) month's previous notice to the

Chief Executive Officer in writing of his/her intention to do so, and in case of failure, he/she shall be liable to pay to the Bank as compensation an amount equal to his/her basic salary for 1 (one) month. A probationer shall not leave or discontinue his/her service without giving 2 (two) weeks' notice in advance.

Code of Employee Ethical Behavior

Protect Privacy of Customers' and Confidential Company Information

The bank's continued success depends on its ability to keep 'information assets' (e.g. customer account numbers, social security numbers and other private data) safe from fraud, theft, identity theft and accidental disclosure. All bank employees must comply with information security requirements that teach us how to keep valuable confidential information safe.

- Sharing information about our customers with anyone inside or outside the company who does not have a business need for the information is prohibited. A casual remark to family, friends, or acquaintances can form the basis for misinterpretation or otherwise violate the integrity of company relationships. Inappropriate discussion or the improper release of information may result in disciplinary action up to and including termination.

- Business information such as strategic plans, products or other non-public information, must be treated with utmost discretion. When your employment or your service ends, your obligation to maintain the confidentiality of information still continues to apply.

- Every employee is responsible for safeguarding information. Below are some of the basic guidelines employees should follow at all times to safeguard prime Bank internal, confidential and customer confidential information:

Make sure Bank's confidential or Customer's confidential information is not left in plain view on your desk, in your cubicle or office space, or in a shaded area.

Store the above where only authorized individuals can view or access it. Do not provide access to such information to anyone, inside or outside the company, who is not authorized to receive it.

Limit and protect Prime Bank's internal or customer-related confidential information from being taken off bank premises in physical or electronic format.

Laptops, mobile phones and flash drives are valuable bank assets. Extra care is required to safeguard these items from theft, regardless of whether they contain confidential information or not.

Use secure webmail passwords and never share them with others. Neither leaves passwords where they might be found by someone else.

Use caution when required to transfer confidential information. For example, physical documents must be transported securely.

Prevent Money Laundering and/or Fraud

Money laundering (converting illegal proceeds to make the funds appear legitimate) is a global problem with far-reaching and serious consequences. Prime Bank takes its obligation as a financial services provider seriously to help close the channels used by money launderers. Special attention must be paid to anti-money laundering laws and regulations by adhering to established policies and procedures that are designed to prevent the organization from being used as a conduit for money laundering or the funding of terrorist or other criminal activities.

One way to do this is to identify and report suspicious activities in a timely manner. The penalty for failure to comply with these laws can be severe. Therefore, it is important that every employee understands and follows the policies and procedures established to meet the company's legal and regulatory obligations.

Demonstrate Workplace Respect

GRI 2-24

Prime Bank expects employees to develop, encourage and maintain a positive attitude towards ethical behavior, which includes an open appreciation of diversity. It is essential for employees to value and respect differences among the people whom they interact daily. Valuing and respecting such differences allow employees to be more successful in identifying and meeting customer needs and developing effective work relationships. Prime Bank has made a commitment to create an environment that values each individual's unique talents and background, respects and differences, and recognizes the opinions and ideas of every employee.

It is the expectation that each employee treats his/her fellow employees with professionalism, respect, consideration and understanding. For example, a female employee should be addressed by a colleague as "you (Avcwb / apni)", regardless of the difference between them in terms of position or age. Also it should be kept in mind that, irrespective of positions, male executives should avoid extending hands to female colleagues for handshake, but if the female official initiates the handshake in the same situation. The same situation has almost same implication

in terms of same gender colleagues, like junior colleagues are advised not to initiate a handshake towards any senior executive without being prompted by the other party. But it will be termed to be proper if being initiated by the senior colleague. It is the privilege of the supervisor to exchange pleasantries with subordinates or junior colleagues like asking "how are you?", but it is impolite on the part of junior ones to do the same. An employee must observe, comply with and obey all orders and directions which may be given to him/her by any person or persons under whose jurisdiction, superintendence or control he/she may, from time to time, be placed. All these foster a climate conducive to a high level of performance through full communication at all levels. By conducting day-to-day business with the highest standards of integrity and devotion and successfully performing their jobs, employees will further achieve and maintain company goals and objectives. Open discussion of job-related problems and prompt resolution of those problems is also encouraged.

Another very important aspect is maintaining proper office etiquette within office hours. Like, maintaining tidiness of an official's work desk, his/ appearance and verbal behavior.

It is essential that Prime Bank employees treat customers, potential customers and vendors, and the communities' bank serves with equal respect and professionalism. This demands courteous service as well as ethical business conduct and compliance with all laws and regulations. It is important to be aware that customers have disabilities that need to be accommodated. Whether to work with customers in person or over the phone, attention should be paid to any physical or communicational barriers customers encounter, and assistance should be offered whenever needed. In some situations, consulting managers may be required to assess appropriate measures of assistance.

Prime Bank prohibits both discrimination against and harassment of any employee or applicant, and ensure that all personnel practices are administered on individual merit and capability without regard to race, religion, colour, age, sex, national origin or ancestry, sexual orientation (including gender expression or identity), genetic information, disability, veteran status or other factors identified and protected by law. These practices include, but are not limited to,

recruitment, advertising, selection, performance management, compensation, training, placement, transfer, demotion, promotion, disciplinary action and termination.

Avoid Offensive Behaviour and Sexual Harassment

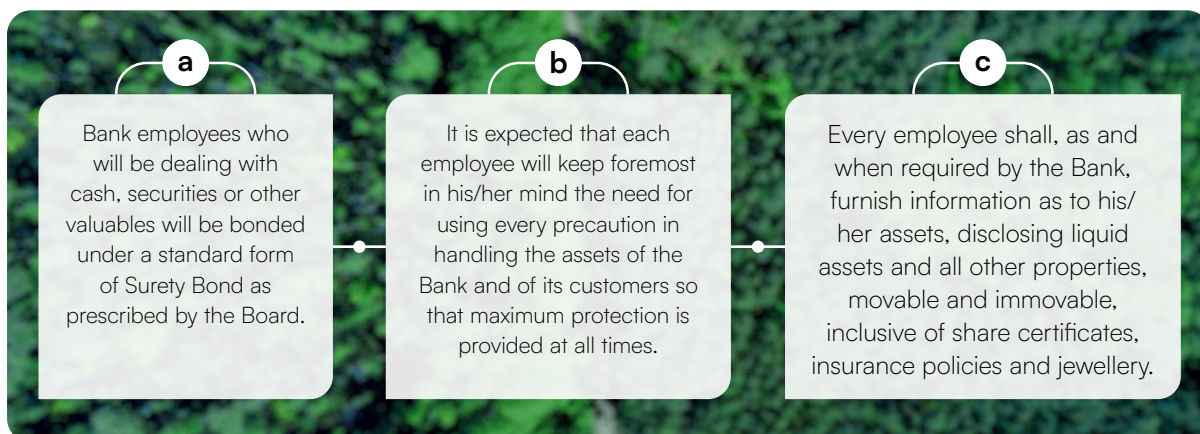
It is the responsibility of all employees to maintain a working atmosphere free of discrimination, harassment, intimidation and unwelcome, offensive or inappropriate conduct, including sexual overtures, offensive jokes, graphic material etc. Verbal or physical conduct of a demeaning or sexual nature that creates an intimidating, hostile or offensive working environment, affects inter-employee relations or is otherwise deemed by Prime Bank to be offensive or inappropriate is not permitted. Sexual harassment includes any unwelcome sexual advances, requests for sexual favours, and other verbal or physical conduct of sexual nature.

Avoid Drug/ Substance/ Alcohol Abuse in the Workplace

Prime Bank recognizes that alcohol and drug abuse adversely affects job performance and safety in the workplace. A productive and safe work environment is in the best interest of all employees, customers and shareholders. Therefore, Prime Bank restricts the use of alcohol, narcotics, depressants, stimulants, hallucinogens, marijuana or any other controlled substances during working hours as well as during other work-related events. In addition, if the use of prescription medicine adversely affects your work performance, you should contact HRD as soon as possible to discuss the situation.

Protect the Bank's Assets

In case of protecting bank's assets, the following needs to be followed:



Some important issues which need to be taken into account by all employees of Prime Bank:

- (i) Accept any outside employment (honorary or stipendiary) undertake part-time work or hold any office of profit without the prior permission of the competent authority. However, an employee may undertake honorary work of religious, social or charitable nature and occasional work of literary or artistic character, provided that the duties of the employee do not suffer by such honorary work;
- (ii) Engage directly or indirectly in any commercial business, industry or other business pursuits or as agent of others;
- (iii) Be connected with the formation or management of a joint stock company in a role other than that of an agent of the Bank;
- (iv) Act as agent of any insurance company or accept commission, directly or indirectly, other than as an agent acting for and on behalf of the Bank, or have personal dealings with a constituent in the purchase or sale of bills of exchange, Government paper or any other securities;
- (v) Make any personal representation to any Director of the Board or any outside authority to intervene on his/her behalf in any matter;

- (vi) Accept or permit any member of his/her family to accept any gift from a constituent of the Bank, any person likely to have dealings with the Bank, a subordinate employee or a candidate for employment in the Bank;
- (vii) Accept, without previous permission in writing from the Chief Executive Officer, any gift from a foreign government/agency;
- (viii) Lend money in his/her private capacity to, borrow money from, or place himself/herself under any pecuniary obligation to a customer, a broker, a moneylender, an employee of the Bank, a candidate for employment in the Bank, or any firm or person having or likely to have dealings with the Bank;
- (ix) Except with the permission of the competent authority, issue guarantees in his/her private capacity, the pecuniary obligations of another person, or agree to indemnify another person from facing losses in such capacity;
- (x) Participate in gambling and betting or any other such activities or invest money in the business of the Bank's clients;
- (xi) Make or permit any member of his/her family to make an investment likely to embarrass or influence him/her in the discharge of his/her official duties, engage in any activity which may undermine the prestige or image of the bank, or making/ joining an organization which is not permitted to exist by law;
- (xii) Indulge in parochialism, favouritism, victimization and wilful abuse of office;
- (xiii) Extend any credit facilities to customers in contravention of credit restrictions imposed by the Head Office or Bangladesh Bank, or in excess of his/her authority;
- (xiv) Make any advance or contribution for political purposes;
- (xv) Overdraw the account of himself/herself, his/her wife/husband, children and relatives or any other benami account;
- (xvi) Leave office without completing daily balancing of accounts or specified work for the day, even after usual office hours have elapsed;
- (xvii) Live beyond his/her means or indulge in ostentation on occasions of marriage or other ceremonies;
- (xviii) Participate directly in any political activities;
- (xix) Participate in any election of the Parliament or any local authority in Bangladesh or elsewhere, provided that he/she exercises his/her right of voting in such elections.
- (xx) Give evidence before a public committee:
 - (a) In Bangladesh, unless he/she has first obtained the permission of the Chief Executive Officer; and
 - (b) Outside Bangladesh, unless he/she has first obtained the permission of the Government through the Chief Executive Officer.

Prime Bank's high ethical standards are supported with rigid enforcement. Any action or behavior that, in the opinion of the bank, violates or jeopardizes its ethical standards may result in immediate disciplinary action up to and including termination.

Precautionary approach

The precautionary approach is not applied directly throughout the organization instead Prime Bank assesses loans regarding their impact on the environment or other social factors. The Bank has a lot of contribution towards Corporate Social Responsibility (CSR), and always tries to help preserve the environment and enhance communities throughout the entire country. Hence, Prime Bank takes into environmental and social factors and not only economic factors when it does business with clients.

ECONOMIC IMPACT

Economic Value Created

Statement of Value Added and Its Distribution

GRI 201-1

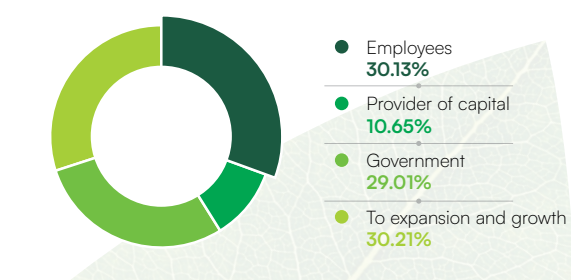
The value added statement provides a detailed account of total value addition and the distribution of the value created by the organization. Prime Bank contributes positively to socio economic development by empowering employees through the payment of salaries and allowances; by paying attractive and consistent dividend to the providers of capital; by assisting the regulatory capacities through paying taxes and of course keeping in mind company's continuous expansion and business growth.

BDT in Million

Particulars	2024		2023		2022		2021	
	Amount	%	Amount	%	Amount	%	Amount	%
Net interest income	9,222	49.55	9,284	73.92	8,363	72.59	8,063	76.99
Commission, exchange & brokerage	2,934	15.76	1,904	15.16	3,177	27.58	1,865	17.81
Investment income	10,276	55.22	5,129	40.84	3,908	33.92	4,115	39.29
Other income	1,406	7.56	1,450	11.55	1,054	9.15	1,006	9.61
Management expenses excluding salaries & allowances, depreciation	(3,042)	(16.35)	(2,634)	(20.97)	(2,465)	(21.40)	(1,932)	(18.45)
Provision for doubtful losses	(2,186)	(11.75)	(2,574)	(20.49)	(2,517)	(21.84)	(2,644)	(25.25)
Total value added by the company	18,610	100.00	12,559	100.00	11,520	100.00	10,473	100.00
Value added contributed to-								
Employees:								
As salaries and allowance	5,607	30.13	4,936	39.30	4,518	39.22	4,104	39.19
Provider of capital:								
Dividend to shareholders	1,981	10.65	1,981	15.78	1,981	17.20	1,981	18.92
Government:								
Corporate tax (excluding deferred tax)	5,399	29.01	4,126	32.85	2,845	24.69	3,024	28.88
To expansion and growth:								
Retained income	4,700	25.26	713	5.68	1,405	12.20	591	5.64
Depreciation	922	4.95	802	6.39	771	6.69	772	7.37
Total distribution by the company	18,610	100.00	12,559	100.00	11,520	100.00	10,473	100.00

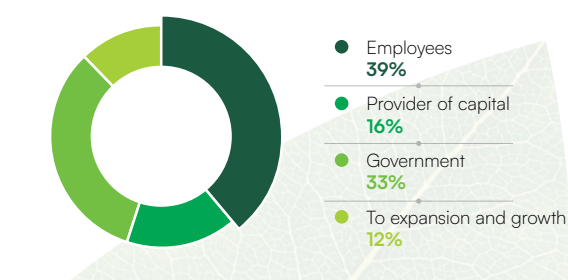
Value added statement 2024

in %

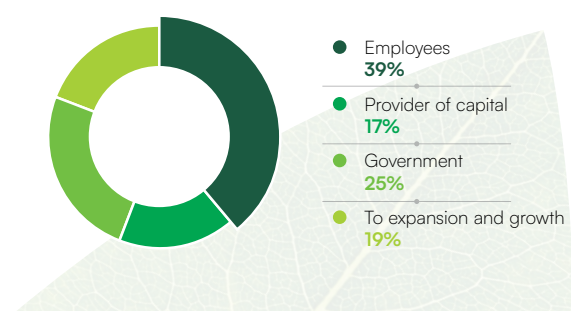


Value added statement 2023

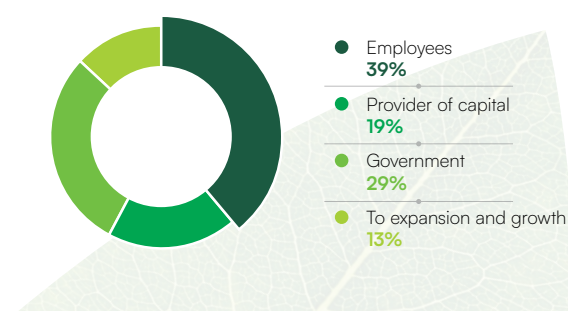
in %



Value added statement 2022 in %



Value added statement 2021 in %



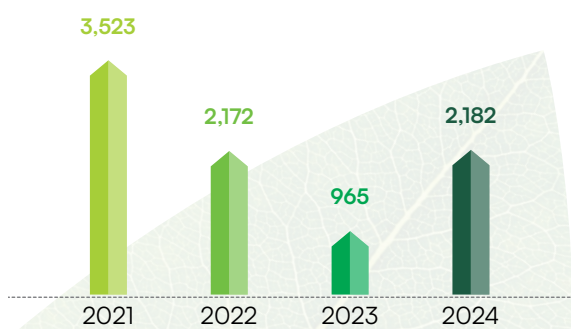
Economic value added statement

Economic value added (EVA) is the financial performance measure that attempts to measure the true economic profit of an organization. It provides a measurement of a company's economic success (or failure) over a period of time. Such a metric is useful for investors who wish to determine how well a company has added value for its investors and it can be compared against company's peers for a quick analysis of how well the company is operating in its industry. Economic value added is calculated by taking a company's net profit after tax, adding with it, the amount of provision charged against profit to absorb the losses inherent in the investments. EVA is calculated as under:

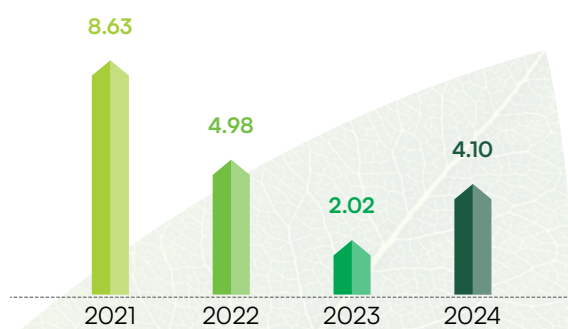
BDT in Million

Particulars	2024	2023	2022	2021
Shareholders' equity at year end	38,808	33,614	30,863	28,377
Accumulated provision	17,275	16,797	14,224	13,853
Average shareholders' equity	53,247	47,749	43,659	40,805
Cost of equity (%)	13.99%	13.50%	10.0%	5.47%
Economic value added				
Net profit after tax (excluding provision)	9,632	7,412	6,538	5,755
Less: Cost of equity	7,449	6,446	4,366	2,232
Total	2,182	965	2,172	3,523
Key ratios				
EVA/Operating revenue (%)	9.16	5.43	13.16	23.41
EVA/Average shareholders' equity (%)	4.10	2.02	4.98	8.63
Net profit after tax/Operating revenue (%)	31.24	27.23	24.37	20.67

Economic value added in BDT million



EVA/Average shareholders' equity in %



During the year 2024, direct economic value generated in the form of revenues BDT 23,837.36 million and direct economic value distributed in the form of operating costs BDT 3,683.92 million, employee wages and benefits BDT 5,607.08 million, payment to providers of capital BDT 1,981.50 million, payments to government BDT 4,635.21 million and community investment BDT 279.52 million.

Market Value Added Statement

Unlike EVA, which measures internal performance, market value added (MVA) is a measure of external performance that indicate how the market has evaluated the company's performance in terms of market value of shares compared to book value of shares. MVA is the difference between the market value of equity of a company and the book value of equity invested in the company. A positive MVA indicates that the company could add value to shareholders wealth. The following statement indicates the MVA at the year ended on 31 December of 2021 to 31 December 2024 :

BDT in Million

Particulars	2024	2023	2022	2021
Face value per share (Tk)	10.00	10.00	10.00	10.00
Market value per share (Tk)	23.40	21.00	19.40	21.50
Market value of shares outstanding	26,495	23,778	21,966	24,344
Book value of shares outstanding	11,323	11,323	11,323	11,323
Market value added	15,173	12,455	10,643	13,021

Contribution to National Exchequer

GRI 203-1

Prime Bank has contributed significantly to the government's effort of revenue collection. As a corporate entity, the bank pays tax and VAT on its own income according to prevailing laws of the country. Besides, the bank deducts income tax, VAT and excise duty at source from customers and suppliers and deposits the same to the national exchequer. During the year 2021 to 2024, the Bank contributed to national exchequer:

BDT in Million

Particulars	2024	2023	2022	2021
Direct Tax (Tk)	9,197	6,756	6,715	5,060
In-direct Tax (Tk)	1,282	1,177	1,071	961
Total	10,479	7,933	7,786	6,021

Benefit plans for Prime Bank employees

GRI 201-3

Prime Bank provides the following benefit plans for its employees upon retirement according to individual's entitlement, which are:



These funds are controlled by a Trustee Board, and decisions regarding investing and encashment of these funds are based on the Board's judgment. The Trustee Board works to ensure that employees on retirement will get full coverage of their portion of the fund. Provident Fund contributions are made by employees (10% of basic salary per employee) and employer (Same amount as paid by the employee). Welfare and Benevolent Funds are deducted from salary based on designation of the employee. The fund position as of December 31, 2024 was as follows:

Name of the Funds	31.12.2024 (BDT in Million)
Prime Bank Employees' Provident Fund	5,327.29
Prime Bank Employees' Gratuity Fund	3,547.43
Prime Bank Employees' Welfare Fund	228.15
Employees' Benevolent Fund	42.20

Financial implications and other risks and opportunities for the Bank's activities due to climate change

GRI 201-2

Climate change presents both financial risks and strategic opportunities for Prime Bank PLC. The Bank's loan portfolio is exposed to climate-vulnerable sectors such as agriculture and CMSMEs, where extreme weather events, changing rainfall patterns, and market disruptions may increase the probability of credit defaults and reduce collateral values. In addition, evolving regulatory requirements, including green taxonomy frameworks and climate-related compliance obligations, may increase operational and reporting costs. These transition and physical risks could affect portfolio quality, raise insurance and disaster recovery expenses, and influence long-term capital allocation. At the same time, climate change has accelerated demand for sustainable finance. Prime Bank has prioritized sustainability as a core part of its business strategy and is actively involved in sustainable financing activities to lead to a Low Carbon Economy. Prime Bank continues to expand its green and sustainable financing portfolio, including sustainable agriculture (BDT 5,438 million in 2024), sustainable CMSME financing (BDT 5,231 million), Other sustainable linked finance (Low risk related ESDD, working capital of green products BDT 257,479 million), green finance (BDT 12,267.94 million in 2024, compared to BDT 7,848 million in 2023) and total sustainable Finance was BDT 280,416.38 million in 2024, compared to BDT 107,137.32 million in 2023). Prime Bank's progress in sustainable Finance from 2021 to 2024 is shown on page 93 — 94 of the sustainability report.

Bangladesh Bank has introduced a range of refinance schemes designed to empower SMEs, women entrepreneurs, and environmentally responsible enterprises. Prime Bank is proud

to be a participating institution in all of these initiatives through formal agreements with Bangladesh Bank. These refinance schemes have significantly enhanced our customers' access to affordable financing, offering lower interest rates, collateral-free loans, and opportunities for employment generation. To ensure seamless delivery, our relationship managers have undergone comprehensive training and awareness programmes focused on these specialized financial products. The Bank also disbursed BDT 2880 million in 2024 under refinancing schemes provided by Bangladesh Bank for environmentally friendly projects, demonstrating our strong commitment to sustainable development and inclusive growth. These activities not only open new revenue streams but also strengthen the Bank's reputation and alignment with national sustainability priorities. Moreover, in line with Bangladesh Bank's directive regarding Formation and Management Procedure of Climate Risk Fund, Prime Bank allocated Climate Risk Fund of BDT 4.82 million which is 10 percent of the Bank's CSR Fund for supporting the environmental disaster like flood, cyclone etc., which is fully utilized.

In financing, The Bank embeds ESG principles into lending and investment, focusing on renewable energy, energy efficiency, recycling, waste management, green buildings, and sustainable industries. It actively supports sustainable agriculture — including integrated farming, horticulture, livestock, fishery, agro-forestry, and apiculture — as well as CMSMEs, building resilience and promoting financial inclusion.

For risk management, every transaction undergoes Environmental and Social due diligence. Activities on exclusion lists are rejected, and projects are classified by risk level. High-risk cases require Board approval and corrective action plans. A dedicated Sustainable

Finance Unit ensures ESG standards, transparency, and accountability remain central to operations.

Prime Bank integrates sustainability across operations, lending, and risk management. Internally, it has introduced energy-efficient lighting, HVAC systems, insulation, motion-sensor technology, and low-energy appliances, while ergonomic workplace designs enhance productivity and reduce waste. Digital statements, e-signatures, and cloud-based documentation have significantly reduced paper use, and the Bank is transitioning its vehicle fleet towards hybrid and electric models.

Looking ahead, the Bank plans to scale up financing programs for sustainable agriculture, SMEs, and women entrepreneurs. However, challenges remain, particularly limited customer awareness of green finance options and the need for stronger regulatory support and data harmonization across the sector. By integrating climate considerations into its credit risk assessment, diversifying its portfolio towards green assets, and setting future targets for sustainable lending, Prime Bank aims to balance climate-related risks with opportunities, contributing to long-term financial resilience and positive environmental impact.

Prime Bank PLC.'s activities in economic development: Significant indirect economic impact

GRI 203-2

The bank, a crucial part of the financial system, efficiently distributes money from depositors to borrowers. By providing loans, credit, and other forms of finance to businesses of all sizes, we support regional economic development and encourage expansion and creativity. The Prime Bank's initiatives will contribute to the improvement of Bangladesh's economic, social, and environmental conditions. Prime Bank contributes to national economic development by enabling access to finance, supporting entrepreneurship, and stimulating employment generation across diverse sectors. The Bank's activities have significant indirect impacts on the economy, particularly in the following areas:



SME Development

By extending dedicated financing schemes for CMSMEs, the Bank strengthens local businesses, fosters innovation, and generates employment at the grassroots level.



Agriculture & Rural Economy

Sustainable agricultural loans and refinance schemes promote rural income generation, food security, and inclusive growth.



Green & Sustainable Finance

Investments in renewable energy, energy efficiency, and eco-friendly projects indirectly reduce environmental costs while supporting sustainable industries.



Employment Creation

Financing industrial and infrastructure projects indirectly creates job opportunities in supply chains, contractors, and service providers.



Women & Inclusive Financing

Tailored loan products for women entrepreneurs and underserved communities increase financial inclusion, empowering marginalized groups to contribute to economic activity. Prime Bank launched Anchol Rin & NEERA, a Prime bank initiative for women, which has already stamped its unique mark towards enabling financial freedom, social progress, self-care and wellness of women of all spheres of the society.



Capacity Building & Skills Development

Through partnerships and advisory services, the Bank indirectly enhances the technical and financial capabilities of entrepreneurs and enterprises.

Indirect Impacts in 2024:



Prime Bank disbursed BDT **20,326** million in CMSME finance, directly supporting over **4,373** enterprises.

The bank disbursed BDT **5,438** million in agriculture finance, indirectly supporting over **73,362** enterprises/farmers.

The bank provided BDT **12,268** million in green finance, indirectly contributing to reduction of carbon footprint and expansion of renewable energy projects.

Prime Bank's strategy aligns with national priorities and SDGs, ensuring that its financial services not only generate direct business value but also create lasting economic and social benefits.

Prime Bank remains steadfast in its efforts to ensure the sustainability of its operations as well as that of the communities it serves. This is not only through efforts to finance economic development and the provision of modern financial services but also through innovative community program that impact the lives of the people included in the lower segment of the society. Prime Bank Foundation, its healthcare and educational arm to undertake Corporate Social Responsibility initiatives, is supported by sponsors and remains a major vehicle for the Bank to positively impact many of neediest communities in an effort to build a better tomorrow for all. The Bank has targeted for diversification as part of mission and vision to bring a balance between Corporate, MSME and Consumer Banking. As we observe at from a macro economical point of view, Prime Bank has played a major role in the Development of the economy. The growth of the Textile, RMG and CMSMEs, other manufacturing sectors, alongside the development of infrastructure and availability of power and energy, is directly linked to the contributions from this leading Bank. Despite the uncertain macroeconomic environment, we have continued to support the economy while operating within our prudent risk appetite. There is a broad consensus

that a vibrant MSME sector is one of the principal driving forces in the development of the economy of Bangladesh. MSMEs private ownership and entrepreneurial skills and can adapt quickly to changing market situation, generate employment, help diversify economic activities, and make a significant contribution to exports and trade. Keeping this in view, Prime Bank Limited has formulated a comprehensive policy on MSME financing and made significant progress in this sector. The Bank is offering congenial loan products and services so that MSMEs can grow and contribute more to the GDP. Agriculture is also another key driving force of the economy of Bangladesh. The overall economic development of the country is closely interlinked with the development of the agricultural sector. Agriculture makes the largest contribution to favorable Balance of Payment position through poverty alleviation, providing raw materials for industry, reducing imports and enhancing exports. Prime Bank continued its proactive policy and program support to boost up agriculture financing. Prime Bank also recognizes Agriculture & Rural Credit as one of the major tools for ensuring "inclusion" of the rural people into the banking activities and plays a major role in the overall economic development of the country. Prime Bank Limited has adopted a high priority policy goal under financial inclusion program. As one of the leading financial service provider in Bangladesh, Prime Bank plays an important role in the financial system, the economy and the society.

Percentage and number of companies held in the Prime Bank's portfolio with which the bank has interacted on environmental or social issues

Prime Bank strictly follows the Environmental & Social Risk Management Policy & Procedure published by Bangladesh Bank. As per Environmental & Social Risk Guideline, environmental risk has been categorized in 3 (three) groups i.e. High, Medium and Low. We conducted Environmental & Social Risk Rating (ESRR) for all applicable projects. As per Environmental & Social Risk Management Policy & Procedure, Prime Bank conducted Environmental & Social Due Diligence (ESDD)

for all applicable projects. In 2024 Prime Bank conducted Environmental & Social Due Diligence (ESDD) for all eligible projects before financing and a total of 3,518 customers were eligible for Environmental & Social Risk Rating (ESRR) as per ESDD, out of which, Prime Bank Financed 3,506, 12 & 0 customers who's Environmental & Social Risk Rating (ESRR) were low, medium & High respectively. On the other hand, the bank is also following the environmental rules of Government of Bangladesh. As per the rule, the industry/business has been categorized as red, green, orange A, orange B and yellow considering the environmental risk. As per the rule, bank cannot finance to red and yellow category industry/business.

Prime Bank conducted Environmental & Social Risk Rating for all applicable projects during the year 2024, which is as under:

	Number of Finances Rated				Number of Finances Disbursed				Amount of Rated Finance Disbursed (Taka in Million)			
	Low	Medium	High	Total	Low	Medium	High	Total	Low	Medium	High	Total
Agriculture	441	2	-	443	285	-	-	285	6,995	-	-	6,995
Micro Sectors	1,639	1	-	1,640	996	-	-	996	2,243	-	-	2,242
Small Sectors Applicable for ESDD	987	7	-	994	570	1	-	571	2,032	-	-	2,032
Medium Sector	153	2	-	155	105	2	-	107	1,641	14	-	1,655
Corporate Finance	282	-	-	282	367	-	-	367	82,402	-	-	82,402
Project Finance	4	-	-	4	5	-	-	5	643	-	-	643
Total	3,506	12	-	3,518	2,328	3	-	2,331	95,956	14	-	95,969

Environmental Classification of Finances (Number) as per Environment Conservation Rules 2023

	Red	Orange A	Orange B	Green	Others	Total
Environmental Classification of Finances (In 2024)						
Total Loans/Investment	65	195	99	109	1,223	1,691
Loans/Investment under ESDD	65	195	99	109	1,223	1,691
Green Finance	2	5	1	0	13	21

Access points in low-populated or economically disadvantaged areas by type

Prime Bank PLC. Launched Agent Banking with the goal to take the most modern banking services to the unbanked people across the country especially in the rural, semi-urban areas, widening its footprint across the country. Under Financial Inclusion Program, our bank is offering banking services to small/ marginal/ landless/natural disaster affected farmers,

school and college going students, Ready Made Garments Workers, inhabitants of former enclave areas, workers of Small Footwear & Leather Products' Industries under LSBPC (Leather Sector Business Promotion Council) Project, Cleaning Staffs of Dhaka North and Dhaka South City Corporation, destitute people receiving allowance, Street Urchin and Working Children, physically challenged persons etc. Moreover, our bank is committed to provide loan to 10 Tk. Accountholders (small/ marginal/landless/natural disaster affected farmers and micro/small traders) under Refinance Scheme of Bangladesh Bank.

SUSTAINABLE ACTIONS LOUDER THAN WORDS

Sustainability isn't just a statement,
it's a standard proven by action.



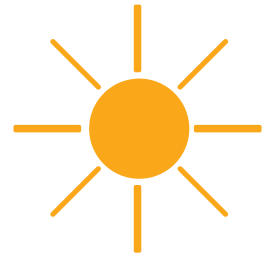
Digital Banking Activities in Prime Bank PLC. and Its Impact

প্রাইমঅগ্রিম
স্বল্প অংশের ডিজিটাল সমাধান



PrimePay





As we move forward, we are looking into the transition of one generation to the next — millennials to Generation Z. And Gen Z has a clear preference for mobile payments and digital wallets as they are digital natives, fluent in technology, and have different expectations and values compared to their predecessors. Digital Banking activities in Prime Bank PLC. are as under:



Prime Agrim:

Prime Bank's digital Nano loan service platform 'PrimeAgrim' gains national momentum.



PrimePay:

Prime Bank to provide digital solutions to subsidiary. Prime Bank signed an agreement with Prime Bank Securities Limited (PBSL) recently to provide automated banking solutions through its digital platform PrimePay. Under the agreement, systems will be integrated to show client collections and deposits in portfolios in real time along with unique identifiers. The PBSL will be able to honour client withdrawal requests on time, make instant fund transfers to beneficiary accounts with Prime Bank and initiate bulk disbursements for any service.



Prime Banijjo:

Prime Banijjo is Prime Bank's comprehensive blockchain-based digital LC management platform.

It offers end-to-end solutions for importers, exporters, and corporates by enabling seamless management of LCs, bills, guarantees, and other trade instruments.



MyPrime app:

Prime Bank's new and modern internet banking app MyPrime app gives you the power to do even more, right from your smartphone, no matter where you are. You can check your account balance, transfer funds, pay the bills, recharge your mobile, view account activities, transfer history and lots more! Conveniently manage your accounts, credit cards, deposits and loans with the MyPrime Internet Banking app.

MyPrime app is optimized for your Android and is available 24/7 for any Prime Bank's customer.



Financial literacy

The financial literacy program of Prime Bank PLC. focuses on the financial inclusion, benefits of digital transactions, and awareness of banking services. As part of this program, the Bank organized various programs in the presence of various groups of people including farmers and low-income marginalized communities, cottage and small entrepreneurs, women (individuals

and entrepreneurs) at branch and agent outlets. Notable initiatives are given below:

Launching of Braille Books

The Bank published books on Consumer & SME Banking basics in braille, a first of its kind initiative by any bank in Bangladesh. The braille books are available free of cost at all public libraries and specialized schools for visually impaired persons across the country.

School Banking Activities

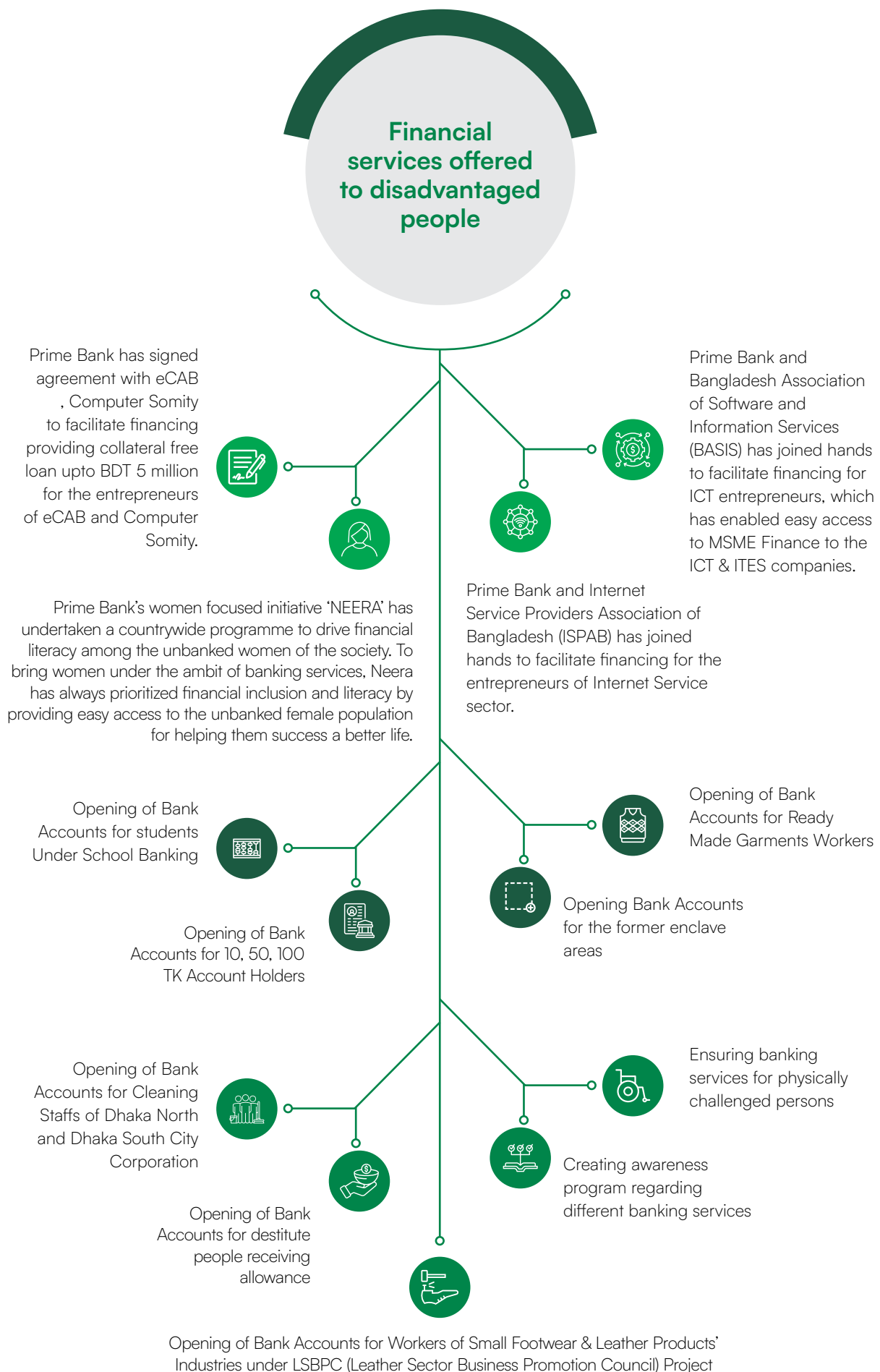
School banking activities are conducted through various branches to familiarize students with various financial services and ensure greater involvement of students in financial inclusion activities. The activities are:



Initiatives to improve access to financial services for disadvantaged people

Prime bank has been providing financial services for disadvantaged groups as per guidelines given by Bangladesh Bank. Farmers, readymade

garment workers, underprivileged segment of population, and beneficiaries of social safety net programs are eligible to open No Frill Account (NFA) with only BDT 10 as initial deposit in any state-owned commercial bank or financial institution, and scheduled private commercial banks involving no service charge.



In view of the above, different divisions i.e. Retail Banking Division, MSME Banking Division, Agriculture Support and Sustainable Finance Unit (SFU) of the Bank separately deal with the activities related to Financial Inclusion. Prime Bank has been expanding financial services for the disadvantaged groups.

Prime Bank PLC is a leading private commercial bank in Bangladesh that operates on a diversified and customer centric business model aimed at driving sustainable growth while balancing risk and profitability. The bank's core revenue streams include corporate banking, retail banking, SME financing, Islamic banking, and treasury operations. To mobilize deposits, Prime Bank offers competitive savings accounts, fixed deposits, and current accounts. These funds are then channeled into loans for businesses, individuals, and SMEs, with a special focus on key sectors such as trade, manufacturing, and agriculture. The bank provides trade finance services, including letters of credit and export-import financing, which cater to the growing demands of Bangladesh's international trade. Prime Bank emphasizes digital transformation to enhance accessibility. It offers mobile banking, internet banking, and agent banking services, particularly in underserved rural areas. This technology-driven approach reduces operational costs and helps expand its customer base. Additionally, the bank generates fee-based revenue from services such as remittances, debit and credit cards, and wealth management products.

Risk management is integral to the bank's operations. It employs stringent credit assessments, monitors nonperforming loans (NPLs), and complies with Bangladesh Bank's Basel III guidelines to maintain capital adequacy. By prioritizing financial inclusion, Prime Bank supports SMEs and micro-entrepreneurs through tailored loan products, aligning with national economic goals. Externally, the bank faces challenges such as economic volatility,

regulatory changes, and fintech disruption. To address these, it invests in innovation, strategic partnerships, and staff training. Its sustainable banking practices, which include green financing and corporate social responsibility (CSR) initiatives, enhance its reputation and build stakeholder trust. Through this adaptable and inclusive business model, Prime Bank PLC sustains its market leadership, driving both profitability and socio-economic impact in Bangladesh's competitive banking landscape.

Preferential Financing to Promote Green Finance

GRI 201-4

To support the transition toward environmentally responsible practices, Bangladesh Bank has introduced various refinancing schemes aimed at fostering green and sustainable financing. In alignment with these initiatives, Prime Bank offers preferential loans to customers through programmes such as the Refinancing Scheme for Green Products/Projects/ Initiatives, Technology Development Fund (TDF), and Green Transformation Fund (GTF).

These schemes provide low-cost financing to businesses looking to adopt green technologies, improve energy efficiency, and reduce their environmental impact. The Refinancing Scheme for Green Products/Projects/Initiatives supports projects focused on renewable energy and environmental conservation, while the Technology Development Fund (TDF) helps businesses modernize with eco-friendly technologies. The Green Transformation Fund (GTF) supports large-scale projects aimed at transforming industries toward sustainability.

By offering these preferential loans, Prime Bank is playing an active role in helping businesses finance their green transformation and contribute to a sustainable future.

ENVIRONMENTAL IMPACT

Environmental Responsibility

GRI 301, GRI 302, GRI 303, GRI 305

Prime Bank's green banking activities mainly focuses on two principles. First, we emphasize green practices in our day to day operation by consuming less energy, introducing digitalization and other measures to minimize the carbon footprint from our day to day operation. Secondly, we engage in extending credit facility in green products and showcase environmental and social responsiveness in our credit policy. There is growing evidence suggesting that climate change risks have important implications for financial stability, although the analysis of the complexity of the potential risks to the financial sector is still at early stage. The Bank has emphasized to assess the environmental risk before lending to reduce greenhouse gas (GHG) emissions.

Green Banking Governance & Internal Management of Environmental Resources

GRI 3-3

Prime Bank has updated its governance structure in regard to sustainability by accommodating Bangladesh Bank's latest directives to foster green governance. The bank has established Sustainable Finance Unit (SFU) under CRM Division. Moreover, Sustainable Finance Committee has already been formed chaired by the senior most Deputy Managing Director of the Bank. The Risk Management Committee (RMC) of the Board of Directors approves policies, strategies and programs related to Sustainable Banking and Sustainable Finance (Green Banking, E&S Risk Management and CSR) programs.

As part of constant commitment of Prime Bank to adopting a quality approach, the bank continues to focus on refining its management systems across the business to include sustainability considerations. This enables us to identify synergies and opportunities for increased efficiency. For reducing environmental footprint of products and services of Prime Bank as well as reduction of cost and to ensure Green Banking Governance, the bank has formed the following unit and committee:

Green Banking Governance

A. Sustainable Finance Unit (SFU)

Prime Bank established SFU under direct supervision of Head of CRM Division. The ToRs of SFU are as under:

- Formulation, amendment and implementation of Green Banking policy, Green Office Guide, E&S Risk Management Policy and other related policy
- Participation agreement signing and applying Refinance from BB
- Support in annual budget preparation & escalation
- Provide necessary assistance to internal & external stakeholders
- Assisting Sustainable Reporting Committee (SRC) in preparing Annual Sustainability Report
- Update RMC of the Board regarding Sustainable Banking
- Regulatory & Internal Reporting

B. Sustainable Finance Committee (SFC)

Prime Bank established SFC chaired by senior most DMD. The ToRs of SFC are as under:

- Approve, monitor & evaluate the activities of Sustainable Finance Unit at management level.
- Set annual objective of Sustainable Finance Unit and evaluate its performance.
- Ensure appropriate coordination and support among all relevant division of the Bank to accomplish the activities of Sustainable Finance Unit.

C. Risk Management Committee (RMC)

of the Board of Directors has been established as per Central Bank's Guidelines and empowered Risk Management Committee (RMC) of the Board of Directors to approve policies, strategies and programs related to Sustainable Banking and Sustainable Finance (Green Banking & CSR) programs.

D. Established Sustainability Reporting

Committee comprising of cross departmental representation. The Committee works for gathering information for General Standard Disclosures. The committee also ensures their presence during the dialogue with key stakeholders to list and define material aspects to be reported on, and to make recommendations to executive team on this.

Integrating Environmental, Social and Governance (ESG):

Prime Bank's Sustainability Framework has three strategic pillars: Environmental, Social, and Governance, also known as ESG. Through these strategy pillars, Prime Bank works proactively to ensure responsible financial practices, environmental responsibility, social impact, and sound governance, which guide

the Bank's approach towards creating positive impact through its key material matters. The Bank has set a forward-looking strategy and roadmap with commitments aligned with the Bank's business direction, which aims to achieving Net Zero Carbon Emissions by 2050 and focuses on contributing towards majority of the Sustainable Development Goals ("SDGs"). The Bank is committed to integrating ESG considerations into its decision — making processes, emphasizing criteria factors such as carbon emissions (environmental), Social and Governance practices.

Environmental and Social (E&S) Risk Management

Environmental and Social (E&S) Risk refers to the uncertainty or probability of losses that may originate from any adverse environmental or climate change events or non-compliance with prevailing environmental regulations related to E&S issues. The impact of climate change is undeniable in our country. We not only ensure a proper mitigation strategy while extending credit facilities, but also make sure that our dedicated relationship team is closely monitoring and counseling customers to assist them to efficiently handle adverse E&S situations. Simultaneously, to safeguard our environment from further deterioration, we place strong emphasis on sustainable banking practice. In 2024, we took multiple measures to demonstrate our commitment towards sustainability. We have a culture to promote sustainable actions through our banking operations. Our relationship team, credit officials and Sustainable Finance Unit (SFU) worked persistently throughout the year to guarantee the maximum E&S due diligence in finance. Furthermore, we have amplified our SFU capability, while our employees have participated in trainings on sustainable banking. This, in turn, has enabled us to expand our capacity regarding E&S Risk Management.

Major In-house Green Initiatives

Yearly in-house green banking practices

Topics	2021	2022	2023	2024
Number of branches / units using Renewable Energy	2	2	3	4
Renewable Energy consumption per employee (KWh)	0.016	0.016	0.024	0.025
Renewable Energy consumption per employee (BDT)	0.16	0.16	0.29	0.30
Number of accounts using Myprime / internet banking (User base)	68,442	97,723	144,259	210,278
E-mail corresponding	6,273,584	34,765,779	42,200,340	71,700,200
SMS Alert	31,215,745	40,072,036	59,685,139	65,484,621

Automated Teller Machine (ATM)

In addition to the Bank's own ATMs, the Bank has joined National Payment Switch Bangladesh (NPSB) network which enabled the cardholders of the Bank to enjoy cash withdrawal facility from other ATMs under NPSB Network.

Internet Banking Service

With I-banking facility, customers of our bank can perform activities like: real-time fund transfers between own accounts of Prime Bank PLC., real-time fund transfer to third party beneficiary accounts of Prime Bank PLC., interbank fund transfer to other banks, credit card bill payment, real-time balance enquiry, real-time FDR & deposit scheme information, real-time loan information, real-time account statement download, instant recharge of prepaid/postpaid mobile account of any local telecom operator etc.

Real Time Gross Settlement (RTGS)

Bank has successfully implemented and optimized Real Time Gross Settlement (RTGS) solution in branches. As a result, customers are enjoying real time fund settlement facility.

National Identity Card (NID) Verification System

National Identity Card (NID) verification service has enabled the option to verify the NID card of customers through online. As prior to opening of any account NID verification is mandatory thus by using this service our Bank has reduced the possibility of fraud-forgery and improved the banking service.

Video Conferencing

Video conferencing has been introduced among Head Office and other premises of the Bank in order to save business travel time and fuel by holding virtual meeting.

LEED Certified Environment Friendly Head Office

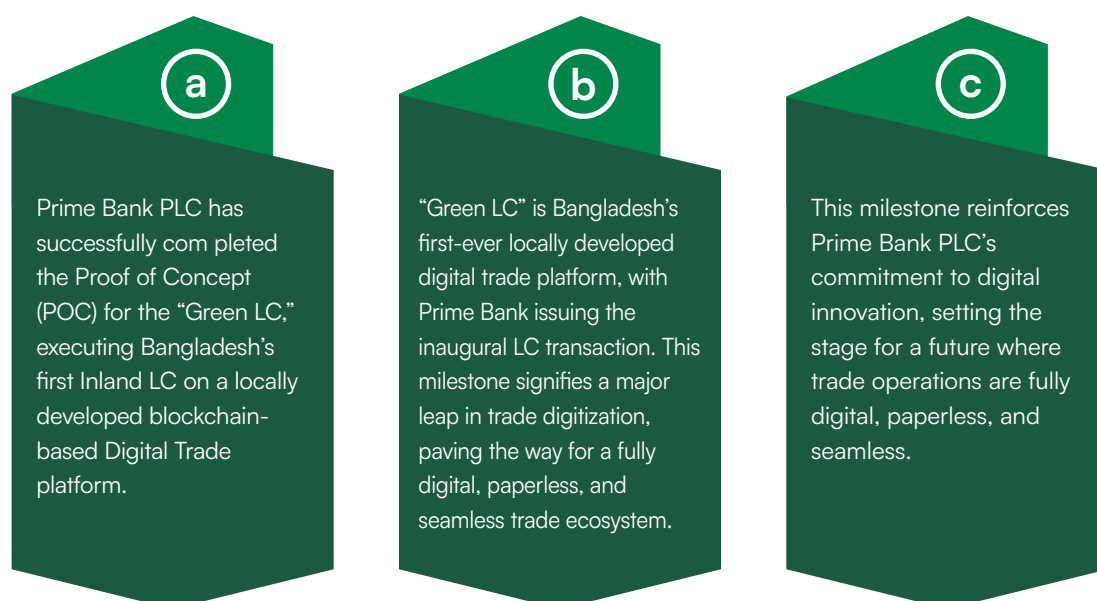
One of our head office is located in a LEED (Leadership in Energy and Environmental Design) certified Green Building located at Simple Tree Anarkali, 89 Gulshan Avenue, Gulshan-1, Dhaka with utmost efficient utility, energy and resources systems. This LEED certified building exemplified our corporate identities and commitment towards environment through energy efficiency, water conservation. In terms of energy consumption, the building

system significantly reduces cost incurred for energy. To maximize energy performance and reduce the impact on the environment from excessive energy the building has daylight harvesting, occupant sensing lighting control and energy efficient lighting. As a result, total energy consumption has been reduced by a significant level. Moreover, to maximize indoor water efficiency and reduce the burden on the municipal water supply and wastewater

systems, the building utilizes low-flow fixtures including water closets and sinks. As a result, the building's calculated water consumption has been reduced significantly.

Prime Bank introduced water recycling for washroom use at Prime Tower. Recently the bank is constructing its own tower for its official purpose and the same will be the Green Building.

Blockchain-Based Digital Trade Platform (Green LC)



Training & Capacity Building

In 2024, Prime Bank conducted five training programs, equipping 401 (Four Hundred One) employees, including officials from the Khulna region, with enhanced knowledge and skills. These training sessions were facilitated by the Bank's internal resources, an official from Bangladesh Bank, and an external consulting firm, ERM. Additionally, 12 (twelve) employees participated in two specialized workshops organized by the International Finance Corporation (IFC) and British International Investment (BII), further strengthening the Bank's commitment to continuous learning and capacity building.

Particulars		2024	2023	2022
Internal Training	No of Training	5	7	6
	No of Participants	401	344	227
External Training	No of Training	2	6	11
	No of Participants	12	15	17

PRIME BANK'S APPROACH, COMMITMENTS AND PROGRESS TOWARDS SUSTAINABILITY Driving Towards Safeguarding the Environment

GRI 300

Prime Bank PLC. is committed to conducting its business sustainably and efficiently, thereby reducing the environmental impact in its facilities and the bank is driving green innovation for a sustainable future. As a responsible bank, we consciously finance projects that benefit our customers, economy, reduce carbon footprint, and have a positive impact on the environment and society. We do not support initiatives that increase our carbon footprint, which reflects

our belief in a more environment friendly and sustainable future.

Prime Bank's environmental Strategies:

Contributing to the transition to a low carbon economy to build a greener planet through bank's financing and in-house operations towards achieving net zero emissions by 2050.

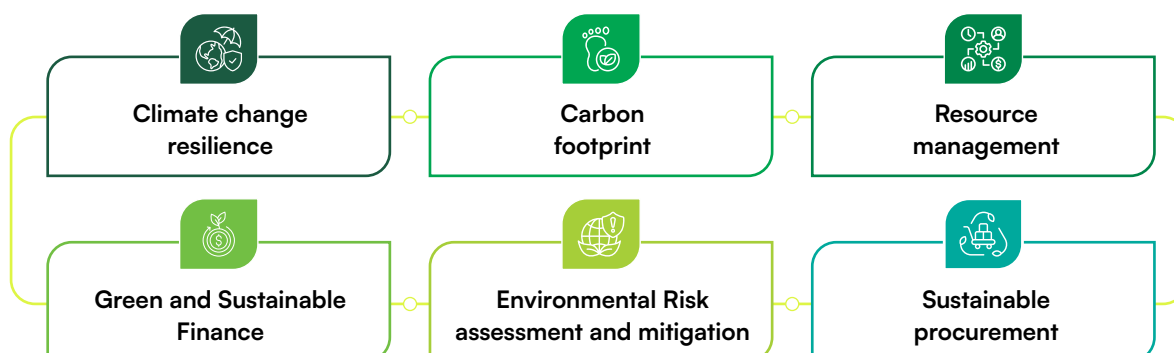
Our commitments:

Prime Bank has set commitments for its internal operations, lending and investment activities and determined material matters the bank should take into serious consideration.



Material Matters:

The bank identified 6 (six) material topics that are most relevant to the stakeholders to reduce environmental impact and the bank is driving to achieve bank's commitments to ensure sustainability.



SDGs Supported:



Showcasing Sustainable Impact

Theme 1: Safeguarding the Environment

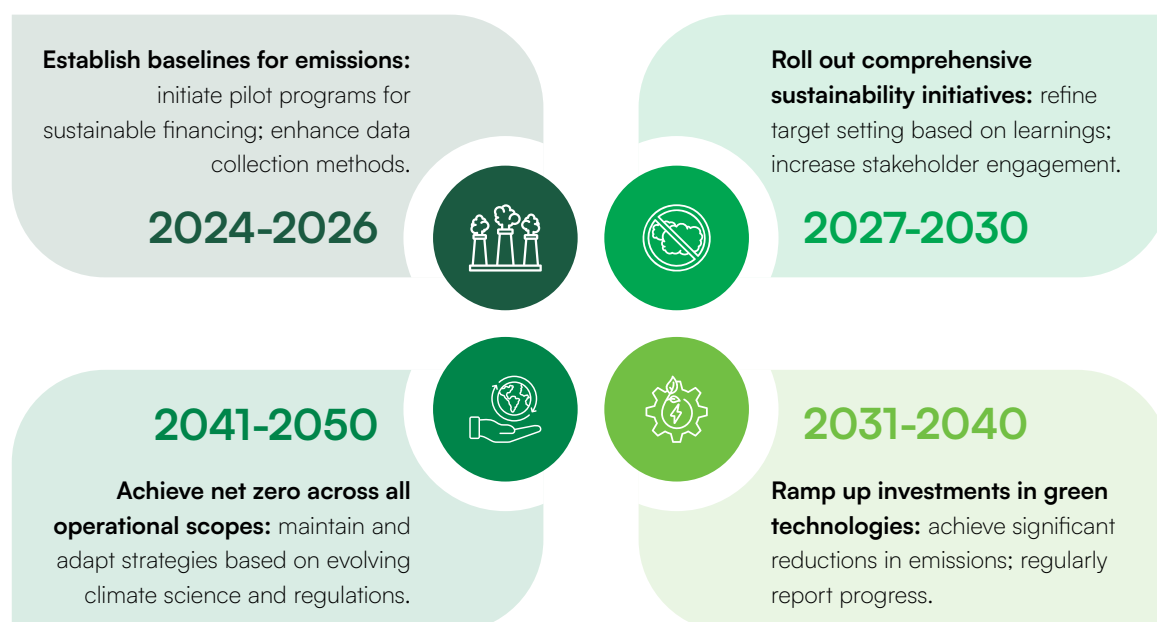
A. Climate change resilience

Prime Bank's Climate Strategy

In response to the growing urgency of climate change and subsequent global threat to the economy, Prime Bank is committed to integrate

climate risk into bank's operations and lending practices to cope with and recover from the impacts of climate change. Prime Bank PLC. has taken initiatives to undertake climate actions for net-zero greenhouse gas emissions by 2050. As a Net Zero Signatory Bank, we aim to align the financial activities with the goals of the Paris Agreement and contribute to a sustainable future for our clients, stakeholders, and the communities.

The Bank has already published its net zero goal with a clear implementation timeline & milestones, which is delineated below:



The current progress:

To achieve the goal, the Bank has already initiated the following activities:



To enhance climate change resilience, the bank assesses, evaluates, and mitigates climate risk in its lending / financing practices through ESG consideration.

Achievements:

For climate change resilience, Prime Bank is adopting a comprehensive approach to its lending and in-house operations that reduces carbon emissions. Connecting with that we have developed Climate Strategy for implementation in the bank. Before taking lending decision, climate risks assessment and management is carried out properly to protect the bank's portfolios from the impact of Climate Risks.

Key Highlights:



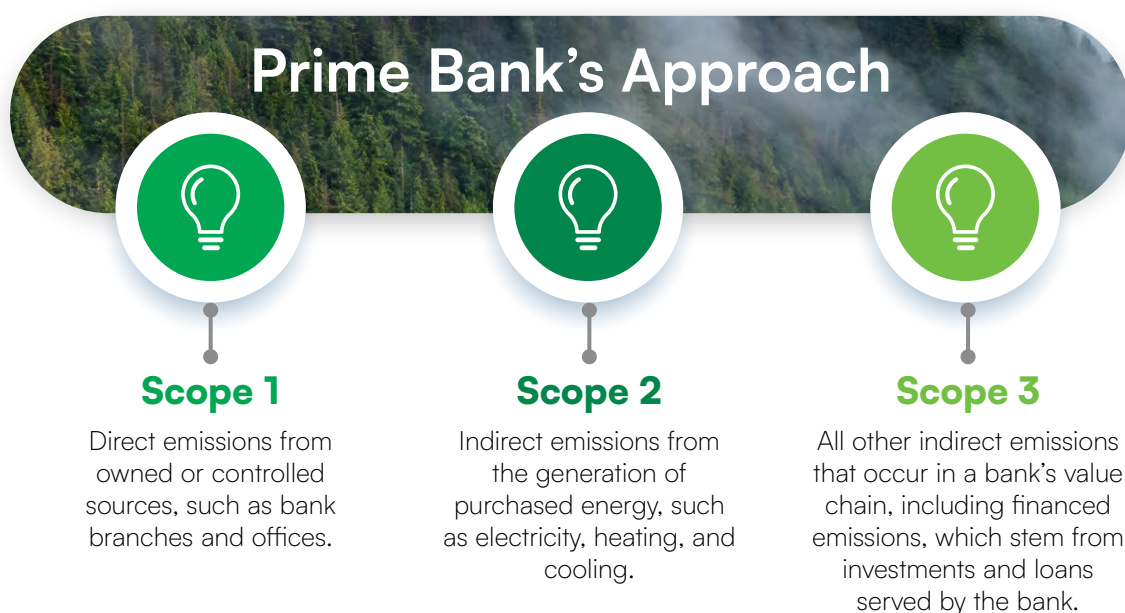
B. Carbon footprint

Carbon footprint

Prime Bank's Approach

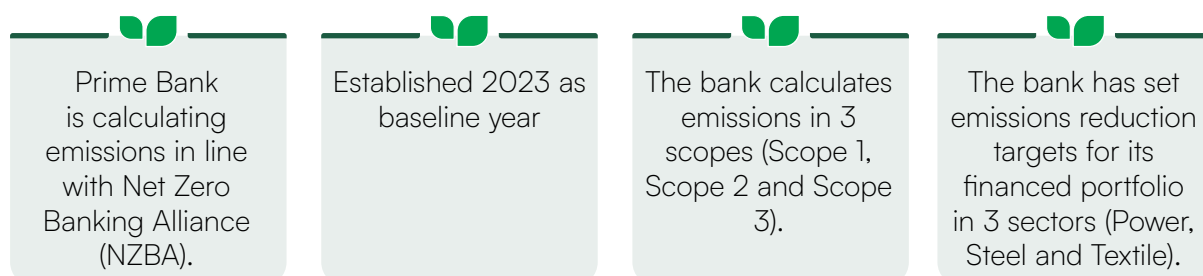
Prime bank's Carbon footprint refers to the greenhouse gas emissions associated with bank's activities, including its operations and lending portfolios and the bank is committed to reducing its direct and indirect carbon emissions for achieving net zero greenhouse gas (GHG) emissions by 2050. As a larger proportion of emissions under scope 1 and score 2 comes from grid purchased electricity which constitutes about 91%. Thus we have set our priorities in this sector to reduce carbon emission.

Prime Bank's operations are inextricably linked to a multitude of emissions sources, often categorized into three scopes of the greenhouse gas (GHG) protocol:



Prime Bank has chosen to set targets in several waves, starting with the first wave in 2024. As part of this wave, three priority sectors are included which are Power, Steel, and Textiles. These sectors have been selected based on its impact on climate and the availability of methodologies. We have used 2023 inventory data as our baseline and have set interim targets for 2030 for each sector and a net zero target for 2050.

Key Highlights:



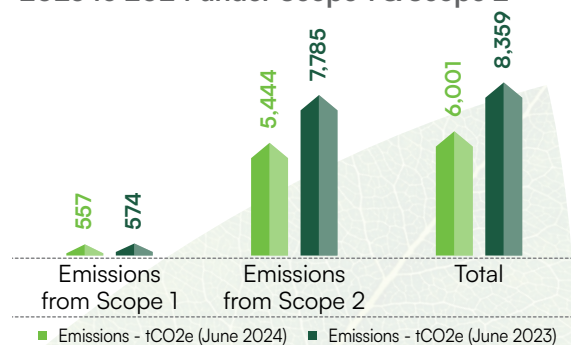
PRIME BANK'S SCOPE 1, 2 EMISSIONS

GRI 305

GHG Emissions (tCO₂e) from Scope 1 & Scope 2 in 2023 and 2024:

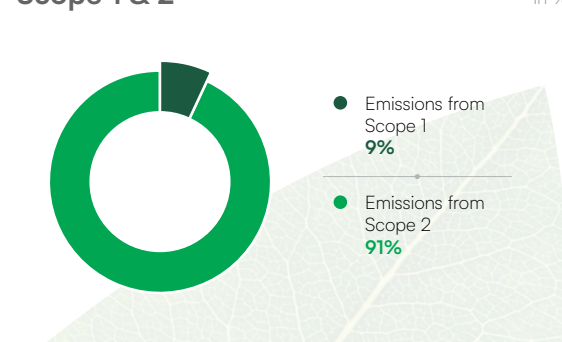
Sources of Emissions	Emissions - tCO ₂ e (June 2024)	Emissions - tCO ₂ e (June 2023)	Difference
Emissions from Scope 1	557	574	(17)
Emissions from Scope 2	5,444	7,785	(2,341)
Total	6,001	8,359	(2,358)

Comparison of GHG Emissions (tCO₂e) from 2023 to 2024 under Scope 1 & Scope 2



Emissions - tCO₂e (June 2024) from Scope 1 & 2

in %



Direct (Scope 1) GHG emissions:

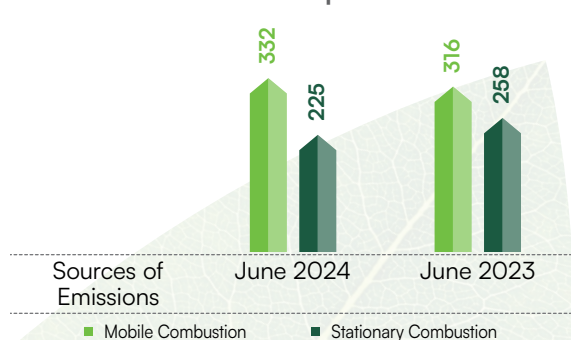
GRI 305-1

- Prime Bank achieved a reduction in greenhouse gas emissions, lowering CO₂ output from 574 tons in 2023 to 557 tons in 2024 under scope 1.

GHG Emissions (tCO₂e):

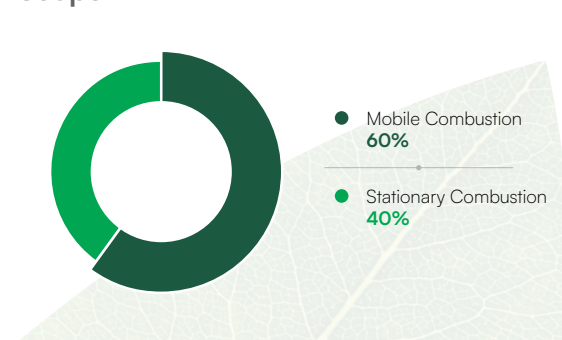
Scope	Items	June 2024	June 2023	Difference
Scope 1	Mobile Combustion	332	316	16
	Stationary Combustion	225	258	(33)
	Total Emission from Scope 1	557	574	(17)

Comparison of GHG Emissions (tCO₂e) from 2023 to 2024 under Scope 1



Emissions - tCO₂e (June 2024) from Scope 1

in %



Energy indirect (Scope 2) GHG emissions

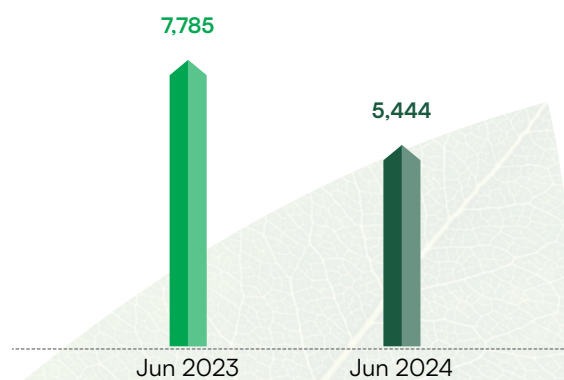
GRI 305-2

- Prime Bank achieved a reduction in greenhouse gas emissions, lowering CO₂ output from 7,785 metric tons in 2023 to 5,444 metric tons in 2024 under scope 2.

GHG Emissions from Scope 2 (tCO₂e):

Scope	Sources of Emissions	June 2024	June 2023	Difference
Scope 2	Electricity Purchased	5,444	7,785	(2,341)

Comparison of GHG Emissions (tCO₂e) from 2023 to 2024 under Scope 2



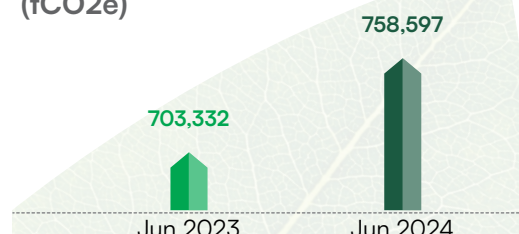
Financed Emissions (Scope 3 Emissions)

GRI 305-3

- In 2023, Prime Bank's financed emissions totaled 703,332 tons of CO₂e. However, in 2024, financed emissions increased to 758,597 tons of CO₂e, reflecting a rise primarily due to expanded lending activities.
- Prime Bank is taking initiatives for more robust Client engagement and green & sustainable financing activities.

Scope	Sources of Emissions	June 2024	June 2023	Difference
Scope 3 (Financed Emissions)	Total Financed Emissions (including proxy estimates - tCO ₂ e)	758,597	703,332	55,264

Comparison of Financed Emissions from 2023 to 2024 under Scope 3 (tCO₂e)



Financed Emissions (Scope 3 Emissions)

GRI 305-3

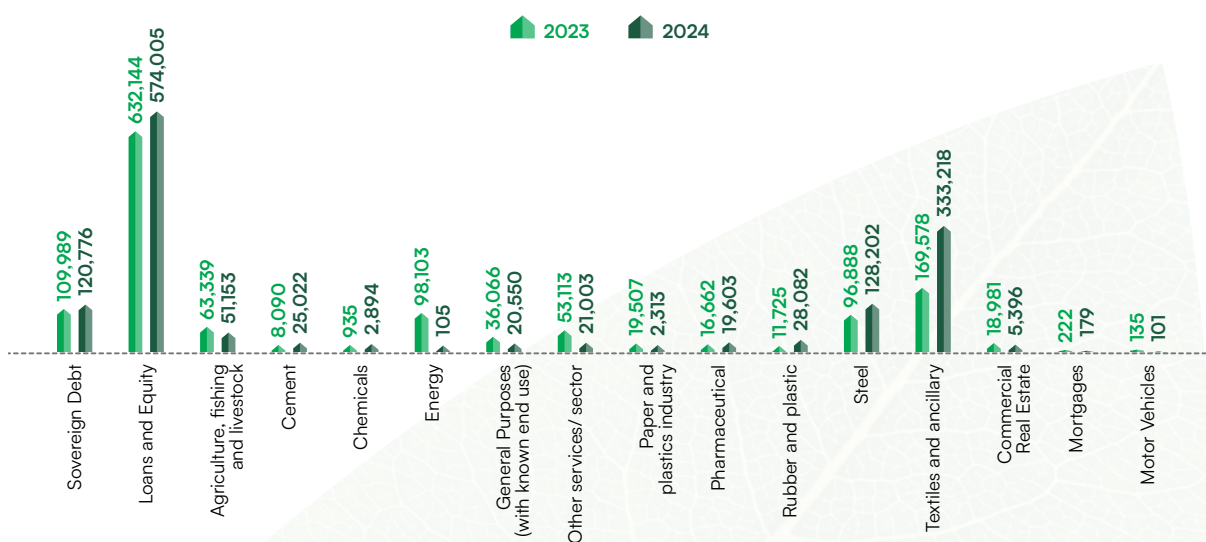
Using the methodology explained above, Prime Bank has developed its financed emissions inventory across the different asset classes as well as sectors.

Scope 3 Financed Emissions summary by different PCAF categories

Asset Class/Sector	Total financed emissions (including proxy estimates - tCO ₂ e) (June-24)	Total financed emissions (including proxy estimates - tCO ₂ e) (June-23)	Difference
Sovereign Debt	120,776	109,989	10,787
Loans and Equity	632,144	574,005	58,139
Agriculture, fishing and livestock	51,153	63,339	(12,185)
Cement	25,022	8,090	16,932
Chemicals	2,894	935	1,959
Energy	105	98,103	(97,998)
General Purposes (with known end use)	20,550	36,066	(15,516)
Other services/ sector	21,003	53,113	(32,110)

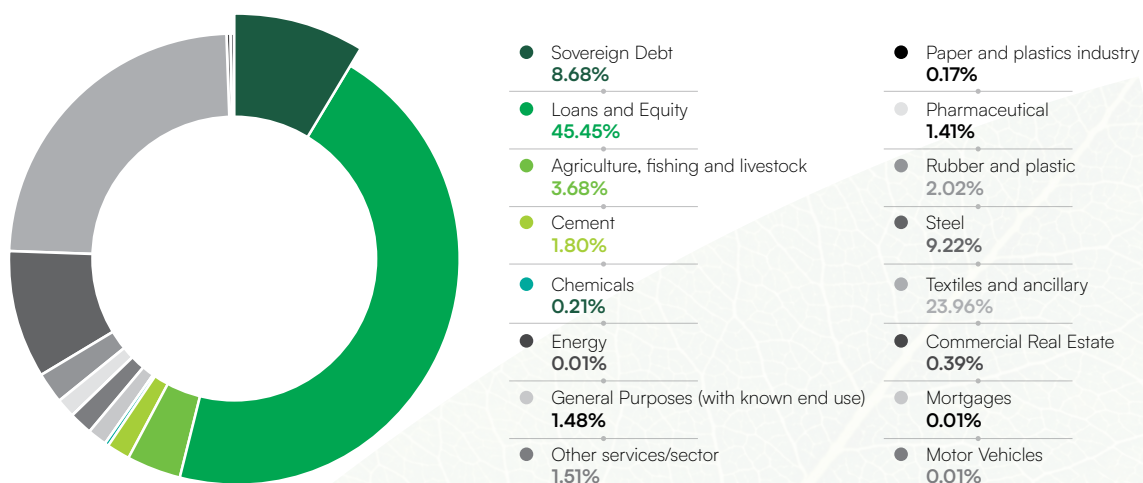
Asset Class/Sector	Total financed emissions (including proxy estimates - tCO ₂ e) (June-24)	Total financed emissions (including proxy estimates - tCO ₂ e) (June-23)	Difference
Paper and plastics industry	2,313	19,507	(17,194)
Pharmaceutical	19,603	16,662	2,941
Rubber and plastic	28,082	11,725	16,357
Steel	128,202	96,888	31,314
Textiles and ancillary	333,218	169,578	163,640
Commercial Real Estate	5,396	18,981	(13,585)
Mortgages	179	222	(43)
Motor Vehicles	101	135	(34)
Total financed emissions	758,597	703,332	55,264

Comparison between sector wise financed emissions in 2023 and 2024



Financed Emissions (Scope 3) [tCO₂e]

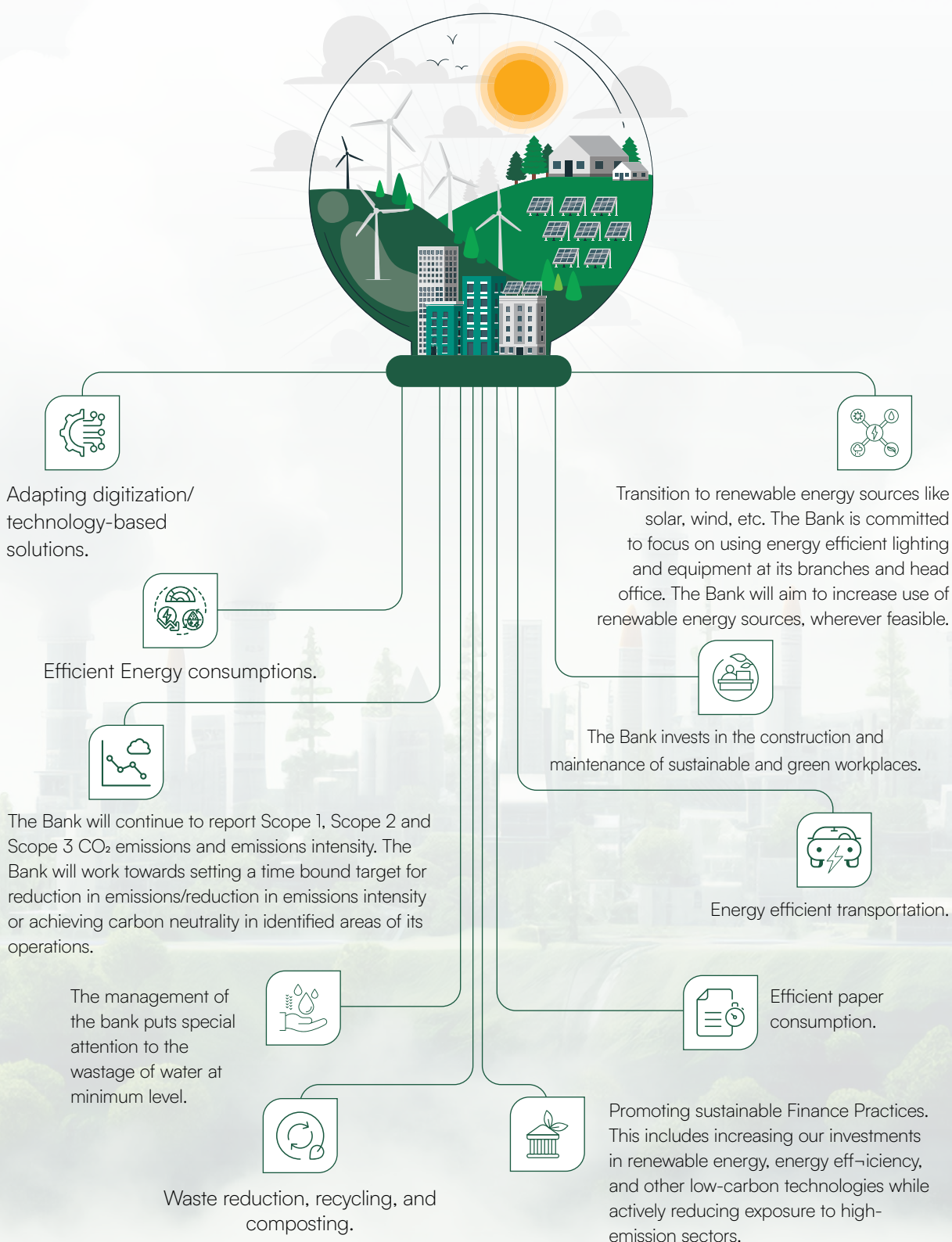
in %



Prime Bank's initiatives for De-carbonization

GRI 305-5

For De-carbonization, Prime Bank streamlines its internal operations and at the same time work to reduce the carbon intensity of the bank's lending activities. The bank is focusing on the following considerations for De-carbonization:



Throughout the De-carbonization process, we can build a greener, more inclusive economy for future generations.

C. Resource Management.

Bank's operations and Resource Management

Prime Bank's Approach

Prime Bank strives to manage the environmental impact through its operations and Resource Management.

Prime Bank recognizes the need to conduct its banking operations in accordance with environmentally friendly policies and practices and the bank will increase the renewable energy uses where possible, and make efficient use of energy and water resources and manage waste properly to transform towards a lower GHG emissions.

Key Highlights:

The bank has increased its use of Renewable Energy per employee during the year from 2023 to 2024.

For reducing Electricity Consumption, Prime Bank has introduced Energy Efficiency Guidelines.

Prime Bank ensures the maximum usage of natural day light to reduce GHG emission by reducing energy consumption.

Water recycled and reused Plan: Introduced Water recycling for washroom use at Prime Tower

In 2024 total utility Water consumption reduced by 4.67% compared to 2023.

Energy Management

GRI 302

Prime Bank's energy consumption strategy is to use more renewable energy (where possible) and the bank will ensure efficient use of energy in its operations as well as will reduce of its fossil-based energy consumption from year to year.

Energy Consumption within the Organization

GRI 302-1

Generally, bank's operations are not energy intensive, However, Prime Bank is committed to reduce its energy consumption. For smooth banking operation, electricity is must now-a-days as the bank is shifting to automation. Energy consumption comes from National grid,

transportation fuel for our fleet and business-related travel.

Up to year 2024, 4 branches / units used Renewable Energy and the bank of its commitment to the usage of renewable energy resources. Moreover, we use energy efficient bulbs in our office premises. Most of our internal communications are made through electronic mail, which has substantially reduced the paper consumption. Moreover, Prime Bank PLC. always encourages its officials to consider green approaches for any business travel which reduce carbon emission.

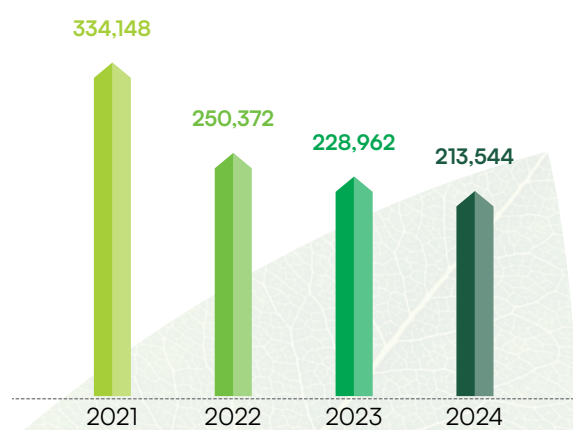
For reducing Electricity Consumption, Prime Bank has introduced Energy Efficiency Guidelines

Direct Energy

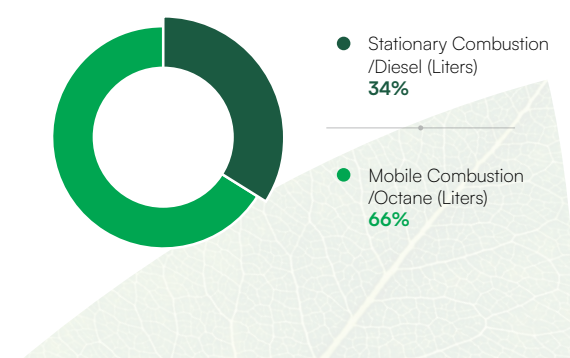
Direct Energy Consumption				
	2021	2022	2023	2024
Stationary Combustion/ Diesel (Liters)	167,074	67,895	94,199	72,046
Mobile Combustion/ Octane (Liters)	167,074	182,477	134,763	141,498
Total	334,148	250,372	228,962	213,544

Direct Energy Consumption

Liters



Direct Energy Consumption in 2024

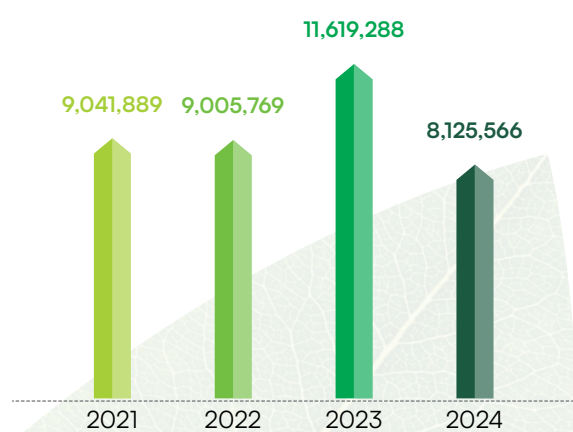


Indirect Energy:

Electricity Consumption (Electricity Purchased)				
	2021	2022	2023	2024
Total Electricity Purchased (kWh)	9,041,889	9,005,769	11,619,288	8,125,566
No. of employees	2,997	2,913	2,958	2,985
Electricity consumption per employees	3,017	3,092	3,928	2,722

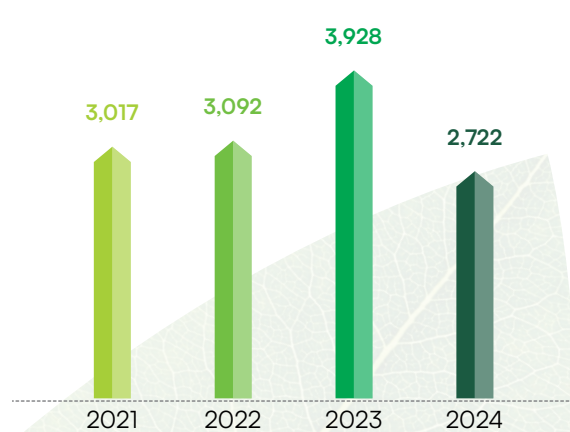
Total Electricity Consumed

in (kWh)



Electricity consumption per employees

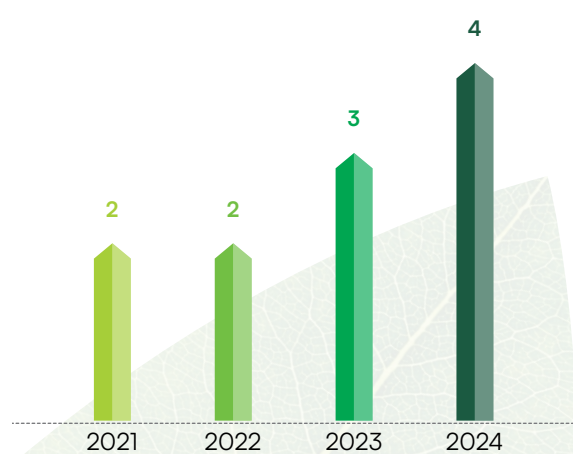
in (kWh)



Yearly in-house green banking practices

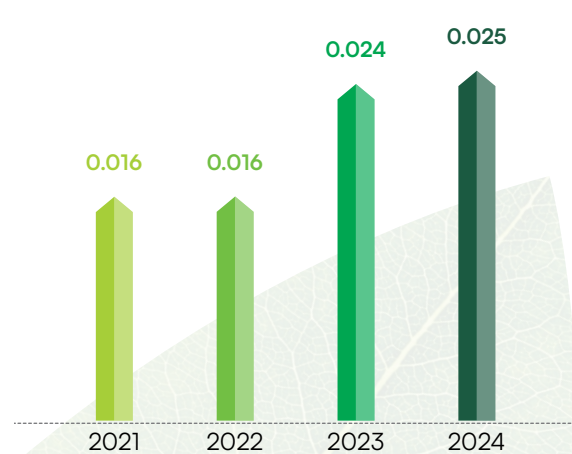
Topics	2021	2022	2023	2024
Number of branches / units using Renewable Energy	2	2	3	4
Renewable Energy consumption per employee (KWh)	0.016	0.016	0.024	0.025
Renewable Energy consumption per employee (BDT)	0.16	0.16	0.29	0.30
Electricity consumption per employee (KWh)	3,017	3,092	3,928	2,722

Number of branches / units using Renewable Energy



The bank has increased its use of Renewable Energy per employee during the year from 2023 to 2024.

Renewable Energy consumption per employee



For reducing Electricity Consumption, Prime Bank has introduced Energy Efficiency Guidelines

Energy consumption outside of the organization

GRI 302-2

Business travel is not disclosed in the form of Fleet Diesel Consumption (Liters), Fleet Gasoline Consumption (Liters) or Mega Joules, Liters and like this as the Bank does not have a system to accumulate these numbers currently.

Energy intensity

GRI 302-3, 305-4

Prime Bank ensures the maximum usage of natural day light to reduce GHG emission by reducing energy consumption. Per employee Electricity consumption (with in the bank) was 3,017 KWh in 2021, 3,092 in 2022, 3,928 KWh in 2023 and 2,722 in 2024. Due to proactive initiatives taken by the bank, per employee electricity consumption was reduced from 3,928 KWh to 2,722 KWh during the period from 2023 to 2024.

Reduction of energy consumption

GRI 302-4

The following initiative has been taken by the bank for ensuring energy efficiency.



The bank is using Energy saving LED bulb and panel light for reduction of energy consumption.



The bank is emphasizing for using Renewable Energy.



For reducing Electricity Consumption, Prime Bank has introduced Energy Efficiency Guidelines.



Prime Bank ensures the maximum usage of natural day light to reduce GHG emission by reducing energy consumption.

Reductions in energy requirements of products and services

GRI 302-5

In 2024, 4 branches / units used Renewable Energy, while in 2023, 3 branches / units used Renewable Energy. The bank has increased its use of Renewable Energy per employee during the year from 2023 to 2024, which will increase further in future that will lead to reduce carbon emissions.

We are using maximum Day light, Solar panels. We know that Improvements in energy efficiency are generally achieved by adopting a more efficient technology. Being a green bank, Prime Bank has Installed LED lighting, fluorescent lighting & solar Panel as well as using natural skylight windows that reduce the amount of energy required to attain the same level of lighting compared to using traditional incandescent light bulbs. Moreover, to reduce energy, all employees are advised to reduce electricity consumption by proper utilization of AC, light, fan and other devices.

Paper Consumption

GRI 301-1

Employees are encouraged to minimize printing and use of scrap or one side used papers in the workplace. Various digitalization efforts have also been implemented to reduce the use of paper in the daily operations.

Prime Bank has continued its efforts in helping its customers to reduce Prime bank's environmental footprint by offering them paperless banking

services through digitalization. For reducing paper consumption, the Bank has taken the following initiatives:

Responsible Purchase

GRI 308-2

Purchasing practices have significant impacts, both socially and environmentally. Where we buy products, what they are made of, who made them and what will happen to them when we are finished all need to be considered.

Paper

01



Purchase paper that is made by recycled contents.

02



Purchase paper products from companies that have environmentally ethical practices.

03



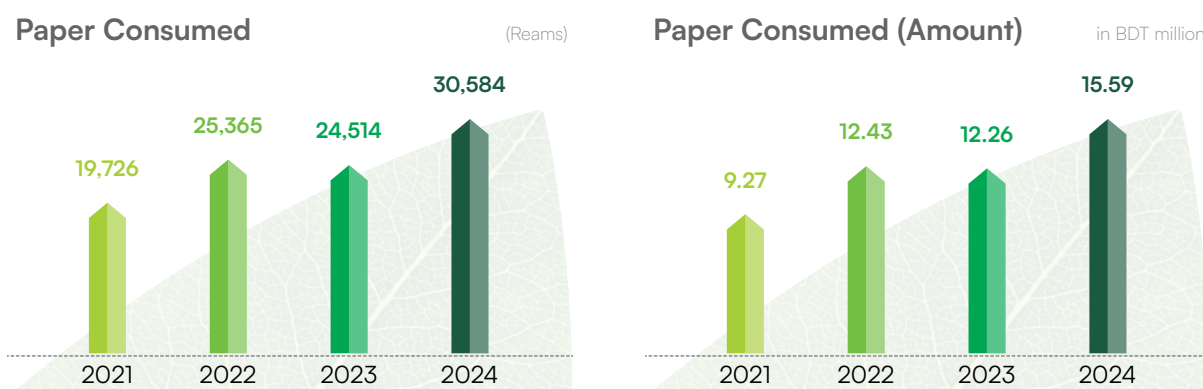
Avoid purchasing bleached papers as it causes environmental degradation.

Office Supplies:

- Purchase in bulk to avoid excess packaging.
- Purchase office equipment that has ecofriendly features

Paper Consumption (Overall Prime Bank including Head Office):

Particulars	2021	2022	2023	2024
Paper Consumed (Reams)	19,726	25,365	24,514	30,584
Paper Consumed (Amount) BDT in Million	9.27	12.43	12.26	15.59



851 Reams paper saved during 2023, whereas in 2024 the bank consumed 6070 reams of paper more than in 2023 due to increased work scope.

Prime Bank has adapted digitization / technology-based solutions in many of its operations and is providing digitization / technology-based solutions to the customers.

The required papers have been purchased from external suppliers

3R (Reduce, Reuse and Recycle) approach:

GRI 301-2

- To protect the environment and conserve resources, Prime bank has introduced 3R (Reduce, Reuse and Recycle) approach and by using this approach, the bank is able to preserve the used paper in a basket and the one side used papers are also used for printing draft copies of the office assignments. After using both pages and if the paper deemed as wastage, the same will be destroyed by using paper sadder machine and the bank supply the same to the ultimate user to use the same as their Raw material.
- Use of scrap or one side used papers for note pad has become usual practice in the workplace;

Packaging materials:

GRI 301-3

Prime bank uses environmentally friendly packing materials for all its services. Moreover, the bank has been persuading the customer to use jute gunny bags/sacks for packaging goods as per “The Mandatory Jute Packaging Act 2010” and Bangladesh Bank’s guidelines as a part of Green Marketing.

Initiative to reduce paper consumption:

- Implemented double-sided print option as default to reduce the number of papers required for the same document significantly;
- Implemented to use the print preview option to avoid printing pages that may only have one or two lines of text at the end of a document to reduce paper usage;

- Work on drafts electronically;
- Margins Reduced;
- Implemented Paperless End to End Process to promote the MSME business in a more focused way along with generating profit through MSME business development;
- Divisional all working activities like Requisition, Procurement, tendering etc. will be managed by ERP and E-Tendering software. Work in progress;
- The bank is sending approval through mail as a result good amount of paper is saved;
- Use of scrap or one side used papers for note pad has become usual practice in the workplace;
- To reduce paper usage, the bank is conducting Credit Review Committee meeting digitally;
- Most of the interbank correspondence is done by email instead of letter;
- Requisition for printing & stationery, office stationery, printing of MICR cheque and pool car are done by online requisition software;
- The bank has successfully introduced software named “E-DOC” for Credit Administration Division, which allows electronic archiving of documents against loans along with reminder system for better monitoring and control;
- Trade Service Department has been centralized, which ultimately reduces paper consumption;
- Human Resource Division has successfully launched online performance appraisal system;
- Software named “Agenda and Compliance Management Software” was introduced, which eliminated the process of presenting paper based memo during the meeting of the Executive Committee of the Board;
- Currently all branches, segments, and Divisions are well equipped to arrange video conference which ultimately reduces official travels and establishment of video conference facilities between major distant offices are under process;
- Implemented Automation Software in order to reduce paper consumption;
- Credit Committee Presentation through projector;
- LOD operation has been running through automation;
- Online Banking and Internet banking facilities offered by Prime Bank;
- Automated Teller Machine (ATM);
- Launched Prime Digi for opening of account through online;
- Triggered automated advice / Voucher and delivery;
- Maintain Digital Archive of both internal and regulatory Circulars, Policies and Guidelines;
- Usage of E-mail all sort of internal communications;
- Minimize the number of desktop printers;
- Use online newspaper instead of paper based newspaper;
- Use of e-statement, e-Advice, etc;
- Use of Electronic Bill Payment System Utility bills, i.e. electricity bill, phone bill, gas bills etc are to be paid off through electronic payment gateway;

Water Consumption

GRI 303-5

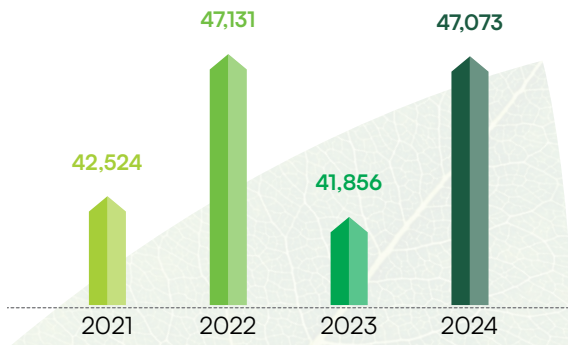
Prime Bank recognizes that water is a key resource and encourages responsible water use to conserve water across the Bank's operations. As a financial institution its use of water is already very much restricted. Major consumption of water is for drinking purpose. Our bank is well aware to ensure pure and safe drinking water for its employees. But normal supply water in Bangladesh is not safe for drinking. Therefore, to overcome the situation every branch and corporate offices are supplied with specially procured filtered mineral water. For general usage of water, the major source of water is WASA. The management of the bank puts special attention to the wastage of water at minimum level. Total utility water consumption of Prime Bank was as under:

Water Consumption:

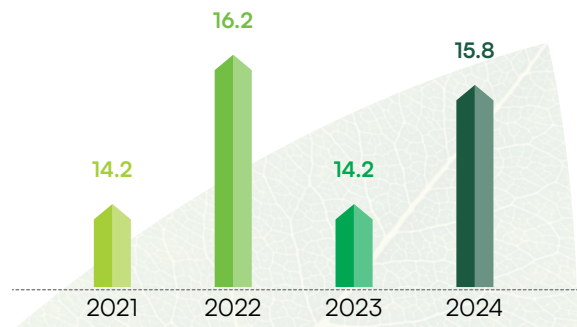
Drinking water Consumption:

Drinking water Consumption				
	2021	2022	2023	2024
Total Drinking Water Consumption (m ³)	42,524	47,131	41,856	47,073
Total drinking Water Consumption per Employee (m ³)	14.2	16.2	14.2	15.8

Total Drinking Water Consumption (m³)

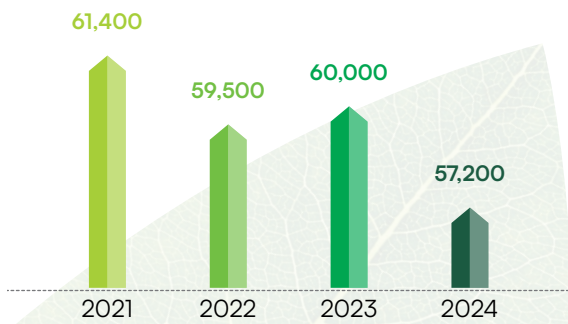


Total drinking Water Consumption per Employee (m³)

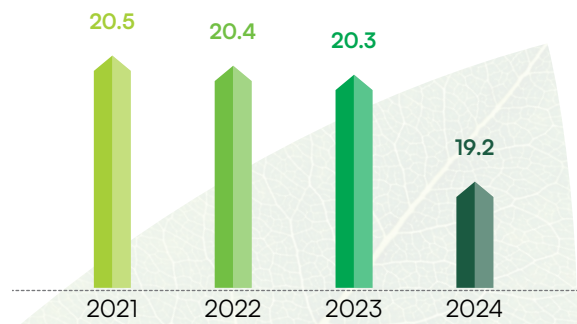


Water (Toilet, Sewerage and Wash) Consumption				
	2021	2022	2023	2024
Total Utility (Toilet, Sewerage and Wash) Water consumption(m ³)	61,400	59,500	60,000	57,200
Total utility Water Consumption per Employee (m ³)	20.5	20.4	20.3	19.2

Total Utility (Toilet, Sewerage and Wash) Water consumption (m³)

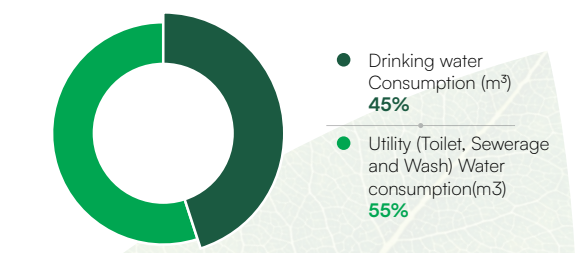


Total utility Water Consumption per Employee (m³)



Water Consumption	
Year	2024
Drinking water Consumption (m ³)	47,073
Utility (Toilet, Sewerage and Wash) Water consumption(m ³)	57,200
Total	104,273

Water Consumption (m³) in 2024



303-5 Water consumption



In 2024 total utility Water consumption reduced by 4.67% compared to 2023.



Total water consumption (Drinking Water) of Prime Bank was 47,073 (m³) in 2024 & 41,856 (m³) in 2023.



Total Utility water consumption (Toilet, Sewerage and Wash) of Prime Bank was 57,200 Litre in 2024 & 60,000 Litre in 2023.



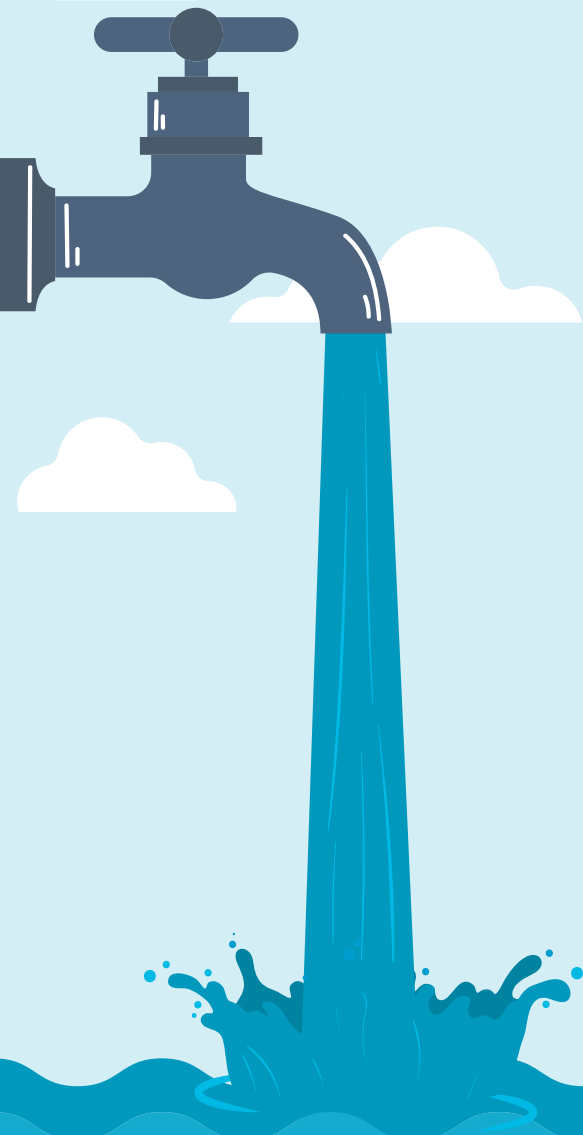
Total Water Consumption (Drinking Water) per Employee was 15.8 (m³) in 2024 & 14.2 (m³) in 2023.



Total Water Consumption (Toilet, Sewerage and Wash) per Employee was 19.2 (m³) in 2024 & 20.3 (m³) in 2023



Water recycled and reused Plan: Introduced Water recycling for washroom use at Prime Tower



Interactions with water as a shared resource

GRI 303-1

- The bank collects water from government authority through water line. Basically, the bank preserves the water in the water tank and consume the same for the employees of the bank as usual. As such, the effluent may not be generated by using the water.
- As the nature of banking business, Prime Bank does not contribute to produce effluent directly.
- The Bank does not have a system to calculate the water related impacts.
- The bank provides the poor to set up of tubewell for ensuring pure drinking water under CSR activities.

Management of water discharge related impacts

GRI 303-2

Bank is a service provider for which, this is not material for the bank. Generally water is provided by the water authority of the Government.

Water withdrawal

GRI 303-3

Prime Bank is a service provider for which, this is not material for the bank.

Water discharge

GRI 303-4

As the nature of banking business, Prime Bank does not contribute to produce effluent directly.

Waste Generated and Recycled

GRI 306

Prime Bank generates various types of waste, including paper, electronic waste and general office waste. Recycling efforts in Prime Bank focus on reducing-waste and implementing sustainable practices like using recycled paper, implementing paperless banking (Internet banking, Myprime , Nano Banking, etc.), and promoting waste segregation.

Supplier environmental assessment

GRI 308

- It is mentionable that from the year 2021 to 2024 total number of supplier/vendor engaged with Prime Bank PLC. are 242, out of these local supplier/vendors were 232 i.e. percentage of local procurement spending 95.86.
- We prioritized suppliers who adhere to sustainable production practices, emphasizing eco-friendly materials and ethical labor standards.
- We prioritized suppliers who adhere to sustainable production practices, emphasizing eco-friendly materials and ethical labor standards.
- Policies were developed to minimize environmental impact by reducing carbon footprints across our supply chain.

D. Green and Sustainable Finance

Prime Bank's sustainability approach goes beyond financial gain to include investments in human, social, and environmental resources. Our dedication to sustainable growth that benefits not just our clients but also the larger community.

Green and Sustainable Finance


Prime Bank's Approach

Prime Bank is aware of its role in supporting the nation's transition towards a low carbon economy. Sustainable financing activity refers to any financial activity that takes into account environmental, social, and governance (ESG) factors in investment decisions. Prime Bank ensures that ESG elements are embedded in the development of its products and services to deliver good outcomes — meeting customers' needs, while managing the environmental and social impacts.


The bank aims to support economic growth while reducing pressures on the environment and contributing to a more sustainable future. Prime Bank is actively increasing investments in renewable energy, energy efficiency, and other

low-carbon technologies while reducing exposure to high-emission sectors. We offer a range of green banking products, including financing for energy efficiency projects, waste management, and green buildings. We also devoted to financing socially responsible projects that support actions addressing specific social issues and/or seeking to achieve positive social outcomes that prioritize financing for the agricultural and CMSME sectors. Prime Bank is dynamically working to integrate sustainability into its core business operations and contribute to a more sustainable future through its financing activities as we trust that sustainable financing activity is crucial for addressing global challenges like climate change, resource depletion, and social inequality. By directing capital towards sustainable projects and businesses, it can help create a more resilient and equitable economy.


Key Highlights:




Developed the sustainable Finance products, Policy and Framework




Developed the ESRM guidelines



Disbursed BDT 280,416.38 million sustainable finance in 2024, which was 80.48% of Total Loan Disbursement.



Disbursed BDT 12,267.94 million Green Finance in 2024, which was 34.11% of Total Loan Disbursement.



Prime Bank maintained a green finance portfolio of BDT 18,513.82 million in 2024, representing 5.72% of its total financing.

Targets/Sub-targets:

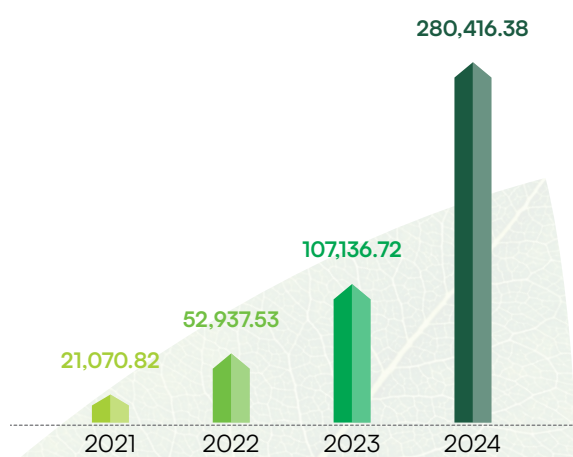
- Achieve Net Zero Carbon by 2050.
- As per central bank's instructions, banks have to allocate 5.0 per cent of their term loan disbursements to green financing and overall 40 per cent to sustainable finance.

Green and Sustainable Finance

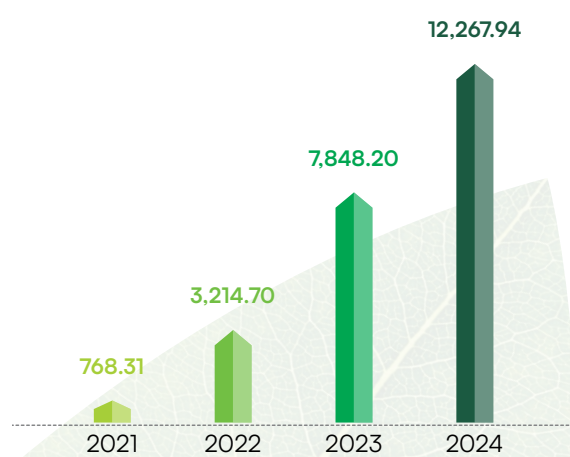
As part of its commitment to environmental sustainability, Prime Bank maintained a green finance portfolio of BDT 18,513.82 million in 2024, representing 5.72% of its total financing. During the year, the Bank disbursed BDT 12,267.94 million in green finance, with 86% allocated to energy-efficient machinery and 13% to green and environmentally friendly establishments. In alignment with national and global sustainability goals, Prime Bank also disbursed BDT 280,416.38 million in sustainable finance, reinforcing its dedication to responsible banking practices and fostering a greener economy.

Particulars	2021	2022	2023	2024
Sustainable Finance Disbursement (in million BDT)	21,070.82	52,937.53	107,136.72	280,416.38
Sustainable Finance as % of Total Loan Disbursement	10.12%	20.24%	37.64%	80.48%
Green Finance Disbursement (in million BDT)	768.31	3,214.70	7,848.20	12,267.94
Green Finance as % of Total Term Loan Disbursement	1.81%	8.33%	19.95%	34.11%

Sustainable Finance Disbursement in BDT million



Green Finance Disbursement in BDT million



Progress of Sustainable and Green Finance portfolio:

Prime Bank has prioritized sustainability as a core part of its business strategy and is actively involved in sustainable financing activities. Below is Prime Bank's achievement in sustainable finance to lead to a Low Carbon Economy:

Yearly progress of sustainable Finance, 2024

(In BDT Million)

Sectors	2021	2022	2023	2024
Sustainable Agriculture	3,770.01	5,257.51	5,654.85	5,437.79
Sustainable MSME	7,328.84	16,586.11	13,998.52	5,231.42
Other sustainable linked finance (Low risk related ESDD, Working capital of green products)	1,581.12	15,785.5	70171.74	257,479.22
Socially responsible financing (financing through NGO-MFI)	7,622.54	12,093.72	9463.42	0
Green Finance	768.31	3,214.70	7,848.20	12,267.95
Total	21,070.82	52,937.54	107,136.73	280,416.38

Sustainable Finance 2024



- Sustainable Agriculture
2%
- Sustainable MSIME
2%
- Other sustainable linked finance (Low risk related ESDD, Working capital of green products)
92%
- Socially responsible financing (financing through NGO-MFI)
0%
- Green Finance
4%

Status of Green Finance of Prime Bank

SL	Types of green project	Disbursed Amount (In million)			
		2021	2022	2023	2024
1	Renewable Energy	-	-	-	71.00
2	Energy & Resource Efficiency	450.67	2,864.07	6,211.05	10,496.58
3	Alternative Energy	-	-	15.00	-
4	Liquid Waste Management	46.17	9.23	-	-
5	Solid Waste Management	-	-	4.00	-
6	Circular Economy & Eco-Projects Financing	0.80	30.74	6.00	-
7	Environment Friendly Brick Production	14.49	-	-	-
8	Green/ Environment Friendly Establishments	200.00	203.36	1,531.13	1,593.85
9	Green Agriculture	-	-	-	-
10	Green CMSME	-	41.80	31.25	48.51
11	Green Socially Responsible Financing (SRF)	56.18	65.50	49.77	58.00
Total		768.31	3,214.70	7,848.20	12,267.94

Green Finance of Prime Bank in 2024



- Renewable Energy
0.5%
- Energy & Resource Efficiency
86%
- Green/Environment Friendly Establishments
13%
- Green CMSME
0.35%
- Green Socially Responsible Financing (SRF)
0.15%

Sustainable Finance Framework:


As part of constant commitment of Prime Bank to adopting a quality approach, the bank continues to focus on refining its management systems across the business to include sustainability considerations. For reducing carbon footprint of the bank and to promote sustainable culture in lending decision, the bank has taken the rigorous products, process, and green governance initiatives:

- Development of sustainable finance products to promote sustainability
- Due diligence for sustainable finance as per Environmental & Social Risk Management Policy & Procedure.





- Governance process for sustainable finance, which involves a policy framework that integrates environmental, Social and Governance (ESG) factors into financial investment decisions.

We integrate environmental risk assessments into our decision-making processes, ensuring that we identify and mitigate potential impacts in financing to CMSME, Agricultural, retail and corporate customers. The Bank aims to support and encourage customers in their journey to transition to more environmentally sustainable practices.


Green and Sustainable Finance Products:

 Renewable Energy	Sectors	Green Category or Environment Friendly Sector
		Net Metering Rooftop Solar System
		Solar Grid
		Solar Park
		Solar Irrigation Pumping System
		Solar Photovoltaic (PV) Assembly/Manufacturing Plant
		Solar Water Heater Assembly/Manufacturing Plant
		Solar Home System
		Solar Pump for Drinking Water
		Solar Cooker Assembly/Manufacturing Plant
		Solar Air Heater & Cooling System Assembly/Manufacturing Plant
		Solar Powered Cold Storage
		Biogas Plants
		Integrated Cow Rearing and Setting up of Bio-gas Plant
		Wind Power Plant
		Hydro Power Plant
		Portable Solar Charging Station

Sectors	Green Category or Environment Friendly Sector
 Energy & Resource Efficiency	Energy Efficiency
	Resource Efficiency
	Heat and temperature Management
	Air ventilation and circulation efficiency
	Business process automation
	Operations Management
	Waste Management
	Water use Management
	Human resources development and Management
	Accounting, Inventory Management, Marketing, Sales and Security Management Automation
	Auto Sensor Power Switch Assembly Plant
	Energy Efficient Cook Stove Assembly Plant
	LED Bulb/Tube Manufacturing/Assembly Plant
	Energy Efficient Lime Kiln
 Alternative Energy	Pyrolysis Processed Oil/Bio-crude Oil/Bio Fuel Manufacturing Plant
	Lithium Battery Manufacturing Plant
 Liquid Waste Management	Biological ETP
	Combination of Biological and Chemical ETP
	Conversion of Chemical ETP into Combination of Biological and Chemical ETP
	Central ETP
	Waste Water Treatment Plant
	Sewage Water Treatment Plant
 Solid Waste Management	Methane Recovery and Power Production from City/Municipal Waste Plant
	Compost Production from City/Municipal Waste Plant
	Hazardous Waste Management Unit/Plant
	Medical Waste Management Unit/Plant
	E-Waste Management Unit/Plant
	Sludge Management Unit/Plant

Sectors	Green Category or Environment Friendly Sector
 Circular Economy & Eco-Projects Financing	PET Bottle Recycling Plant
	Plastic Waste (PVC, PP, LDPE, HDPE, PS) Recycling Plant
	Paper Recycling Plant
	Recyclable Bag Manufacturing Plant
	Recyclable Poly Propylene Thread and Bag Manufacturing Plant
	Battery (Solar/Led Acid/Lithium Ion) Recycling Plant
	Recycling & Recyclable Goods Manufacturing Plant
	Biodegradable/Reusable/Compostable Items Manufacturing Plant
	Solar powered/used Items Manufacturing Plant
	Eco-industrial parks
	Jute Products Manufacturing Plant
 Environment Friendly Brick Production	Compressed Block-Brick
	Foam Concrete Brick
	Environment Friendly/Brick Kiln Efficiency Improvement Project (Tunnel Kiln, HHK and other eco-friendly bricks)
 Green/Environment Friendly Establishments	Establishment of Green Industry certified by appropriate authority (In Bangladesh - SREDA, Internationally - USGBC-LEED, BREEAM, CASBEE, EDGE, GRIHA)
	Establishment of Green Building certified by appropriate authority (In Bangladesh - SREDA, Internationally - USGBC-LEED, BREEAM, CASBEE, EDGE, GRIHA)
	Establishment Green Featured Buildin
	Concerning Factory working environment and safety (Fire defense system, disaster defense and prevention system, workers' health safety system)
	Affordable Green Housing
 Green Agriculture	Earthworm compost manure production
	Palm oil production
	Organic manure production from slurry
	Forestation (Social/integrated/Agro)
	Organic Farming
	Rooftop Agriculture/Vertical Farming or Gardening
	Fish cultivation in cage
	Bio-flock fish cultivation

Sectors	Green Category or Environment Friendly Sector
	Integrated Recycling System (IRS) fish cultivation/Bottom clean fish cultivation
	Financing in coastal aquaculture
	Floating system cultivation, Hydroponic cultivation/farming
Green CMSME	Financing in Cottage Industry
 Green Socially Responsible Financing (SRF)	Community Investment for addressing Climate Resilience and Disaster Management in a concessional rate (finance to clean air, clean water, minimizing industrial and municipal waste, recovery and protection of water bodies, marshy lands, expansion of green coastal belt, water purification, sustainable sanitation, water blockage mitigation, soil and water salinity mitigation, river erosion prevention)
	Financing in Green/Clean transportation projects (cycles, hybrid car, green vehicles those run on wind, solar energy, electricity, hydrogen, bio-fuels etc.)
	Financing in Sandwich Panel (Floating or Movable Houses in coastal areas or climate vulnerable zone)
	Financing in Govt. approved Eco-tourism project
	Health and Healthcare Services
	Digital Loan/credit using MFS or other digital medium
	Financing in educational institutions, scholarship programs or EdTech startups that aim to improve access to quality education and workforce development.
	Financing projects and businesses that promote gender equality, such as those supporting women entrepreneurs, addressing gender-based violence and promoting women's rights.
	Financing projects that promote cultural preservation, arts and heritage conservation.
 Blue Economy Financing	Marine sustainable Fisheries
	Mariculture
	Coastal Ecotourism
	Marine Plastic Pollution
	Coastal Renewable Energy
	Maritime Transport
	Green Shipyard (Ship building and ship breaking) certified by appropriate authority (compliant with the International Maritime Organization (IMO) Guidelines for Safe and Environmentally Sound Ship Recycling under the Hong Kong Convention)
	Eco Port
	Marine protection



Sectors	Green Category or Environment Friendly Sector
Information and Communication Technology	Hi-Tech Park
	Broadband Networks and IT solutions
	Internet of Things (IOT)
	Artificial Intelligence
	Robotics
Miscellaneous	Research and development for Sustainable Activities
	Sustainable Supply Chain Management
	Manufacture and assembly of green building products

Integrating of ESG Considerations into Credit Process

We took multiple measures to demonstrate our commitment towards sustainability. We have a culture to promote sustainable actions through our banking operations. Our relationship team, credit officials and Sustainable Finance Unit (SFU) worked persistently throughout the year to guarantee the maximum E&S due diligence in finance. Furthermore, we have amplified our SFU capability, while our employees have participated in trainings on sustainable banking. This, in turn, has enabled us to expand our capacity regarding E&S Risk Management.

Integrating of Environmental and Social (E&S) Risk Management into Credit Process

Prime Bank has adapted Guidelines on Environmental & Social Risk Management (ESRM) to understand and manage risks arising from environmental & social concerns as per directives of Bangladesh Bank. Subsequently, this guideline has been made integral part of CRM policy. This will bring a focus on planning and implementing policies and procedures to mitigate environmental & social risks associated

with financing decisions. With a view to incorporating environmental & social risks as part of existing credit risk methodology to assess a prospective borrower, Bank's ESRM Policy has been designed in line with Bangladesh Bank guidelines. Environmental & Social risks are to be considered as part of the existing credit risk methodology of the bank to assess a prospective borrower.

Our relationship team, credit officials and Sustainable Finance Unit (SFU) worked persistently throughout the year to guarantee the maximum E&S due diligence in finance. Furthermore, we have amplified our SFU capability, while our employees have participated in trainings on sustainable banking. This, in turn, has enabled us to expand our capacity regarding E&S Risk Management.

Environmental & Social Risk Rating (ESRR):

Prime Bank strictly followed the Environmental & Social Risk Management Policy & Procedure published by Bangladesh Bank. As per Environmental & Social Risk Management Policy & Procedure, we conducted Environmental & Social Risk Rating for all applicable projects.

Prime Bank conducted Environmental & Social Risk Rating for all applicable projects during the year 2024, which is as under:

	Number of Finances Rated				Number of Finances Disbursed				Amount of Rated Finance Disbursed (Taka in Million)			
	Low	Medium	High	Total	Low	Medium	High	Total	Low	Medium	High	Total
Agriculture	441	2	-	443	285	-	-	285	6,995	-	-	6,995
Micro Sectors	1,639	1	-	1,640	996	-	-	996	2,243	-	-	2,242
Small Sectors Applicable for ESDD	987	7	-	994	570	1	-	571	2,032	-	-	2,032
Medium Sector	153	2	-	155	105	2	-	107	1,641	14	-	1,655
Corporate Finance	282	-	-	282	367	-	-	367	82,402	-	-	82,402
Project Finance	4	-	-	4	5	-	-	5	643	-	-	643
Total	3,506	12	-	3,518	2,328	3	-	2,331	95,956	14	-	95,969

Prime Bank conducted Environmental & Social Risk Rating for all applicable projects during the year 2023, which is as under:

	Number of Finances Rated				Number of Finances Disbursed				Amount of Rated Finance Disbursed (Taka in Million)			
	Low	Medium	High	Total	Low	Medium	High	Total	Low	Medium	High	Total
Agriculture	99	-	-	99	86	-	-	86	55.82	-	-	55.82
Micro Sectors	19	-	-	19	17	-	-	17	29.32	-	-	29.32
Small Sectors Applicable for ESDD	109	-	-	109	63	-	-	63	282.47	-	-	282.47
Medium Sector	7	-	-	7	5	-	-	5	109.42	-	-	109.42
Corporate Finance	70	-	-	70	47	-	-	47	12,464.97	-	-	12,464.97
Project Finance	-	-	-	-	-	-	-	-	-	-	-	-
Total	304	-	-	304	218	-	-	218	12,942	-	-	12,942

Environmental Classification of Finances (Number) as per Environment Conservation Rules 2023

Environmental Classification of Finances (In 2024)						
	Red	Orange A	Orange B	Green	Others	Total
Total Loans/Investment	65	195	99	109	1,223	1,691
Loans/Investment under ESDD	65	195	99	109	1,223	1,691
Green Finance	2	5	1	0	13	21

Environmental Classification of Finances (In 2023)						
	Red	Orange A	Orange B	Green	Others	Total
Total Loans/Investment	98	392	340	266	80	1,176
Loans/Investment under ESDD	98	392	340	266	80	1,176
Green Finance	11	29	5	4	1	50

E. Sustainable Supply Chain / sustainable procurement

Sustainable Supply Chain / sustainable procurement

Prime Bank's Approach

A sustainable supply chain is an essential factor to mitigate the risk of business disruption caused by economic, social and environmental impacts. Prime Bank is progressively working towards aligning sustainable practices across its value chain, improving supplier management efficiency and mitigating supply chain risks.

Key Highlights:

Prime Bank launched an e-procurement platform at the end of 2024

From the year 2021 to 2024 total number of supplier/vendor engaged with Prime Bank PLC. are 242, out of these local supplier/vendors were 232 i.e. percentage of local procurement spending 95.86.

SUSTAINABLE PROCUREMENT

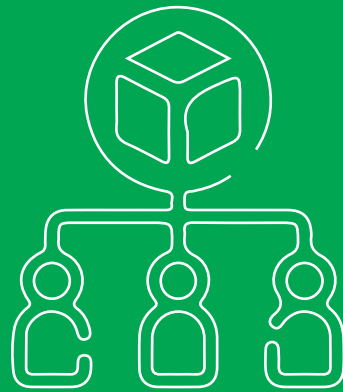
at Prime Bank PLC (2021—2024)

Prime Bank PLC. has made significant strides in advancing sustainable procurement practices over the years. From 2021 to 2024, the bank has actively focused on embedding sustainability principles within its procurement processes, aligning with global best practices and our commitment to environmental, social, and governance (ESG) objectives.environmental, social, and governance (ESG) best practices.

KEY HIGHLIGHTS (2021—2024)

1. SUSTAINABILITY INTEGRATION:

- We prioritized suppliers who adhere to sustainable production practices, emphasizing eco-friendly materials and ethical labor standards.
- Policies were developed to minimize environmental impact by reducing carbon footprints across our supply chain.



2. SUPPLIER ENGAGEMENT:

- Regular discussing with supplier were conducted to promote awareness of sustainable practices.
- A transparent evaluation framework was implemented to assess suppliers' sustainability performance.

3. TRANSITION TO DIGITAL PROCUREMENT:

- As part of our digital transformation agenda, Prime Bank launched an e-procurement platform at the end of 2024.

The introduction of the e-procurement platform brings several advantages, including:

- **Efficiency and Cost Savings:** Automated processes reduce paperwork, improve accuracy, and lower operational costs.
- **Transparency and Accountability:** Digital records enhance visibility and promote fair supplier selection.
- **Sustainability Impact:** Reduced paper use and improved tracking of environmentally responsible purchasing.
- **Enhanced Supplier Relationships:** Streamlined communication and faster transaction cycles strengthen supplier partnerships.

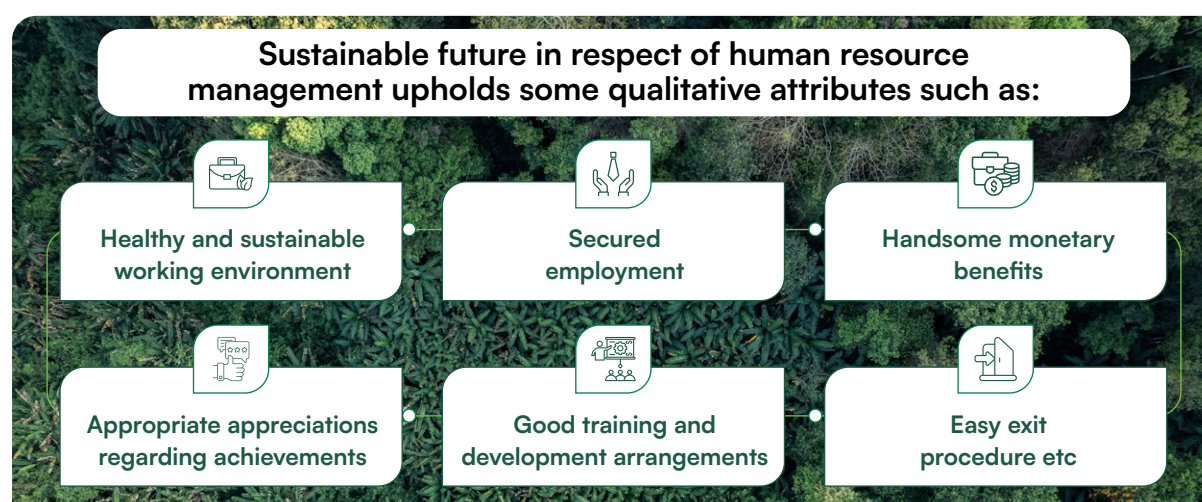


The e-procurement initiative demonstrates our commitment to innovation while upholding sustainable business practices. Moving forward, Prime Bank PLC remains dedicated to fostering a procurement ecosystem that supports long-term value creation for all stakeholders.

LABOR & SOCIAL IMPACT

Growing Towards Sustainable Future:

Today there is no argument that banking industry is going through a hard time. A part from overall banking activities, human resource operations are facing some challenges towards ensuring sustainable future. Prime Bank PLC. is not an exception regarding that. Human Resources Division of the Bank has already made significant changes to overcome challenges in making sustainable future.



Human resources division of Prime Bank PLC. is being managed by highly professional and dedicated team. They persistently focus on understanding above attributes. Human Resources team on the Bank always works hard to ensure healthy sustainable working environment by initiating relevant procedures. A handsome monetary benefit is already ensured to motivate employees through a good performance evaluation practices. Employees are given appreciations in writing if any achievement comes a part from their routine tasks. An in house training and development centre is running with competent employees creating scopes of development in requirement. The Team also follows a well defined exit procedure without any harassment.

Recruitment

GRI 202-2

In order to fill up the vacancies and to ensure that the additional human resources are assessed, selected and placed on-time as per required competencies, the Recruitment & Selection team

works dedicatedly as per organization's 'best fit' philosophy. Prime Bank has a recruitment policy that clearly states the criteria and procedures to recruit fresh and lateral entrants.

The fresh hires take place as Trainee Assistant (TA) and Sales, Recovery & Support (SRS) Levels. The interested candidates are firstly shortlisted based on qualifications and then appear for written test. Subject to obtaining pass marks in the written test, qualified candidates are interviewed by the Selection Committee.

On the other hand, Bank also recruits experienced candidates as lateral entrants for different functions based on business need. Subject to matching the required qualifications, competency and experience level, lateral entrants are also assessed rigorously by the Selection Committee before appointments.

Prime Bank also has a policy that provides guidelines on appointing contractual employees for a specific period to fulfil the needs of the Bank.

Diversity in Workplace

GRI 2-7, 2-8, 2-21

Prime Bank believes that diverse, heterogeneous teams generate greater creativity, innovation and business development. An inclusive culture maintains and drives workforce diversity by fostering the exchange of ideas and collaboration among individuals and across groups. To speak simply, our constant success depends in part on maintaining a plurality of perspectives.

Gender diversity among permanent and contractual employees:

2021				
Male	Female	Others	Not Disclosed	Total
Number of employees (head count/ FTE)				
2,326	671	0	0	2,997
77.61%	22.39%	0.00%	0.00%	100%
Number of permanent employees (head count/ FTE)				
2,314	670	0	0	2,984
77.54%	22.45%	0.00%	0.00%	100%
Number of fixed term contract employees (head count/ FTE)				
12	01	0	0	13
92.31%	7.69%	0.00%	0.00%	100%
Number of non-guaranteed hours employees (head count/ FTE)				
0	0	0	0	0
Number of full-time employees (head count/ FTE)				
2,326	671	0	0	2,997
77.61%	22.39%	0.00%	0.00%	100%

2022				
Male	Female	Others	Not Disclosed	Total
Number of employees (head count/ FTE)				
2,234	679	0	0	2,913
76.69%	23.31%	0.00%	0.00%	100%
Number of permanent employees (head count/ FTE)				
2,223	679	0	0	2,902
76.61%	23.39%	0.00%	0.00%	100%
Number of fixed term contract employees (head count/ FTE)				
11	0	0	0	11
100%	0.00%	0.00%	0.00%	100%
Number of non-guaranteed hours employees (head count/ FTE)				
0	0	0	0	0
Number of full-time employees (head count/ FTE)				
2,234	679	0	0	2,913
76.69%	23.31%	0.00%	0.00%	100%

2023				
Male	Female	Others	Not Disclosed	Total
Number of employees (head count/ FTE)				
2,256	702	0	0	2,958
76.27%	23.73%	0.00%	0.00%	100%

2023				
Male	Female	Others	Not Disclosed	Total
Number of permanent employees (head count/ FTE)				
2,247	702	0	0	2,949
76.20%	23.80%	0.00%	0.00%	100%
Number of fixed term contract employees (head count/ FTE)				
09	0	0	0	09
100%	0%	0.00%	0.00%	100%
Number of non-guaranteed hours employees (head count/ FTE)				
0	0	0	0	0
Number of full-time employees (head count/ FTE)				
2,256	702	0	0	2,958
76.27%	23.73%	0.00%	0.00%	100%

2024				
Male	Female	Others	Not Disclosed	Total
Number of employees (head count/ FTE)				
2,270	715	0	0	2,985
76.05%	23.95%	0.00%	0.00%	100%
Number of permanent employees (head count/ FTE)				
2,263	715	0	0	2,978
75.99%	24.01%	0.00%	0.00%	100%
Number of fixed term contract employees (head count/ FTE)				
07	0	0	0	07
100%	0.00%	0.00%	0.00%	100%
Number of non-guaranteed hours employees (head count/ FTE)				
0	0	0	0	0
Number of full-time employees (head count/ FTE)				
2,270	715	0	0	2,985
76.27%	23.73%	0.00%	0.00%	100%

Besides, our ration of male and female employees has been increasing over the period. Currently, approximately 23.95% of total employees are female. On the other hand, 21.05% of the Board of Directors represents females.

Gender diversity among employees by region:

2021								
Barishal	Chattogram	Dhaka	Khulna	Mymensingh	Rajshahi	Rangpur	Sylhet	Total
Number of employees (head count/ FTE)								
10	262	2,312	81	23	115	47	147	2,997
Number of permanent employees (head count/ FTE)								
10	261	2,300	81	23	115	47	147	2,984
Number of fixed term contract employees (head count/ FTE)								
0	0	13	0	0	0	0	0	13
Number of non-guaranteed hours employees (head count/ FTE)								
0	0	0	0	0	0	0	0	0
Number of full-time employees (head count/ FTE)								
10	262	2,312	81	23	115	47	147	2,997

2022								
Barishal	Chattogram	Dhaka	Khulna	Mymensingh	Rajshahi	Rangpur	Sylhet	Total
Number of employees (head count/ FTE)								
10	263	2,216	86	25	122	51	140	2,913
Number of permanent employees (head count/ FTE)								
10	262	2,206	86	25	122	51	140	2,902
Number of fixed term contract employees (head count/ FTE)								
0	0	11	0	0	0	0	0	11
Number of non-guaranteed hours employees (head count/ FTE)								
0	0	0	0	0	0	0	0	0
Number of full-time employees (head count/ FTE)								
10	263	2,216	86	25	122	51	140	2,913

2023								
Barishal	Chattogram	Dhaka	Khulna	Mymensingh	Rajshahi	Rangpur	Sylhet	Total
Number of employees (head count/ FTE)								
12	275	2,215	84	28	142	44	158	2,958
Number of permanent employees (head count/ FTE)								
12	275	2,206	84	28	142	44	158	2,949
Number of fixed term contract employees (head count/ FTE)								
0	0	09	0	0	0	0	0	09
Number of non-guaranteed hours employees (head count/ FTE)								
0	0	0	0	0	0	0	0	0
Number of full-time employees (head count/ FTE)								
12	275	2,215	84	28	142	44	158	2,958

2024								
Barishal	Chattogram	Dhaka	Khulna	Mymensingh	Rajshahi	Rangpur	Sylhet	Total
Number of employees (head count/ FTE)								
12	288	2,224	87	29	138	56	151	2,985
Number of permanent employees (head count/ FTE)								
12	288	2,217	87	29	138	56	151	2,978
Number of fixed term contract employees (head count/ FTE)								
0	0	07	0	0	0	0	0	07
Number of non-guaranteed hours employees (head count/ FTE)								
0	0	0	0	0	0	0	0	0
Number of full-time employees (head count/ FTE)								
12	288	2,224	87	29	138	56	151	2,985

All Employees by age group:

Age group	2021		2022		2023		2024	
	No. of Emp.	Percentage	No. of Emp.	Percentage	No. of Emp.	Percentage	No. of Emp.	Percentage
Less than 30 years	164	5.47%	135	5.00%	144	4.87%	147	4.92%
30 to 50 years	2,664	88.89%	2,584	89.00%	2,581	87.25%	2,551	85.47%
Over 50 years	169	5.64%	194	7.00%	233	7.88%	287	9.61%
Grand Total	2,997	100%	2,913	100%	2,958	100%	2,985	100%

All Contractual Employees by age group:

Age group	2021		2022		2023		2024	
	No. of Emp.	Percentage	No. of Emp.	Percentage	No. of Emp.	Percentage	No. of Emp.	Percentage
Less than 30 years	2	15.38%	00	0%	00	0%	00	0%
30 to 50 years	6	46.15%	7	63.64%	6	66.67%	4	57.14%
Over 50 years	5	38.46%	4	36.36%	3	33.33%	3	42.86%
Grand Total	13	100%	11	100%	9	100%	7	100%

We practice equal employment opportunity; for competent candidates regardless of their gender, age, locality or ethnicity. While recruiting fresh graduates, the Bank sources the pool from different recognized public and private universities; with a view to creating a diverse work force.

Employees by religion:

Religion	2021		2022		2023		2024	
	No. of Emp.	Percentage	No. of Emp.	Percentage	No. of Emp.	Percentage	No. of Emp.	Percentage
Islam	2,733	91.19%	2,650	90.97%	2,685	90.77%	2,705	90.62%
Hindu	250	8.34%	246	8.44%	255	8.62%	262	8.78%
Buddhist	12	0.40%	15	0.51%	15	0.51%	15	0.50%
Christian	2	0.07%	2	0.07%	3	0.10%	3	0.10%
Total	2,997	100%	2,913	100%	2,958	100%	2,985	100%

Gender diversity among employees/ supervised employees:

Gender	2021		2022		2023		2024	
	No. of Emp.	Percentage	No. of Emp.	Percentage	No. of Emp.	Percentage	No. of Emp.	Percentage
Male	2,032	75.85%	1,970	75.16%	1,989	74.83%	1,992	74.52%
Female	647	24.15%	651	24.84%	669	25.17%	681	25.48%
Total	2,679	100%	2,621	100%	2,658	100%	2,673	100%

****These numbers excluded all Head of Branch(s), Branch Operations Manager, Divisional Head(s), DMD(s), AMD(s) & Chief Executive Officer**

Increasing percentage of Female over the years:

Year	% of Female Employees
2020	22.04%
2021	22.39%
2022	23.31%
2023	23.73%
2024	23.95%

Gender diversity among Board members:

GRI 405-1

Gender	2021		2022		2023		2024	
	No. of Members	Percentage (%)	No. of Members	Percentage (%)	No. of Members	Percentage (%)	No. of Members	Percentage (%)
Male	14	87.50%	15	88.24%	17	85.00%	15	78.95%
Female	2	12.50%	2	11.76%	3	15.00%	4	21.05%
Total	16	100%	17	100%	20	100%	19	100%

Anti-Corruption

GRI 3-3

It is our policy to operate all of our day to day business activities in an honest and ethical way. We took a zero-tolerance approach to corruption or fraud-forgery and are committed to act professionally, fairly and with integrity in all our relationships and business dealings wherever we operate and to implementing and enforcing effective systems to counter corruption or fraud-forgery. The Bank has 'Employee Code of Ethics and Business Conduct' and Prime Bank PLC. Employees' Service Rules, 1995 (with up to date amendment) which works as framework of ethical and business behavior for employees. This provides guidelines on various issues, like, safeguarding customers' and Bank's confidential information, preventing money laundering or any fraudulent activity, complying with laws and regulations, etc. If any employee contravenes any provision of 'Employee Code of Ethics and Business Conduct', he/she shall be punished under Chapter — VIII & IX of the said Service Rules.

Our honorable Board of Directors are well conversant with all the policies and procedures regarding Anti-Corruption. Prime Bank PLC. Family is consisting of 2997 Employees and 146 Branches in Bangladesh. The Concerned Department regularly conveys the update circulars and instructions regarding Anti corruption to the Branches, Divisions and Departments as well.

Officials/Executives of the Bank inform our Business Partners about recent updates of Anti-Corruption. As a part of communication with Business Partners the Branch Officials/Executives distribute leaflet at the time of opening account and on regular interval to create awareness among the customers. Therefore, the circulars/ leaflets are also displayed at Branches on Notice Board.

National Integrity Strategy

Integrity/ Ethics Committee

As per the Bangladesh Bank's Instructions first Integrity/ Ethics Committee, Prime Bank PLC., Head Office, Dhaka was formed in the year of 2013 for the implementation of National Integrity Strategy which has been designed and modelled by the Government of People's Republic of Bangladesh envisioning happy-prosperous and corruption free Bangladesh and establishing rule of law in its different organs/ organizations. Thereafter, lastly on 11.12.2018, the

abovementioned Committee was restructured. Currently, Mr. Ziaur Rahman, Deputy Managing Director & Head of Human Resources Division is holding the position of Focal Point of the Committee. Apart from Focal Point, the Integrity/ Ethics Committee, Prime Bank PLC., Head Office is comprised of 05 (five) members from different Divisions/ Departments of the Bank, i.e. Branch Distribution Network, Legal Division, Human Resources Training & Development Centre, Brand & Communications and Compliance Department. In addition, 173 Integrity/ Ethics Committee(s) are also formed in different locations in the Bank, i.e. Regional, Cluster-wise & Branch-wise Committee(s).

Integrity Cell

Moreover, on 28.12.2017 a separate "Integrity Strategy Implementation Unit/ Cell", Prime Bank PLC., Head Office, Dhaka has also been formed comprising of 05 (five) Officials/ Executives of the Bank. This Unit/ Cell came into force with immediate effect and might furnish its obligations according to the guidelines provided by Integrity Strategy Implementation Cell of Bangladesh Bank. Thereafter, on 11.12.2018, the abovementioned Unit/ Cell was restructured.

Innovation Team

Besides, as per Clause No # 6.1 of the National Integrity Strategy work plan and its implementation quarterly progress report, on 11.05.2017 "Innovation Team" is also formed envisioning to ensure customer services at mass people, to increase the standard of services and to make customer friendly access to such services.

Right to Information Act, 2009

Furthermore, reference to the Clause No # 6.3 of abovementioned progress report, the Right to Information Act, 2009 and In line with Bangladesh Bank's guidance the undernoted Executive/ Official(s) of the Bank are appointed as "Appellate Authority" and "Responsible Officer" for Prime Bank PLC. as per the Right to Information Act, 2009:

SL	Name	Responsibility
01.	Hassan O. Rashid Chief Executive Officer	Appellate Authority
02.	Ziaur Rahman Deputy Managing Director	Responsible Officer

As per Section 24 of the Right to Information Act, 2009, The “Appellate Authority” shall dispose of the application filed by any person who is aggrieved by the decision of “Responsible Officer”. The “Responsible Officer” shall discharge his duties in accordance with the provisions of Section 7–10 of the said Act.

Awareness Program

As per the implementation process of integrity strategy in the Prime Bank PLC., topic on “Integrity/ Ethics, Code of Conduct, The Right to Information Act, 2009, The Whistleblower (Protection) Act, 2011, The Whistleblower (Protection) Rule, 2017 and Prevention of Money Laundering and Combating Terrorist Financing” have already been included in training curriculum and Human Resources Training & Development Centre (HR–TDC) has also started its effort in this regard. Beside this Anti Money Laundering & CFT Division has also arranged refreshers training for the employees of the Bank.

Training on “Ethical Standard”: 2021 – 2024

SL	Training Title	No. Of Participants			
		2021	2022	2023	2024
1	Code of Conduct	822	53	246	232
2.	Ethics & Integrity in Bank and Others	2,999	185	205	0
3.	AML & CFT/ TBML	2,090	1,791	1,529	582
Total		5,911	2,029	1,980	814

Reporting

Integrity Strategy Work Plan and Implementation quarterly report of Prime Bank PLC. is submitted to Bangladesh Bank regularly.

Prevention of Money Laundering and Combating Terrorist Financing

GRI 3-3

Prime Bank PLC has been rated “Satisfactory” on AML/CFT Compliance by Bangladesh Financial Intelligence Unit (BFIU) since 2022 to till date.

Prime Bank is very focused on AML compliance and gives utmost priority in improving the AML

awareness among the officials and ensure zero tolerance is AML compliance in day-to-day operations. Prime Bank assess the risks associated with any product or services and takes every control mechanism to mitigate such risks. Towards mitigating the AML/CFT risks,

Prime Bank has established its own “Money laundering & Terrorist Financing Risk Management Guidelines duly approved by the Board of Directors. It includes Senior Management’s commitment to the anti-money laundering program.

The MD & CEO of the Bank circulate quarterly Message on AML & CFT and urge all employees to comply regulations and protect the interest of the Bank.

To build AML & CFT compliance structure, Bank has appointed Chief-Anti Money Laundering Compliance Officer (CAMLCO) and Deputy CAMLCO from Senior Management in Head Office level with specific Responsibility and Authority.

To ensure the compliance and set the strategy to face AML challenges, Bank has also formed a Central Compliance Committee (CCC), which is headed by CAMLCO and members from different important Division/Departments of Head Office. Deputy CAMLCO is acting as Head of AML & CFT Division and member secretary of the CCC.

total 191 employees are involved in AML & CFT compliance program which includes Branch Anti-Money Laundering Compliance Officer (BAMLCO)- 148 (one for each branch), Divisional Anti-Money Laundering Compliance Officer (DAMLCO)- 14 (some specific division), Central Compliance Committee (CCC): 16 (Head of different important division) Headed by CAMLCO, AML & CFT Division: 13 -Headed by DMD and Deputy CAMLCO.

The Management has evolved a culture for the Bank so that all the employees strictly adhere to each provision of Money Laundering Prevention Act-2012 (with amendment in 2015) and Anti-Terrorism Act-2009 (with amendment in 2012 & 2013).

All employees of the Bank, irrespective of the positions they hold, are accountable to the top Management and regulatory bodies for their activities which might directly or indirectly relate to money laundering.

There are number of Certified AML and CFT specialists in AML & CFT Division with long working experience in AML. The effectiveness of management approach has been ensured as follows:

- Prime Bank has launched e-KYC for the personal account according to the BB e-KYC guidelines.
- Prime Bank has launched Agent Banking according to the BB directives.
- Prime Bank has nominated 12(twelve) Model Branches as per BFIU directives. The AML system of those branches has been enriched through training, on-site visit by AML & CFT Division, regular virtual communication, and awareness message from senior management.
- Prime Bank has created Own Negative List of the customers who committed fraud or other financial crime with our bank. The list has been incorporated in our Prime Bank Sanctions Screening Solution.
- The number of STR submitted to BFIU has been increasing for the last 04(Four) years. In 2021-279; 2022-309; 2023-542,2024-682 This trend evident increased awareness of our employees.
- As risk mitigation steps, Prime Bank has taken subscription with Hawkens BD for getting Adverse News on daily basis and the report is communicated to all employees through the AML & CFT Portal. The BAMLCO and DAMLCO regularly check the news to find any entity/person involved in any crime, maintain account or business relationship with our bank.
- Central Compliance Committee (CCC) of the Bank sit together in quarterly basis (4 times in each year) to oversee and implement AML & CFT compliance program of the Bank.
- To comply with the instructions of BFIU and Bank Management, AML & CFT Divisions circulated 03 Instruction circulars in 2021; 05 instruction circulars in 2022 ,01 instruction circular in 2023, and 03 AML Circular Letter issued in 2024 for Head of Branches/SME Branches /Divisional Head/ Head offshore Banking unit etc. r all the employees of Bank throughout the year.
- Informed the AML and CFT issues to the Board of Directors on half-yearly basis.
- Submitted Reports to the Chief Executive Officer on half-yearly basis regarding AML/ CFT activities.
- Prime Bank introduced “PBL AML & CFT Portal” to communicate with branch and division to collect information and documents related with regulatory queries and create AML awareness.
- AML & CFT Division arranged Senior Management Awareness Program on AML/ CFT in 2023 where Head of BFIU was present as Chief Guest.
- Prime Bank Internal Audit Division conducted AML inspection for all branches in every year, wherein, independent testing on AML & CFT compliance is ensured.
- Follow-up KYC review & monitor High risk account Transaction Profile (TP) by branch officials and monitored by AML & CFT Div. according to BFIU Circular-26.
- Reporting of Cash Transaction Report (CTR) through goAML web portal as per instruction of BFIU.
- Collected and reviewed the Self-Assessment reports from all of the Branches and took corrective action when needed.
- AML & CFT Division follow up Audit reports (related to anti-money laundering) as and when received from the Bank’s Internal Audit Division and external auditors of the Bank and takes steps to comply and upgrade the AML status of the audited branch.
- Prime Bank has Automated Sanction Screening Solutions powered by DOW JONES Risk & Compliance data to screen the information of on-boarding customers, periodical screening of existing customers, screening of all cross-border transactions including outward & inward SWIFT messages and remittances in real time. The solution covers UN, OFAC, EU, MAS, & HMT, Local sanction list, PEPs data and Adverse News.

- There is AML Transaction monitoring system “PrimeShield” for proper monitoring and verification of Transaction Profile (TP) and Risk Grading of Accounts.
- As a part of Global Standard Practice Bank uses Vessel Tracking System as tools for vessel tracking and verifying shipment details of international trade operations. In this regard, data from Llyods Shipping Intelligence are being used.
- Number of Special training program arranged to prevent Trade Based Money Laundering (TBML) and Credit-backed Money Laundering in every year between 2021 to 2024.
- Arranged training throughout the year for branch and Head office officials on the comply of BFIU circular-26.
- Influential person(IP) accounts related with suspicious transaction;
- Identify any new customer through adverse news checking, who was involved in ML or terrorist financing previously before being our customer.
- whether any person/entity maintaining any type of account or making any transaction who is involved in any incident related with ML/TF or any fraudulent activity which has been published in the daily newspaper.
- Verification of price of the underlying goods in international trade especially capital machinery & luxury goods and trading items.
- Information and identification of the suppliers/buyers/UBO in international trade.
- Tracking the vessels to comply with the local and international sanctioned port or entity.
- Search and obtain supplier’s credit report to ensure the credit worthy.
- Counter party (customer’s customer) and related party risk in international trade.
- Illicit outflow made by credit customers and become willful defaulter.
- Identification of beneficial owner of the customer availing loan and credit facility.
- Fake documents provided by loan customer.
- Fund diversification of credit customer.
- Wilful defaulter.

Risk Assessment

GRI 205-1

Total number and percentage of operations assessed for risks related to corruption and the significant risks identified.

Corruption is a predicate offence as described in MLPA-2012. Any suspicious transaction that might be related with corruption, AML & CFT Division assessed different kind of risks that must be mitigated properly. Some primary areas of risks involved are identified as follows:

- Insufficient information of the customer in our Core Banking Solution “TEMENOS T24” and lack of authenticated sources to identify the beneficial owner.
- Identification of the customer’s actual source of fund and non-cooperation from the customer.
- Transaction inconsistent with source of income of the customer and breach the transaction profile.
- High value transaction executed with low Transaction Profile;
- Non-Personal accounts active without operator’s ID;
- Accounts opened through E KYC/Agent banking;
- Unusual type and number of Remittance / Transaction of any NRB customers;

To mitigate the risk associated with corruption related with ML and FT, bank has taken some precautionary measures which are as follows:

- Identify Beneficial owner of the account and obtain Personal Information/NID /KYC documents of the beneficial owner.
- Obtain approval from CAMLCO for IP customers, monitoring the IP accounts on regular basis by branch
- Monitor the transaction of Digital EKYC/Agent Banking customers by Ekyc Business team/ Agent Banking Division and if any transaction exceeds simplify KYC then ensure normal KYC of the customers.

- Ensure proper transaction monitoring of NRB customers through NRB Division;
- Ensure monitoring of loan portfolio.
- Transaction monitoring to Identify the suspicious transaction and report STR/SAR by branch and Head Office.
- Updating the automated system in the CBS to collect and verify basic information of the customers. Verifying NID from Election Commission database.
- Review and update periodically KYC of the customers.
- On-boarding and periodical automated sanction screening before allowing any new customer to open account to detect sanctioned person/entity and search the name against designated sanction lists.
- Searching Adverse News by employees and AML & CFT Division centrally through subscribed external sources to find any incident happened and whether the person/entity involved in the incident maintain any account with the bank.
- Formulated TBML prevention Guidelines and arranged training for all trade and business officials to comply meticulously towards prevention of TBML.
- Verify the price of the goods from different local and international sources by trade officers before processing any international trade.
- Supplier's credit report obtains from third party and proper examine the credit worthy and line of business.
- Monitoring the trade behavior and trade history of the importer and exporter and justify the current approach for getting trade services.
- Vessel Tracking System as tools for verifying shipment details of international trade operations centrally. In this regard data from Lloyds Shipping Intelligence are being used.
- Ensure the proper payment system and identify the actual end user/beneficiary of the international payment either trade or remittance through sanction screening.

Training

GRI 205-2

Communication and training on anti-corruption policies and procedures

AML & CFT Division solely and jointly with HRTDC arrange training for its employees.

- AML & CFT Division has arranged total 07 training program including officials from Head Office and Branches covering 801 participants in 2024;
- AML & CFT Division arranged 12 training program on AML compliance covering 1908 employees in 2022.
- In 2023, AML & CFT Division arranged total 04 program covering 503 employees on AML compliance and 86 employees on TBML & CBML.
- Special Training in 2021 on AML & CFT Compliance for Internal Audit, ICCD & AML, and Branch Inspection for related officials of the bank, where AML specialist of the banking industry delivered lecture and presentation and 246 employees participated.
- AML & CFT Division arranged Senior Management Awareness Program on AML/ CFT in 2023 where Head of BFIU was present as Chief Guest and total 120 officials participated in the program.
- Massive awareness program through formal and informal meetings with employees to increase the number of STR reporting throughout the year that is reflected in the increased number of STR than the previous year.
- In 2023, AML & CFT division arranged Lead Bank training program in Sherpur district where 66 officials from different banks in Sherpur district participated.
- AML & CFT division introduced E-learning Training program on AML. In 2022 total 700 employees and in 2023 total 985 employees have completed e-learning and obtained E-certificate.
- Issuing AML circulars, email, AML message favoring all employees towards enhancing awareness in complying AML & CFT issues.

Employee Screening

As per Chapter—9, Clause no # 9.2 of Money Laundering & Terrorist Financing Risk Management Guidelines of Bangladesh Bank, the Banks are advised to follow the following measures (at least one from below) to perform screening of applicants before appointment:

- Reference check;
- Background check;
- Screening through or clearance from Law Enforcement Agency;
- Personal interviewing;
- Personal guarantee etc.

According to Clause # 14 (Employee Screening) of the Recruitment & Selection Policy, 2017 in compliance with Money Laundering & Terrorist Financing Risk Management Guidelines of Bangladesh Bank and Information Security Policy (ISP) of Prime Bank PLC., all selected candidates (fresh or lateral) for employment with Prime Bank shall go through the following verifications before issuance of Appointment Letter. The Bank will strive to comply with any three of the following background verifications either through internal resources or nominated 3rd Party Agency:

- a. Previous employment check.
- b. Academic and professional qualification verification.
- c. Police Verification
- e. Independent identity checks (Passport or NID).
- f. Self declaration on Credit history.

Any discrepancies in the information provided by the candidate will cancel the letter of offer/ appointment and may lead to termination.

As such, currently Human Resources Division of the Bank is conducting the following:

1. **Background verification:** Background and criminal history of the finally selected candidates are checked through Police verification.
2. **NID verification:** NID of finally selected candidates are verified from the web portal of Election Commission of Bangladesh Government.

3. Academic certificate verification:

Academic certificates of the finally selected candidates are verified either through internal resources or nominated 3rd Party Agency. Please note that we have started the above verification from September 2017.

4. **Corporate Memory Management System (CMMS):** CMMS of Bangladesh Bank is used for checking disciplinary actions record of the entire job history of concerned candidates during recruitment.

Training

GRI 205-2

Prime Bank has a yearly training calendar where employees can enroll through appropriate process based on the functional/ job requirements and needs. General trainings are usually covered in this calendar. Nomination process and conduction/facilitation of training is coordinated by the Bank's Human Resource Training & Development Center (HR—TDC). HR—TDC conducts subject-wise analysis for nominations. Priority is given to the entry level officers. For selected training/ workshops nominations are obtained from the Branches/ Divisions/Departments/Cells according to their training needs and scope. But to find out the improvement areas and training needs of the employees is a regular phenomenon of HR—TDC. Foreign/abroad training for mid level & senior level officials is being arranged as per specific executive development need and guidance/ decision of the Top Management. Other specialized/adhoc basis trainings are processed through separate approval of Management covering both local and overseas trainings.

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- Issuing AML circulars, email, AML message favoring all employees towards enhancing awareness in complying AML & CFT issues.

Fraud Management

GRI 205-3

Fraud Management Policy is applied if the employees of Prime Bank PLC. found involve with fraud or suspected for fraudulent activities including the relation to other financial institutions, contractors, consultants and other parties in financial or other relationships with the Prime Bank PLC..

Detected or suspected fraud is treated as misconduct under chapter IX of the Prime Bank PLC. Employees Service Rules, 1995 (with up to date amendment). Following the gravity of the offence, the punishment is varied from case to case and necessary action is taken as per aforementioned chapter of the Bank's Service Rules.

The Management of Prime Bank PLC. takes a zero-tolerance approach to corruption or fraud-

forgery and committed to act professionally, fairly and with integrity in all our relationships and business dealings wherever we operate for implementation and enforcement of effective system to counter corruption or fraud-forgery. The Bank has also 'Employee Code of Ethics and Business Conduct' and Prime Bank PLC. Employees' Service Rules, 1995 (with up to date amendment) which works as framework of ethical and business behavior for employees. These provide guidelines on various issues, like, safeguarding customers' and Bank's confidential information, preventing money laundering or any fraudulent activity, complying with laws and regulations, etc.

Bangladesh Bank has issued a Code of Conduct for Banks & Non-Bank Financial Institutions for implementing the National Integrity Strategy vide circulars BRPD Circular No.16 dated 06.11.2017 and DFIM Circular No. 04 dated 12.12.2017. Prime Bank also adopted the above mentioned "Code of Conduct for Banks and Non-Bank Financial Institutions". All the employees of Prime Bank were instructed to follow and act as said in the Code of Conduct vide Instruction Circular (Instruction Circular No. 100) dated 31.12.2017. As per the above mentioned 'Code of Ethics' and 'Code of Conduct' Prime Bank takes its obligation as a financial service provider seriously to prevent fraud-forgeries. Being a significant financial stakeholder, Prime Bank defined its responsibility to prevent the organization from being used as a conduit for fraud-forgeries or other criminal activities.

Any contravention of the provisions of the above mentioned 'Code of Ethics' and 'Code of Conduct' shall be the subject matter of disciplinary action under Chapter—IX of Bank's Employees' Service Rules, 1995 (with up to date amendment). According to the Section 9.1.1 of the Bank's Service Rule, regarding proper administrative sanctions, an employee who commits violation of any instructions, rules/ regulations, laws/ bye-laws is against the interest of the Bank and contravenes the instructions issued to him/her corresponding to his/her Official work, shall be liable to be punished under Section 9.1.2 of Bank's Service Rules.

Openness in communication for a better employee-management relation

GRI 2-25, 2-26

Employee communications and consultation are the lifeblood of any business. Proper exchange of information and instructions helps the Bank to function more efficiently and provide the opportunity to build greater trust among employees and management in discussing issues of mutual interest. To ensure effective employee communications, management takes a positive lead.

The Management has introduced a Whistleblower Protection Policy which intends to encourage and enable employees and others to raise serious concerns internally so that the Management can address and correct inappropriate conduct and actions. Employees have an avenue to report concerns about violations of code of ethics or suspected violations of law or regulations. The policy covers the protection of a whistleblower in two important areas- confidentiality and against retaliation. An employee who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment.

Additionally, now there is an avenue to report sexual harassment in the workplace. The policy aims to ensure a working environment in line with our values, where all individuals are treated equally, fairly and with dignity and also foster compliance with governing laws pertaining to sexual harassment. Such policy creates awareness about the nature of offences and the consequences of an offender. This is not only fosters a neutral environment but also gives a feeling of assurance that any wrong doing will be strictly addressed by the Management.

Any operational changes are properly planned and managed. Management follows a participative approach during any major transformation followed by prior communication to the employees. Since there is no trade union or employee association, no notice period regarding operational change is stipulated by any collective agreement.

HRD Hotline:

A group of officials from HR Division has been formed to handle such situations on a rotation basis and they will be named as Emergency Relationship Officer.

Emergency Relationship Officer, upon receiving any emergency call from any employee at dedicated Hotline Number 01787 670930, would try to solve by their own on an immediate basis

keeping Head of HR informed or, they will inform the Head of HR to onward escalate the issue to the top management of the Bank. The Hotline will remain open 24/7.

Whistleblower Protection Policy, 2015

GRI 2-25, 2-26

Reporting Responsibility

This Whistleblower Protection Policy is intended to encourage and enable employees and others to raise serious concerns internally so that the Prime Bank Group can address and correct inappropriate conduct and actions. It is the responsibility of all Board members, officers, employees and volunteers to report concerns about violations of Prime Bank Group's code of ethics or suspected violations of law or regulations that govern the Prime Bank Group's operations.

Compliance with laws and regulations

GRI 2-27

We have a zero-tolerance approach to causing any detriment to our customers and the market stability in general. In the ordinary course of business, our regulators conduct reviews of our business operations' controls and progress in meeting regulatory requirements and norms. We continuously focus on compliance and risk controls.

Compensation & Benefits

GRI 2-20, 2-21, 202-1, 401-2, 405-2

Prime Bank has a flexible compensation and benefits system that helps to ensure pay equity, is linked with performance that is understood by employees, and keeps in touch with employee desires and what's coveted in the market, while maintaining a balance with the business affordability. The compensation and benefits are reviewed through market and peer group comparison. The balanced total rewards help the Bank to attract, motivate and retain talent that produces desired business results.

The Board of Directors of the Bank approves the remuneration policy in accordance with the Remuneration and Increment & Promotion Policy recommended by the Senior Management.

The policy approved by the Board of Directors is implemented by the Management with the support and/or under the supervision of Human Resources Division. The officials are evaluated by a Committee which is formed comprising of AMD, all DMDs and Head of HR. The Committee is responsible for KPI based yearly performance rating, promotion and implementation of the Pay Progression Strategy of the Bank.

Prime Bank PLC. aims to create a future-oriented, strategic compensation plan in order to attract and retain its talent through using a modern compensation strategy called "Broadbanding Pay Structure". This policy applies to all the Full Time and Permanent Employees of Prime Bank PLC. The Remuneration Policy is designed to establish broad pay-ranges based on performance, skills or competencies and avoid multiple pay structures. The policy is also empowering managers & encourage the professionals for career development

Broadbanding Pay Structure:

The Management introduced Broadbanding Pay Structure which aims to ensure a performance driven work culture through a strategic compensation plan synced with the performance of individual employee. It places an increased emphasis on encouraging employees to develop new skills and paying for the skills according to their contribution and equity. In a nutshell, broadbanding is a more flexible pay system for both the employees and for the employers where career progression takes a different route.

Salary Structure: Salary component is as under:

Part—I: (i) Basic; (ii) House Rent; (iii) Medical Allowance;

Part—II: (i) Conveyance; (ii) Leave Fare Assistance; (iii) Car benefit

Moreover, the policy states that when one employee reaches the highest grade within a Band, the employee will grow further when he/she is ready to take or has taken higher responsibilities and match the criteria of the next Band.

The total compensation and benefits system of Prime Bank tracks costs and is linked with performance, while maintaining a balance with the business affordability.

Annual Performance Bonus: As a part of employee motivation through monetary incentive, a bonus policy formulated. The Bank has been paying the bonus to the employees every year on the basis of their performance. The objective of bonus policy is to promote the performance of individual employee as well as team.

Prime Bank PLC. uses modern standardized strategies for determining pay progression within the newly proposed Bands to adjust pay rates of individual employees over time. It will be as followed:

1. **Inflation Support based:** It includes process for adjusting basic pay increase across the Organization & all employees receive the same amount of percentage increase to maintain & balance lifestyle expenditures; what is commonly referred to as inflation support.
2. **Performance based:** It includes process for Performance Planning & Management, Performance Assessment, Incentives and Recognition to determine the amount of pay increases. It differentiates performers from non-performers and also creates positive effects on employee motivation.

To maintain the market competitiveness, the compensation and benefits of Prime Bank are regularly reviewed through market and peer group study. The well-crafted total rewards help the Bank to attract, motivate and retain talent.

In Prime Bank, the Board of Directors is not eligible for any compensation. They are paid honorarium for attending meetings only. On the other hand, all employees are paid competitive remuneration package. The remuneration policy of the Bank does not allow any discrimination between male and female employees, rather ensures equal pay for equal work. In addition, employees are paid bonus based on yearly business performance.

In addition to monthly competitive base pay and a good number of allowances (e.g., House Rent allowance, Medical allowance, Conveyance allowance etc.), Prime Bank has variety of market-competitive Benefits schemes designed to motivate the employees. The various cash and non-cash benefits include:

- Company provided car for top level Executive employees
- Car allowance for all Executive level employees
- Leave fair assistance allowance
- Medical treatment allowance
- Maternity benefits
- Car loan facility
- House loan facility
- Staff loan at reduced interest rate
- House furnishing allowance
- Mobile phone allowance
- Travel allowance
- Technical allowance
- Festival bonus
- Allowance for employees' meritorious students
- Annual leave
- Maternity leave
- Study leave etc.

The Bank also provides long-term as well as retirement benefits to employees:

- Leave encashment
- Provident fund
- Gratuity benefit
- Retirement benefit
- Partial and full disability benefit

- Death benefit to family members etc.

The Bank pays variable remuneration on cash basis (i.e. direct credit to the employee Bank account and/or through Card), as the case may be, as per Employees' Service Rule/ practice.

Bank provides annual increments based on performance to the employees with the view of medium to long term strategy and adherence to Prime Bank's values.

Payment of Facility Staffs:

Unarmed security guard, messenger, cleaner etc. as facility staffs of the Bank are supplied by outsourcing companies or third party vendors. Whatever the case is, such sorts of workers are not the employees of the Bank rather they are the employees of the respective outsourcing companies or third party vendors. Wage issues of such employees are governed by the contract between Prime Bank and respective outsourcing companies or third party vendors, not by any codified laws of the land as there is no enacted law or declared minimum wages for the employees working in a Banking Organization employed through outsourcing companies or third party vendors.

New recruitment by gender and age

GRI 401-1

New recruitment by gender and age:

New recruitment by gender:

2021				
Male	Female	Others	Not Disclosed	Total
Number of employees (head count/ FTE)				
103	20	0	0	123
83.74%	16.26%	0.00%	0.00%	100%
Number of permanent employees (head count/ FTE)				
101	20	0	0	121
83.47%	16.53%	0.00%	0.00%	100%
Number of fixed term contract employees (head count/ FTE)				
01	01	0	0	02
50.00%	50.00%	0.00%	0.00%	100%
Number of non-guaranteed hours employees (head count/ FTE)				
0	0	0	0	0
Number of full-time employees (head count/ FTE)				
103	20	0	0	123
83.74%	16.26%	0.00%	0.00%	100%

2022				
Male	Female	Others	Not Disclosed	Total
Number of employees (head count/ FTE)				
95	32	0	0	127
74.80%	25.20%	0.00%	0.00%	100%
Number of permanent employees (head count/ FTE)				
94	32	0	0	126
74.60%	25.40%	0.00%	0.00%	100%
Number of fixed term contract employees (head count/ FTE)				
01	00	0	0	01
100%	0.00%	0.00%	0.00%	100%
Number of non-guaranteed hours employees (head count/ FTE)				
0	0	0	0	0
Number of full-time employees (head count/ FTE)				
95	32	0	0	127
74.80%	25.20%	0.00%	0.00%	100%

2023				
Male	Female	Others	Not Disclosed	Total
Number of employees (head count/ FTE)				
175	55	0	0	230
76.09%	23.91%	0.00%	0.00%	100%
Number of permanent employees (head count/ FTE)				
173	55	0	0	228
75.88%	24.12%	0.00%	0.00%	100%
Number of fixed term contract employees (head count/ FTE)				
02	00	0	0	02
100%	0.00%	0.00%	0.00%	100%
Number of non-guaranteed hours employees (head count/ FTE)				
0	0	0	0	0
Number of full-time employees (head count/ FTE)				
175	55	0	0	230
76.09%	23.91%	0.00%	0.00%	100%

2024				
Male	Female	Others	Not Disclosed	Total
Number of employees (head count/ FTE)				
175	55	0	0	230
76.09%	23.91%	0.00%	0.00%	100%
Number of permanent employees (head count/ FTE)				
173	55	0	0	228
75.88%	24.12%	0.00%	0.00%	100%
Number of fixed term contract employees (head count/ FTE)				
02	00	0	0	02
100%	0.00%	0.00%	0.00%	100%
Number of non-guaranteed hours employees (head count/ FTE)				
0	0	0	0	0
Number of full-time employees (head count/ FTE)				
175	55	0	0	230
76.09%	23.91%	0.00%	0.00%	100%

New recruitment by age:

	2021		2022		2023		2024	
Age group	No. of Emp.	%	No. of Emp.	%	No. of Emp.	%	No. of Emp.	%
Below 30 years	26	21.14%	28	22.05%	71	30.87%	53	33.76%
30 to 50 years	94	76.42%	96	75.59%	152	66.09%	102	64.97%
Over 50 years	03	2.44%	03	2.36%	07	03.04%	02	1.27%
Grand Total	123	100%	127	100%	230	100%	157	100%

Employee turnover by gender and age

GRI 401-1

Employee turnover by gender and age:

Employee turnover by gender:

2021				
Male	Female	Others	Not Disclosed	Total
Number of employees (head count/ FTE)				
185	29	0	0	214
86.44%	13.55%	0.00%	0.00%	100%
Number of non-guaranteed hours employees (head count/ FTE)				
0	0	0	0	0
Number of full-time employees (head count/ FTE)				
103	20	0	0	123
83.74%	16.26%	0.00%	0.00%	100%

2022				
Male	Female	Others	Not Disclosed	Total
Number of employees (head count/ FTE)				
181	31	0	0	212
85.38%	14.62%	0.00%	0.00%	100%
Number of non-guaranteed hours employees (head count/ FTE)				
0	0	0	0	0
Number of full-time employees (head count/ FTE)				
181	31	0	0	212
85.38%	14.62%	0.00%	0.00%	100%

2023				
Male	Female	Others	Not Disclosed	Total
Number of employees (head count/ FTE)				
101	29	0	0	130
77.69%	22.31%	0.00%	0.00%	100%
Number of non-guaranteed hours employees (head count/ FTE)				
0	0	0	0	0
Number of full-time employees (head count/ FTE)				
101	29	0	0	130
77.69%	22.31%	0.00%	0.00%	100%

2024				
Male	Female	Others	Not Disclosed	Total
Number of employees (head count/ FTE)				
96	33	0	0	129
74.42%	25.58%	0.00%	0.00%	100%
Number of non-guaranteed hours employees (head count/ FTE)				
0	0	0	0	0
Number of full-time employees (head count/ FTE)				
96	33	0	0	129
74.42%	25.58%	0.00%	0.00%	100%

Employee turnover by age:

	2021		2022		2023		2024	
Age group	No. of Emp.	%	No. of Emp.	%	No. of Emp.	%	No. of Emp.	%
Below 30 years	19	8.88%	12	5.66%	06	3.35%	08	6.20%
30 to 50 years	185	86.45%	181	85.38%	152	84.92%	108	83.72%
Over 50 years	10	4.67%	19	8.96%	21	11.73%	13	10.08%
Grand Total	214	100%	212	100%	179	100%	129	100%

Employee turnover rate for the year 2021–2024—

Year	Turnover Ratio
2021	7.03%
2022	7.17%
2023	6.03%
2024	4.34%

Parental Leave

GRI 401-3

Year	Leave Entitled	Leave Taken	Return to Office	Still Employed after Return to Office	Will join on next Year	Retention Rate
2021	38	38	13	13	25	100.00%
2022	23	23	12	12	11	100.00%
2023	30	30	18	18	12	100.00%
2024	25	25	13	13	12	100.00%

Transfer — Joining Time

GRI 402-1

Transfer is a condition of employment. During the course of employment each employee shall be posted to various posts at Branches & Head Office Divisions to gather better knowledge about the working of various functions of the Bank. It shall not be taken as punishment; rather it shall be taken as a challenge. Challenge because every new place of posting brings an employee closer with new environment and new people. Since Bank is a client based service organization, it is important for all Executive/Officer to be familiar with various nature of the job, place & clients.

Every employee of Prime Bank is eligible to serve at any office of the Bank inside or outside Bangladesh.

Joining time may be granted to an employee to join another station on transfer as mentioned below:-

- If the transfer is in the same station, the joining time shall be 01 (one) day i.e. on the next working day.
- Journey up to 200km — 02 (two) days and every additional 100 km 01 (one) day more.

- Actual time taken for journey (as above) to enable him/her to join the new station shall be inclusive of holidays/ weekend in between.

Healthy and Safe Work Environment

GRI 403-1-10

In Prime Bank, the physical, mental and social well-being of the employees always get priority. Healthy, productive and motivated employees are the foundation of a successful organization. Prime Bank helps employees to assume responsibility for their own personal behaviour in health-related matters, and support health-promoting general conditions within the Company. We continuously focus on improving health and safety of employees that includes proper work place design and decoration of head office and branches, maintaining the cleanliness at work space, holding awareness session related to physical and psychosocial well-being, email communication on various health and safety related topics, sending alerts to employees on emergency situations, arranging fire drill sessions, financial support for medical care etc. Because of the nature of operations, Bank employees are not usually exposed to work-related injury, occupational diseases or fatality. Yet, the Bank remains cautious so as not to create any hazardous work condition.

Prime Bank complies with the directives of the Central Bank in regards to fire safety as well as follows its own fire safety mechanism. Apart from the existing Offices and Branches, Bank's new Offices/Premises are also having built in fire safety mechanism. By adopting the sound policy of "Smoke-free Workplace", both fire and health hazards are reduced in the Bank. A Fire & Safety Team under the Facility Management Division is in place to address fire & safety issues in the Bank. The Head of Fire & Safety Unit, Mr. Ashraf-Uz-Zaman khan along with his team is responsible for maintaining fire and safety issues in the Bank centrally. Apart from this, we have fire and safety representatives from other Divisions and Branches within the Bank to assist in safety related matters. Apart from this, all security guards have been provided with basic fire and safety trainings to strengthen the network and they are capable to handle fire and safety matters.

Basic instructions to handle fire & safety equipments are placed in the Offices of the

Bank. At Branch level also all the branches have emergency exits. The core safety team ensures making aware the Branch level employees during their continuous regional visits. Apart from this, the safety representatives of other Divisions and Branches are also trained to aware all employees in this regard including Head Office Divisions.

Bank has its own inspection/monitoring mechanism in regards to fire & safety measures; any issue found in the process is immediately resolved by the appropriate internal function. The core safety team monitors the facilities and equipments at Head Office and Branch levels with the help of their representatives in other Divisions and Branches. Maintenance of equipments is ensured through continuous visit and monitoring of the core safety team and their representatives and records are maintained accordingly.

It is ensured that the new Offices of the Bank have been updated with automatic fire safety measures which includes the Disaster Recovery site at Uttara and Data Centre (IT I&P) 3rd Floor Adamjee Court Annex-2, Motijheel, Dhaka-1000, etc. Modern fire safety measures are also planned for the proposed Corporate Office of Prime Bank (under construction) at Nikunja, Dhaka.

To conduct regular fire drills, Bank has members in the core Fire & Safety team. In addition, a massive fire drill for Head Office employees and Dhaka area branches are arranged regular basis which is conducted by Bangladesh Fire Service & Civil Defence. In last Fire Drill, almost all the employees participated.

Fire safety audit is maintained through the continuous monitoring and inspection conducted by the core fire and safety team of the Bank. The core Fire & Safety team as well as the representatives of other divisions and branches ensure awareness/training of first aid and fire fighting for Prime Bank staffs. In addition to this, another training has been planned for the representatives to be organized in the Bank's Training & Development Center (HR—TDC).

Learning & Development

GRI 404-1, GRI 404-2

In Prime Bank, Human Resources (HR) Division regularly undertakes effectively designed training

programs targeting the right group of employees through proper training need assessment. Prime Bank believes that continuous efforts should be given so that employees acquire and develop the right set of skills required to face the challenge of ever changing market.

In Prime Bank, the employee development plan is based on proper training need assessment. During 2021–2024, Bank's internal HR Training and Development Centre arranged training on different topics and employees were sent to participate in various training programs/ conferences in home and abroad.

Prime Bank has a yearly training calendar where employees can enroll through appropriate process based on the functional/ job requirements and needs. General trainings are usually covered in this calendar. Nomination process and conduction/facilitation of training is coordinated by the Bank's Human Resource Training & Development Center (HR—TDC). HR—TDC conducts subject-wise analysis for nominations. Priority is given to the entry level officers. For selected training/ workshops nominations are obtained from the Branches/ Divisions/Departments/Cells according to their training needs and scope. But to find out the improvement areas and training needs of the employees is a regular phenomenon of HR—TDC. Foreign/abroad training for mid level & senior level officials is being arranged as per specific executive development need and guidance/ decision of the Top Management. Other

specialized/adhoc basis trainings are processed through seperate approval of Management covering both local and overseas trainings.

The banking sector is complex and diverse with evolving nature of threats and the risks. So, the training module is updated time to time for employees of the Bank in the changing context of financial market.

Training Category:

- i. Functional training;
- ii. General training;
- iii. Soft skill training;

Employee Category (Training Participant):

- a. Deputy Managing Director
- b. Senior Vice President
- c. Vice President
- d. Senior Assistant Vice President
- e. Assistant Vice President
- f. First Assistant Vice President
- g. Senior Executive Officer
- h. Executive Officer
- i. Senior Officer
- j. Management Trainee
- k. Officer
- l. Junior Officer
- m. Trainee Assistant

Prime Bank HR—TDC Accomplishments: 2021 — 2024

Sl.	Particulars	2021			2022		
		Frequency	Number of Participants	Total Man Hours	Frequency	Number of Participants	Total Man Hours
1	Training & Development Centre, Prime Bank PLC.	120	7,960	24,570	111	11,730	118,548
2	Bangladesh Institute of Bank Management	10	29	232	15	45	2,246
3	Bangladesh Bank Training Academy / Bangladesh Institute of Bank Management	1	1	8	15	25	166
4	Other Training Institute	33	236	5,854	43	202	2,684
Total		164	8,226	30,664	184	12,002	123,644

Sl.	Particulars	2023			2024		
		Frequency	Number of Participants	Total Man Hours	Frequency	Number of Participants	Total Man Hours
1	Training & Development Centre, Prime Bank PLC.	142	14,542	90,300	109	13,017	84,978
2	Bangladesh Institute of Bank Management	32	114	7,330	24	110	19,180
3	Bangladesh Bank Training Academy / Bangladesh Institute of Bank Management	19	64	296	20	21	456
4	Other Training Institute	33	180	1,896	27	160	2,619
Total		226	14,900	99,822	180	13,308	107,233

The employee who received the necessary training is more able to perform in their job. The training gave the employee a greater understanding of their responsibilities within their role, and in turn build their confidence. This confidence enhanced their overall performance and this can only benefit the Bank. Employees who are competent and on top of changing industry standards helped the Bank hold a position as a leader and strong competitor within the industry.

A robust training and development program ensured that employees have a consistent experience and background knowledge. The consistency is particularly relevant for the Bank's basic policies and procedures. Increased efficiencies in processes results in financial gain for the Organization. A development program brings all employees to a higher level so they all have similar skills and knowledge. Besides, employees who are feeling appreciated and challenged through training opportunities may feel more satisfaction toward their jobs.

Performance Management Program

GRI 404-3

Prime Bank has a comprehensive performance management program that evaluates employees' yearly performance against business targets at the year-end. In addition, their functional and leadership competencies are also rated by the line management. This appraisal process also identifies the competency gap and training needs of employees. All employees (except employees under probation or training) of the Bank undergo annual performance appraisal

process. The process ensures that clear feedback on improvement points (performance and professional capabilities) is provided to employees by their Managers to promote employees' long-term career development and improved contribution to organizational performance. All regular employees undergo the annual performance and career development review.

Promotion

Promotion is given to the deserving individuals based on the yearly performance appraisal as well as the promotion assessment criteria conducted by designated Committee assigned by the Management. The officials are evaluated by the Committee which is formed comprising of all DMDs and respective business Heads. All the members of the Committee are from the core banking area/operation of the Bank. The Committee is responsible for Performance Appraisal Rating, Promotion and implementation of the Pay Progression Strategy of the Bank.

Grievance Mechanism

GRI 2-25

Prime Bank PLC. is committed to create an enabling environment for the employee that is free from any sort of harassment, intimidation and prejudice. It is the responsibility of all employees to maintain a working atmosphere free from discrimination, harassment, intimidation and unwelcome, offensive or inappropriate conduct, including sexual overtures, offensive jokes, graphic material etc. Verbal or physical conduct of a demeaning or sexual nature that creates an intimidating, hostile or offensive working environment, affects inter-employee relations

or is otherwise deemed by Prime Bank to be offensive or inappropriate is not permitted. Sexual harassment includes any unwelcome sexual advances, requests for sexual favours, and other verbal or physical conduct of sexual nature.

The Bank promotes a congenial and professional relationship among the line managers and fellow colleagues. HR Procedure of the Bank ensures that all employees are able to work in the bank with self-respect, dignity and pride. The Bank also ensures that appropriate procedures are in place to allow employees to report any incidence of harassment in the Bank. All Complaints regarding harassment of the employees must be submitted to Harassment Complaint Committee that will conduct investigation and submit a report to Human Resources Division. In case a Complaint is found to be legitimate, Harassment Complaint Committee shall report to the Human Resources Division which will initiate Disciplinary Procedures against the accused employee as prescribed in the Prime Bank Employees Service Rules. No adverse action will be taken against any employee who, in good faith, makes a Complaint or cooperates in the investigation.

An upto date "Sexual Harassment Policy & Procedure" has already been approved by the Board of Directors of the Bank. The policy aims to ensure a working environment in line with our values, where all individuals are treated equally, fairly and with dignity and also foster compliance with governing laws pertaining to sexual harassment. Moreover, a Female Welfare & Grievance Handling Committee is in place to address complaints from female employees of the Bank. The Female Employees' Welfare and Grievance Handling Committee handles the complaints related to gender-specific harassment as well as sexual harassment against women by their male counterparts.

Non-Discrimination

Decent Workplace

GRI 2-24, 2-25, 2-30,
406-1, 408-1, 409-1

Prime Bank has a decent work environment where employees can work with dignity, have the freedom to express opinions, can participate in the decision making process that affect their lives, and receive equal treatment and opportunity. The Bank is committed to ensure the best practices in compliance with the Labour Code of the country.

Bank Management believes that the business can grow favourably if the organization enables employees through creating and maintaining a decent workplace.

In Prime Bank, employees have the right to exercise freedom of association or collective bargaining following the legal procedure of country laws. However, employees have never formed or wanted to form any collective bargaining agency. The Bank follows non-discriminatory approach in all HR policies and practices. The salary of an employee is determined based on his/her competency, experience and performance. During the period of 2021 to 2024 neither any incident regarding discrimination nor any grievance related to labour practices or human right has been reported. The Bank neither employs child labour nor has any provision for forced labour. Employees have the right to resign from their employment serving proper notice period and following the internal procedures.

Ensuring a decent workplace also encompasses Bank's investment decisions as well as agreements with the suppliers and contractors. For instance, human right, as appropriate, is covered as an integral part of decision making for major financial investments. Among all the significant investments, garments and manufacturing industry contain major stakes where issues related to human rights are more relevant and critical. Hence, any such investment agreement is subject to screening of human right issues along with other criteria.

On the other hand, all the agreements of Prime Bank with suppliers or contractors undergo due assessment process which requires complying with the Labour Code and other applicable laws of the country. Moreover, the procurement decisions are also subject to conformity with International Labour Conventions. The team involved in procurement visits suppliers and contractors' premises on need basis to monitor working conditions and other relevant issues like labour practices, human right etc.

The security personnel employed by the Bank are formally trained and aware of policies and procedures regarding human right issues. The training requirement also applies to third party organizations that provide security personnel to the Bank.

The most recent addition to encourage female employees at the workplace is that they are now able to avail child day-care facility in Motijheel area. Female employees having offices in Motijheel and peripheral area now can avail child day-care facility where they can keep their children in a safe and secured environment. This will not only help to retain female employees but will relieve them from the dilemma of leaving their child/children at home.

Motivated and engaged employees

Prime Bank has a diverse group of motivated and engaged employees. From experience it knows that if employees are properly empowered, they become more engaged and go extra miles to fulfil organization's ambition. Engaged employees are likely to take more responsibility and embrace accountability which helps to achieve the sustainability strategies. The Bank has positioned itself with a performance-driven rewarding work culture; where employees are treated with respect and receive plenty of development opportunities. Prime Bank has a special focus on:

- Ensuring a balanced diversity
- Promoting human capital development
- Providing competitive compensation and benefits
- Promoting a performance centric culture
- Protecting human rights
- Ensuring workplace health and safety
- Ensuring equal opportunity

All the people related issues in Prime Bank are governed by the well-defined policies and procedures which are duly reviewed by the Management time to time.

Work-life Balance

Prime Bank wants its employees to balance the work and personal life and has organization-wide practices and policies that actively support employees to achieve success at both work and home. Management is also open and shows flexibility in regard to a balanced work-life.

In Prime Bank, employees are entitled to sufficient annual leave and sick leave with pay. To enjoy vacation with family, Bank provides Leave Fare Assistance Allowance to employees. All female employees are eligible for Maternity Leave (Parental Leave) with pay for a period of six months. In 201, a total of 60 female employees availed Maternity leave. After completion of the leave, they returned to work and are still continuing with the organization.

Culture

Culture plays a vital role to create a high performance environment that supports sustainability strategy implementation. Prime Bank carefully develop, shape and impact organizational culture by: practicing values appropriate for the bank; defining working relationship and communication pattern between superior and subordinates; governing rules and regulations which control employees' behaviour; promoting a strong employer brand through which employees identify with the organization; maintaining effective reward system that affects employees loyalty and empowering employees to demonstrate their innovativeness not only to be competitive in the market but also to achieve a sustainable growth.

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- An aerial photograph of a dense tropical forest. The canopy is thick and green, with various shades of green indicating different types of trees and vegetation. A narrow dirt path or clearing runs horizontally across the middle of the image. The lighting is soft, suggesting a misty or overcast day.
- Prime Bank Foundation
 - Product Responsibility

COMMUNITY OUTREACH

PRIME BANK FOUNDATION

The Prime Bank Foundation (PBF) was created by Prime Bank PLC in 2002 out of the responsibility to serve the society. Ever since, the Foundation has whole-heartedly adhered to its obligation to provide key services to society and endeavours to bring measurable and immeasurable positive results. Our confidence and zeal to continue comes from the positive results of our actions that has enhanced the quality of life for people with less privilege.

While there are several ways to serve society, we believe that ensuring good health and well-being and quality education for the mass people, especially the less privileged is the best way to move forward. To any individual health is wealth and an educated person is a wealth for the nation. Thus, it is safe to say that PBF is striving to cultivate wealth for all.

PBF has one programme and three entities — Education Support Programme, Prime Bank Grammar School, Prime Bank Eye Hospital, and Prime College of Nursing, Dhaka. A close look at the programme and entities says that PBF has been true to its belief; rather than making donations or mere charities, PBF has designed its projects to provide sustainable solutions by ensuring enabling environment for the underprivileged to access basic services they need. Our aim is to make our services available, accessible, affordable, and acceptable. With its entities and programme, PBF hopes to extend its hand to more people and ensure equal opportunities for the less privileged people of our society.



EDUCATION SUPPORT PROGRAMME (ESP)

Bangladesh faces significant challenges with overpopulation, limiting educational opportunities for underprivileged populations. This context presents a substantial opportunity for our programme to generate meaningful societal impact. Many talented students from extremely poor families are often left behind in the pursuit of progress, perpetuating the cycle of poverty. The primary objective is to empower these students through education, enabling them to uplift both themselves and their families.

The Education Support Programme (ESP) addresses this challenge by offering a long-term, renewable scholarship scheme, providing recipients with a 100% financial subsidy. The positive effects of ESP are evident in the considerable improvements observed in the lives of the awardees. Detailed assessments reveal that ESP has successfully enabled many individuals to overcome economic hardship.

Launched in 2007 by PBF with 170 initial awardees representing all 64 districts nationwide, ESP employs a rigorous selection process to ensure that scholarships reach the most deserving applicants. Over time, the programme has expanded: 228 scholarships were awarded in 2021, 264 in 2022, and 234 in 2023. Since its inception, a total of 4,476 scholarships has been granted. Of these recipients, 3,751 have completed their graduation and are now employed across various sectors, both private and public. Presently, 725 scholars are pursuing their degrees with ongoing support from ESP.

Steps Taken for Selection of Awardees:

- The application prerequisites were revised as part of procedural updates.
- An advertisement detailing the application criteria and requirements, along with a call for applications, was published in a leading local newspaper on 23 July 2023.
- The same advertisement was shared on the official website and social media platforms of PBF and its affiliated entities.
- Printed copies of the advertisement and application form were distributed to all Prime Bank PLC branches nationwide.

- Applicants were primarily shortlisted according to the criteria specified in the advertisement.
- A preliminary applicant database was presented to the Advisory Committee.
- The Advisory Committee determined the final selection criteria, based on which students were chosen, considering both merit and special needs.
- Validation exercises were conducted both onsite at the PBF office and offsite at various Prime Bank branches across the country.
- Upon completion of validation, the final list of selected students was compiled.
- Official offer letters were issued to the final awardees.
- Selected awardees proceeded to open accounts with Prime Bank PLC.
- On 31 August 2024, a Scholarship Awarding Ceremony was held, during which the recipients signed agreements with the Prime Bank Foundation and received their initial stipend instalments.

For the year 2024, the Foundation Management Committee has resolved to reconfigure the scholarship program. Previously, the initiative supported undergraduate students completing their degrees. Moving forward, the Committee aims to extend scholarships in the form of stipends to postgraduate students enrolled in research-based programs. Priority will be given to research projects anticipated to positively influence the socio-economic conditions of the general populace, particularly marginalized communities. This approach not only benefits individual students but also serves the nation by supporting impactful research that could yield significant discoveries for Bangladesh and beyond.

According to the CSR guidelines of Bangladesh Bank (GBCSR Circular No-7), education-related scholarships and stipends are a priority, with approximately 30% of total CSR expenditures recommended for the education sector, including support for underprivileged yet meritorious students. Therefore, it can be concluded that the ESP aligns with the Bangladesh Bank's guidelines.







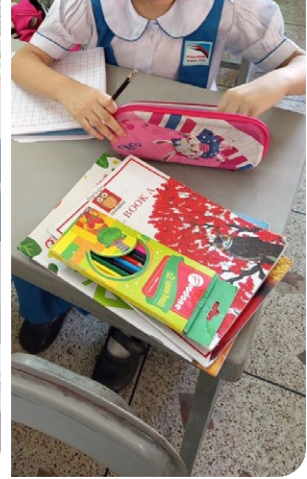
PRIME BANK GRAMMAR SCHOOL (PBGS)

PBGS, an initiative of the Prime Bank Foundation, was established to address the gap between parents' aspirations for high-quality English medium education for their children and the financial challenges associated with such schooling. Since its inception in 2008 with the Cambridge Curriculum—and with the subsequent addition of the National Curriculum (English Version) in 2016—PBGS has remained dedicated to providing accessible, value-driven education at an affordable cost. The school maintains a strong commitment to nurturing responsible citizens, reflecting its founding vision.

PBGS is dedicated to equipping students with knowledge, skills, attitudes, and values essential for future leadership. Education at PBGS extends beyond the classroom, integrating a range of extra-curricular activities and events designed to offer students a competitive advantage. These activities include cultural programs, science fairs, fire drills, and unique events such as Pitha Utshob, contributing to well-rounded personal development.

Annually, PBGS students sit for O-level and A-level examinations, consistently achieving excellent results. Many students have been recognized with The Daily Star Awards for their academic accomplishments. This success is supported by the school's impressive teacher-to-student ratio of 9:1, ensuring personalized attention and guidance.

In 2024, the school's infrastructure was further enhanced with the installation of air conditioners—made possible through the generous support of Prime Bank PLC—ensuring a comfortable learning environment for all students.



PRIME BANK EYE HOSPITAL (PBEH)

The eyes are among the most essential yet often neglected organs in Bangladesh.

Many individuals overlook their ocular health until symptoms such as blurry vision arise. This trend may stem from a general lack of public awareness regarding the importance of proper eye care. To broaden its impact on the healthcare sector, Prime Bank Foundation established the Prime Bank Eye Hospital (PBEH) with the aim of delivering high-quality ophthalmic services to the general population, particularly to underprivileged communities, at an affordable cost.

Optimal eye function is fundamental to daily living skills. A significant number of people experience avoidable blindness, cataracts, or eye conditions that are treatable when addressed promptly; however, insufficient

awareness often leads to worsening health outcomes. PBEH is dedicated to raising awareness, promoting regular eye examinations, and supporting the ophthalmic health of Bangladeshis. The hospital frequently organises free eye camps nationwide through sponsored initiatives and park-based outreach programs. Patients diagnosed with conditions necessitating surgery are provided with the same standard of surgical care at nominal fees. The objective is to extend accessible eye care services to all segments of society, offering hope for improved vision and quality of life.

PBEH upholds the core principle of promoting health and well-being universally, as reflected in its commitment to providing equitable eye care services regardless of patients' financial circumstances—with a particular focus on those who struggle to afford medical treatment.

Below mentioned are the number of patients examined and surgeries conducted.

Year	2021	2022	2023	2024
Total patients examined	15,983	20,340	20,432	16,179
Surgery patients	1,106	1,879	2,027	1,715

PBEH is centrally located in Dhanmondi, Dhaka, facilitating convenient access for residents of the locality seeking comprehensive eye care services. The hospital further extends its reach through park-based diabetic screening and eye check-up camps, providing complimentary blood sugar and vision assessments to the public. These initiatives aim to enhance community awareness about personal health and the importance of proactive care, particularly given diabetes' significant impact on various organs, including the eyes.

PBEH's services are not confined to the capital; through nationwide free eye camps, the hospital effectively serves individuals across Bangladesh. Additionally, the Vision Centre in Narayanhat supports patient examinations and diagnoses

related to ocular health, with referrals made to PBEH specialists as needed.

In 2024, PBEH examined 16,000+ patients and performed surgeries on 17,00+ patients identified during these outreach camps held at multiple locations throughout the country and as well as at the hospital. Recognising the socio-economic challenges of many beneficiaries, the hospital offers transport assistance and surgical procedures at reduced costs.

All PBEH activities contribute directly to sustainable development by promoting eye health, which is essential for overall well-being and long-term livelihood. PBEH remains committed to serving the nation and is proud to have positively impacted the lives of countless individuals.



PRIME COLLEGE OF NURSING, DHAKA (PCND)

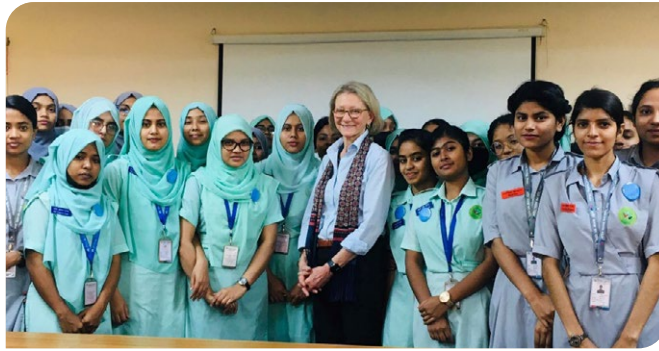
PCND is another initiative of Prime Bank Foundation that was founded to make a direct contribution to the education sector of Bangladesh and an indirect contribution to the healthcare sector. Nursing is a noble profession that is highly in demand in today's world. To meet the demand of Bangladesh and the world, PCND was founded to develop qualified, skilful and professional nurses by providing standard & sterling nursing education. The institute is affiliated with Dhaka University (DU), registered by Bangladesh Nursing & Midwifery Council (BNMC), and approved by Ministry of Health & Family Welfare (MOH&FW).

A closer look at the impact of this nursing college shows that it caters to multiple sectors —

- Providing educational opportunities (eventually job opportunities) to those who are unable to pursue medical training due to financial constrictions. Many students also have the opportunity to apply for the ESP scholarship.
- Making a contribution to the healthcare sector in Bangladesh by producing highly skilled and capable nurses.
- Trying to meet the world's demand for qualified nurse and making a name for Bangladesh by supplying capable nurses.

This high-quality nursing education institution offers 3 courses: Diploma in Nursing Science & Midwifery (started in January 2013), B.Sc. in Nursing (started in January 2019), and B.Sc. in Post-Basic Nursing (started in July 2018). As mentioned, it can be seen that almost all our graduates are now working in private and public hospitals.

Year	Diploma in Nursing Science & Midwifery Students Quantity			B.Sc in Nursing Students Quantity			B.Sc in Post Basic Nursing Students Quantity		
	Existing Students	Graduated Students		Existing Students	Graduated Students		Existing Students	Graduated Students	
2021	201	67		90	0		51	20	
2022	209	67		116	0		40	19	
2023	215	67		115	28		44	12	
2024	222	0		115	31		76	28	



As the corporate social responsibility division of Prime Bank PLC, Prime Bank Foundation is dedicated to ensuring the long-term sustainability of its projects, thereby delivering relief and services to beneficiaries at minimal cost. The Foundation recognises that for these initiatives to support others effectively, they must first achieve self-sufficiency. All projects undertaken by Prime Bank Foundation have demonstrated significant progress towards attaining full financial sustainability. Achieving this objective remains central to all the Foundation's revenue-generating initiatives.

PRODUCT RESPONSIBILITY

Activities, brands, products, and services

GRI 3-3

Prime Bank, being a partner in progress to our community and nation, has been operating for 27 years with recognition and glory in the banking industry of Bangladesh. Prime Bank offers a whole range of products and services to its valued customers besides regular transaction activities. To keep up with the current trend of digitalization in the banking industry and the entire finance sector as a whole, Prime Bank has introduced next level digital banking services to its customers through the introduction of newly developed Digital platforms like Prime Plus and Prime Assist. The bank helps local businesses to grow through export and import financing as well in addition to collecting remittance from expatriates and thus contributing to the national economy. Social and Environmental safety concern is of paramount importance to Prime Bank. It believes in green and sustainable banking with adherence to labor law and promotes environment-friendly practices to reduce carbon emissions to the nature and also strives to ensure the best working conditions through proper monitoring of the activities of its customers. The bank is successfully serving its customer base with quality human services coupled with technological experiences and provides assistance wherever necessary. Beyond its national boundaries, it has proudly explored its footprint overseas, having subsidiaries in UK (three branches), Singapore and Hong Kong.

Approach to stakeholder engagement

GRI 2-29

Excellence in customer service has been the most differentiating factor of Prime Bank compared to other banks in the industry which rightly upholds the slogan of Prime Bank, 'A Bank with a Difference'. In order to maintain, monitor and continuously improve service quality, the bank has a dedicated Service Quality (SQ) team to engage its stakeholders in the improvement process through customer satisfaction survey. The team conducts year-long Mystery Shopping (MS) survey in all of its 146 branches to measure the performance level of service points methodically, in different categories. To put emphasis on this endeavor, the management empowered its Service Quality team with necessary resources.

Key topics and concerns raised

Mystery Survey 2023

A third party vendor (selected by Prime Bank through proper procedure) conducted mystery shopping survey in at all the Branches of the Bank nationwide. The evaluation was done on a scale of 100, combining 3 different modules for assessing RM, Teller & Overall branch.

Survey Brief:

The survey covered two types of service personnel: Relationship Managers (CSO/ RM/BOM) and Tellers. In addition, branch observations were also made.

More than 1300 Prime Bank employees (branch level) were surveyed by the mystery shoppers, with the best effort.

Each employee was visited at least once, efforts were made to approach them at different times of the day within their working hours, with some exceptions.

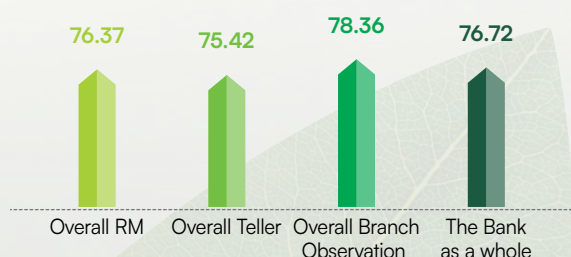
Scale & Rating:

Scale	Ratings
100%	Excellent
90% (+) -99%	Very Good
80% (+) -89%	Good
70% (+) - 79%	Average
60%(+) -69%	Poor
Bellow 60	Very Poor

Parametric Scale & Rating:

Scale	Ratings
5	Excellent
4	Good
3	Acceptable
2	Needs Improvement
1	Unacceptable

Overall Performance of the Bank in %



Overall Performance of the Bank:

As a whole, the overall score achieved by Prime Bank in the survey is

76.72%

The overall observation of the branches has been rated

78.36%

The overall performances of the RM have been rated

75.42%

The overall performances of the Tellers have been rated

76.37%

Mystery Survey 2024

A third party vendor (selected by Prime Bank through proper procedure) conducted mystery shopping survey in at all the Branches of the Bank nationwide. The evaluation was done on a scale of 100, combining 3 different modules for assessing RM, Teller & Overall branch.

Survey Brief:

The survey covered two types of service personnel: Relationship Managers (CSO/ RM/BOM) and Tellers. In addition, branch observations were also made.

More than 1,300 Prime Bank employees (branch level) were surveyed by the mystery shoppers, with the best effort.

Each employee was visited at least once, efforts were made to approach them at different times of the day within their working hours, with some exceptions.

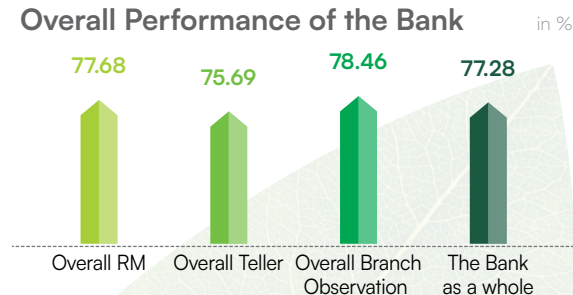
Scale & Rating:

Scale	Ratings
100%	Excellent
90% (+) -99%	Very Good
80% (+) -89%	Good
70% (+) - 79%	Average
60%(+)-69%	Poor
Bellow 60	Very Poor

Parametric Scale & Rating:

Scale	Ratings
5	Excellent
4	Good
3	Acceptable
2	Needs Improvement
1	Unacceptable

Overall Performance of the Bank



Overall Performance of the Bank:

As a whole, the overall score achieved by Prime Bank in the survey is

77.28%

The overall observation of the branches has been rated

78.46%

The overall performances of the RM have been rated

77.68%

The overall performances of the Tellers have been rated

75.69%

a) Report why the aspect is material.

Most economies are becoming more service-driven and many are increasingly dominated by economic activity which takes place in the service sector. Even for physical goods, the drive for ever more value to be delivered to customers to ensure effective differentiation means that the service and support associated with product provision and use is becoming ever more important. In financial services, the importance of delivering service quality which matches, or hopefully exceeds, customer expectations are beyond debate. Managers across the sector are striving to improve the customer experience and to do so they need to understand what customers expect of their services and purchase experiences, and how to build, manage and deliver superior service quality in line with such expectations. Since the local banking industry is saturated with a significant number of banks and they offer almost identical services, the customers have become choosier than ever before. Without ensuring favorable service to the customers, no bank can dare to sustain in the competitive race. Stakeholder engagement helps the bank to identify the desired service level of customers and take corrective measures to deliver the same. Therefore, the aspect of stakeholder engagement is material.

b) Report how the organization manages the material aspect or its impacts.

<p>●</p> <p>Cumulative and attribute wise scores were shared with Regional Heads so that the Regional Heads can cascade down the reports accordingly to the respective Head of Branches.</p>	<p>●</p> <p>The Management has taken initiative to reward branches and employees who delivered excellent customer service that are known from Mystery Shopping (MS).</p>	<p>●</p> <p>From the MS, the management came to know which branch or employees need training for skill development and organized training programs accordingly through its own Human Resource Training and Development Center (HRTDC).</p>
<p>●</p> <p>The bank introduced state of the art call center to give 24/7 service to its valued customers. During the reporting period about 4,07,717 customer calls were entertained and services were delivered.</p>	<p>●</p> <p>The bank has dedicated Complaint Cell (CC) to deal with any sort of customer problem.</p>	<p>●</p> <p>Occasionally, the bank organizes programs at branches with customers to discuss the issues they face and probable solutions; increasing stakeholder engagement in the process.</p>

c) Report the evaluation of the management approach:

No direct evaluation criteria are available to determine management approach in this regard. Though it is a known fact that satisfied customers are the key to success in business. Over the years, Prime Bank has enjoyed sustainable profit growth which indicates the overall satisfaction and faith of the customers upon this bank. In 2022 the net profit increase was about 74% compared to 2021. This surge in profit is another testament to the customer satisfaction and trust on the bank.

Assessment of the health and safety impacts of product and service categories

GRI 416-1

Prime Bank is a financial institution, so the Bank's products and services are intangible in nature and thus it does not impose direct health and safety hazards. However, the bank is committed to ensure that its customer touch points are safe, standard and comfortable and monitored by surveillance cameras. The Bank's Facility Management Division, Audit and Compliance periodically check for safety and health issues of working premises to safeguard both its customers and employees and organizes fire drill on regular basis to ensure fire safety. Moreover, due to global Covid-19 pandemic, special maintenance is being conducted regularly by the bank to prevent the spread of Corona Virus. Every touch point is frequently sanitized and cleaned with

proper disinfectant, customers and employees are provided with sufficient sanitizers, masks and gloves to keep themselves and others safe. Besides, due to the Covid-19 Pandemic, Prime Bank is encouraging customers to avail digital banking services so that they can keep away from the crowd and encouraging work-from-home for the employees to ensure safety of both customers and bank employees.

Prime Bank discourages usage of plastic materials in office and encourage re-use of drafted papers, resale of electronic devices for energy efficiency. With increasing prioritization on green and sustainable banking, the bank practices different energy saving initiatives round the year, for example, using eco-friendly office-premise, remaining paperless as much as possible, tree plantation on National days like National Mourning Day, Earth Day etc.

Incidents of non-compliance concerning the health and safety impacts of products and services

GRI 416-2

Financial services being intangible in nature, the products and services of our bank are not directly linked to health hazards and safety issues of our valued customers. The customers are mainly account holders, depositors and borrowers. As a result, the products of the bank are not subject to issues like health and safety impacts to customers of the environment. Therefore, the bank did not face any fine, penalty or warning due to the suggested non-compliant incidents. Moreover, the activities of our borrowers are screened against generic "Environmental and Social Due Diligence Checklist" before lending to ensure that none of their actions from our financing harm the environment and society. However, if any environmental or social disruption is found through screening, then proper corrective action plan is suggested and complied within a time-frame by the customer before availing finance our bank. Worth mentioning, as a socially responsible bank, the management prefers to finance those customers who commit ethical business complying with safety issues of all relevant stakeholders.



a) Report why the aspect is material.

Products and services associated with it are the center of all business. Without a product, business cannot even be imagined. Good products and services are the primary key to a rich customer base and eventual success. Undoubtedly, customer is the most important stakeholder of an organization and the aspect is material as the customer satisfaction is directly related to the quality of the products. A good and quality product must be in compliance regarding the health and safety of its impacts. A customer in the branch or any touch point of the bank gives us a chance to serve them and it helps the organization to earn revenue, profit as well as opportunity for cross-selling services and building brand loyalty. We serve and undertake activities that are ecofriendly for our valuable customers.

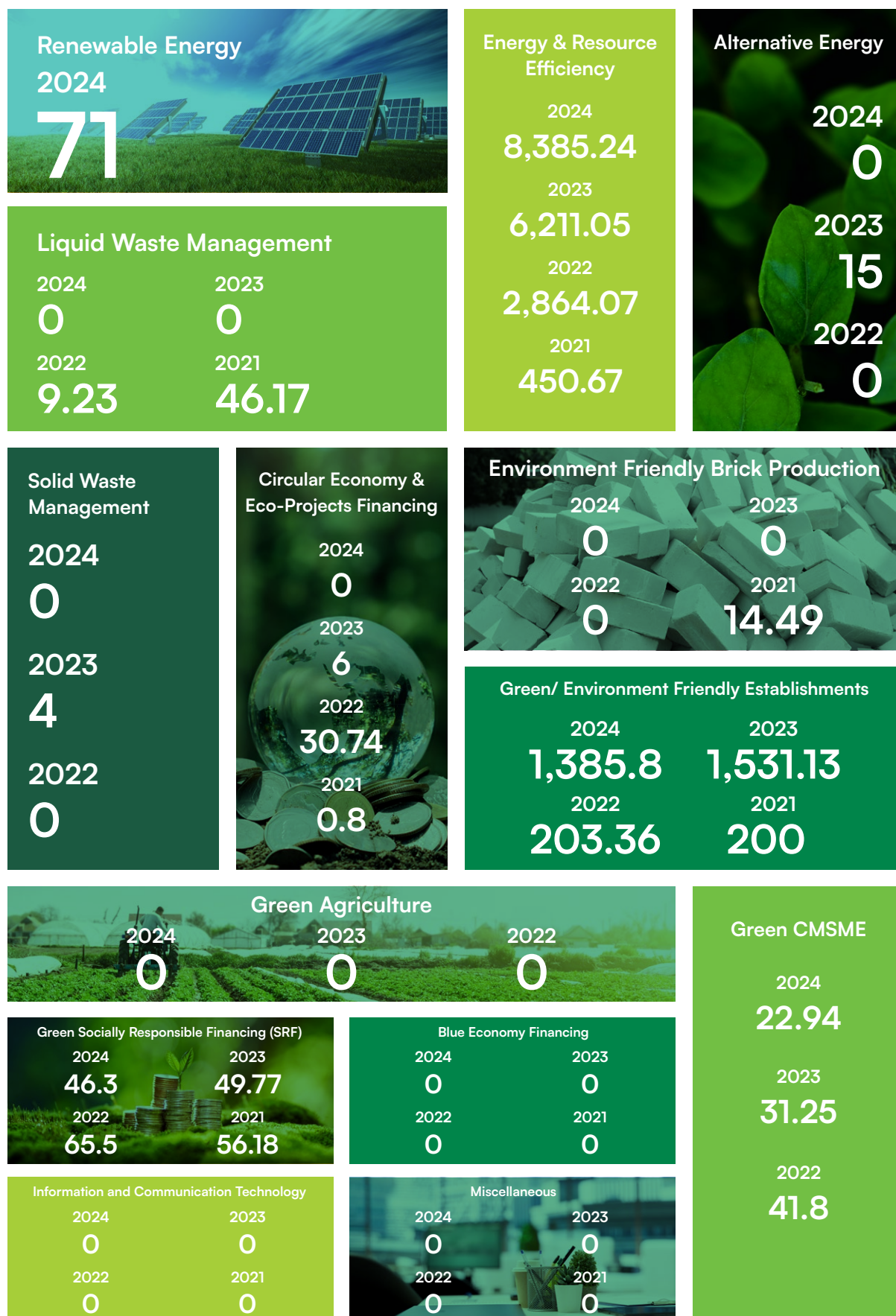
b) Report how the organization manages the material aspect or its impacts.

Prime Bank focuses on sustainability and the material aspect is managed in the following ways:

<p>●</p> <p>The products being intangible in nature do not involve any health and safety threats relating to its developmental process.</p>	<p>●</p> <p>Digital platforms like Prime Plus, and Prime Assist offers real time account opening and banking services to the customers staying at home which is a fuel, paper and time saving initiative.</p>	<p>●</p> <p>Internet banking through web application, Facebook Messenger, Viber and WhatsApp, online banking facility in all 146 branches, Real Time Gross Settlement(RTGS) have all made customer experience much easier and convenient than ever before.</p>
<p>●</p> <p>The product and service touch points such as Branch, ATM machines, POSs, Kiosk are safe, environment friendly and safety issues like fire safety and sanitization to prevent Covid-19 are ensured.</p>	<p>●</p> <p>The Bank has installed solar panels at 36 branches (out of 146) as well as at 4 ATM booths as part of its commitment of using renewable energy resources.</p>	<p>●</p> <p>The credit facility of our bank is provided to business activities that lessen ecological damage, endorse energy efficiency and to support communities who are vulnerable to climate change.</p>
<p>●</p> <p>During the year 2021 our Bank has financed a total of BDT 76.83 crore in green projects like establishing Green building, installing ETP, eco-friendly brick production, Energy Efficient Machinery, and Recycling of plastic.</p>		

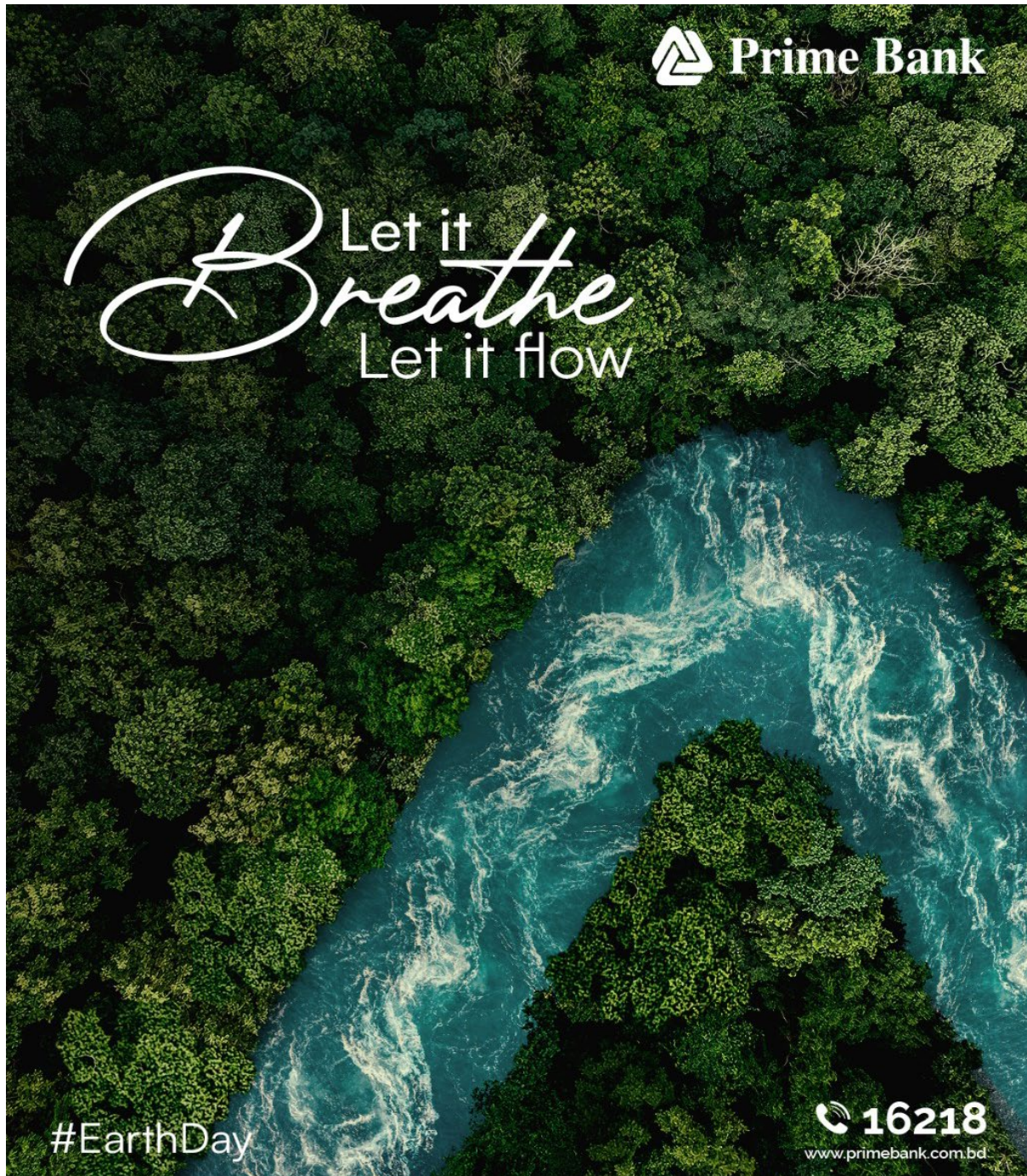
Funding Purpose

Fig in Million



One of our head office premises is located in a LEED (Leadership in Energy and Environmental Design) certified Green Building named Simple Tree Anarkali at 89 Gulshan Avenue, Dhaka which offers utmost efficiency in regard to utility, energy and resource system.

Our Bank organizes green events e.g. Earth Day, World Environment Day by undertaking activities like giving advertisement in leading daily newspapers, planting trees etc. to promote the importance of mother nature for nurturing the green earth and our responsibility in ensuring its preservation.



c) Report the evaluation of the management approach:

To ensure customer superior service maintaining health and safety, the service providers of the bank are trained periodically and are assessed through mystery shopping, Branch Audit, Customer Satisfaction Surveys etc. The overall impact and results are conveyed to the management and necessary actions are taken (if required) to ensure health and safety of the customers.

Requirements for product and service information and labeling

GRI 417-1

- a) Report whether the following product and service information is required by the organizations procedures for product and service information and labeling:

Reporting Information	Yes	No
The sourcing of components of the product or service		✓
Content, particularly with regard to substances that might produce an environmental or social impact		✓
Safe use of the product or service		✓
Disposal of the product and environment		✓
Other(social impacts)	✓	

Other Social Impacts:

Prime Banks product and services are all intangible. As a result, issues like being manufactured in factories, sourcing of components, content/substance affecting environment, disposal of products are not relevant to the bank. However, our bank's products and services including deposit and advance products have short-term and long-term, direct and indirect impacts on various stakeholders of the bank and the society as well. The deposit products help customers to make savings for them and also their future generations which in turn allows the Bank to formulate products for borrowers to operate their business ventures in various ways. We have Neera account, 10 Tk account and Student account for females, landless farmers, low income people and students respectively. These accounts are a pathway towards attaining 100% financial inclusion of the population. This not only benefits the bank itself for earning revenue for the shareholders and employees but also contribute to the socio-economic progression of the country.

- d) Report the percentage of significant product or service categories covered by and assessed for compliance with such procedures

All the products being intangible, the service categories of our bank does not fall within the jurisdiction of such assessment and compliance.

Incidents of non-compliance concerning product and service information and labeling

GRI 417-2

Prime Bank is a compliant bank in every aspect. As a result, during the reporting period, there was no incident of non-compliance with regulations and voluntary codes that resulted in fine, warning etc. The information regarding prices and charges of our products and services are properly conveyed to present and potential customers through various channels and there is no existence of any hidden charges. Moreover, anyone interested about product information can know well from the bank's website (www.primebank.com.bd), social media page, account opening forms, branch employees in person, other business touch-points, brochures and leaflets, other promotional materials etc.

Incidents of non-compliance concerning marketing communications

GRI 417-3

Prime Bank is one of the most compliant banks within the industry and always maintains high level of compliance in dealing with monetary, non-monetary and regulatory regulations. Marketing communications is a powerful tool to connect and reach out to customers and

it has been free from any non-compliance incidents. The marketing activities of the bank were performed remaining not only transparent but also vigilant about not harming any public or private property and violating ethical norms and values.

Management of Material Topic

GRI 3-3

a) Report why the aspect is material

Marketing communication is a very vital activity if the bank to showcase its products and attract target customers. Marketing communication creates perception, awareness and emotional ties within the customer's mind. Prime Bank's marketing and branding activities over the years have created a strong impact on customer's mind and provided the Bank a solid brand identity. Thus, the communication efforts help to sell the products and services across all branches, corporate clients, SMEs etc. and hence the aspect is material.

b) Report how the organization manages the material aspect or its impacts.

Prime Bank's marketing strategy consists of various activities which include billboard advertisements, product brochures, fliers, dangler, display board, notebook, gifts materials, sponsoring in sports events and maintaining website as well as social media like Face-book

fan pages. The customer can make queries about the products and services being advertised or communicated through promotion tools including renowned national dailies and TVCs by coming in touch to the Bank through website, social media, phone call or even visiting branches.

To continuously explore new ideas and improve contents for communication, there is an active brand and communication team in the bank. The marketing perception and angle is redesigned every year so that existing or new products and services have a vivid and innovative look. Sending the right message to the customers through proper marketing communication facilitates their investment, savings and business decisions.

It is a firm belief of the bank that without proper marketing strategies the organization will not be able to uphold its brand image, win existing customers and acquire new ones.

c) Report the evaluation of the management approach:

In regards to marketing and labeling, the direct evaluation of the management approach is difficult; nevertheless, the superior brand image, level of satisfaction of customers and finally profitability of the bank is a good indicator of its success. Prime bank holds a strong brand image and a sustainable profit growth over last years which is a testament to the efficient management approach.

CUSTOMER PRIVACY

GRI 418-1

Substantiated complaints concerning breaches of customer privacy and losses of customer data

GRI 418-1

Prime bank being always vigilant has successfully preserved all its customer data with highest concern and did not face any complaint

regarding breaches of customer privacy and losses of customer data during the reporting period. The ATM booths are placed in safe and secure neighborhoods and are always under supervision by CCTV cameras and security guards to ensure customer security and privacy. The dedicated Information Security Division (ISD) of the bank has been vigilant to protect the customer data from any sort of cyber-attack.

a) Report the total number of identified leaks, thefts, or losses of customer data

Prime Bank is consistently conscious about the safety and protection of customer data. As a result of the high priority in this aspect, no issues of identified leaks, thefts, or losses of customer data has been found. Two-factor authentication is applied for internet-banking which enhances data security and safeguards from theft. To stop hacking of customer data through skimming devices connected to ATMs, POS, Prime bank introduced EMV-based cards. This minimizes the probability of losing customer data ensuring safety and customer protection.

Management of Material Topic

GRI 3-3

a) Report why the aspect is material.

Information and data within business are valuable business assets if not the most crucial. For financial organization its significance is even greater. With constant media attention about computer virus or the daily deluge of spam e-mail, most organizations have concerned themselves with what might come into an organization via its network, but they have ignored what might be going out. With growing news of data theft at national and global level, our bank is cautious of preventing leaks of financial, proprietary and nonpublic information of customers- both depositors and borrowers. In today's increasingly litigious and highly competitive workplace, confidentiality is important for a host of reasons for our bank: Failure to properly secure and protect confidential customer information can lead to the loss of banking business as well as present and potential customers hurting reputation of the organization. In the wrong hands, confidential information can be misused to commit illegal activity (e.g., fraud or discrimination), which can in turn result in costly lawsuits for the employer. Hence, the aspect of ensuring customer privacy is material to our Bank.

b) Report how the organization manages the material aspect or its impacts.

Prime Bank puts the highest priority in data and information safety of the customers. The Information Security Division (ISD) of the bank works relentlessly to provide the highest level of data security. In addition, the bank strictly believes that all employees are responsible for data security and therefore arranged web-training for all employees to educate them about their respective functions at workplace. At our Bank, we have a formal confidentiality policy describing both the type of information considered confidential and the procedures employees must follow for protecting confidential information. We have adopted the following procedures and are practicing for protecting confidential information:

- All confidential documents are stored in locked file cabinets or rooms accessible only to those who have authority of "need-to-know."
- All electronic confidential information is protected via firewalls, encryption and passwords.
- Employees clear their desks of any confidential information before going home at the end of the day.
- Employees always lock the screen of computer/laptop before leaving the desk.
- Employees refrain from leaving confidential information visible on their computer monitors when they leave their work stations.
- All confidential information, whether contained on written documents or electronically, is marked as "confidential."
- All printed paper and files are disposed of properly by shredding (e.g., employees should not print out a confidential document and then throw it away without shredding)
- Employees refrain from discussing confidential information in public places.

- Employees avoid using e-mail to transmit certain sensitive or controversial information.
- Before disposing of an old computer, the Bank uses software programs to wipe out the data contained in the computer or have the hard drive destroyed.
- Encrypting sensitive customer information when it is transmitted electronically via public networks;
- Training employees to take basic steps to maintain the security, confidentiality, and integrity of customer information, including: Considering notifying consumers, law enforcement, and/or businesses in the event of a security breach.
- Entry of outsiders into office premises is highly restricted and monitored.

c) Report the evaluation of the management approach:

Data security being a dynamic and continuous effort, there is no single-standalone method that offers complete solution. The participation of the whole bank, especially the employees that directly deal with sensitive customer data must be vigilant to protect customer data and privacy.

General audit, IT audit are performed to check what the employees are doing to safeguard the privacy issue and the result were found satisfactory. The management approach of the bank is to be strict, severe and sure while disclosing any confidential information over phone or e-mail to someone other than the account holder without authentication. Proper enforcement of all these safety measures related to data privacy prevented any negative incidence concerning customer data privacy.

SOCIOECONOMIC COMPLIANCE

GRI 2-27

Non-compliance with laws and regulations in the social and economic area

Prime Bank puts much emphasis on compliance in all of its activities. The Central Bank's compliance guidelines are strictly followed in every operational procedure of the bank. As a result, during the reporting period, the bank was not involved with any non-compliance issues concerning laws and regulations in the social and economic area. Some relevant information already stated in disclosure 416-(1,2) and 417 (1-3) are not mentioned here avoiding repetition error.

a) Report why the aspect is material

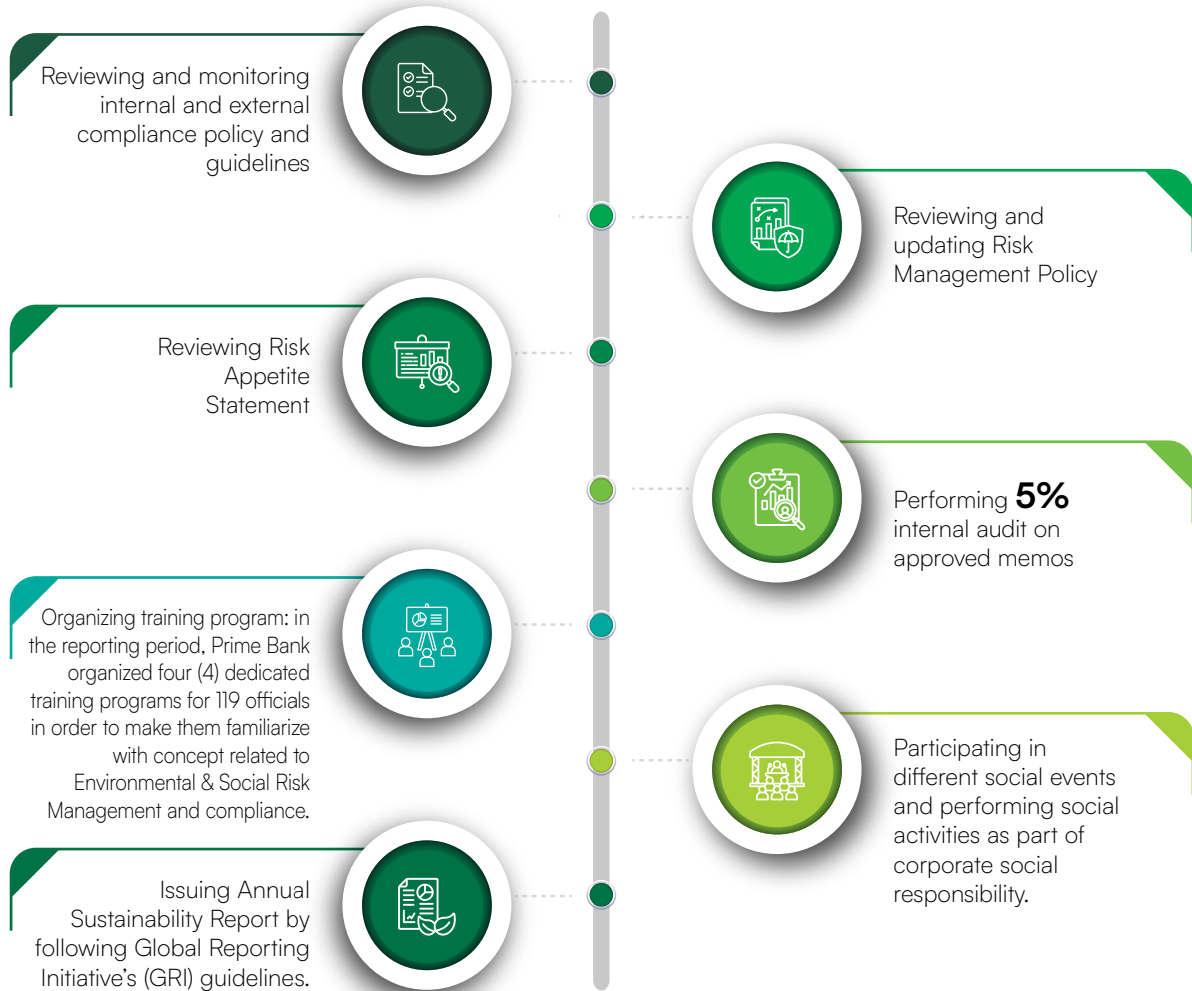
Prime Bank commits to achieve success for all the stakeholders with complete adherence to the existing compliance and regulatory guidelines. Maintaining proper compliance enhances the Bank's reputation to regulators

as well as customers. Without being compliant, it is impossible for a financial organization to operate smoothly with solid corporate governance and hence, the aspect is material.

b) Report how the organization manages the material aspect or its impacts

Prime Bank has several divisions that are dedicated to oversee compliance related issues. Risk Management Division, Credit Risk Management Division, Internal Control and Compliance Division are all working to maintain internal, external regulatory compliance. However, being compliant is a collective effort and all the branches, Divisions and individual employees are responsible for abiding by internal and external laws and regulations to safeguard any social and economic damage and to ensure transparency to our stakeholders. The bank follows several internal and external strategies to ensure proper compliance management. Some of them are as follows:

Report how the organization manages the material aspect or its impacts



c) Report the evaluation of the management approach

Prime Bank has been recognized as one of the top ten banks in “Sustainability Rating” in the country in 2022, 2023 & 2024 Consecutively published by Bangladesh Bank which is the apex regulatory body of the banking sector of the country. It is a testament to fact that Prime Bank is one of the most compliant banks in the industry. Prime Bank is also maintaining competitive score in the audit rating of Bangladesh Bank. There is an internal audit team of the bank which functions independently and report to the Audit Committee which also operates separately of other aspects of the bank’s management structure. The company’s internal controls are continuously reviewed by the Audit Committee. These controls include financial controls that assist the Board in meeting responsibilities for the integrity and accuracy of the company’s accounting records.

SUSTAINABILITY REPORTING COMMITTEE



From left

- **Tofail Ahmed**
Senior Executive Vice President and Head of CRM & SF
Member of SRC
- **Fareba Naz Shaule**
Vice President, Deputy Head of Sustainable Finance
Member of SRC
- **Mohammad Nur Nobi, FCA**
Senior Executive Vice President and Acting CFO
Member Secretary of SRC
- **Md. Emdad Hossain, CSRS, CSP, CERM**
Vice President, Deputy Head of CRM-MSME
Member of SRC
- **Md. Ziaur Rahman**
Deputy Managing Director and CRO
Head of SRC
- **H. M. Sarwar Maruf, CSRS, CSP**
First Assistant Vice President, FAD
Member of SRC

SUPPLEMENTARY INFORMATION



GRI Content Index

Statement of Use : Prime Bank PLC. has reported in accordance with the GRI Standards for the period 1 January 2021 to 31 December 2024.

GRI 1 Used : GRI 1: Foundation 2021

Applicable GRI Sector Standard : Not applicable

GRI Disclosure	GRI Disclosure Description	Page(s) Number(s), URL or Direct Answer	Omissions	SDG Linkage
GRI 2: General Disclosures 2021				
The organization and its reporting practices				
2-1	Organisational details	6-11, 20		
2-2	Entities included in the organisation’s sustainability reporting	4, 6-11, 20, 30		
2-3	Reporting period, frequency and contact point	4, 22		
2-4	Restatements of information	31		
2-5	External assurance	22		
Activities and workers				
2-6	Activities, value chain and other business relationships	20, 102-124		
2-7	Employees	22, 103-106		
2-8	Workers who are not employees	103-104		
Governance				
2-9	Governance structure and composition	43-44, 47		
2-10	Nomination and selection of the highest governance body	49		
2-11	Chair of the highest governance body	43-44, 49		

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GRI Disclosure	GRI Disclosure Description	Page(s) Number(s), URL or Direct Answer	Omissions	SDG Linkage
GRI 2: General Disclosures 2021 (continued)				
Governance (continued)				
2-12	Role of the highest governance body in overseeing the management of impacts	43-44, 49		
2-13	Delegation of responsibility for managing impacts	43-44, 50		
2-14	Role of the highest governance in sustainability reporting	43-44		
2-15	Conflicts of interest	50		
2-16	Communication of critical concerns	50		
2-17	Collective knowledge of the highest governance body	43-44		
2-18	Evaluation of the performance of the highest governance body	"Refer to https://www.primebank.com.bd/assets/reports/annual-disclosure/Prime-Bank-Annual-Report-2024-Inner-for-web-final-5-4-25.pdf Pages 84-87"		
2-19	Remuneration policies	50		
2-20	Process to determine remuneration	114		
2-21	Annual total compensation ratio	103, 114 <ul style="list-style-type: none"> Represents Prime Bank workforce only — Total sample size of 2,985 in 2024 (99.76% permanent employees and 0.24% contractual employees) Financial year under review is 01 January 2024 till 31 December 2024. 		

GRI Content Index

GRI Disclosure	GRI Disclosure Description	Page(s) Number(s), URL or Direct Answer	Omissions	SDG Linkage
		<ul style="list-style-type: none"> Excludes employees who have left service within the financial year under review. Compensation types included in the calculation are Salary, Allowances, Variable Short Term Bonus/Incentives in the financial year under review. Highest paid individual is the Chief Executive Officer. 		
Strategy, policies and practices				
2-22	Statement on sustainable development strategy	42		
2-23	Policy commitments	51-55		
2-24	Embedding policy commitments	43-44, 53, 123		
2-25	Processes to remediate negative impacts	113-114, 122		
2-26	Mechanisms for seeking advice and raising concerns	113-114		
2-27	Compliance with laws and regulations	114		
2-28	Membership associations	21		
Stakeholder engagement				
2-29	Approach to stakeholder engagement	35-38		
2-30	Collective bargaining agreements	20, 123		
GRI 3: Material Topics 2021				
3-1	Process to determine material topics	32-34		
3-2	List of material topics	32-34		

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GRI Disclosure	GRI Disclosure Description	Page Number(s), URL or Direct Answer	Remarks/Omissions	SDG Linkage
Standard Disclosures				
MATERIAL TOPICS				
Economic Performance				
GRI 3: Material Topics 2021				
3-3	Management of material topics	32-34		
GRI 201: Economic Performance 2016				
201-1	Direct economic value generated and Distributed	56		
201-2	Financial implications and other risks and opportunities due to climate change	59		SDG 13
201-3	Defined benefit plan obligations and other retirement plans	58		
201-4	Financial assistance received from Government	68		
Market Presence				
GRI 3: Material Topics 2021				
3-3	Management of material topics	32-34		
GRI 202: Market Presence 2016				
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	114		
202-2	Proportion of senior management hired from the local community	102		
Indirect Economic Impacts				
GRI 3: Material Topics 2021				
3-3	Management of material topics	32-34		

GRI Content Index

GRI Disclosure	GRI Disclosure Description	Page Number(s), URL or Direct Answer	Remarks/ Omissions	SDG Linkage
GRI 203: Indirect Economic Impacts 2016				
203-1	Infrastructure investments and services supported	58, 126	4% of Net Profit after Tax (NPAT) of 2023 is contributed to Prime Bank Foundation (PBF).	SDG 9
203-2	Significant indirect economic impacts	60		SDG 1, SDG 3, SDG 8
Procurement Practices				
GRI 3: Material Topics 2021				
3-3	Management of material topics	32-34		
GRI 204: Procurement Practices 2016				
204-1	Proportion of spending on local suppliers	27		SDG 8
Anti-Corruption				
GRI 3: Material Topics 2021				
3-3	Management of material topics	32-34		
GRI 204: Anti-Corruption 2016				
205-1	Operations assessed for risks related to corruption	110		SDG 16
205-2	Communication and training about anti-corruption policies and procedures	111-112	100% of all operations are assessed for risk related to corruption	SDG 16
205-3	Confirmed incidents of corruption and action taken	113		SDG 16
Anti-competitive Behaviour				
GRI 3: Material Topics 2021				
3-3	Management of material topics	32-34		

GRI Content Index

GRI Disclosure	GRI Disclosure Description	Page Number(s), URL or Direct Answer	Remarks/ Omissions	SDG Linkage
GRI 206: Anti-competitive Behaviour 2016				
206-1	Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices		No legal actions for anti-competitive behavior and violations of anti-trust in Bangladesh during the reporting period	SDG 16
Materials				
GRI 3: Material Topics 2021				
3-3	Management of material topics	32-34		
GRI 301: Materials 2016				
301-1	Materials used by weight or volume	84		
301-2	Recycled input materials used	85		
301-3	Reclaimed products and their packaging materials	85		
Energy				
GRI 3: Material Topics 2021				
3-3	Management of material topics	32-34		
GRI 302: Energy 2016				
302-1	Energy consumption within the Organization	81		SDG 7, SDG 8, SDG 12, SDG 13
302-2	Energy consumption outside of the Organization	83		SDG 7, SDG 8, SDG 12, SDG 13
302-3	Energy intensity	83		SDG 7, SDG 8, SDG 12, SDG 13
302-4	Reduction of energy consumption	84		SDG 7, SDG 8, SDG 12, SDG 13
302-5	Reductions in energy requirements of products and services	84		SDG 7, SDG 8, SDG 12, SDG 13

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GRI Disclosure	GRI Disclosure Description	Page Number(s), URL or Direct Answer	Remarks/ Omissions	SDG Linkage
Water and Effluents				
GRI 3: Material Topics 2021				
3-3	Management of material topics	32-34		
GRI 303: Water and Effluents 2018				
303-1	Interactions with water as a shared Resource	89		SDG 9
303-2	Management of water discharge related impacts	89		SDG 6
303-3	Water withdrawal	89		SDG 6, SDG 8, SDG 12
303-4	Water discharge	89		
303-5	Water Consumption	86, 88		
Emissions				
GRI 3: Material Topics 2021				
3-3	Management of material topics	32-34		
GRI 305: Emissions 2016				
305-1	Direct (Scope 1) GHG emissions	77		SDG 3, SDG 12, SDG 13
305-2	Energy indirect (Scope 2) GHG emissions	78		SDG 3, SDG 12, SDG 13
305-3	Other indirect (Scope 3) GHG emissions	78		SDG 3, SDG 12, SDG 13
305-4	GHG emissions intensity	83		SDG 13
305-5	Reduction of GHG emissions	80		SDG 13
305-6	Emission of ozone depleting substances (ODS)		Due to the nature of business of Prime Bank, the bank does not generate ozone depleting substances (ODS).	SDG 3, SDG 12, SDG 13

GRI Content Index

GRI Disclosure	GRI Disclosure Description	Page Number(s), URL or Direct Answer	Remarks/ Omissions	SDG Linkage
305-7	Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions		Due to the nature of business of Prime Bank, the bank does not generate ozone depleting substances (ODS).	SDG 13
Supplier Environmental Assessment				
GRI 3: Material Topics 2021				
3-3	Management of material topics	32-34		
GRI 308: Supplier Environmental Assessment 2016				
308-1	New suppliers that were screened using environmental criteria	27, 97		
308-2	Negative environmental impacts in the supply chain and actions taken	84		
Employment				
GRI 3: Material Topics 2021				
3-3	Management of material topics	32-34		
GRI 401: Employment 2016				
401-1	New employee hires and employee turnover	116, 118		SDG 5, SDG 8, SDG 10
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	114		SDG 8
401-3	Parental leave	119		SDG 5, SDG 8
Occupational Health and Safety				
GRI 3: Material Topics 2021				
3-3	Management of material topics	32-34		
GRI 401: Employment 2016				
403-1	Occupational health and safety management system	120		SDG 8

GRI Content Index

GRI Disclosure	GRI Disclosure Description	Page Number(s), URL or Direct Answer	Remarks/ Omissions	SDG Linkage
403-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	120		SDG 3, SDG 8
403-3	Occupational health services	120		SDG 3, SDG 8
403-4	Worker participation, consultation and communication on occupational health and safety	120		SDG 8, SDG 16
403-5	Worker training on occupational health and safety	120		SDG 8
403-6	Promotion of worker health	120		SDG 3
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	120		
403-8	Workers covered by an occupational health and safety management system	120		
403-9	Work-related injuries	120		
403-10	Work-related ill health	120		
Training and Education				
GRI 3: Material Topics 2021				
3-3	Management of material topics	32-34		
GRI 401: Employment 2016				
404-1	Average hours of training per year per employee	120		"SDG 4, SDG 5, SDG 8, SDG 10"
404-2	Programmes for upgrading employee skills and transition assistance programmes	120		SDG 8
404-3	Percentage of employees receiving regular performance and career development reviews	122		SDG 5, SDG 8, SDG 10

GRI Content Index

GRI Disclosure	GRI Disclosure Description	Page Number(s), URL or Direct Answer	Remarks/Omissions	SDG Linkage
Diversity & Equal Opportunity				
GRI 3: Material Topics 2021				
3-3	Management of material topics	32-34		
GRI 405: Diversity and Equal Opportunity 2016				
405-1	Diversity of governance bodies and employees	106		SDG 5, SDG 8
405-2	Ratio of basic salary and remuneration of women to men	114		SDG 5, SDG 8, SDG 10
Non-Discrimination				
GRI 3: Material Topics 2021				
3-3	Management of material topics	32-34		
GRI 406: Non-Discrimination 2016				
406-1	Incidents of discrimination and corrective actions taken	123		SDG 5, SDG 8
Child Labor				
GRI 3: Material Topics 2021				
3-3	Management of material topics	32-34		
GRI 408: Child Labor 2016				
408-1	Operations and suppliers at significant risk for incidents of child labor	26, 123		SDG 8, SDG 16
Forced or Compulsory Labor				
GRI 3: Material Topics 2021				
3-3	Management of material topics	32-34		
GRI 409: Forced or Compulsory Labor 2016				
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	123		SDG 8

GRI Content Index

GRI Disclosure	GRI Disclosure Description	Page Number(s), URL or Direct Answer	Remarks/Omissions	SDG Linkage
Local Communities				
GRI 3: Material Topics 2021				
3-3	Management of material topics	32-34		
GRI 413: Local Communities 2016				
413-1	Operations with local community engagement, impact assessments and development programmes	126-135		SDG 3, SDG 4, SDG 17
413-2	Operations with significant actual and potential negative impacts on local communities		No negative impacts have been identified.	SDG 1, SDG 2
Supplier Social Assessment				
GRI 3: Material Topics 2021				
3-3	Management of material topics	32-34		
GRI 414: Supplier Social Assessment 2016				
414-1	New suppliers that were screened using social criteria	27		SDG 8
414-2	Negative social impacts in the supply chain and actions taken	27	no cases of negative social impacts in the supply chain.	SDG 8
Customer Health and Safety				
GRI 3: Material Topics 2021				
3-3	Management of material topics	32-34		
GRI 416: Customer Health and Safety 2016				
416-1	Assessment of the health and safety impacts of product and service categories	140		
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	140		SDG 16

GRI Content Index

GRI Disclosure	GRI Disclosure Description	Page Number(s), URL or Direct Answer	Remarks/ Omissions	SDG Linkage
Marketing and Labeling				
GRI 3: Material Topics 2021				
3-3	Management of material topics	32-34		
GRI 417: Marketing and Labeling 2016				
417-1	Requirements for product and service information and labeling	144		SDG 12, SDG 16
417-2	Incidents of non-compliance concerning product and service information and labeling	144	No incidents of non-compliance reported in 2021-2024	SDG 16
417-3	Incidents of non-compliance concerning marketing communications	144		
Customer Privacy				
GRI 3: Material Topics 2021				
3-3	Management of material topics	32-34		
GRI 418: Customer Privacy 2016				
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	145	No incidents of substantiated complaints regarding breaches of customer privacy or loss of customer data.	SDG 16



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