



**SUSTAINABILITY
AND CORPORATE
SOCIAL RESPONSIBILITY**

CORPORATE SUSTAINABILITY

Chairman Overview on Sustainability Practices

Sustainability is a rapidly growing field that connects environmental, social, and governance (ESG) issues with economic impacts across various industries, including banking. At Allied Bank Limited (ABL), we recognize the importance of ESG and are committed to driving meaningful change by leveraging our financial expertise and resources. Our goal is to extend our positive influence beyond our immediate operations and contribute to a more sustainable future.

The State Bank of Pakistan regulates sustainable development practices in the banking sector, prompting a shift towards more responsible and environmentally friendly business models. In response, ABL has adopted green banking strategies, integrating corporate social responsibility (CSR) into its operations. We are actively developing green products and services to promote sustainable business practices.

In the past, businesses viewed ESG initiatives as an added cost. However, today, sustainable practices are seen as a valuable investment that drives innovation, opens new market opportunities, and enhances value for all stakeholders.

Our sustainability report provides detailed insights and statistics on ABL's sustainable initiatives in an organized and transparent manner, helping stakeholders better understand our progress. By embracing innovative environmental solutions, promoting social equity, and maintaining strong governance standards, ABL aims not only to improve financial performance but also to make a meaningful contribution to a more sustainable world.

Board of Directors Statement on Adoption of CSR Best Practices

The Corporate Social Responsibility (CSR) Vision of the Bank is 'To be a Socially Responsible Corporate Citizen'. The vision is in line with the Mission statement of the Bank 'To play a proactive role in contributing towards the society'

Allied Bank, being a responsible corporate citizen, strives towards continuous adoption of CSR best practices within its culture and operations for meaningful and positive contribution to the environment in which it operates. The Board of the Directors is fully committed in developing and implementing the CSR strategy and aligning it with the Bank's values and objectives. Through CSR, the Bank participates in resolving the community issues related to the social and environmental concerns, on a voluntary basis.

The Board of Directors has approved following policies for implementation of CSR practices which ensure that these become a fundamental part of the Bank's culture and guide its operations and stakeholders' engagement.

- Corporate Social Responsibility Policy
- Donations Policy

The CSR activities of the Bank are governed through a CSR policy having objective to provide guidelines, so that business objectives and Bank's role as Socially Responsible Corporate citizen are aligned.

The Bank adopted globally recognized ecological and social practices through its endorsed CSR policy. The key CSR objectives of the policy are aligned with the rolling strategic plan of the Bank; ensuring close adherence to the global Sustainable Development Goals (SDGs).

The Bank has assigned specific short-term and long-term performance targets under the guidelines of above referred policies and frameworks and regular performance updates against assigned targets is submitted to the Board of the

Directors for monitoring purposes. Annual CSR plan of the Bank for upcoming year is approved by the Board of Directors and performance against plan is reviewed accordingly. The CSR plan meets following objectives under the policy.

- Workplace
- Environment
- Community & Brand Image
- Customer Relations
- Governance

Strategic Objectives on Environment, Social and Governance (ESG)

Allied Bank recognizes that the achieving a sustainable and prosperous future for all stakeholders requires integrating ESG practices into core strategic objectives of the Bank. This strategic approach requires effective management of its impact on environment, economy and society. These initiatives are essential to the Bank's success and have the potential to facilitate growth, enhance stakeholder satisfaction and increase profitability. Allied Bank's ESG initiatives focus on introducing banking products, services, and operations that positively impact the environment and society while fostering a sustainable governance framework. These efforts have significant implications for strategic direction, financing and investment, portfolio evaluation, the development of financial instruments and products, and the adoption of environmentally friendly practices within the Bank's internal operations.

The sustainability policy, strategies and activities of the Bank are aligned with the following broader sustainability goals;

Environmental

To become an environmentally responsible organization having positive impact on the natural world including ecosystem, climate, and natural resources.

Social

To become socially responsible organization, having positive impact on its employees, customers, communities, and society as a whole.

Governance

To become a responsible organization, believing in complete governance and sustainable economy.

Capacity Building

Updating the skills of the Bank's personnel and its stakeholders in understanding the latest trends in sustainability.

Impact of Sustainability-related Risks and Opportunities on the Financial Performance in the Short, Medium and Long term

The emphasis on sustainable practices requires investment in short term however these are projected to improve the financial performance in the medium and long term. Investments made in conversion of own premises to alternative energy sources has increased the depreciation expense however the related benefits of savings in energy cost and fuel consumptions are anticipated to outweigh the initial expense. Similarly, investments made in technology for automation of processes and paperless banking is expected to yield positive financial impact in the long term. The green banking initiatives including tree plantations and cleanliness drives are expected to create a positive image of the Bank among the existing and prospective customers and within the society. The Bank has prepared detailed sustainability targets

for the year 2025 and budgets have been allocated accordingly. Based on the results against these short-term targets, medium and long term targets shall be set along with related financial budgetary requirement.

Four Pillars of Sustainability Reporting

Governance

The Bank has developed a detailed Sustainability Framework and Strategic Plan document which defines the roles and responsibilities of the Board of Directors and the Management towards sustainability and integration of ESG factors in the Bank's policies, procedures, processes, products and services.

The Board of Directors has approved following policies and frameworks for implementation of Sustainability practices which ensure that these becomes a fundamental part of the Bank's culture and guide its operations and stakeholders' engagement.

- Sustainability Framework and Strategic Plan
- Green Banking Policy

The Board Risk Management Committee (BRMC), on behalf of the Board, is responsible for governance and oversight of sustainability risks and opportunities, which includes the ESG considerations within the Bank by setting the Bank's sustainability strategies, priorities and targets to create long term corporate value. The Terms of Reference (TOR) of BRMC include:

- To act as Sustainability Committee of the Board and review sustainability related risks initiatives / strategies and opportunities of the Bank.
- To review and recommend to the Board of Directors, on embedding sustainability principles into the Bank's strategy and operations to increase corporate values.

A cross functional 'Sustainability Forum' under the Management Committee (MANCO) of the Bank has been established to oversee the implementation of the sustainability activities of the Bank. The committee also oversees and ensures that all the activities related to sustainability are implemented as per the vision and directions of the Board of Directors and MANCO.

Allied Bank has adopted ESG Disclosures Guidelines of Securities and Exchange Commission of Pakistan (SECP), Green Banking Guidelines of State Bank of Pakistan (SBP), Environmental and Social Risk Management (ESRM) Implementation Manual of State Bank of Pakistan (SBP), Performance Standards of the International Finance Corporation (IFC) incorporated in ESRM, and ESG Reporting Guidelines of Central Bank of Bahrain (CBB).

Strategy

The sustainability policy, strategies and activities of the Bank are focused on following key areas;

- Long Term Stability and Growth

Metrics and Targets

The Bank has set targets and action plans to improve and assess ESG performance. The performance against major metrics is as under;

Metric	2024	2023
Green Financing (Rs. In Millions)	11,606	11,538
Solar Energy enabled Locations (No.)	147	69
Installed Capacity of Solar Locations (KW)	2,242	652
Tree Plantation (No.)	100,000+	100,000+
Gender Ratio (Female: Male)	25:75	22:78
Training and Developments (Rs. In Millions)	255	231
Donations (Rs. In Millions)	105	84
Corporate Governance Rating	CGR 9++	CGR 9++

- Sustainable Banking
- Carbon Neutrality
- Responsible Employer
- Creating Lasting Impact
- Contribution to Community
- Capacity Building
- Disclosure Management
- Validation and Rating
- Partnership and Alliances

Risk Management

The Bank recognizes that its relationship with obligors in terms of financing decisions may have an adverse impact on the natural as well as social environment. In order to mitigate this risk, Environmental and Social Risk Management (ESRM) has been made an integral part of our credit approval process. The financing function of the Bank strives to remain aware of environmental and social risks faced by its obligors. The Bank assists its obligors to understand their responsibilities with regards to the protection of natural environment and their responsibilities to the society as a whole. All new loan proposals and credit renewals for the applicable categories are screened against required standards.

The Bank has developed a comprehensive Environmental and Social Management System (ESMS) comprising of set of policies, procedures, tools, and internal capacity to identify and manage the Bank's exposure to the Environmental and Social (E&S) risks of its borrower and customers. The ESMS states the Bank's commitment to the E&S management, explains its procedures for identifying, assessing, and managing the E&S risks of financial transactions, defines the decision-making process, describes the roles, responsibilities, and capacity needs of staff for doing so, as well as states the documentation and record keeping requirements. It also provides guidance on how to screen and categorize transactions based on E&S risks, conduct E&S due diligence, and monitor the borrower and customer's E&S performance. It is implemented through a set of procedures for:

- Screening transactions
- Categorizing transaction
- Conducting Environmental and Social Due Diligence (ESDD)
- Decision making process
- Escalation
- Monitoring borrower'/customer's environmental and social performance
- Managing a borrower'/customer's non-compliance with the Bank's environmental and social standards
- Incorporating environmental and social requirements, such as corrective action plan, as clauses in legal agreements with the borrower and customer
- Reporting

Sustainability-related Risks and Opportunities throughout the Value Chain

Sustainability-related risks and opportunities arise out of the interactions between the Bank and its stakeholders, society, the economy and natural environment throughout the Bank's value chain. The Bank's dependencies on those resources and relationships give rise to sustainability-related risks and opportunities that could be expected to affect the Bank's prospects. The Bank's sustainability-related risks and opportunities are derived from the understanding of the resources and relationships which are categorized as under;

- Internal including the Bank's workforce and operational processes
- External including relationships with supplier and customers
- Community and Society as a whole

Human resource is a major asset owing to the service nature of the banking industry. The banking industry of the Pakistan is highly regulated and competitive; therefore, banks require constant supply of trained specialized staff and training & upgrading of existing staff to keep abreast of the constantly evolving financial landscape and changing customer needs. Allied Bank has taken major steps over the years to invest in the human resource to manage the risks and explore the opportunities associated with human resource. The Bank has established purpose-built state of the art Management Development Centres in four major cities including Lahore, Karachi, Islamabad and Multan which play a pivotal role in meeting the training needs of the staff. The training programs are designed to cater the evolving regulatory requirements as well as keeping up to date with the advancement in the digital landscape. The human resource policies of the Bank are designed and implemented in line with the Bank's mission to provide a challenging work environment and reward dedicated team members according to their abilities and performance.

The Bank believes in Equal Treatment of Customers. We are committed to treating all customers in a non-discriminatory manner and ensuring that our compliance program is grounded in strong ethical principles. The Bank has adopted various measures to facilitate the customers. By implementing these measures, Allied Bank demonstrates its unwavering dedication to protecting consumer rights, promoting financial literacy, and maintaining a high standard of ethical conduct.

These measures include:

- Customer Relationship Management (CRM)
- Complaint Management System (CSM)
- Financial Consumer Protection Framework
- Deposit Protection Insurance
- Consumer Awareness and Financial Literacy
- Various Sources for Product/ Service Information

Community service is a cornerstone of the Bank's Corporate Social Responsibility (CSR) initiatives. Through regular donations and support, we aim to make a positive impact on these essential sectors and improve the well being of our communities. We prioritize following sectors for our philanthropic contributions;

- Education
- Health
- Sports
- Science & Arts and Research
- General Welfare

In addition, the Bank plays a pivotal role in contributing to National Exchequer by not only working as a tax agent but also pay corporate taxes from its income.

Climate-related Risks and Opportunities

Climate change has shifted from being solely an environmental concern to a substantial threat to humans, businesses, and national and global economies. Extreme climatic conditions jeopardise the ecological environment, human health, and economic development. Traditionally perceived as non-

environmentally sensitive, the banking sector has been demonstrated to be directly or indirectly affected by climate change. The State Bank of Pakistan (SBP) has also introduced regulatory requirements relating to integrating environmental risks into overall credit assessment and issued the Green Banking Guidelines (GBGs) and Environmental and Social Risk Management (ESRM) Implementation Manual for Pakistan's financial sector.

In order to address Climate-related risks and opportunities, Allied Bank has formulated a Green Banking Policy to adopt Green Banking practices focusing on following;

Environmental and Social Risk Management (ESRM)

ESRM is part of the Credit Policy of the Bank and is applicable to new and extension of existing exposures. The borrowers / customers of the Bank are bound to comply with Environmental and Social Risk requirements.

Green Business Facilitation / Financing

Allied Bank is committed to gradually allocate funding resources, development of green products and establishment of green advisory services for obligors who directly or indirectly want to improve their carbon footprint and be more resource efficient to reduce their environmental impact.

Own Impact Reduction

Allied Bank is committed to manage and leverage resources in a way that help minimizes its own carbon footprint. The Bank endeavours to reduce its operational impact on the environment through increasing use of cost efficient / viable renewable energy and setting up its premises in such a way that its operations use low carbon energy and other resources.

Compliance of the Corporate Social Responsibility (Voluntary) Guidelines, 2013 by the SECP

Allied Bank Limited is committed to upholding the highest standards of corporate social responsibility (CSR) as outlined in the Corporate Social Responsibility (Voluntary) Guidelines, 2013, issued by the Securities and Exchange Commission of Pakistan (SECP). The Bank's CSR Policy ensures compliance to these guidelines and actively integrates social, environmental, and economic responsibilities into its business operations, ensuring sustainable development and the well-being of society. Allied Bank's CSR initiatives encompass a wide range of activities, including environmental sustainability, ethical business practices, community development, and economic growth. By adhering to these guidelines, Allied Bank demonstrates its dedication to responsible business practices and its commitment to making a positive impact on society.

CORPORATE SOCIAL RESPONSIBILITY

REPORT FOR THE YEAR ENDED DECEMBER 31, 2024

Allied Bank Limited (the Bank) being a socially responsible citizen remains committed towards Corporate Social Responsibility (CSR) which forms an integral part of the Bank's long-term strategy.

Your Bank believes in continued efforts for creating positive impact on our society and works to sustain the trust of the customers and communities in which it operates.

OUR PHILOSOPHY OF CSR

Your Bank adopted globally recognized ecological and social practices through its endorsed CSR policy. The key CSR objectives of the policy are aligned with the rolling strategic plan of Your Bank; ensuring close adherence to the global Sustainable Development Goals (SDGs).

Under the CSR Policy, Your Bank aims to achieve following broader objectives:

Customer Relations: To Become First Choice Bank for the Customers.
Workplace: Establish a workplace environment to maintain balanced work life, healthcare facilities for employees, resource efficient Green culture, with an emphasis on achieving an equitable gender employment ratio.
Environment: Imparting positive impact on environment including the promotion of green banking, use of renewable energy sources, reduction in carbon emissions, tree plantation and cleanliness drives.
Community and Brand Image: Contribute towards wider social development including health, education and general community welfare, especially during times of natural calamities so that Your Bank is regarded as community caring organization.
Governance: Becoming Corporate Responsible Citizen by ensuring transparency, adopting best business practices, improving stakeholder relations and ensuring compliance with applicable laws and regulations.

REGULATORY COMPLIANCE OF CSR POLICY

Your Bank's CSR policy ensures compliance of all regulatory requirements including the adoption of Corporate Social Responsibility (Voluntary) Guidelines, 2013 issued by Securities and Exchange Commission of Pakistan as well as Corporate Regulatory Framework issued by State Bank of Pakistan.

SUSTAINABILITY FRAMEWORK AND STRATEGIC PLAN

Allied Bank's commitment to sustainable and responsible banking remained a cornerstone of our strategy. The Bank's management recognizes that our success is deeply intertwined with the well-being of the communities we serve, the environment we operate in, and the integrity of our business practices. Our dedication to sustainability and its pillars, Environmental, Social, and Governance (ESG), is integral to our daily operations. As an organization, we are integrating sustainability principles into our business processes, ensuring that our operations reflect to our dedication towards a sustainable and equitable future.

During the year, the Bank developed a comprehensive Sustainability Framework and Strategic Plan which provides guidelines for the Bank's approach towards sustainability and integration of ESG factors in its policies, procedures, processes, products and services. It highlights the Bank's commitments for sustainable development and corporate responsibility in the scope of its management practices and impacts on local communities. This plan also defines the roles and responsibilities of the Board of Directors (BoD) and the management with regard to sustainability. Under this framework, the Bank has set specific

short-term and long-term targets in key sustainability focus areas.

The Bank established Sustainability Forum under Management Committee (MANCO) of the Bank, to oversee the implementation of the sustainability activities of the Bank.

During the year, the Bank issued its first Sustainability Report which outlines the Bank's policies, procedures, activities and initiatives aimed at achieving sustainability for the Bank, society, and the community at large. The publication of Sustainability Report, crafted on recycled paper with eco-friendly vegetable based inks, highlights our dedication to resource conservation.

CSR HIGHLIGHTS

In line with the aforementioned CSR objectives, the Bank's contributions towards these key areas are as follows:

Customer Services

- Deposit Protection – Rs. 1,822 Million
- Customer Complaints Resolution: 97%
- ATM Uptime – 96%
- Electronic Queue Management Systems – 642 Branches
- National Financial Literacy Program (NFLP) Sessions – 411

Employee Empowerment

- Best Practice in Industry Bank in “RECRUITMENT” and “DEI LEARNING AND DEVELOPMENT” category – By GDIB
- Employer of the Choice Award by PBC and IFC in “Gender Diversity & Inclusion” category
- Management Trainee Officers Graduation - 295
- Gender Diversity – 25% Females
- Trainings – 12,000+ Employees
- Medical Facility – 2,308 Employees
- Post Retirement Medical Facility – 495 Employees
- Benevolent Grants – 36 Employees

Contribution to National Exchequer

- Income & Super Tax – Rs.55,509 Million
- With Holding Tax as Agent – Rs.41,935 Million
- Federal Excise Duty and Sales Tax – Rs.2,515 Million
- Zakat Collection – Rs.371 Million

Digital Services

- Point of Sale Machines – 3,119
- Digital Touchpoints - 23
- Self Service Kiosk – 126 Branches
- Digital Self Service Branches – 18 Branches
- Information Security Awareness campaigns
- Mobile Banking Units - 5

Green Banking

- Tree Plantation Campaign – 100,000 approx. saplings/trees

- Solar Energy Locations – 147
- Total Solar Power Installed – 2,242 KW
- Green Financing – Rs. 11,606 Million

Community Services

- | | |
|-----------------|----------------|
| Education | Rs. 72 Million |
| General Welfare | Rs. 56 Million |
| Health Sector | Rs. 43 Million |
| Sports | Rs. 15 Million |

CUSTOMER RELATIONS

Your Bank continuously endeavors to achieve excellence in customer services by consistently surpassing the expectations of customers, understanding their needs, disrupting the industry and continuously bringing improvement in delivery of services to set the bar high, in-line with the organizational goals, and remains committed to nurture a service culture across the organization.

Customer service in Your Bank is one of the most important tools to enhance the Bank's market share. It includes responding to customers’ needs and addressing their feedback in a ‘thorough and timely’ manner by interacting with customers through multiple communication mediums including Allied Phone Banking, Social Media platforms and Live Chat facility at Corporate Website and on WhatsApp; resulting in service efficiency and customer empowerment.

Your Bank is continuously expanding its digital footprint to augment the existing conventional branch banking experience by launching innovative digital solutions to cater the ever-evolving customer needs. Your Bank's vision is to distinguish as a leading force, defined by reliability, innovation and customer-centricity within the payment domain, with a mission to empower businesses through secure, user-friendly payment solutions.

Your Bank's excellence in digital platforms was acknowledged in Euromoney Awards for Excellence 2024 as the Bank won prestigious Pakistan's "Best Digital Bank 2024". In addition, Your Bank was honored with "Most Innovative use of Technology" award at FinanceAsia 2024. These awards are a reflection of Your Bank's commitment towards excellence in technology and innovation.

CRM Solution

By leveraging advanced CRM solutions, Your Bank continually strengthens its customer relationships, gain deeper insights into their needs, and provide tailored solutions that surpass expectations. The state-of-the-art CRM technology, equipped with robust modules and cutting-edge functionalities, has been instrumental in securing the "Best Customer Relationship Management (CRM) Technology" award at the Pakistan Digital Awards 2024. Key features such as Retail & Corporate Customer 360, Leads & Opportunity Management, Campaign Management, Service Request & Analytics, and capturing of Additional Customer Information, including personal preferences and family details, have transformed our customer engagement approach and enabled us to deliver personalized experiences, streamline sales processes, and make data-driven decisions, ultimately enhancing customer satisfaction and loyalty.

Virtual Metaverse Branch

Your Bank was the first bank from Pakistan to establish a Virtual Branch in the Metaverse on Spatial Environment. In order to further improve competitive edge, Your Bank is continuously upgrading the existing virtual branch with new features that will be more immersive and interactive for customers. In recognition, Your Bank won the "Best Augmented & Virtual Reality – ABL Metaverse Branch" at the Pakistan Digital Awards 2024

Pakistan’s First Cash Recycler

In an innovative endeavor to meet the evolving demands of the digital era and substantially enhance its digital footprint, Your Bank has launched the first-ever Cash Recycler facility in Pakistan. This initiative signifies a transformative leap in the provisioning of banking services, closely aligning with our dedication to fostering a digital-first banking environment. Currently Cash Recyclers are deployed at 14 locations.

Enterprise Loyalty Program

During the year 2024, Your Bank introduced Enterprise Loyalty Program, “myABL Coins,” which allows cardholders to earn points (coins) while spending with ABL's Debit or Credit Card. This program also offers exclusive access to a diverse marketplace featuring globally renowned brands across various merchant segments.

myABL Digital Banking

Your Bank constantly strives to provide innovative solutions to its customers through its digital platforms. This year, myABL platform reached a significant milestone, with over 2 Million registrations, marking a 28% year-on-year growth. The introduction of features like Virtual Debit Cards and RAAST Person to Merchant (P2M) QR payments enriched the digital banking experience for users. The redesigned myABL User Interface improved accessibility and security with enhancements like biometric verification, device binding, and auto-fetch OTP. Your Bank enhanced the myABL WhatsApp Banking features enabling the customers to access account information on their preferred messaging platform. This year new interface for myABL WhatsApp Banking was rolled out with easy navigation through buttons and lists. It also includes faster and improved flows with lesser number of clicks as well as have different emojis to make interactions more friendly and expressive. myABL WhatsApp Banking surpassed 1.6 Million registered users, offering convenient account inquiries and IBAN generation, providing a secure and accessible banking platform.

Virtual Debit Card

The rapid growth of e-commerce industry has increased the number of online transactions. Customers are now looking for hassle free, convenient and a secure way of performing online transactions. Your Bank introduced VISA virtual debit card for myABL digital banking users with limited time period transactions or one time use for online shopping without exposing their physical debit card.

Biometric Access Facility

All ATMs in Your Bank are equipped with biometric access facility to allow round-the-clock transactions without using cards, coupled with anti-skimming devices to enhance security of transactions.

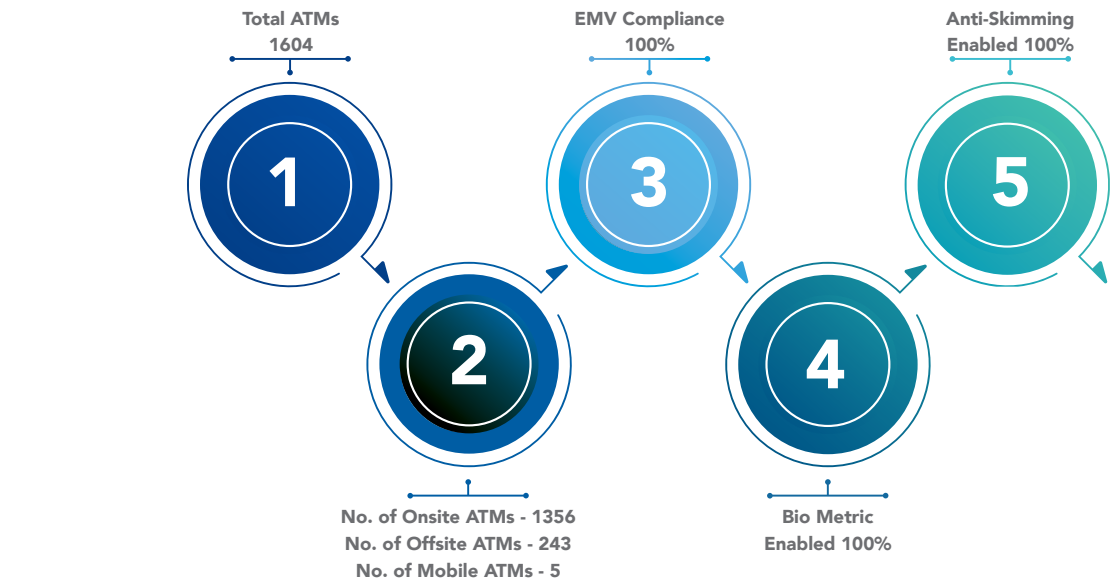
Self Service Branches

Identifying the impact of digitalization and focusing on banking needs for the millennials, Your Bank added to its network, Self Service branches making the total number of these Branches at 18 including one at Head Office, Lahore for employees’ facilitation.

Self Service branch offers round the clock, wide array of fully automated banking services, including account opening, instant debit card issuance, fund transfers, fee payments, deposits and withdrawals.

ATM Network and Uptime

Your Bank has one of the largest networks of 1,604 ATMs deployed across the country to fulfill the needs of the Customers round the clock throughout the year. Your Bank continued its legacy of un-interrupted 99%+ ATM uptime during the occasions of Eid-ul-Fitr and Eid-ul-Adha holidays; processing around 1.92 Million transactions involving Cash Withdrawals of approximately Rs. 28.52 billion.



Electronic Queue Management System and Self-Service Kiosk

Your Bank installed Electronic Queue Management Systems in 642 branches with total cost Rs. 264.319 Million, facilitating the customers to conduct transactions conveniently. In continuation of the Bank's journey towards digitalization, 126 Self Service Kiosks worth Rs. 61.8 Million are installed to improve customer experience at branches. These Kiosks enable customers to perform banking services including account opening of Allied Asaan Accounts, performing balance inquiry, mini statement of account, cheque book requests and subscribing to alerts and e-statement of account. All these services are biometrically authenticated and can be performed in a completely secure environment at customer's convenience. Customers now can activate Dormant Account through Self Service Kiosks without the assistance of branch staff.

Customer Awareness and Financial Literacy Seminars

Your Bank remained focused in arranging seminars to create financial literacy and awareness among the customers and general public.

Your Bank organized an awareness Seminar on Pakistan Economy: Opportunities and Challenges for Businesses. The event featured Dr. Ishrat Husain, an esteemed economist and former Governor of the State Bank of Pakistan, as the keynote speaker. The primary objective of this event was to share with the participants, the opportunities, and challenges for businesses under Pakistan's prevailing economic conditions. The participants of the seminar were also informed about the "Applications of Digital Technologies in Industrial Sector". The participants were encouraged to use the Digital Technologies to increase their manufacturing efficiencies. The session was attended by the Bank's existing and prospective corporate /commercial relationships from multiple industries.

Moreover, another seminar on "Beyond Survival: A Road Map for Business Success" was arranged in Sahiwal where Dr. Ishrat Hussain offered actionable insights and strategic guidance to help businesses move beyond mere survival and achieve long-term success, to the participants. The seminar was attended by a diverse group of the Bank's existing and prospective commercial and SME obligors, representing multiple industries.

Your Bank also organized Agri awareness sessions in different rural areas of Punjab, KPK, AJK and Gilgit Baltistan to create awareness among the farmers about Agri finance products offered.

Your Bank's Human Resource function arranged 411 National Financial Literacy Program (NFLP) sessions in the rural districts with an aim of financial inclusion of unbanked segments of the society. These sessions, attended by 13,000+ citizens (70% Females), improved the financial awareness levels, which was appreciated by all the participants.

CUSTOMER PROTECTION AND QUALITY ASSURANCE

Deposit Protection Insurance

Your Bank spent Rs.1,822 Million towards deposit protection insurance, complying with SBP initiative to provide protection to small depositors across the banking industry.

Customer Data Protection

In this Digital era, customer information is more vulnerable than ever before. Cognizant to this fact, Your Bank continued to safeguard Data and Information Technology assets including compliance of PCI DSS and Customer Security Program (CSP) by SWIFT.

Your Bank conducted assessment exercises including Vulnerability Assessment (VA) and Penetration Testing (PT); ensuring a controlled environment for customers’ related information.

Data Loss Prevention (DLP)

As part of Your Banks’ commitment to safeguard sensitive customer information, Your Bank has implemented a Data Loss Prevention (DLP) solution during this year. This has strengthened the security control to detect, monitor, and prevent unauthorized access or leakage of confidential data across the bank's digital ecosystem. The DLP solution enables real-time data protection while ensuring compliance with industry standards, such as PCI DSS and data privacy regulations, reinforcing trust among our customers and stakeholders.

Through this proactive measure, the Bank has enhanced overall security posture, minimizing risks associated with data breaches and insider threats. This initiative is inline with Your Bank's vision to promote a culture of security awareness by supporting information security best practices across the organization and also reflects unwavering dedication to protecting customer data and upholding the highest standards of information security.

Information Security Awareness Campaigns

Information Security Awareness campaigns were conducted for valued Customers and Staff via Short Messaging Service (SMS) and emails to educate and enhance awareness about latest Cyber security threats.

Social Media Presence

Social Media followers increased significantly during the year, enabling Your Bank to keep our customers updated on products and stay connected. Your Bank maintains profiles on LinkedIn, Facebook, Twitter, Instagram and YouTube and actively interacts with the customers on a variety of topics. This engagement is providing significant enhancement to the Bank's presence on the

Facebook	2,073,987
X (Twitter)	17,600
Instagram	61,463
YouTube	1,120,000
LinkedIn	396,099

social media platforms, especially with the millennial segment of the society.

Contribution towards Financial Inclusion

During the year under review, Your Bank continued to work towards financial inclusion in rural areas and providing quality financial services at grass root level by expanding the Rural Branch network to 316.

Agricultural Financing

In order to play an operative role in the development of agricultural economy of the country, Your Bank is extending agricultural financing across the country and offers vast range of agricultural finance products through 263 Agri designated branches.

WORKPLACE

Your Bank, acting as Responsible Organization, places special significance in employee empowerment by building an engaged, healthy and inclusive team to accomplish the business strategies while meeting the ever-evolving external challenges of the ‘Digital Era’.

Your Bank adopts the best Business Continuity Plan which has shown its resilience in testing times.

Awards & Accolades

Your Bank is continually employing the skilled staff while at the same time tapping resources into appropriate trainings to improve their ability and giving the best culture to thrive. In recognition of its efforts towards nurturing the best human capital and creating an inclusive environment, Your Bank won multiple awards during the year 2024.

Employer of Choice Award - Gender Diversity & Inclusion

Your Bank won Employer of the Choice Award by The Pakistan Business Council (PBC), along with the World Bank Group's International Finance Corporation (IFC) in “Gender Diversity & Inclusion” category.

Global Diversity Equality & Inclusion Benchmarks (GDEIB) Award

Your Bank has won Best Practice award by HR Global Diversity, Equality & Inclusion Benchmarks (GDEIB) award organized by Diversity Hub HR Metrics in “Recruitment” and “DEI Learning & Development” category.

These awards are manifestation and recognition of Your Bank's unwavering professional resolve and progress towards

inducting, retaining and nurturing the best human capital as well as successfully managing all functions of human resource management in line with the mission, vision and core values of Your Bank.

Women Welfare, Empowerment and Development

Your Bank won CSR award 2024 in “Women Welfare, Empowerment and Development” category by National Forum for Environment and Health (NFEH).

Equal opportunity employer and employment of Differently Abled Persons

Your Bank has created direct and indirect employment which is currently exceeding 19,000 employees, who represent diverse geographical areas of Pakistan; thereby positively impacting the broad-based economy and society at large.

Your Bank being an equal opportunity employer, encourages employment of differently abled persons and currently 55 such persons are honorably earning their livelihood while serving Your Bank with pride.

Diversity

Simultaneously 3,264 - females, representing 25% of total staff members, are diligently performing their duties. Among the senior management positions, Your Bank's Gender diversity ratio is 8%.

In a vibrant tribute to women's achievements, Your Bank hosted a spirited celebration for International Women's Day. The event underscored the Bank's dedication to gender equality and empowerment and highlighted women's leadership, fostering a diverse and inclusive workplace culture. Through engaging discussions and recognition of trailblazers, Your Bank reaffirmed its commitment to advancing gender equality initiatives, ensuring that women continue to thrive and inspire others to break barriers.

Occupational Health and Safety

Your Bank continued its endeavor, exhibiting commitment for occupational health and safety. During the year; 2308 employees availed medical facility worth Rs. 289 Million under the approved medical expense policy.

Adhering to responsibility towards eligible ex-employees, Your Bank paid Rs. 160 Million during the year, towards the health of 495 ex-employees, from the platform of “Post-retirement Medical Fund”.

Your Bank ensures that necessary security standards are met at all the premises. For training and awareness of the employees on how to act during any emergency, 33 safety drills were conducted

at major buildings in Lahore, Karachi, Islamabad, Rawalpindi, Faisalabad, Gujranwala, Abbottabad, Peshawar, Quetta and Multan.

Your Bank ensured availability of emergency lights, fire and smoke detection equipment, alarm systems, portable fire extinguishers, periodic evacuation, safety drills in order to enhance staff security at the workplace. Additionally, experienced firefighters have been deputed in ABL major buildings for continuous monitoring and eradicating fire hazards and to deal fires timely to safe guard employees and premises.

Training and Development of the staff

Your Bank firmly believes in educational well-being of the staff empowering them to excel in their current roles and thrive in the future. Your Bank has already launched mobile application “m-Learning” providing access to learning sources around the clock, further bolstering Your Bank's aim of educational well-being of staff.

In addition, Your Bank has established four (04) dedicated state of the art Management Development Centers at Lahore, Karachi, Islamabad and Multan to cater the professional development needs of staff. During the year 2024, 295 Management Trainee Officers (MTO) graduated successfully by completing rigorous training program.

Your Bank spent Rs. 255 Million on trainings to 12,000+ employees and Rs. 31 Million towards employee's education.

Benevolent Grants

During the year, Your Bank through its platform of “Staff Welfare Fund” spent Rs. 17.57 Million to assist 36 employees by financially enabling them in important social events like marriage ceremony of their daughters, special medical financial assistance and to meet the burial expense of their departed loved ones.

Hajj Assistance

Keeping in view the religious sentiments of our employees, Your Bank is fully committed to sponsor its clerical, non-clerical and executive staff to perform Hajj. An amount of Rs. 45 Million was spent during the year, on sponsoring the Hajj of 35 employees (15 employees from Management Grades and 20 employees from Clerical and Non - Clerical) selected through balloting.

Employee Code of Ethics

Code of Ethics and Conduct signed by all employees acts as a guide for them in discharging their duties and sets out the standards of good practice. Management's Central Administration Action Committee (CAAC) takes action on any violation of policies and procedures, act of fraud and forgery, breach of discipline, code of conduct, ethics and business practices. Appeal of the staff against whom CAAC has already taken disciplinary action is reviewed by Human Resource Committee of the Bank.

Reskilling and Upskilling the Artificial Intelligence (AI)

As new AI driven technologies are becoming more integrated into organizations' processes and workflows, the need for professionals specially the decision makers, to adapt and continue to learn and grow becomes more imperative. To stay current with these changes, a customized training program titled ‘Leadership in the Age of AI’ was organized for the senior management of the Bank. This innovative program was designed to equip the participants with the skills needed to thrive in an AI-driven world.

Moreover, an exclusive session on ‘Generative AI’ was arranged which aimed to provide participants with invaluable insights into the dynamic landscape of artificial intelligence and its profound implications for banking operations. Through interactive discussions and real-world examples, participants gained practical understanding to navigate the evolving AI landscape and leverage emerging opportunities effectively.

Wellbeing Master Class – Thrive at Work

Your Bank is committed to the continuous development and well-being of its employees. To underscore this commitment, Your Bank organized an exclusive online Wellbeing Master Class titled ‘Thrive at Work’ for the employees of the Bank. This innovative workshop provided participants with tools to understand the psychological aspects of change, stress normalization and resilience enhancement.

Staff Wellbeing and Health

With an aim to provide healthy work environment and balanced work life to its employees, Your Bank has established gymnasiums in Head Office and Management Development Centre Lahore. The Gym is equipped with state-of-the-art infrastructure for resistance training and endurance under the supervision of trained staff and personal trainers who provide expert guidance and support. Gyms offer a variety of equipment and classes, making it convenient for members to try new things and stay engaged. These initiatives are a testament of Your Bank's commitment towards fostering a thriving workplace environment as well as encouraging its employees to maintain a healthy work life balance.

Training Session on Mindfulness

Your Bank arranged Mindfulness Hour Sessions to promote awareness among employees about mental health and wellness. These wellness sessions entail breathing techniques and Yoga to reduce stress, bring mental alertness, awareness and clarity. This initiative has been undertaken to equip the employees with tools to deal with everyday pressures of professional and personal lives. These sessions not only contribute to the physical and mental well-being of the employees but also enhance productivity and foster a positive work environment.

Health 360° Workshop

Your Bank conducted a tailored master class titled “Health 360° Workshop” for the senior management of the Bank. The workshop was meticulously designed to enhance understanding in critical areas such as the psychology of habits and food, nutritional intelligence, wellness technology, and mindfulness in the workplace. This event reflects Your Bank's commitment to fostering a holistic approach to wellbeing, ensuring the leadership is equipped with the knowledge and tools to thrive both personally and professionally.

Training sessions on Legendary Service

In a significant stride towards service excellence, Your Bank organized training sessions on ‘Legendary Service’. These sessions were held in Lahore and Islamabad engaging employees from diverse segments within the Bank. The Legendary Service Program equips participants with the mindset and skillset to consistently deliver exceptional service, enhancing support for colleagues, fostering customer loyalty, and creating a competitive edge for Your Bank.

Training Session on Healthcare and First Aid

Your Bank, prioritizing the health and safety of employees, arranged a specialized training session on First Aid to staff. The session provided employees with a chance to learn preventive measures for various diseases and gain hands-on experience in performing First Aid on practice dummies and using essential medical equipment.

These sessions help in handling critical situations and providing first aid to accident victims were imparted during the training.

ENVIRONMENT

Global warming and Climate change are the most complicated issues that the world is facing today. Relentless efforts are being made across the globe, to measure and mitigate this climate change risks. Pakistan is one of the several nations to have made a commitment to controlling such threats. To supplement the Government efforts, Your Bank has taken strides forward in

setting out a series of targets to assist in the global transition to a low-carbon economy.

Green Banking / Environmental & Social Risk Governance

Green Banking Office (GBO)

Oversight of Green Banking initiative falls under the purview of the GBO and is monitored through the Environmental Risk Management System. The Bank's credit portfolio is assessed on purpose build Environmental Risk Rating (ERR) model to ensure that Bank's financing is Green. Moreover, Environmental Improvement Plans (EIPs) are obtained from obligors, where required. GBO continuously endeavors to enhance capacity building of the staff, and accordingly, total of 8,953 staff members were trained/sensitized related to Green Banking during the year 2024.

Green Advisory Services Desk

A Green Advisory Services Desk is established within GBO to facilitate prospective/existing obligors for their enquiry(s) relating to Green Technology/Investments and various alternatives for efficient resource planning.

Environment and Social Risk Management System

As part of Green Banking Policy, Your Bank is committed to enhance the impact of Green Financing in the overall environment safety and has developed an Environment Risk Management System, which is monitored by GBO. The Environmental Risk Management System ensures that financing of the Bank is directed towards environment friendly projects / activities in the country.

Environmental Risk Rating (ERR) of obligors is calculated to assess environmental implications and their effects on credit quality of a particular financing transaction. The obligors with potential environmental risks are required to provide Environmental Improvement Plan (EIP) with specific timelines. An annual report on the status of inherent environmental risks in the Bank's portfolio is presented annually to Risk Management Committee/Board.

Social Risk Rating (SRR) of the obligor is also calculated to assess obligors with respect to compliance of widely accepted standards of business ethics.

In addition, the Bank has incorporated the SBP's 'Environmental and Social Risk Management (ESRM)' in its credit policy. The

Green Financing

In year 2024, Your Bank has financed Rs. 1,553 Million to its obligors for installation of Green energy projects.

Environmental and Social (E&S) assessment of the obligors is being completely shifted to ESRM regime.

Low Carbon Footprints

As a part to reduce carbon emission by direct operational impact, your Bank has been investing in installation of solar panels. Resultantly, total internal solar power generation capacity of the Bank has increased to 2,242 KW installed at 147 locations.

As part of Your Bank's commitment towards reducing carbon emissions, IOT Based Fuel Management System was installed in selected locations to monitor and manage fuel consumption in real-time by collecting data from sensors placed on fuel tanks in Generators placed at various branches and other locations. Through use of this monitoring system the fuel consumption continuously optimized to reduce fuel cost and carbon emissions.

For energy Conservation, the Bank replaced the conventional lights with LED lights at 59 sites in 2024.

The Bank achieved the EDGE Certification, an innovation of International Finance Corporation (a member of the World Bank Group), for its newly built Management Development Centre Lahore Building, which exemplifies the achievements in reducing energy use, water use and embodied carbon in materials in the building. These sustainability strategies that are integrated into the building design were verified by an EDGE Auditor and certified by Green Business Certification Inc.

Paperless Banking

Your Bank took another step towards paperless banking by replacing the use of paper-based journal rolls in the selected ATMs with Electronic Journals which has eliminated the usage of these rolls. This reflects the Bank's unwavering commitment and continuous efforts towards inculcating a green culture.

Tree Plantation

During the year, Your Bank conducted a tree plantation campaign, wherein over 100,000 trees/sapling were planted at various locations across the country. Your Bank is firmly committed to enhance tree plantation efforts, in line with national target for "Clean and Green Pakistan". Tree plantation campaigns are being organized at schools, universities and public places.

Total outstanding Green Financing of the Bank stood at Rs. 11,607 Million at the end of FY-2024.

Project Type	Portfolio (Rs. in Million)
Wind Power	1,909
Solar Power	6,871
Hydel	630
Waste Heat Recovery Plant	1,542
Others (including Effluent Treatment Plant)	655
Total	11,607

COMMUNITY AND BRAND IMAGE

The Bank as a trusted member of the community is playing an active role in following CSR activities and community engagements.

Education Institution
Rs. 72 Million

General Welfare
Rs.56 Million

Health Institutions
Rs. 43 Million

Health

Your Bank recognizes the challenges faced by society-at-large in health sector and always focuses for uplift of health infrastructure through contribution towards renowned health providers.

Your Bank contributed Rs. 43 Million to healthcare facilities across various cities of the country, focusing on treatment of cancer, hepatitis, arthritis, therapy for thalassemia patients, blood transfusion, impaired vision and mental health of the under-privileged.

Your Bank provided financial support to Fatimid Foundation for safe blood transfusions to deserving and underprivileged patients with Blood and Bleeding Disorders on free of cost basis. Additionally, Your Bank contributed to Liver Foundation Trust for building a dedicated Medical Centre at Faisalabad for healthcare services to patients with fighting deadly Hepatitis disease. Further, Your Bank contributed to Umpire Aleem Dar Foundation for providing safe blood transfusions and free treatment of thalassemia patients.

Education

During the year, Rs. 30 Million was contributed to The Lahore University of Management Sciences (LUMS) towards the construction of Hostel.

Your Bank contributed Rs. 10 Million to TNF Akhuwat Boarding School Faisalabad for the construction of school to support the under privileged in the outskirts of Faisalabad city.

Perceiving the significance of information technology, Your Bank proceeded with its arrangement to donate personal computers to educational institutions; particularly supporting under privileged sections of the general public. Moreover, Your Bank contributed Rs. 5 Million to Namal Education Foundation (NEF) for acquiring computers for students of the University.

Contribution to Educational Institutes in Rural Areas

Your Bank recognizes the significance of power of education to transform lives for which it has sponsored operations of two schools located in the under privileged areas; The Citizens Foundation – Allied Bank Campus school located in Quetta and Million Smiles Foundation – Allied Bank Campus school located in Mardan. Your Bank's dedicated and continued support has enabled hundreds of children to receive quality education at

these Allied Bank Campuses.

Furthering its commitment, Your Bank continued to sponsor 4 Years education of five under-privileged students at Institute of Business Administration (IBA) University, Sukkur.

Innovation and Digitalization

Your Bank partnered up with Teamup Ventures for its 3rd Fintech Hackathon with the objective of uncovering innovative and pioneering solutions, prototypes, and ideas that hold the potential to revolutionize and digitalize the ecosystem. The event focused on four thematic areas: Innovative authentication mechanisms; Transforming myABL into an 'Integrated Digital Platform'; Integrating Generative AI to enhance banking experiences; and Leveraging SBP-RAAST Payments. Your Bank carried out a pan-Pakistan university drive and mobilized students to bring their innovative ideas and prototypes based on the thematic areas. The Hackathon had an amazing response attracting participation from 1,244 individuals through 361 teams. The top three winners showcased cutting-edge solutions in AI credit scoring, customer engagement, and digital inclusion through smartphone financing respectively.

Community

Cleanliness Drives

Your Bank has always remained at the forefront for environmental health, sustainability of eco system and supported the noble cause through various channels. Your Bank, being responsible corporate citizen has taken the initiative for cleanliness and awareness drives across the country. With the objective of raising awareness about environmental conservation, reducing litter and promoting responsible tourism, cleanliness drive at K2 Base Camp during 2024 was conducted.

Cleanliness Drive at K2 Base Camp

Cleanliness is very important for maintaining ecosystem and healthy environment. In view of its significance, Your Bank under the banner of its "Green Initiatives" has conducted awareness campaigns on the importance of cleanliness across Pakistan through the motto "Mil Kay Lagaen Gay Jaan – To Hoga Saaf Pakistan".

This year, the Cleanliness Drive campaigns of the Bank undertook an extraordinary step by performing this activity at the iconic K2 Base Camp which is at a height of 5,200 meters above sea level in coordination with the Central Karakoram National Parks Authority (CKNP). A dedicated team of 14 team-members of the Bank was assembled to undertake this cleanliness drive, which in one of its kind initiatives as no other Bank has ever done such activity, to highlight the significance of the preservation of the environment. Team ABL mounted several challenges while trekking for 8 days to reach the K2 Base Camp.

Team ABL reached the destination; while conducting awareness sessions at different camping sites and carried out cleanliness drives at Concordia & K2 Base Camp. The purpose of this activity was to raise awareness about the ecosystem and the adverse effects of the melting glaciers. Team ABL managed to bring down 1,200 KGs garbage, waste and other litters and handed over it to CKNP at their disposal facility.

Marathon 2024: Run For a Greener Tomorrow

Your Bank, with the aim to foster a healthier future, organized the Allied Bank Marathon 2024 with the theme "Run for a Greener Tomorrow". The Marathon was held at DHA, Lahore and brought together employees of the Bank and professional athletes. The enthusiasm and team spirit demonstrated during the marathon symbolize the Bank's mission to foster a culture of health and wellness within the Bank and beyond.

Cycling Events: Cycle for Greener Tomorrow

In order to promote sustainable living and community engagement, Your Bank organized cycling events at Lahore and Karachi. With the theme "Pedal for a Greener Tomorrow", the

cycling event at Lahore was attended by the Bank staff and local cycling groups, reinforcing the Bank's commitment to positive change in the environment and community welfare. Your Bank partnered with the pioneering cycling groups of Karachi to conduct a cycling event under the theme of "Cycle for Health-Cycle for a Greener Tomorrow". The event brought together a diverse group of participants, including senior executives from various institutions and sectors, doctors, social activists, senior citizens, women, youth, and children. These events were a testament to our values, resilience, and commitment to positive change. This initiative underscored the Bank's commitment to sustainability and its advocacy for a greener future through promoting cycling and reducing carbon emissions, highlighting the collective dedication to a healthier tomorrow.

Art Festivals

The Faiz Festival is an annual cultural festival held in Lahore to honor the life and literary work of renowned Urdu poet Faiz Ahmed Faiz. The festival showcased a diverse array of cultural expressions, including literary dialogues, mesmerizing music performances, captivating theatre, insightful book launches, thought-provoking documentaries, engaging workshops, open mic sessions, and stimulating discussions. Your Bank proudly sponsored the event to promote cultural activities through Faiz Festival.

Your Bank also sponsored Lahore Literary Festival 2024 held at the Alhamra Arts Centre, Lahore. The festival is an annual gathering of some of the most prominent writers, poets, artists, and scholars from both Pakistan and abroad, fostering engaging, stimulating, and thought-provoking conversations and panel discussions. Since its inception in 2013, the festival has been instrumental in promoting literary and cultural exchange, enriching the intellectual landscape of Lahore and beyond. Your Bank's support underscores its commitment to fostering creativity, dialogue, and cultural enrichment within the community.

Your Bank sponsored a theatre play by Anwar Maqsood "House Arrest" at the Arts Council of Pakistan. Such plays provide social and cultural reflections of society by showcasing the cultural heritage.

Differently Abled Persons

Your Bank established 29 model branches to make banking easy and convenient for Differently Abled Persons through supportive physical infrastructure, accessible products and services, assistive technologies and supportive staff interactions. These branches are equipped with customized stationery forms/ documents in Braille Script, accessible branch entrance, washrooms, ATM cabins and counters.

Sports

Your Bank sponsored 'Sadpara Mountaineering Club Skardu' in collaboration with Pakistan Army for the construction of The Sadpara Mountaineering & Adventure Sports Complex. This complex will help climbers to learn basics of climbing technique including practical of climbing. The purpose of complex is to boost the sport of climbing and empower existing climbing community of Skardu in Gilgit Baltistan region of Pakistan.

Your Bank also sponsored Volleyball Championship between Pakistan and Australia at Islamabad. Additionally, Your Bank sponsored Pakistan Tennis Federation for Davis Cup Tie, 2024. These events are manifestation of Your Bank's commitment to promote sports and general well-being. Such events transcend cultural, ethnic and socioeconomic divides, promoting unity and understanding.

Community Welfare

Your Bank continued its efforts in serving the community through contribution to well-reputed welfare organizations including Saylani Welfare International Trust, Jamia Ashrafia, Anjuman Himayat-e-Islam and Edhi Foundation; which worked for provision of food to deserving segments of the society.

During the year, Your Bank funded a food meal program which aimed to provide nutrition to the underprivileged children in schools through Fortify Education Foundation. In addition, Your Bank joined hands with I-Care Foundation to provide ration bags to under privileged families.

Women Empowerment

Your Bank is fully committed towards supporting the initiatives aimed at empowering women to exploit their full potential for prosperous and sustainable society. To channelize the potential of women, Your Bank sponsored Faisalabad Women Chamber of Commerce and Industry for symposium to raise awareness about the importance of digital transformation for women owned businesses in Pakistan and provide insights into the opportunities and challenges associated with digitalization for women entrepreneurs. The objective was to facilitate women led businesses, potential start-ups and home-based businesses for acquaintance and adopt the technology for growth and venture for exports.

Contribution to National Exchequer

Your Bank is one of the leading institutions in its contribution towards the national exchequer. During the year, Your Bank paid Rs. 55,509 Million as Income Tax (inclusive of Super Tax), deposited Rs. 41,935 Million as withholding tax agent and contributed Rs. 2,516 Million on account of Federal Excise Duty and Sales Tax to the national exchequer. Further, the Bank collected Rs. 371 Million Zakat from account holders and deposited to the national exchequer.

GOVERNANCE

Business Ethics and Anti-Corruption Measures

Your Bank nurtures a culture of excellence, good governance, transparency, integrity and accountability. Controls and Compliance being an integral function; Your Bank encourages high business ethics while promoting positive compliance culture.

Your Bank is committed to the best industry practices for compliance with all regulatory frameworks including anti-money laundering practices, so that the interests of all stakeholders are protected.

Your Bank's commitment to highest level of Governance standards is also reflected in its Corporate Governance Rating of "CGR 9++" (out of maximum scale of 10) given by VIS Credit Rating Company Limited.



CYCLATHON 2024
FOSTERED A SENSE
OF COMMUNITY THROUGH
SHARED EXPERIENCES

ADOPTION OF INTERNATIONAL STANDARDS FOR CORPORATE SOCIAL RESPONSIBILITY

International Finance Corporation (IFC), a member of the World Bank Group

The Bank achieved the EDGE Certification, an innovation of IFC, for its newly built Management Development Centre Lahore Building, which exemplifies the achievements in reducing energy use, water use and embodied carbon in materials in the building. These strategies that are integrated into the building design were verified by an EDGE Auditor and certified by Green Business Certification Inc.

Performance against Sustainable Development Goals

Your Bank is committed towards achieving the targets assigned under Sustainable Development Goals of United Nations. Key contributions are presented below against respective Goals:

Goals	Bank's Contribution
<div>2</div> <div>ZERO HUNGER</div> 	<ul style="list-style-type: none"> Provision of food supplies to the deserving segment of the society through contributions to renowned charitable organizations.
<div>3</div> <div>GOOD HEALTH AND WELL-BEING</div> 	<ul style="list-style-type: none"> Contributions towards various healthcare institutions for treatment of diseases and infrastructure development. Mindfulness Hour Sessions to promote mental health and wellness awareness among employees. Comprehensive Medical Policy to cater the medical needs of current and ex-employees.
<div>4</div> <div>QUALITY EDUCATION</div> 	<ul style="list-style-type: none"> Donated to various foundations including The Noorani Foundation Trust, Million Smiles Foundation (MSF), Namal Education Foundation and The Citizen Foundation for education of under privileged students. Contributions towards construction of Hostel at Lahore University of Management Sciences. Sponsored Science & Educational Events at various educational institutions.
<div>5</div> <div>GENDER EQUALITY</div> 	<ul style="list-style-type: none"> Gradually increasing female participation in workforce including management positions. Interactive sessions with female employees for strategy formulation on empowering women. Healthy participation of females at National Financial Literacy Program (NFLP) organized in coordination with State Bank of Pakistan. Contributions to Women Chambers of Commerce and Industry for their initiatives to empower the women.

<div>7</div> <div>AFFORDABLE AND CLEAN ENERGY</div> 	<ul style="list-style-type: none"> Green Financing facilities worth Rs. 11,606 million. Solar energy usage at 147 locations.
<div>8</div> <div>DECENT WORK AND ECONOMIC GROWTH</div> 	<ul style="list-style-type: none"> Continuous investment in training and development needs of employees through access to learning resources. Internship opportunities for professional and academic students. Management Trainee Officers Development Program for fresh graduates recruited by the Bank. Employment of Differently Abled Persons, enabling them to honorably earn their livelihood. Educational support to staff, clerical and non-clerical employees.
<div>9</div> <div>INDUSTRY, INNOVATION AND INFRASTRUCTURE</div> 	<ul style="list-style-type: none"> Awareness seminars on Financial Literacy, Islamic Banking and Agri products for general public, businessmen and farmers for increased access to financial services. Seminars for business community on Corporate Governance and Sustainable Business Practices. Continuous growth in Digital Touchpoints. Model Branches for Differently Abled Persons. Expansion in Rural and Agri designated Branches.
<div>12</div> <div>RESPONSIBLE CONSUMPTION AND PRODUCTION</div> 	<ul style="list-style-type: none"> Launching Digital channels for banking services. Processes automation to reduce paper-based consumption.
<div>13</div> <div>CLIMATE ACTION</div> 	<ul style="list-style-type: none"> Plantation of 100,000+ tree saplings at business premises, schools and public parks. Cleanliness drives at K2 Base Camp to promote awareness about environment conservation.
<div>17</div> <div>PARTNERSHIPS FOR THE GOALS</div> 	<ul style="list-style-type: none"> Collaboration with Technology Partners to leverage the use of Data Sciences for business growth. Acting as Withholding Tax agent to facilitate tax and other revenue collections on behalf of Revenue authorities.