

Sustainability & Corporate Social Responsibility

As a leader in the Pakistani banking sector, MCB Bank has a great legacy in looking after the preservation of the interests of all our stakeholders. Our employees fully embody our values of service and quality.

Through careful evaluation and selection, the Bank selects and promotes projects and services that benefit the Pakistani economy and society in the most effective manner. Particular emphasis is placed upon the need to promote environmental sustainability and social welfare.

Our policy

We ensure that CSR initiatives embody a vision of harmonious and sustainable development in Pakistani communities. Broadly speaking, the pillars of CSR activities undertaken by the Bank ensure:

1. Compliance with relevant laws and regulations both in letter and spirit
2. Business operations with honesty and integrity
3. Engagement in social welfare activities that help strengthen communities and contribute towards the uplift of society
4. Support and promote financial inclusion and literacy
5. To build and maintain sound relationships with customers and other stakeholders through open and fair communication in order to contribute towards sustainable image-building
6. Respect for culture, customs, history and laws as the Bank constantly searches for safer, cleaner and better practices that meet the growing needs of society
7. Minimize environmental footprint to coexist harmoniously whilst encouraging minimum wastage of resources



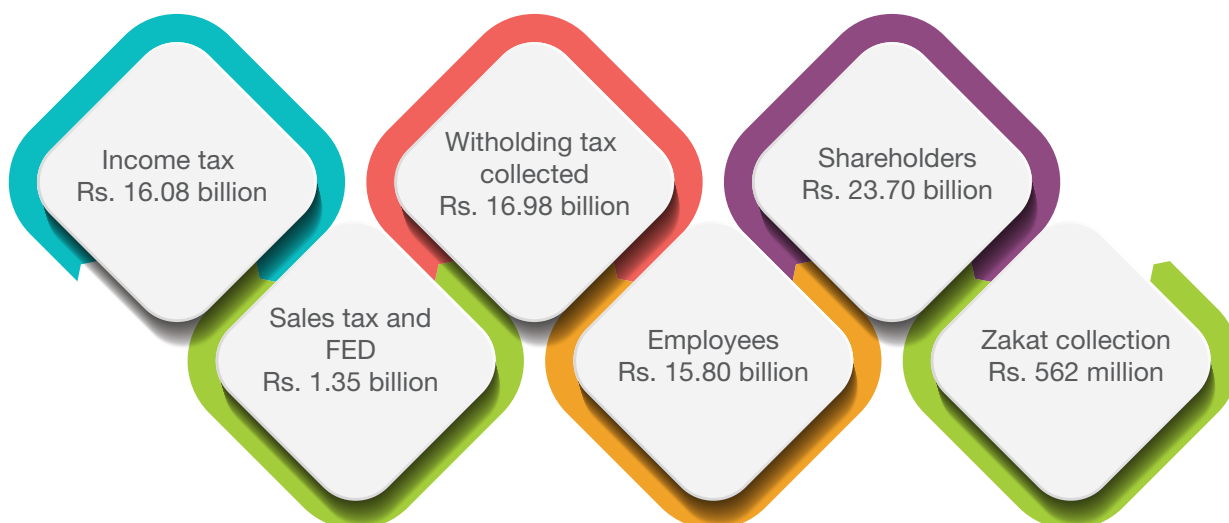
Our approach to sustainability

The Bank has focused on several key principles as an institution. It is committed towards fostering a better work place and cleaner environment through its varied initiatives. By committing to a culture of excellence, good governance, transparency and integrity, it ensures that all activities are conducted in a manner that is ethically responsible and beneficial for all stakeholders. MCB Bank has a well-defined Code of Ethics and Conduct policy that serves as a guideline for the behavior and ethics of employees.



Contributing to sustainable economic growth

MCB Bank uses its core business of banking to promote sustainable development in all the markets it operates in.



Contribution to Economy & National Exchequer

MCB Bank has the highest market capitalization in the banking industry. In 2020, the Bank paid approximately PKR 16.08 billion on account of income taxes to Government Treasury and collected over PKR 16.98 billion for the National Exchequer as withholding tax agent under different provisions of Income Tax Ordinance 2001. In addition, the Bank has also paid PKR 1.35 billion in respect of sales tax and FED.

The contribution by the Bank to the national economy by way of value addition was PKR 68.48 billion, out of which around PKR 15.80 Billion were distributed to employees and PKR 23.70 billion to shareholders.

Zakat is an essential component in delivering assistance to those most in need. The Bank bolstered the zakat collection efforts of prominent public welfare organisations such as Shaukat Khanum and Edhi Welfare Organisation through its communication mediums such as MCB Mobile Banking, MCB Internet Banking and ATM Screens. MCB Bank also contributed to the national exchequer in Zakat Deductions to the sum of PKR 562 million.

The Bank is making significant contribution to the development and growth of the country.

An analysis of the Bank's value creation and allocation of value among key stakeholder groups is represented in Statement of Value Added.

Key financial highlights

Key financial figures and related ratios are discussed in financial performance section.

Being a responsible organization

Our foremost duty is to create a platform which reflects our values. We do this by making the right investments in developing our human resources, protecting the interests of our customers, weighing environmental impact in our decision making and combating the scourge of corruption with our best practices.

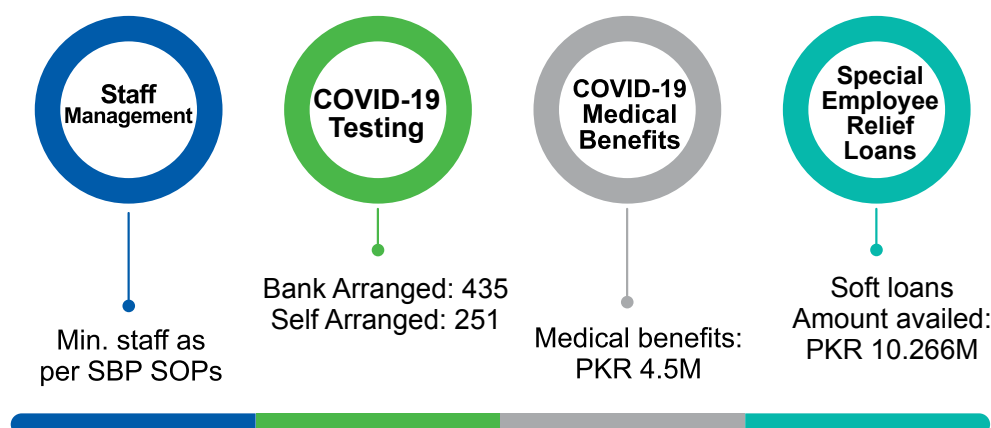
The Bank's policies therefore address these key aspects:

- Measures to combat COVID-19 pandemic
- Occupational health and safety
- Business continuity management
- Business ethics and anti-corruption measures
- Quality checks and mystery shopping
- Service council
- Customer experience management
- Turnaround Time (TAT) monitoring
- Consumer protection measures

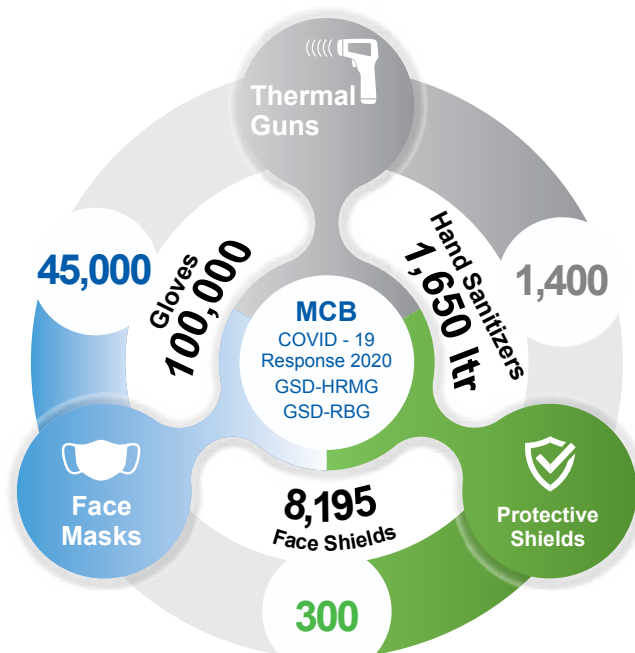
Measures to Combat COVID-19 Pandemic

With the onset of the COVID-19 pandemic during Q1-2020, the Bank took immediate measures to offset the risks associated with the rapidly spreading pandemic. While ensuring that day to day business was not adversely impacted, the safety and security of all employees and valued customers was a key priority. The following steps were implemented with immediate effect while applying out of the box strategic planning and execution within stringent timelines:

- Immediate reduction of staff at branches and back offices via adaptation and improvisation of workplace dynamics
- Daily attendance reporting detailing staff strength at Head Office/key buildings and branches
- Effective implementation and review of regulation directed SOPs at all back office buildings and branches (including the deployment of sanitizers, thermal guns, masks)
- Arrangement of staff testing at branches, buildings, alongside reimbursement for individual staff testing
- Utilization of alternate building spaces to relocate critical staff while ensuring social distancing measures
- Creation of an alternate fully functional working environment for Bank's senior management in the eventuality of an emergency evacuation required at the Head Office



Collaborative measures implemented by the Bank to ensure staff and customer safety during the Covid-19 pandemic:



While addressing the unprecedented challenges posed by the pandemic, the bank maintained its usual support for staff with ongoing CSR measures including Umrah allowance, staff welfare fund, and allowances for marriages/funerals.

In the case of operations in Sri Lanka, the bank took all relevant health & safety measures to ensure the well-being of our staff, customers and all stakeholders. All branches were provided necessary safety equipment and materials to monitor and safeguard the working environment. Strict monitoring process was implemented and practiced across the Country Office and all branches in line with Health Ministry Guidelines to mitigate the risks. During the pandemic lockdown period, given the importance of essential banking services to our valued customers, selected MCB Bank branches remained open adhering to regulatory and local authority guidelines.

Occupational Health and Safety

For any progressive and productive organization, sound health & safety alongside a congenial work environment serve as key elements to gauge organizational impact; MCB Bank takes pride in providing a productive environment to its employees.

Since there is a strong focus on the safety and wellbeing of Bank employees and its customers, all iconic buildings and branches of the Bank are equipped with modern fire safety, surveillance and security equipment (as applicable). Furthermore, trained security personnel ensure the physical safety and security of all employees, customers, buildings and equipment.

The Bank has developed a comprehensive “Health, Safety & Environment Policy” which is periodically reviewed and updated by the Bank Management and implemented across the board.

MCB Bank is cognizant of the fact that to achieve any objective, staff is the prime enabler. Therefore building administrators, floor coordinators and additional support staff in multistoried/multipurpose buildings ensure the provision of a safe, healthy and conducive work environment for Bank staff.

Additionally, staff evacuation drills are periodically conducted under the supervision of the security department which helps staff practice how to act and respond during different emergency situations. First aid kits are maintained at all major buildings and branches of the Bank.

The dangers of smoking are well-known. Among adults, second-hand smoke can cause serious ailments including

cardiovascular and respiratory diseases, coronary heart disease and lung cancer. Keeping in mind the dangers posed by smoking to both smokers and non-smokers alike, the senior management of MCB Bank has declared all Bank buildings No Smoking Zones. Staff members are allowed to smoke at a safe distance away from bank premises. For the safety of bank staff and their family, pictorial safety messages on topics such as Dengue prevention measures, safe driving/riding in the rain tips, precautionary measures in case of smog/fog, heat precautions, earthquake safety tips, fire safety actions, etc. are also frequently disseminated through the Bank's internal communications.

All permanent employees of the Bank are provided with medical coverage under a comprehensive staff group life and medical insurance policy. MCB Bank has always been keen in taking initiatives such as on-site health checkups, arranging seminars on health & safety and emergency preparedness within its staff to safeguard life and assets of the Bank.

Business Continuity Management

Business Continuity Management (BCM) is a multifaceted process that identifies and recognizes risks, threats and vulnerabilities that potentially impact the Bank's operations both in internal and external contexts. BCM provides framework and creates ability for an organization to mitigate risk in a dynamic, ever-changing environment and still perform its critical processes and functions.

A robust Business Continuity Plan (BCP) outlines a range of disaster scenarios and the steps to be taken in order to minimize the potential harm to business during adverse situations. System recovery procedures are structurally planned for the future, therefore the Bank endeavors to sustain and deploy an effective enterprise-wide BCM program to provide seamless services and products for customers/stakeholders.

The Board of Directors periodically reviews and gauges our preparedness to deal with any untoward situation. The senior management of the Bank ensures an effective Business Continuity Policy & Framework exists. This ensures clear and concise plans are maintained for all critical areas to reduce the risk of downtime in any contingency scenario.

In these difficult times, when the global COVID-19 pandemic has impacted every segment of life, the Bank adopted a proactive approach and immediately arranged for Personal Protective Equipment's (PPEs) comprising of face masks, hand gloves, face shields, hand sanitizers etc. for its staff and visiting customers. Furthermore, special screening arrangements, maintenance of social distance, reducing the deployment of staff, periodic disinfection in branches and offices were key initiatives taken to ensure continuity of business and services, thus complying with Government and WHO precautionary instructions.

Furthermore, to nurture and enhance the confidence in Bank's system and processes, Business Continuity Plans are periodically reviewed and updated. Since BCM runs smoothly across the Bank's corporate structure and branch network, the confidence and expectations of millions of customers, stakeholders and regulator is upheld. The BCM is part of our commitment to ensuring continued functionality of critical businesses and functions under any circumstances.

Business Ethics and Anti-Corruption Measures

The Bank actively identifies and addresses possible risk factors through the implementation of policies and procedures designed to reduce the possibility of such incidents. In this regard, it has fielded, alongside its Human Resource Policies and Procedures, a comprehensive "Code of Conduct and Business Ethics" which is disseminated to staff for information and sign off. This document is also readily available to all staff on Intranet Portal.

The Bank continues to maintain a strong compliance culture across the board. Employees are expected to perform all tasks with diligence and honesty at all times. The Code of Conduct of the Bank comprehensively defines the values and minimum standards for ethical business conduct.

Employees ensure that all interactions with clients, competitors, business partners, government and regulatory authorities, shareholders, or with one another, follow a vigorous ethical standard. The Bank's foremost effort is to ensure that the conduct of the employees is impeccable.

This is done with the help of guidelines that ensure compliance with all applicable laws and regulations. MCB Bank strives to ensure a friendly and harassment-free environment for all employees. The policy for protection of women harassment has been revisited and is circulated Bank-wide every year. Zero tolerance for any form of harassment or discrimination is further covered in the Bank's existing Code of Conduct.

The Disciplinary Action Committee (DAC) takes vigorous action to address any violation of policies, procedures, acts of fraud and forgery, breach of discipline and code of conduct, ethics and business practices, law of land and statutory regulations by an employee.

To maintain a harmonious and efficient work environment in which the employees are assured a non-discriminatory, transparent, harassment free and respectful atmosphere regardless of their caste, religion and gender, HRMG has issued a clear and non-discriminatory Code of Conduct, violation of which may lead to disciplinary action.

Service Council

Service Council is a monthly forum, chaired by the President, which brings together key stakeholders from across the bank with a view to place service on the forefront through thought leadership, collaborative discussions and creation of a clear service roadmap.

Customer Experience Management

Feedback is solicited from customers for all contact points via surveys and remedial actions are taken for identified areas. The end goal of these measures is to be the most preferred bank in Pakistan.

Turnaround Time (TAT) Monitoring

Monitoring and evaluation of service indicators is part of the belief in increasing and retaining one's customer base. In order to maintain a strong hold on processes within the Bank, the Service Quality Division has devised several controllable measures at par with prevailing market practices. Against each measure, a tolerance level along with a timeline is set. Similar to Branch Banking, indicators for Consumer Assets, Credit Cards, Bancassurance, Call Centre, Mobile Banking Internet Banking and ATM Uptime are monitored on a monthly basis.

Quality Checks and Mystery Shopping:

During 2020, 99% of total branches were monitored with respect to service parameters and protocols. The remaining branches were not visited owing to security concerns/remote locations and few were under renovation. Moreover, 929 branches were 'Mystery Shopped' by independent external agencies and results of this activity were shared with management for further improvement.

Consumer Protection Measures

The Bank is committed to providing quality products and services to its customers. It maintains a privacy statement for the usage of its products i.e. Credit Cards, ATM PINs etc.

To ensure a culture of 'Quality Customer Service' the Bank has a dedicated Service Quality Division with the objective of strengthening the Bank's service culture. Regular training sessions are conducted in all Circles, Call Centers and other front-end staff offices regarding 'Service Excellence' and 'Customer Satisfaction'.

Customer Grievance Handling

Bank considers complaints as opportunities for improvement and understands the link between complaint resolution and customer loyalty. We believe that complaints are a primary measure of customer dissatisfaction; thus, they should be taken seriously and staff should be encouraged to bring complaints to the forefront so that gaps can be identified and fixed.

Service Quality (SQ) function is the custodian of customers' grievance handling and works in collaboration with all businesses / functions of the bank responsible for acknowledging, investigating, tracking, escalating and resolving customer complaints within specified turnaround times. A centralized complaint resolution team manages all customer complaints through a Complaint Management System. Currently, all our customer touch points have access to this system so as to ensure that all complaints, whether verbal or written, are immediately captured in the system.

Following are the channels through which complaints are received:

- MCB Call Center
- MCB Branches
- MCB E-mail

- Social Media
- Letter/Fax
- Customer Service Centers
- Banking Mohtasib Secretariat
- State Bank of Pakistan
- Management Committee (MANCOM)

The Bank makes its best effort to ensure that resolution of complaints is comprehensive, appropriate and quick. The customer is kept informed on the status of their complaint, starting from complaint acknowledgement till its resolution. The escalation matrix for complaint resolution observed and designed in the system is such that a complaint, if not resolved within the specified turnaround time, gets escalated to the next senior level of management and keeps on escalating further till resolved.

SQ also performs in-depth qualitative and quantitative complaints analysis followed by suggestions and recommendations in order to eliminate root causes of customer issues and drive continuous improvement.

During 2020, a total of 152,234 complaints were logged in the system out of which 150,788 complaints were resolved during the year (resolution rate 99.05%).

There was a 35% increase in total logged complaints in 2020 as compared to the previous year. Total complaints logged during 2019 were 112,359.

Statement of Complaints	Numbers	Percentage
Total Complaints Received	152,234	–
Closed	150,788	99.05%
Open	1446	0.95%
Average time taken for resolution		8 Working Days

Total Login Details:	Total	Contribution
Complaints	152,234	88%
Request/Queries/Reversals	20,320	12%
Total	172,554	100%

Investing in communities

MCB Bank is committed to creating sustainable economic and social development for our stakeholders.

Following areas were addressed by the Bank in 2020:

- Outreach to the healthcare sector
- Education
- Sports
- Contribution to the public good
- Equal opportunity for all employees
- Energy conservation
- Environmental protection
- Women empowerment
- Green banking activities and initiatives

Outreach to the Healthcare Sector

The Bank seeks to support key initiatives that bolster the healthcare sector of Pakistan.

During 2020, the coronavirus pandemic was a key area for focus. To help ensure the health and safety of those fighting at the frontline of the crisis, the Bank donated Personal Protective Equipment (PPE) such as masks, protective clothing and goggles for personnel of Health Department- Government of Punjab and Makran Division.

MCB Bank deepened its commitment to major health initiatives throughout the year. Comprehensive marketing collateral was also deployed to raise awareness of breast cancer in collaboration with Pink Ribbon. The awareness campaign also supported Pink Ribbon in the NGO's efforts to raise funds for Pakistan's first ever Breast Cancer Hospital. The Bank also supported the construction of hospital and completion of pathology lab at Saleem Memorial Trust Hospital.

The Bank also helped generate awareness for organizations like Saylani Welfare Trust, Sindh Institute of Urology and Transplantation (SIUT), Edhi Welfare Organization and Shaukat Khanum Memorial Cancer Hospital with its internal and external communication platforms.

As part of its effort, the Bank helped to promote donations through platforms such as MCB Mobile Banking and MCB Internet Banking. MCB Bank also supported:



Education

Given the importance of the educational sector, MCB Bank fully supports its uplift. Furthermore, the Thardeep Rural Development Programme (TRDP) was provided support with the purchase of books and furniture for a public library established in the rural area of Mithi, Sindh. The initiative focuses on raising the literacy level in this location. MCB Bank also contributed to the 1st Convocation held by Indus Medical College.

Sports

The Bank recognizes the important role played by sports in the well-being and health of the Nation. In this regard, it focused on supporting the POF All Pakistan Floodlit Football Tournament and International Men's & Women's Squash Tournament.

Contribution to the Public Good

MCB Bank will always support any endeavor that promotes the greater good. This was done through different initiatives throughout the year. The aim of these projects was to have a positive social impact on the many communities the Bank works with in different capacities.

As part of its civic responsibility to support communities affected by the COVID-19 pandemic, the Bank provided critical support by donation of ration packs to needy families in Lahore in collaboration with the Jahandad Society for Community

Development. In battling the scourge of corruption, the Bank was poised to support the efforts of the government by sponsoring branding material for the Anti-Corruption Day Event.

Measures were taken to minimize the impact of COVID-19 and maximize output during the crisis for the Bank's customers. In line with SBP directives, the Bank provided financial relief with restructuring/rescheduling for 1,800+ accounts. In the case of credit cards, in addition to restructuring credit card dues in some cases, the Bank offered low markup installment and deferment plans to assist customers.

The Bank also contributed to society during these trying times in consultation with its insurance providers by providing complimentary benefit of PKR 150,000 to our conventional and Takaful policy holders in addition to the existing policy benefits and provided relaxation in premium / contribution payments to all its policy and certificate holders till June 2020.



Equal Opportunity for All Employees

The Bank prides itself on providing equal employment opportunities, free of discrimination, and implemented on a methodical merit based non-discriminatory selection process. The Bank capped off the year 2020 with permanent staff strength of 13,272 employees and 103 contractual employees. The ratio of female staff members stood at 16.3% compared to 15.8% from the previous year.

Energy Conservation

MCB Bank policies are geared towards reducing our environmental footprint and promoting the use of energy smartly and economically to cut down on operational expenses. This policy is enforced countrywide to conserve energy, by exercising strict control over electricity lights discipline whether in the Bank Branches or Principal offices.

Recent WWF certification of Green Banking to MCB Centre building is a great achievement in-line with energy conservation by implementing policies which encompass solar energy, LED Lights, paperless work and water conservation. WWF-Green Office is a practical environmental program designed for office/workplaces, which helps to reduce the carbon footprint, achieve resource conservation and contribute towards slowing down climate change. Under the guidelines of WWF-Green Office, training programs were run by WWF –Green Office Team at MCB Centre which followed by audit for “logo” and “diploma” and WWF Certification is awarded to MCB Centre for fulfilling their minimum Green Office criteria. The Bank also engages employees through its internal communication forum to follow the best practices and initiatives to inculcate consciousness to save energy.

Energy Saving Measures

MCB Bank is already following the policy to exercise strict controls over excessive lighting and restricting switching-on of lights to required areas only as well as switching-off all lighting immediately on office closure timing except those for building security requirement.

Almost all the bank buildings have been switched over to the LED Lights instead of conventional bulbs/tube lights. Post office/late hour sitting is discouraged to exercise saving of energy. To exercise maximum control over building energy resources, a Building Management System (BMS) is installed at MCB Bank Principal buildings (MCB House Lahore, MCB Center Lahore and MCB Tower Karachi). The facility enables centralized control from a single point/place.

The first of its class waste heat from cogeneration plant is installed at one of MCB Bank's principal buildings i.e. MCB Centre, Lahore. A waste heat of gas engine (1555 KW) is also installed at MCB Principal building, MCB Tower Karachi, to produce hot water to be used in chiller with boiler. Almost 100 to 150 tons of extra cooling is generated through this process.

Environmental Cleanliness & Protective Measures

MCB Bank is working on Environmental Protection as a top strategic priority. The Bank believes in a safe environment for the welfare of the staff.

MCB Bank is moving towards paperless banking and resource efficiency in our operations. Some of our notable initiatives include reduction of environmental footprint in transportation and mobility of staff, energy efficiency and greening of office premises and self-segregation of waste into dry and wet waste streams at source. We ensure that all our dry waste including paper and plastic streams are reused in our corporate offices and bank branches through ethical recycling measures.

We ensure that our wet waste including kitchen and organic materials are responsibly disposed at landfills with minimum impact to the environment. For this purpose, we use technology to monitor and track our sustainability drive to achieve zero waste objectives. Partnership building is essential for environmental sustainability, therefore we are keen to cultivate impactful collaboration with civil society organizations such as AMAL which facilitates the Green Office Program to achieve net zero objectives for the second consecutive year. With this collaboration, we intend to set new trends for sustainable banking in Pakistan.

The COVID-19 pandemic did not hold back efforts towards greater sustainability. Some of our efforts resulted in following impacts:

1. Collection of dry waste for ethical recycling = 9.2 tons
2. Reduction in CO2 emissions = 450 tons

MCB Bank has taken these initiatives not only to meet legal requirements but as its corporate responsibility to address environmental concerns of our clients and stakeholders. We are proud to remain ahead of our competitors as one of the first banks in Pakistan to adopt Green Banking Guidelines of the State Bank in letter and spirit. The MCB Bank management appreciates the cooperation it received from its employees and staff and the interest shown by stakeholders in adopting responsible and ethical business practices.

High quality janitorial services in the cities are provided for three principal buildings (MCB House Lahore, MCB Centre Lahore and MCB Tower Karachi). For each building, administrators and building floor coordinators conduct periodical checks to maintain the highest cleanliness standards.

Green Banking Activities and Initiatives




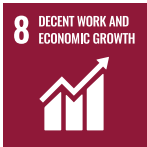


Activities and initiatives taken by the Bank under SBP IH&SMEFD Circular # 08 dated October 09, 2017 are discussed in Green Banking Initiative section.

Certifications Acquired and International Standards Adopted

World Wide Fund for Nature (WWF) - Green Office Certification

MCB has successfully attained 'Green Office Certification' from WWF for one of its iconic buildings; MCB Centre, Lahore. This certification represents a landmark achievement in MCB's pursuit of reducing the ecological footprint at its workplace and has consequently placed the Bank in an exclusive club of domestic Banks that have met the requirements of this rigorous assessment and certification program.

International Standards of Sustainability adopted as per UN SDGs and UN Global Compact

	UN SDG Indicator	UN Global Impact	MCB Banks' Alignment
	3: Good Health and Well Being		<p>In addition to supporting employees' health and wellbeing, the Bank also actively engages in community services within the health sector under its CSR Plan.</p> <p>The detailed initiatives have been disclosed in the Sustainability & Corporate Social Responsibility section of the Annual Report.</p>
	5: Gender Equality	6: Elimination of discrimination with respect to employment.	<p>The Bank prides itself on providing equal employment opportunities that are free of discrimination and are being implemented on a methodical and merit based selection process:</p> <ul style="list-style-type: none"> There has been a consistent growth in the number of female staff at the Bank (15.8% in 2019 to 16.3% in 2020). The representation of women in the senior management positions stood at 16%; with 20 female staff members reporting directly to the Head of Departments (HOD's) who in turn report to the CEO. <p>The Bank's product portfolio has been deployed to foster the captioned goal by actively promoting the MCB Ladies Account portfolio, wherein a total of 2,520 Accounts were successfully added to the portfolio during 2020.</p>
	7: Affordable and Clean Energy	8: Initiatives to promote greater environmental responsibility 9: Fostering environment friendly practices	<ul style="list-style-type: none"> Bank has converted 10 branches to solar power operations. Buildings have been switched over to energy efficient LED Lights instead of conventional bulbs/tube lights. A Building Management System (BMS) has been installed at the principal buildings to enable centralized control over management of energy resources. Contributing to the Central Bank's cause for inculcating environmental considerations in banking products, the Bank has extended financing facilities to customers against renewable energy products; the total outstanding balance as at December 31, 2020 stood at Rs. 75 million.
	8: Decent Work and Economic Growth	3: Upholding freedom of association 10: Working against corruption.	<p>Despite constraints created by the COVID-19 outbreak, the Bank continued to effectively play its role as a key service provider and intermediary in the financial market; hence, making a significant contribution to the country's economic growth:</p> <ul style="list-style-type: none"> Created employment opportunities which led to the hiring of 1,638 employees. Contributed Rs. 16.08 billion to the national exchequer on account of income taxes to the Government Treasury. Extended finance to all key economic segments including the SME and Agriculture sector which cumulatively contribute above 40% to the domestic GDP. Played a central role in supporting Governments' and Central Banks key pandemic responses for credit extension and un-interrupted provision of essential banking services to the general public.
	9: Industry Innovation and Infrastructure		<p>The Bank continues to actively contribute to the Central Banks cause of improving financial inclusion in the country by extending branch outreach and customer digital touchpoints.</p>
	12: Responsible Consumption and Production		<p>MCB's Green Banking Policy lays the foundation for safeguarding the Bank against environmental vulnerabilities and playing its due role in transforming the country towards a low carbon and climate resilient economy.</p> <p>The detailed policy has been disclosed in the Green Banking section of the Annual Report.</p>

Green Banking

"Green Banking" is a term that refers to promotion of environmentally friendly practices that aid Banks and their clients in identifying and managing environmental risks as well as reducing their carbon footprint and related socially adverse actions.

MCB Bank undertakes its responsibility to be recognized as an organization that is aware of its environmental obligations. MCB Green Banking Office (GBO) was established in 2018 which is effectively implementing and monitoring the Green Banking Guidelines issued by State Bank of Pakistan. MCB GBO aims to make Banks processes, use of IT and physical infrastructure more sustainable and efficient to have minimal impact on the environment.

The Bank is continuously striving to inculcate the environmental consciousness among stakeholders, transforming operational processes to safeguard against environmental vulnerabilities, and play its due role in conversion of country's economy into a low carbon and climate resilient economy.

Few Green initiatives undertaken by MCB Bank are as mentioned below:



Green Banking Web-Page

A dedicated web-page has been developed on the MCB Bank Corporate website for external stakeholders' awareness regarding MCB's initiatives on Green Banking segment.



Environmental Risk Management System

Environmental Risk Assessment of customers who approach the Bank for a credit facility is now part of the credit approval process, and this assessment is carried out on an ongoing basis at the time of annual renewal of a customer's credit package.



Green Products/Services

MCB Bank endeavors to integrate sustainability into products and services provided by the Bank. Such products involve environment-friendly features including renewable energy, modern drip/sprinkler irrigation techniques etc. All MCB Fun Club account holders have the option of planting a tree in their name and watch it grow on Google Earth. In addition, clients are provided with advisory services on availing green finance for environmentally friendly/renewable energy projects.

An array of Green initiatives has been augmented into the Digital Banking services which help to reduce dependence on paper. These services include eco-friendly digital initiatives like Internet Banking, Mobile Banking, SMSs etc. Recently, MCB Bank has introduced the Roshan Digital Account (RDA), a digital solution for on-boarding Non-Resident Pakistanis (NRPs). The Bank is offering e-Statement and E-Alerts, and the Direct Fund Transfer facility has also been enabled for Credit Card customers.



Paperless Operations

MCB Bank is opting for ways and mechanisms to reduce the consumption of paper and other associated resources through automation of paper-based workflows and processes. Few initiatives undertaken for reducing paper consumption include but are not limited to suspension of paper-based internal circulars dissemination, introduction of web-based dispute claim filing utility for all Alternate Delivery Channels and deployment of application-based workflows system for gradual migration towards paperless environment. Furthermore, the Bank is also implementing a value-added feature to its ATMs which will provide an option to the customers for making financial transactions without printing receipts.



Renewable Energy Initiative

MCB Bank has installed solar power systems in some Branches and ATMs to avoid Greenhouse Gas (GHG) emissions. These solar installations augmented clean energy in energy mix and ultimately avoided approximately 13 tons of carbon dioxide (CO₂) emissions as of December, 2020 to the environment.





World Wide Fund for Nature (WWF) - Green Office Certification

MCB Bank has successfully obtained WWF - Green Office Certification for one of its iconic buildings - MCB Centre, Lahore. This is a landmark achievement and makes MCB Bank one of the few Banks who have successfully met the requirements of this rigorous assessment and certification program.

A WWF certified Green Office is a workplace that reduces its burden on the environment, achieves savings and slows down climate change by reducing its carbon dioxide (CO₂) emissions. A building-specific Environmental Management Plan (EMP) had been implemented to achieve the Green Office Certification.

The implementation of EMP helps to cut down on energy/electricity, fuel, paper and recycling of dry waste generated from the building. The engineering and administrative controls enabled to reduce approximately 90 tons of CO₂ emissions during 2020 as compared to the previous year.

As part of the certification process, WWF undertook a detailed certification audit to check the resource conservation measures implemented in the building. MCB Bank satisfactorily met all the set requirements for MCB Center to be declared as Green Office.



Green Awareness Campaign

A Green Awareness Campaign regarding environment-related annual days such as World Water Day, Mother Earth Day and World Environment Day has been commemorated to alert employees and customers about the significance of the environment. The commemoration includes different dissemination mediums such as artwork-based emails, standees displayed at different buildings of the Bank and web-banners displayed on MCB Bank's corporate website. Furthermore, employee's perception has been developed on "Own Impact Reduction Measures" through electronic dissemination of specially designed artworks regarding usage of electricity, water, paper, fuel etc. at a regular frequency to instill the practice of resource conservation in their daily lives.



Dry Waste Management

MCB Bank has partnered with a civil service organization which provides services of waste collection and recycling through its green partner network. As a pilot project, the dry waste generated from two iconic buildings in Lahore which weighs approximately 8.3 tons is collected and recycled in an environment-friendly manner. The waste is being reused as raw material for other industries which ultimately reduces the burden on landfill sites and the environment.

Green points were allocated against each KG of recycled waste, which were redeemed by procuring environmentally-friendly products. The allocated green point for each product includes a significant social contribution for training and empowering of youth and women.



Reduction of Business Travel

MCB Bank has significantly reduced business-related travel, especially during the COVID-19 situation, moving towards effective use of video conferencing/telepresence technology. These virtual meetings save time, money and other associated resources, resulting in lesser carbon footprint as compared to travel-based meetings.



Employees Capacity Building

COVID-19 pandemic has provided us with an opportunity to innovate and adopt sustainable means to learn and impart knowledge to employees by keeping them abreast of COVID-19 advisories/circulars digitally during lockdown situations. The Green Banking and other trainings are provided through e-learning portal which conserves substantial resources including paper, printing, electricity, fuel etc. and ultimately reduces carbon footprint to environment as compared to room-based trainings.

Green Banking trainings have become the major driver to sensitize the staff regarding environmental implications and adoption of the Green culture across the Bank. 2,189 personnel have successfully received training on Green Banking during 2020.