CSR OF IBBL (ISLAMI BANK BANGLADESH LTD.) - TOWARDS A BETTER TOMORROW

Islami Bank Bangladesh Ltd.

Prepared by
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Submitted in Partial Fulfillment of the Requirements for the Degree
Bachelor of Business Administration

17th December, 2023

Internship Report Approval Form

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INTERNSHIP/PROJECT INFORMATION

Internship

Organization:_____Islami Bank Bangladesh Ltd._____

Internship /Project Report Topic:_____CSR of IBBL(Islami Bank Bangladesh Ltd.) - Towards a Better Tomorrow_____

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_____

Term (Tick one): □ Spring 2023 □ Summer 2023 □ Fall 2023

SUPERVISOR APPROVAL

(Tick One)

□ Approved □ Not Approved □ Partial Re-write □ Full Re-write

Remarks (For Not Approved): _____

_____

_____

Signature: _____ Date: 17th December 2023

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2. I acknowledge and understand that plagiarism is wrong.

3. I understand that my research must be accurately referenced.

4. This assignment is my own work, or my group's own unique group assignment. I acknowledge that copying someone else's assignment, or part of it, is wrong, and that submitting identical work to others constitutes a form of plagiarism.

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Name: MARZIA PARVIN MOU
ULAB ID # 201011060

Signature Date 17th December, 2023

Letter of Transmittal

December, 2023

Muhammad Faisol Chowdhury, Assistant Professor & Director

ULAB School of Business (USB)

University of Liberal Arts Bangladesh (ULAB)

Satmasjid Road, Dhanmondi, Dhaka-1209

Subject: Submission of Internship report on "CSR of IBBL (Islami Bank Bangladesh Ltd.)

-Towards a Better Tomorrow"

Dear Sir,

With due respect, I would like to inform you that I have completed my internship report on CSR of IBBL (Islami Bank Bangladesh Ltd.) -Towards a Better Tomorrow. The internship report paper titled "CSR of IBBL (Islami Bank Bangladesh Ltd.) -Towards a Better Tomorrow" has been prepared for the fulfillment of my Internship according to the prerequisites of my undergraduate program Bachelor of Business Administration (BBA) in University of Liberal Arts Bangladesh (ULAB). In this report, I have tried my best to compile the concepts which I have learned in my Bachelor of Business Administration along with some experience gathered from the internet for taking relevant information regarding the report. I hope that it will find your acknowledgment. I am looking forward to your valuable feedback.

Sincerely,

Marzia Parvin Mou

ID: 201011060

Bachelor of Business Administration (BBA)

ULAB School of Business (USB)

University of Liberal Arts Bangladesh (ULAB)

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PART- A

Chapter One: Internship Preparation

A prime motivation to pursue for internship is to gain real life experience in the corporate world. An exposure in the outer working environment can undoubtedly prepare a fresh graduate before he/ she starts career. Merely academic education is not enough for a student to understand corporate responsibilities. In order to know about real life working, responsibilities and tasks an internship program is highly necessary. However, the Bachelors education will not go in vain as it provides basic knowledge about the corporate work. Without that fundamental knowledge, the intern will not be able to understand most of the working terms in his/her assigned department. Moreover, the need to complete academic requirement ads to this prime motivational factor.

Similar to many other undergraduate students, I was also eager to gain work experience from a reputed organization. This experience will help me to build up myself for my upcoming career. Through this internship program I expect to learn how the corporate world works. As I will be working in a professional environment, I expect to learn official tasks and implement my lifelong education in the workplace.

As the internship is supposed to start from the 12th semester, me and every other undergraduate student who want to be interns, had to apply before the end of 11th semester. So, I applied to several organizations as an HR intern. ULAB career office played a huge role in this case as they forwarded my CV in many well-known companies according to my preference. Fortunately, I was selected in 3 organizations. First was D-net (an IT service provider), second one was Madina group of industries and the final one was Pixel V Communication (a digital advertising firm). It was undoubtedly a matter of joy for being selected in more than one organization but I was not completely satisfied with the thought of starting my career in any of those organizations as each of them were not fulfilling few of my personal interests. Meanwhile, I had submitted my CV and necessary documents in Islami Bank Training and Research Academy (IBTRA) which is a separate body of Islami Bank Bangladesh PLC specially created for employee training and internship. Their internship program is completely different from any other organization. They collect both softcopy or hardcopy CVs for internship from all around Bangladesh. Then among hundreds of applicants, interns are selected based on their previous academic and extracurricular performance. This batch of internship in IBTRA is 156th batch accepting 105 candidates. These candidates will be trained for 2 weeks about Islamic Banking and then they will be divided in Islami Bank branches around Bangladesh as per the interns' preference.

I was able to be selected by IBTRA as an intern in this 156th batch. I feel extremely lucky to be selected among hundreds of applicants. Since I had submitted the documents in IBTRA, I was eagerly waiting for

their selected candidate result. As Islami Bank is a well-known financial organization of the country, I consider it as a great privilege to be a part of this organization. Their Islamic banking procedure is also known to be a proper Shariah based banking and even a very successful one. In addition, after being aware of their unique and affective internship procedure; applying and accepting Islami Bank internship seemed to be really good decision. They not only teach about banking system but also guide the interns to be a pious Muslim. As a practicing Muslim, I am impressed after observing their training procedure which is not only beneficial for career but also for regular life.

One of the largest Bangladeshi Shariah based bank is Islami Bank Bangladesh PLC (IBBPLC). In South-East Asia, it is the first Shariah-based Islamic bank, having been founded in March 1983. The bank is a public limited company while having joint venture which is also enlisted with the stock markets of Dhaka and Chattogram and is owned to a large extent by international entities. With 394 branches, 237 sub-branch locations, and 2700 Agent Banking Outlets, an amazing branch network is maintained in the bank among Bangladesh's banks in the private sector. In total, IBBLPLC has 6000+ units to provide financial services to common people. Throughout its 40 years of journey, it has achieved several awards and recognitions such as Most Outstanding Islamic Bank Award 2021, Best Retail Bank in Bangladesh 2021, Sustainable Bangladesh in the Sustainability Rating 2021 and many more for its extra ordinary service. Though being one of the oldest banks of the nation, its online services are improving rapidly by delivering services like IBanking and CellFin. Besides these IBBLPLC offers ordinary banking, business investment, and foreign currency services along with significant CSR initiatives while maintaining Islamic shariah. In addition, the Bank is the largest provider of Islamic microfinance and a global pioneer in this field. The bank complies with Islamic banking regulations, which forbid interest (riba) and encourage profit-sharing and risk-sharing agreements, while providing a range of traditional banking services. Their strictly follow the statement, “Islamic banking is a financial institution whose rules and statues expressly states its commitment to the principles of Islamic Shariah and to the banning of receipt and payment of interest in any of its transactions.”

Chapter Two: About the Internship

As mentioned above, Islami Bank Internship is quite different from any other organization’s internship. First, they had organized a 2 weeks training about Shariah based banking where 1 week was offline classes and the next week was online. The training was evaluated through an exam and in case someone failed the exam, he/she would have been expelled. They take up to 7 interns in each branch depending on the branch size and work load of the branch. I am assigned to Islami Bank Dhanmondi Branch along with 6 other interns from different universities. Here as interns our responsibility is to mainly assist with the official

work instead of doing important tasks by ourselves. At very beginning all the 7 interns are given a brief knowledge about account opening tasks as it is the first functions of any bank procedure. Without a bank account, no client will be able to receive any service. After working in the accounts opening department for about a week and gaining enough knowledge about various account types, the interns are divided into different departments which include Digital Banking, Account statement/ Remittance/ Check, Foreign Exchange, Investment, General Banking etc. They get to observe and perform certain tasks in every department for a week and keep moving from one department to another every week. In case of positions, none of the intern is assigned to any particular position of the bank, they are referred as 'Interns'. As the branch that I am working in is in Dhanmondi, the office environment is somewhat corporate for the clients and very friendly for the interns. Instead of addressing them as 'Sir' or 'Madam', they insist the interns to address them as 'Apu' or 'Bhaia'.

The first thing that not only me but also all the other interns have learnt is to deal with clients. Because of being in the front desk service providers in the banking industry, providing client service with care, patience and mindfulness is highly necessary. Clients from all social class come to get service and every single client is equally important. In case of other soft skills, I have to perform multitasking as sometimes different clients demand for different services; I am learning to be team leader in a new way because I am the lead-intern of this branch and I am directly accountable if unfortunately, for any of our misconduct. I am learning to be extra cautious for my actions and for their actions as well.

Being a student of BBA program, I had some prior knowledge about bank tasks. My Human Resource major helps me to understand the training and development segment. All the interns were trained and educated before sending to branches. Moreover, the employees are given specific training and the interns are allowed to be a part of the training process. During our internship program a session of Cyber Security was held. There they were taught several new laws and practices of online security which would improve the banking security in the virtual world. Their training was evaluated through an examination. To prepare the employees for the examination, they had to arrange a demo or practice exam. The overall training design was quite effective as it was acceptable to both young and old employees.

Apart from my core HR knowledge I am getting the chance to learn about practical banking activities. One of the very basic tasks of banking is account opening and through this task I got to know about the details of mostly used schemes of IBBL which will help me to continue the entire internship program. The functions of banking include general banking, investment and foreign exchange. Account opening being in the primary task of the banking functions it has to be done at the very beginning of any other tasks. No matter a client has to receive debit/credit card services, take investment or perform any sort of foreign

exchange; the client has to open up a certain account for it. So having a primary detailed knowledge of the schemes is highly necessary.

According to the system of this branch every intern will move from one department to another each week. As per that instruction, I had to move from Account Opening section to Bank Statement section, Investment department, Foreign Exchange department and Digital Banking section every week. After gathering the basic knowledge from the account opening section, I went to the bank statement section where the activities of remittance, bank statement and account updating are done. There I have learned how remittance transferring works as well as about tax certificate, bank statement and solvency. As this part of their task was comparatively easier than the rest of the tasks, I worked as proxy for multiple days in the bank statement section by taking the basic responsibility of providing account statements, tax certificate and solvency. The next week by moving to the Investment department I was able to learn about the details of investment mechanism of IBBL. It taught me how the Islamic way of dealing with investment is different from the regular loans of other banks. The logic of Islamic and Shariah based banking underlies in the investment department. In this department there is no practical activity for the interns. Investment department is quite different form the general banking department as it does not deal with a huge number of clients as the sections of general banking. Rather it involved knowledge-based learning.

Chapter Three: Self Reflection

Before joining any work place, it has to be kept in mind that it will have both positive and negative sides. While accepting both of the sides a candidate has to join and continue to work in that environment. Positive aspects of employment include chances for social contact, personal development, financial security, a feeling of purpose, and other advantages. It can, however, also result in stress, long hours, tense relationships, monotonous work, and unstable employment. My internship organization, IBBL is no different from this.

Being in the banking industry for a very long period of time Islami Bank Bangladesh ltd. has a reputation among the common people which brings to the fact that it has to attend a huge number of clients every day. By having huge number of clients means having a diverse range of customers each having various sorts of demands. Dealing with their various demands gives an opportunity to learn new things. Even if nothing new then at least a service provider will learn how to be patient while having a number of clients in front. In the general banking section, clients come with several issues yet intend to get their work done properly. As the employees of my branch are very patient and friendly, they handle all sort of issue with calmness. They even guide us to deal with clients with the same outlook. One of the mentionable positive sides of

IBBL is its internal environment. Every worker is extremely friendly to each other. In case one employee is busy with an emergency task, one of his coworkers in the same desk attends the remaining client. In case of teaching us how to perform our task they are uncomplaining. They take their time to guide us step by step so that we can perform our assigned duty properly. Another good side of working in this banking sector is that I have to perform multitasking. As different clients want specific yet different services I cannot but attend them with an accepting and friendly gesture.

As the name of the organization holds the word 'Islami', they have a core strong practice of Islam. In our 2 weeks training we were taught about various Hadith and Islamic practices in case of all sort of transaction. Even though being a practicing Muslim throughout my whole life I did not have any idea of many of those Hadiths. Not only does their training include banking and transactional related Islamic guideline but also it teaches the interns how to be a better Muslim with very simple practices in their daily life. Surprisingly those practices are not limited for only Muslims, there are a few non-Muslim interns who can easily connect with those acts as well. For example- not being rude to parents, helping the poor, doing a small good deed everyday etc. Even during our office work few of the employees take their time to guide the interns on the way of Shariah (Islamic way to lead life). In the monotonous working days, a little conversation to be a better human being acts as a soothing agent.

The best thing of this internship program is that it is not limited for 1 or 2 interns like every other company. Almost every other company take in 1- 4 interns in each semester. This causes a pressure for the students as the number of applicants are so many and the position is so less. On the contrary, in IBBL, they take in approximately 90 interns in each semester from all around Bangladesh. This helps fresh graduates or last semester students to get an opportunity to complete their internship. This brings to the additional positive side of selecting from all around the nation. Interns can select their preferred branch to work in from any of the branch of IBBL. They do not have to travel a long way from their home for work, interns can select any of the branches nearby their residence. Whereas in other companies, interns must join in a specific branch and rarely have the power to select their preferred branch.

Even though there are several aspects to be mentioned that are to be liked, there always remains a negative side of every good thing. Similarly, Islami Bank Bangladesh Ltd. has a few things that can be changed. One of the aspects that can be mentioned is the duration of the internship program. Though the entire internship is about 3 months long, the working days are counted to be one and a half month. This is comparatively a very short time to understand a vast number of tasks in the banking industry. As there are multiple departments in the banking sector, while each having sub sections, it will undoubtedly take a longer time for a new worker to understand even the primary activities of each section. Because of having this short time, interns are mostly confined to the general banking department. If the internship program duration had

been longer to total working days of 3 months or more then it would have been better. By doing that, interns would get a longer time to understand official environment as well as official tasks.

As being the lead intern of the branch, I have to perform more tasks and take more responsibilities in comparison to others. In fact, the officials mostly introduce a new duty to me first and then the others are given according to their skills. In terms of using my skills for the organizational purpose, the officials are doing quite well by teaching me first and then introducing new tasks step by step. However, as they have strict restrictions about not permitting anyone else to use their office devices, our learning and duties were limited. Fortunately, I was able to learn a few of their device work and they trusted me with some of their duties which requires device access. As this access is not given to most of the interns, the interns do not have enough tasks to do in a daily basis. They have more free time because there is not much for interns to do without device. It would have been better if interns had more official tasks to do rather than the just performing the very basic things. This brings to the issue of the internship itself being somewhat shorter than other organizations' internship. Because of the short duration, the interns cannot learn all the necessary official duties properly. The several subsections of each banking department have a variety of work and it will take a comparatively large amount of time to understand and learn even the basics of all those subsections of the departments. In order to make the best use of an intern in the bank they could have prepared a guidance session for each department. Though all the interns were trained about the Islamic banking before sending to the branch many of the practical work details were not mentioned in the training because of the short amount of time. If the interns could get the opportunity to get to know about the practical banking activities in more details than they could have been more involved with those works. Thus, the organization could have been able to utilize the interns much more.

In case I get the opportunity to be a part of this organization in the future, I would like to select the position of front desk service provider in any of the general banking department. It is because without learning the general banking it is a relatively tough to go into other banking departments. In my first few days of career, I assume I would be able to interact with clients with a positive attitude then those who have been providing similar service for a very long time as it becomes monotonous for them. Then gradually if possible then I would like to move in to the foreign exchange department because it deals with foreign affairs as well as internal affairs and creates a bridge between both internal and external economy.

In case of suggesting something to improve the internship program one aspect can be individual mentorship. As there are several interns in one branch it is quite difficult for one person to supervise everyone. In that case if each of the interns have one supervisor guide them in details about their responsibilities then the interns would be able to understand their tasks better and their performance will be improved. In the mentorship the immediate supervisor of the intern will provide necessary feedbacks from time to time and

the interns will report to the supervisor whenever you need. This will also lessen the load oh one supervisor taking care of all the entrance of the branch.

Another suggestion for IBBL internship program could be to lengthen their duration from three months to at least four months for the betterment of interns' understanding of work. If the entrance gets more time to learn than they will undoubtedly absorb the lesson better and eventually they will be better performers in the official task.

Chapter Four: Personal Development Plan

Starting my career as a bank intern was earthquake in my plan. However, I am not dissatisfied with my choice of internship organization. As this internship is quite unique and different from others and it provides a chance to teach the interns through teamwork in the official environment it is a great opportunity to learn practical corporate life. As my future plan I would like to stick to HR Department and continue working in the department for a few years to gather experience. I would like to look for HR jobs even before my graduation so that I do not have to wait for too long after the completion of my BBA degree. In case of my further studies, I would like to pursue for a masters in management related subjects which will enhance my knowledge of BBA in the HR field much more.

In the long run I would prefer to switch from the corporate field to the education field. In order to be a lecture in the future I would need a PHD degree for many reputed University. So, I am being mentally prepared to travel to another country to perceive the PHD degree which will help me to fulfill my dream to be a university professor.

In order to fulfill my career dreams, Undoubtedly, I would have to enhance my skills as much as possible. Some are soft skills and some are hard skills that I would like to improve. In case of my heart skills, I would like to learn more about various software in the HR field which I currently lack as I have not worked in any HR Department yet. As for soft skills, cooperative leadership is a necessary in the HR world to survive. I think it would be beneficial for me if I properly learn cooperative leadership.

PART- B

Abstract

In a globe becoming filled with social, economic and environmental issues, Corporate Social Responsibilities of organizations plays a role to mitigate the complications as much as possible. Islami Bank Bangladesh Limited (Ltd.) has a contribution in this regard. However, not sufficient research has been done upon this context. The objective of this report is to point out and introduce the social welfare activities also known as corporate social responsibilities of Islami Bank Bangladesh Ltd while mentioning what they are doing to lead towards a better tomorrow. In order to complete the report, secondary data has been collected from various resources which includes primary as well as secondary research publications and annual reports. The findings of this study explain various CSR activities performed by IBBL. With the help of this report other organizations will be able to understand the corporate social responsibility activities of IBBL work. They can also implement similar tasks in their CSR activities that will be able to contribute to create a better tomorrow.

Chapter One: Introduction

Background of the study

For any company it is a prime responsibility to contribute for the society. Merely performing its business duties is not enough for an organization to survive. Depending on the institutional setting of the bank, several sustainable strategies are used. Corporate social responsibility is an opportunity for the company to assist the society. A well-known definition of CSR would be, particular to context organizational operations and procedures that consider the triple bottom line of social, environmental and economic success as well as stakeholders' demands (Aguinis & Glavas, 2012). As Bangladesh has several issues such as environmental, economic as well as social complications it is comparatively easier for organizations to take the chance to perform corporate social responsibilities. This is why an increased rate of corporate social responsibility activities are noticed in several sectors. Such practice not only strengthens the existence of the organization but also undoubtedly aids in the betterment of common people in various ways.

In case of fulfilling responsibilities and performing social welfare related activities Islamic banks perform a remarkable role. In Bangladesh the banking activities of Islamic Shariah based has been increasing gradually, Islami Bank Bangladesh Ltd plays a vital role in this. Islamic banking is concerned with the actual economy, advancement of society and the economy, and general prosperity. It operates within the framework of Islamic law, regulations and morals. Without worrying extremely about the favorable and unfavorable financial outcome, Shariah following financial institutions are to take risks. In fact, a matter has come to front that Islamic bank prefer beneficial social activities for the better future instead of simply running their business. (Zafar & Sulaiman, 2018). The process of Shariah based banking is to improve as well as maintain a stable social economy with Halal business practices while banning injustice and interest in the financial system.

Islami bank Bangladesh ltd. is proud to be the first interest free bank of Southeast- Asia and Bangladesh being one of the largest Muslim countries got the opportunity to be the founding nation of this bank. This bank’s original objective is to aid in Halal financial activities such as providing investments and generating revenues. The detailed operations of this banking system are followed by the Islamic Shariah. In order to perform humanitarian operations in the banking industry, IBBL contributes in the betterment of social, environmental along with economic improvement.

The concept of CSR is relatively new in this nation and various local, national multinational and even financial institutions are attempting to perform this activity. This study mentions the previous corporate social responsibility practices of Islami Bank Bangladesh Ltd as well as includes how the current plan of IBBL will affect the future CSR activities.

Research objective

- The objective of this research is to identify and present the social welfare activities also known as corporate social responsibilities of Islami Bank Bangladesh Ltd while mentioning what they are doing to lead towards a better tomorrow.

Problem statement

Since the CSR activities have been well known around the world several organizations attempt to practice this. This is mostly performed by them in order to survive in the market. The regular practice of CSR activities of an organization assists to create a better image of the company. Unfortunately, few of the organizations do not perform CSR properly and yet claim the opposite. There is a possibility that those organizations do not comprehend the details of corporate social responsibilities and the importance of it. However, Islamic Bank Bangladesh Ltd has been maintaining their CSR activities properly as it has the policy to follow Islamic ethics. Through this study it will be clear how the CSR activities of IBBL works and other organizations will be able to be benefited by following similar practices if needed.

In order to reach to the final decision of this report following questions needs to be answered-

- What are the CSR activities of Islami Bank Bangladesh Ltd and what responsibilities do they perform in social, economic and environmental context?

Chapter Two: Methodology

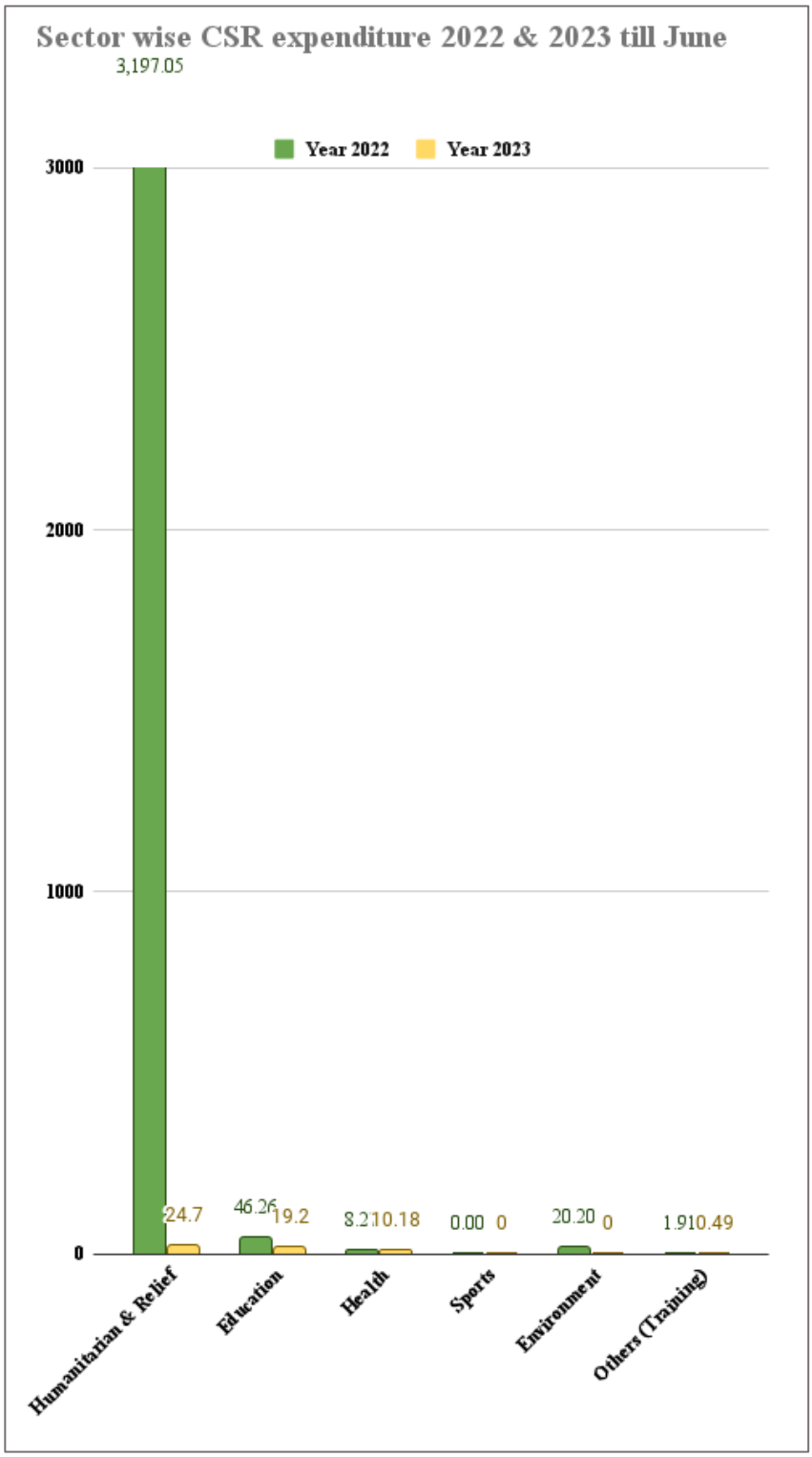
Type of research

Research can be mainly divided into three types; one is narrative research another is descriptive and the other is explorative. According to the necessity of the topic this report is designed to be a descriptive report. Here, the corporate social responsibilities of Islami Bank Bangladesh Ltd. in the areas of society, environment and economy will be explained. Along with that, this is secondary research because the topic corporate social responsibilities of IBBL will mostly include previous CSR activities as well as how these activities will be able to guide to a better future. Such a structure will be properly described through secondary research instead of a primary research work.

Research design

The sources of this report are secondary. Several data have been collected from the organizational annual report, organizational internal record, official website of Islami Bank Bangladesh Ltd., annual report of Bangladesh Bank as well as from the official website of Bangladesh Bank. In order to define multiple terms research papers and reports have been chosen. The collected data has been processed in google spreadsheet chart and Microsoft word table to create a visual representation of the unorganized data while making it into properly understandable information. In this case the sources were both secondary and primary works.

Data Analysis



A visual representation of the amount spent in CSR activities in areas such as humanitarian & disaster relief, education, health, sports, environment and others of the year 2022 along with 2023 (till June) is given in the bar chart. The maximum portion of CSR expenditure was allocated for humanitarian and disaster relief area in both years. The value of 2023 is given up until the month of June.

Figure: IBBL' sector wise CSR exp. of 2022 and 2023(till June) [values in million tk]

Areas	Year 2022	Year 2023 (till June)
Humanitarian & Disaster Relief	632,580 (individual)	1424 (individual)
Education	66 (organization)	17022 (individual)
Health	6 (organization)	8419 (individual)
Sports	0	0
Environment	22 (organization)	0
Others (Training)	3 (organization)	1670 (individual)

Table: IBBL sector wise CSR beneficiary of 2022 and 2023(till June)

The above table mentions the number of beneficiaries who received CSR expenses from IBBL in 2022 and 2023(till June). The values of 'Humanitarian and disaster relief' for the year 2022 is counted as individual; whereas the other areas of the same year are counted as organizations. In the year 2023 the number of beneficiaries is mentioned as individuals.

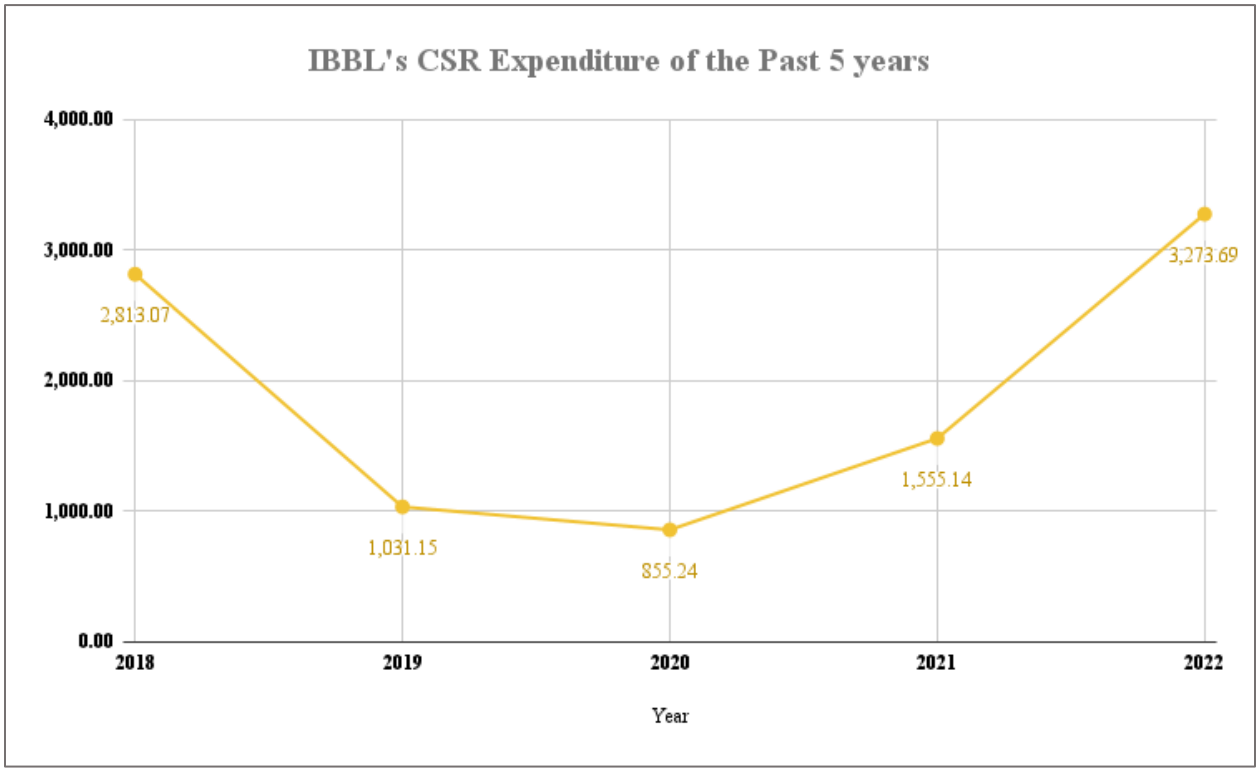


Figure: IBBL's CSR expenditure of the past 5 years (values in million tk)

The line chart above is representing the amount of expense Islami Bank Bangladesh Ltd has done in total from the year 2018 to 2022. It shows that during the pandemic period the amount spent was comparatively low then the other years. In 2022 IBBL was able to recover and spent 3273.69 million tk for CSR activities.

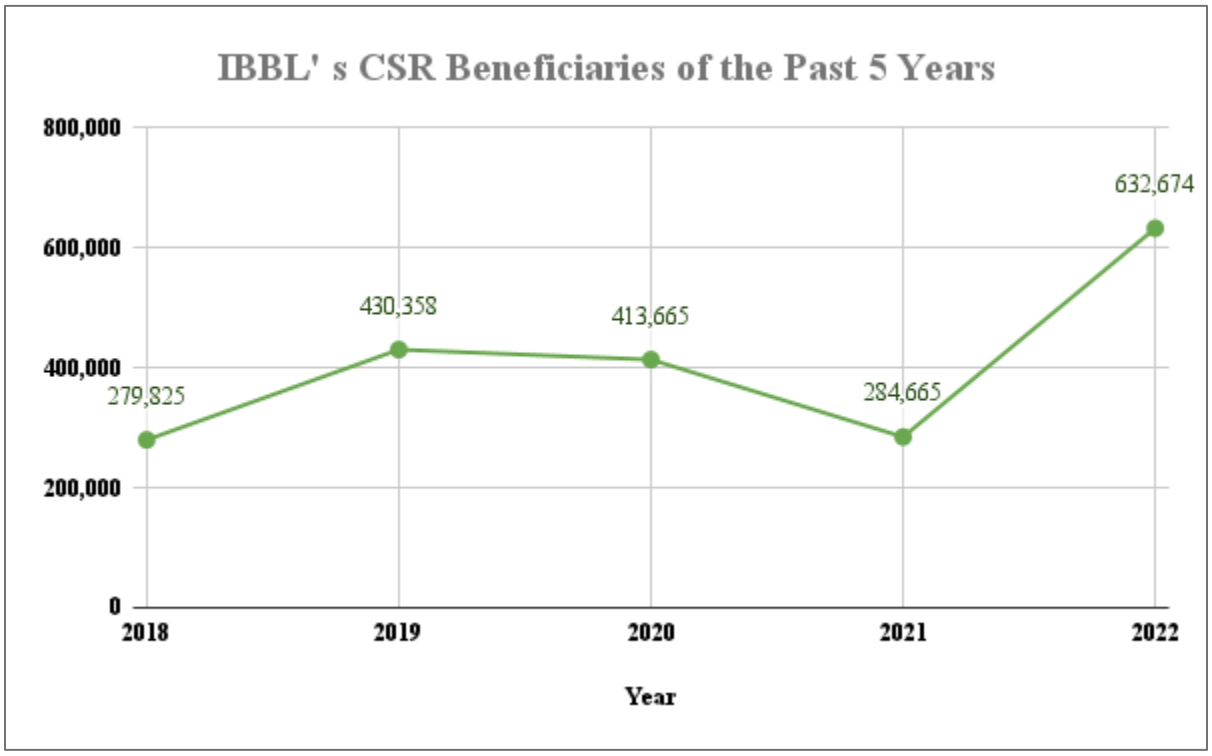


Figure: IBBL's CSR Beneficiaries of the past 5 years

The total number of beneficiaries of IBBL's CSR activities from the year 2018 to 2022 is given in the chart. This includes the 'Humanitarian and disaster relief' as individual entities and the beneficiaries of other sectors are counted as organizations.

CSR exp. of 2022	Banks	NBFI	IBBL
Education	1113.40	20.80	46.26
Health	1241.40	19.20	8.27
Humanitarian & Disaster Relief	5937.40	2.50	3,197.05
Environment	308.70	0.00	20.20

Cultural welfare	335.50	24.00	00
Infrastructural development	46.90	0.00	Unmentioned
Income generating activities	19.20	8.50	Unmentioned
Others	269.40	2.30	1.91

Table: CSR expenditure of all banks and NBFI with IBBL in 2022

The contribution of IBBL in the expenditure of corporate social responsibilities around the nation is presented in the above table. The columns show the total expense of all the banks of Bangladesh in multiple sectors, it also shows in another table the total spending of Non-Banking Financial Institutions and finally the amount Islami bank has contributed for this purpose.

Chapter Three: Findings and Discussion

IBBL's Concept of Corporate Social Responsibility

Since the beginning, IBBL has been committed to advancing the idea of Shariah-based banking and launching CSR initiatives, beginning with the creation of the "Sadaqah Tahbil." The bank is unwavering in its dedication to upholding social responsibility as a business institution.

The CSR activities of IBBL has been involved in-

- relief and rehabilitation work
- education advancement
- healthcare and Medicare service expansion
- art, culture, literature
- science, technology
- sports promotion
- facility for profitable self-employment through human resources development
- support for disaster relief and humanitarian efforts
- participation in environmental initiatives, such as a climate risk fund.

Triple bottom line- IBBL's corporate social responsibility activities have an aim to bring welfare on earth, the people on earth and on the organizational stakeholders. In this regard the CSR of IBBL follows the triple bottom line which includes Planet, People and Profit. Planet representing environmental improvement, people representing social welfare and profit representing economical betterment.

Environmental- In collaboration with Bangladesh Bank, Islami Bank Bangladesh Ltd. has contributed in 'Climate Risk Fund' under CSR in order to provide assistance in various natural disasters. Moreover, each year IBBL allocates a sufficient amount of fund for environmental betterment under their CSR activities. In the year 2022 around Tk.20.20 million was spent for environmental purpose. The total CSR expenditure for environmental improvement 1983-2022 is Tk. 160.67 million. Besides these

- IBBL effectively advances the decrease of fossil fuel byproducts through drives like the establishment of sunlight-based chargers
- limiting paper use inside their office.
- preservation of power, water, gas, and fuel
- encourages its employees to adopt environmentally conscious practices and remain informed about global environmental issues
- committed to waste recycling, biomass processing, and effluent treatment plants into operation.

Social- The social welfare is a broad term in CSR as it includes various aspects such as health, education, human rights, humanitarian activities and many more. This does not only include internal people but also external individuals. The internal environment is kept collaborative, while maintaining a safe workplace and having respect towards employee rights. IBBL has spent a total of Tk. 2463.50 million in health, Tk. 4511.16 million in education and Tk. 7069.51 million in humanitarian purposes as its corporate social responsibility. Some other social CSR activities of Islami Bank Bangladesh ltd. include-

- providing financial aid to a nonprofit organization named 'Proyash' for their special need children. 'Proyash' is under supervision of Bangladesh Defense Force. Till this day IBBL has aided this organization with approximately 35 million tk.
- taking initiative to distribute food for 'Iftari' and 'Sahri' during the month of Ramadan under the project of Tohfa e Ramada.

Economical- While performing responsibilities towards society and the planet, as an organization IBBL maintains its profitability by following Islamic Shariah. Due to this a generous number of clients put their trust on them which ultimately keeps the economic aspect of the organization running. Islami Bank keeps in mind that the matter of profit can not be preferred by deprioritizing the environment and social aspect.

As a result, the bank focuses on maintaining a well-established governance as well as risk management. Being a bank that follows Islamic Shariah, it cannot but have risk taking in its operations. In this regard, IBBL follows the steps mentioned below-

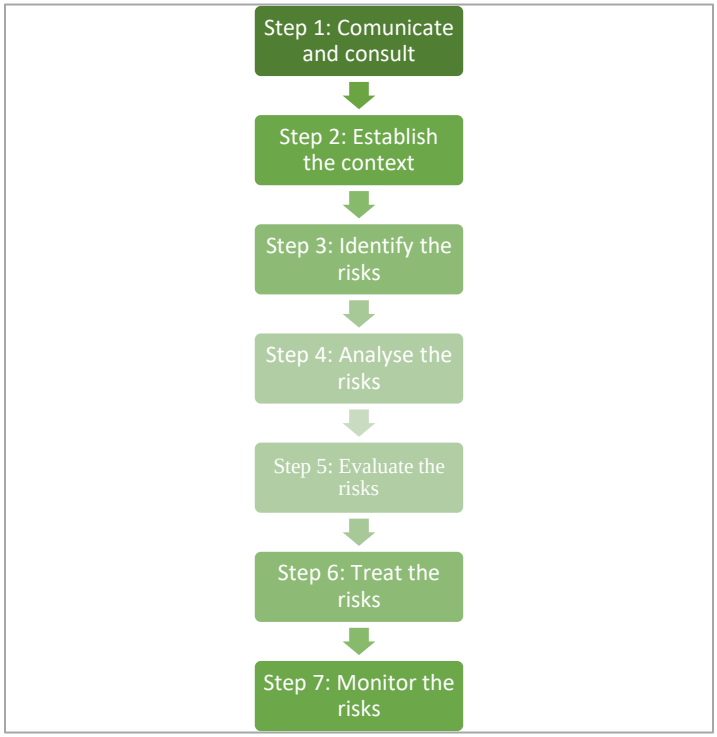


Figure: Risk Management Process of IBBL

Towards a better tomorrow- To fulfill the target of reducing poverty, saving the planet and ensuring prosperity in the economy by 2030, IBBL is following the Sustainable Development Goals (Global Goals) by UN Member States. In order to achieve the goal an organized and transparent corporate governance culture is maintained by the bank. The responsibilities, roles, policies as well as management level is properly established so that the path toward the goal becomes smooth. IBBL has even revamped and enhanced its CSR policy on 2022, in accordance with Bangladesh Bank. The updated policy mentions social needs related to employee, healthcare and education assistance to the children of non- executive staff members.

Chapter Four: Recommendation

Though an organization fulfills all its duties and responsibilities in a particular aspect, there remains lacking one way or the other. Similarly, even after Islami Bank Bangladesh Limited completing almost every corner of corporate social responsibility, there still remains a few details which are missing.

- In the environmental area IBBL performs several activities for brining environmental improvement in the world, yet one missing point that should be brought to the light is Islami Bank Bangladesh Limited do not have a green office or eco-friendly office included in their infrastructure. In fact, none of their branch have sufficient natural air or light. There is no plant in the branch premises. While performing proper CSR activities in the environmental area, as an organization which maintains various corporate social responsibilities sincerely, IBBL should not only limit its environmental CSR practices by providing financial aid. They should also keep in mind that it falls under their CSR duty to keep the office premises eco-friendly by having sufficient number of plants as well as enough natural air and light in their infrastructure.

- Another noticeable recommendation for IBBL's CSR is that they should prioritize employee wellbeing more. It can be accepted that as a banking service provider and mostly being in the front desk service sector, the employees have to provide constant service to the customers. While performing their duties sometimes they do not even get the time for lunch. Even if they manage to take a break, the clients as well as the senior officers get dissatisfied. Moreover, they hardly get any vacation because there is no one to perform his/her duty in absence. Such practice performing constantly will result to negative outcome for the employees sooner or later. Thus, there should be a policy for the employee well being so that they are prioritized in terms of their psychological as well as physical health.

Chapter Five: Conclusion

Being the initiator of a welfare banking system, IBBL (Islami Bank Bangladesh Ltd.) has been performing few of the top-quality responsibilities in order to bring enhancement in the world by keeping compliance with the Shariah of Islam. Even before Bangladesh Bank implemented CSR regulations, IBBL being a follower of Islamic Shariah, started by establishing Sadaqah Fund. Along with that other organizations such as Islami Bank Hospital, Islami Bank Foundation, Islami Bank Institute of Technology Islami Bank Community Clinic and many more sister concerns were created to for bringing a change in the society. This report mentions all the aspects of Islami Bank Bangladesh Ltd.'s corporate social responsibility activities namely in the environmental sector, social sector and in the economic sector. Various charts and table are given to present a better understanding of the numerical data of the activities. Finally, through a few recommendations the way to improve the overall corporate social responsibility of IBBL and make it a 360degree approach is also included. By maintaining its current well established CSR policies in the future as well as by adapting with the new world IBBL will be able to establish itself as a symbol of ideal organization maintaining CSR activities.

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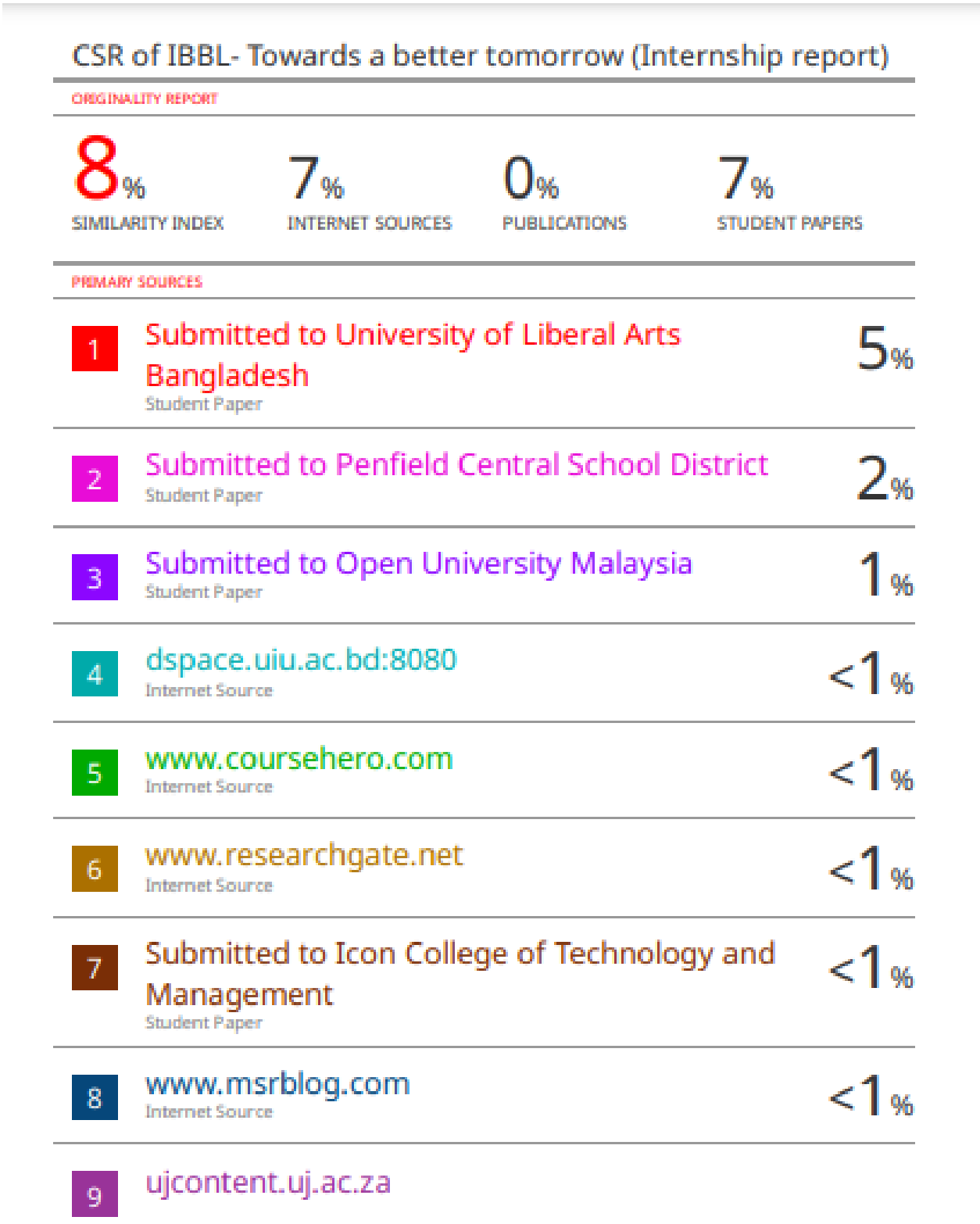
Appendix



CSR of IBBL- Towards a better tomorrow (Internship report)

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ISLAMI BANK TRAINING AND RESEARCH ACADEMY
13A/2A, Babar Road, Mohammadpur, Dhaka-1207.

Intern Evaluation Sheet (Individual)

Date: 26 NOV 2023

Name of Intern: Marzia Parvin Mou Roll No. 15121

Name of University: University of Liberal Arts Bangladesh

Authorized Officer: Md. Anowar Hossain Designation: FAVP

Branch: Dhanmondi B-6.

Using the following grade please evaluate the intern on the dimensions listed below (please tick the right choice):

Grading: *Excellent = 5, Very Good = 4, Good = 3, Average = 2, Below Average = 1*

Sl.	Traits	5	4	3	2	1	Remarks
1.	Initiative		✓				
2.	Creativity	✓					
3.	Commitment	✓					
4.	Maturity		✓				
5.	Ability To Learn		✓				
6.	Ability To Work Independently	✓					
7.	Utilization Of Time	✓					
8.	Ability To Work Under Pressure	✓					
9.	Acceptance & Constructive Use Of Criticism	✓					
10.	Personality	✓					

Aggregate Grading 4.7

Critical appreciation on the Intern's strengths and weaknesses and general career potential. Special comments concerning the overall Internship Program. You may use the back of this sheet, if necessary.

Official Seal

Authorized Officer & Seal

Md. Anowar Hossain
FAVP & GB Incharge AS No-1465
Islami Bank Bangladesh PLC.
Dhanmondi Branch, Dhaka

Manager (Operations)

Khondoker Md. Abdul Aziz
AVP & Manager Operations
Islami Bank Bangladesh PLC.
Dhanmondi Branch, Dhaka
AS No-2680, Ph: 48118930

Signature of the Manager & Seal

Mahmuda Sultana
SVP & Head of Branch, AS No: 1401
Islami Bank Bangladesh Ltd.
Banani, Dhaka-1209.