



Daffodil
International
University

Internship Report
On
**“Corporate Social Responsibility of Al-Arafah Islami Bank
Limited”**

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Letter of Transmittal

Date:10 January, 2023

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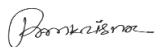
Subject: Submission Internship report on Corporate Social Responsibility of Al-Arafah Islami Bank Limited.

Respected Sir,

I am pleased to present my internship report on "**Corporate Social Responsibility (CSR) Activities of Al-Arafah Islami Bank Limited**" here. The only basis for this paper is the experience I gained during my internship at Al-Arafah Islami Bank Limited. I will be grateful and honored if you read my internship report and recognize my hard work and dedication. I have tried my best to effectively and efficiently portray the basic scenario of Corporate Social Responsibility of Al-Arafah Islami Bank Limited.

Finally, I would like to express my sincere gratitude and thanks to you for preparing this report. I will be happy to answer your questions on this topic.

Best Regards,



Ramkrisna Saha

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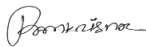
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Declaration

I solemnly declare that this internship report work titled “**Corporate Social Responsibility Activities of Al-Arafah Islami Bank Limited**” is one of my major works under the supervision of **Dr. Md. Abdur Rauf, Associate Professor**, Department of Business Administration, Faculty of Business and Entrepreneurship, Daffodil International University.

No part of this report has been previously submitted to any other organization and I am gathering all the information from the internet and senior executives of my bank.

I have also done more to identify the category against my loss or damage if it arises from the breach of the obligation imposed against it.



Ramkrisna Saha

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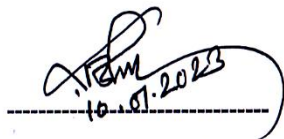
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Approval Certificate

To certify that **Ramakrishna Saha, ID: 192-11-883, BBA (Finance)**, is a regular student of Daffodil International University, Department of Business Administration, Faculty of Business and Entrepreneurship. He has successfully completed his internship program at Al-Arafah Islami Bank Limited and prepared for this internship under my direct supervision. His assigned internship topic is “**Corporate Social Responsibility Activities of Al-Arafah Islami Bank Limited**”. I feel that the report is well-intentioned in fulfilling the partial requirements of the BBA program.

I wish him success in the future.



Handwritten signature of Dr. Md. Abdur Rouf, dated 10.07.2023, written over a dashed line.

Dr. Md. Abdur Rouf
Associate Professor
Department of Business Administration
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Acknowledgment

First of all, I would like to express my sincere gratitude to God for allowing me the capacity and stamina to finish my report on the "**Corporate Social Responsibility Activities of Al-Arafah Islami Bank Limited.**" I would like to express my gratitude to **Dr. MD. Abdur Rouf, Associate Professor, at Daffodil International University**, for his continuous support and direction. Without his informed comments and suggestions, this report would not have been able to be finished.

I sincerely appreciate Al- Arafah Islami Bank Limited having me work there as an intern. I want to express my gratitude to **Mohammad Ali Haider** (Principal Officer, AIBL Mohakhali Branch), **Md. Aminur Rahaman Khan** (Executive Officer, AIBL Mohakhali Branch), for their guidance and inspiration throughout my internship.

Executive Summary:

A management idea known as "corporate social responsibility" (CSR) promotes companies to integrate social and environmental concerns into their everyday operations and interactions with stakeholders. "**Corporate Social Responsibility Practices at Al Arafah Islamic Bank** - An Internship Report on Al-Arafah Islami Bank Limited," was developed to fulfill the internship program, which is also required to complete the BBA degree. Four chapters make up this report: Introduction, Methodology, Bangladesh Bank CSR Guideline, and CSR practices of AIBL and Finding Recommendations; Conclusion; Appendix, and references. The main objective of this study is to describe Bangladesh banks guideline for financial institution on CSR activities and to present the overall CSR practice of Al-Arafah Islami Bank Limited (AIBL). This descriptive study used secondary data. AIBL is dedicated to conducting all financial activities in accordance with Islamic principles. By applying Islamic principles, AIBL ensures successful and efficient banking operations. This study also contrasted the CSR policies of AIBL and other Islamic banks in Bangladesh. The investigation revealed that AIBL supported mostly health, education, disaster relief, and social welfare. AIBL should increase its CSR efforts by supporting performing arts, visual arts, and culture like other banks. For Islamic banking services and CSR efforts, AIBL needs an effective marketing plan. They should make more promotional efforts to improve their public image.

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Chapter 1:

Introduction

1.1 Introduction:

Al Arafah Islami Bank Limited. Where I am interning. So, I prepared an internship report on AIBL's CSR activities. Islam has its own organized teachings, including prohibitions on exploitation, abstinence from usury and speculation, and other special rules. The main guidelines of this process so that the banking system of Islam is doing banking business based on Islamic guidelines? Al Arafah Islamic Bank Limited is the largest and largest private bank in the commercial sector of Bangladesh. Accordingly, there are a number of private commercial banks that can compete with AIBL. This banking system aims to achieve the goal of an Islamic economy based on a well-structured Islamic monetary system. My internship report was prepared to evaluate my knowledge including the BBA program and CSR. This was part of my internship at the Mohakhali Branch of Al Arafah Islamic Bank Limited. So, I have to write a report on the CSR activities of AIBL. The internship report is divided into Four chapters, including an introduction, Bangladesh Bank CSR activities guideline, CSR practices of AIBL, findings, a discussion of CSR activities with recommendations, and a conclusion. Bangladesh is a growing country, and increased globalization is affecting the customer perception of the banking sector, so I am conducting this report on Corporate Social Responsibility.

1.2 Background of the Study:

As part of my internship program, I had to prepare this report. Based on Al-Arafah Islami Bank Limited, the report. This study makes understanding the history of AIBL's corporate social responsibility (CSR) much easier. It would also be beneficial to assess the present state of their financial activities. To address the unique needs of its customers, the AIBL Banking division regularly faces difficulties that are met by creating innovative products and services and engaging in (CSR) corporate social responsibility. Competition among nationalized private commercial banks is becoming more intense over time on. And banks are emphasizing offering their particular consumers more cutting-edge goods and services. All businesses strive to supply their fellow customers with superior service opportunities to compete in the fiercely competitive banking industry. Therefore, I set out to learn how they conduct their daily banking operations, how they practice corporate social responsibility (CSR), how they deal with the newest issues in providing service to their customers, and how successfully they launch new products for their customers. In-depth information about AIBL's banking CSR activities will be provided in this paper.

1.3 Scope of the Study:

Every student must have internship experience to apply their academic learning and gain real-world experience from any organization. This internship experience can be applied by a student to his potential field of employment.

Al Arafah Islami Bank (AIBL) allows me to learn from experience and prepare reports. Under the close supervision of associate Professor Dr. Abdur Rouf, the Department of Business Administration, Daffodil International University, I created this report. In this research, the overall perspective of CSR and banking operations of AIBL, their history and method, policies and assessment of Al Arafah Islami bank Ltd (AIBL), and other areas of activity are comprehensively investigated, and the findings are elucidated along with the depth analysis.

1.4 The objective of the Study:

The first goal of creating this report is to complete the BBA program's partial requirements. I've made an effort to provide a general overview of Al-Arafah Islami Bank Limited in this report. I have also demonstrated the pragmatic approach to corporate social responsibility in the main section (CSR). The report's objectives include the ones listed below.

Specific Objective

1. To describe Bangladesh Bank's guideline for Financial Institution on CSR activities
2. To present the overall CSR practice of AIBL
3. To provide recommendations on the basis of the findings of the study

1.5 Methodology:

From selecting a topic to writing the final report, the study necessitates a methodical approach. Key topics need to be discussed once the study's data sources were systematically located, gathered, categorized, evaluated, and presented. Data Sources:

For conducting sources, two sources are used:

1. Primary Source
2. Second Source

Secondary data source:

- Various notices were issued by Office Head Office and BB (Bangladesh Bank).
- Useful literature, reports, articles, and references.
- Annual Report of AL-Arafah Islami Bank Limited.
- Publications obtained from the library of AL-Arafah Islami Bank Limited.
- AL-Arafah Islami Bank Limited's official website.
- Bangladesh Bank Annual report

Data collection: Initial data was collected through Bangladesh bank annual report and Al-Arafah Islami bank Annual report.

1.6 Limitation of the study:

The study's focus is a report on the "**Corporate Social Responsibility (CSR)** of Al-Arafah Islami Bank Limited's Mohakhali Branch." The following are some of the study's major limitations:

- The most significant obstacle in the creation of the internship report was time; it was quite constrained, which eliminated numerous possibilities for an extensive investigation.
- The extent of correct analysis was constrained by the lack of sufficient books, papers, data, and numbers. The report would have been more beneficial and appealing if these restrictions had not existed.
- It was very difficult to collect data from such a big organization. My internship was at the Mohakhali Branch of Al-Arafah Islami Bank Limited.

Chapter 2:

Bangladesh Bank CSR Activities Guideline

2.1 Definition of Corporate Social Responsibility (CSR)

Corporate social responsibility is not formally defined anywhere, but the CSR approach It should be noted that the banking industry is slightly different from the development and economic sectors in terms of economic and social activities and meeting the expectations of shareholders CSR is commonly defined as a national and global perspective as well as concept analysis. After that, it can be described as follows:

CSR is a time-bound approach with short and long-term goals to balance the triple bottom line of social, environmental, and economic imperatives. Besides being philanthropic, CSR significantly addresses the key issues facing sustainable development through effective initiatives and community investment in the nation's sustainable and equitable growth. CSR to improve food quality and living conditions CSR to reduce all forms of inequality and social exclusion.

2.2 Objective of CSR

In order to carry out Bangladesh Bank's mission and vision of establishing subsidized advance loans in agriculture, CMSME, and green finance, the bank also focuses on underdeveloped areas such as hill clusters, coastal areas, and vulnerable tribal, and tribal populations. transgender and non-binary people; disabled people street children and women Those who suffer from gender discrimination and harassment Bangladesh Bank plans to conduct CSR objectives across the country for the socio-economic development of rural and urban marginalized groups through CSR facilitation Banks and financial institutions must play an important role.

2.3 CSR's vision and Mission

The basic vision of CSR concern is to preserve and integrate the basic rights of the underprivileged, disadvantaged, helpless, marginalized, and socially backward sections of the population with a view to eliminating all forms of poverty and inequality by ensuring that no one is left behind in society.

Bangladesh Bank's structure and cooperative measures to address vulnerable groups by introducing socially responsible financing policies make all banks and financial institutions proactively involved in their CSR initiatives.

2.4 Alignment with SDG and INDC

For SDG localization and implementation, Bangladesh has already paved the way. For each of the 2030 agenda's goals and targets, ministries and agencies have been given clear-cut duties to fulfill. Bangladesh is one of the signatories that included information about the climate actions they intended to take after 2020 as part of their INDCs under the Paris Agreement. As a result, the following sectors of CSR spending and target beneficiaries have been coordinated with pertinent SDGs goals and targets and INDC's commitment to Bangladesh:

- **CSR expenditure:** Education, health, income-generating, Infrastructure Development, Climate Change Mitigation, and Adaptation Disaster, Green SRF, Financial Inclusion, Sports and Culture.
- **Target Beneficiaries:** Vulnerable and undernourished men, women, and children of all ages living in the poverty line, Underprivileged students, street children, Indigenous peoples, family farmers, pastoralists, and fishermen, unemployed youth and adults, Climate-vulnerable and coastal women, children, and old people, People living in slums, informal settlements, remote areas, hill tracts, and islands Climate refugees, Students, unskilled and unemployed women, and youths; pensioners and the elderly; micro-enterprises, micro-merchants, and low-income households; freelancers; migrants.

2.5 Scope of CSR (sector and sub-sector)

Sustainable CSR programmers need to be structured in such a way that sustainability is key to addressing both projects and events. Through socially sustainable events and projects and financial institutions can carry out their CSR programs. And should focus on long-term projects instead of short-term events. CSR for banks and financial institutions covers business education, health, environment, climate, adaptation, disadvantaged groups, income generation activities, disaster management, infrastructure development, sports, culture, and other sectors.

2.5.1 Education:

Bangladesh Bank in their CSR circular has stated that all the banks and financial institutions in Bangladesh will spend 30 percent in the education sector so that the neglected children in the society can get a good education.

Banks and FIs should spend a minimum of 30% of their total CSR expenditure on the education sector, which includes:

1. Scholarships and stipends for students from low-income families enrolled in academic and vocational institutions (the scholarship and stipend selection process should contain sufficient data to prevent applicants from receiving benefits from multiple bank financial institutions). Support academic and technical vocational training institutions to improve facilities or serve students and trainees from underdeveloped rural and urban populations.
2. Job Central Vocational Training to increase advancement opportunities for underprivileged population; Support for education of mentally, and physically challenged, blind children, to prevent dropout. Stipend for employee's children and training awareness program to prevent own company harassment. To establish libraries, for the spread of knowledge and education across the country. To build a developed nation ICT and science laboratories need to be set up for schools/colleges in underprivileged and remote areas awareness raising programs for children torture child marriage human trafficking sanitary hygiene etc.
3. Financial literacy-related programs and research-related issues.

2.5.2 Health:

Bangladesh Bank has asked all banks and financial institutions to spend a minimum of 30 percent on medical care so that the underprivileged people of Bangladesh can get treatment at a low cost.

Banks and FIs should spend a minimum of 30% of their total CSR expenditure on the health sector that includes:

1. Preventive and curative health care needs to be subsidized for the underprivileged population, and the government needs to cover curative care for the poorest and most vulnerable for costly treatments like cancer, kidney disease, heart disease, liver disease, accidents related to arms trafficking, burns, acid burns, and sun surgery. Grants are required to help meet the costs associated with maintaining hospital and diagnostic center facilities that treat a large number of diseases in the underprivileged population.
2. Provision of safe drinking water Hygienic toilet facilities for poor households and floating population in urban areas Cost of preventive public health and hygiene

initiatives and cost of preventive public health to fight pandemic covid-19 SARS, AIDS, dengue, malaria, and other deadly diseases Quality hospitals Reducing infant mortality and improving maternal health by providing facilities and low-cost medicines Supporting welfare organizations for the well-being of the mentally and physically challenged Health care for the poor and helpless elderly.

3. Initiatives for Employee Safety and Wellness; Related Research Concerns

2.5.3 Environment and Climate Change Mitigation and Adaptation:

Climate change is a global phenomenon that poses a serious risk to poverty alleviation and threatens to set back decades of development efforts. The adverse effects of climate change are already associated with natural disasters becoming more frequent and more devastating. People in developing countries are especially vulnerable to these events due to their high dependence on natural resources and their limited capacity to cope with climate variability and extremes. Bangladesh is one of the most vulnerable countries in the world to the adverse effects of global development and climate change. Trade, tourism, environmental protection, ecosystems, products and services, and food security are the main development sectors of the country directly affected by climate change trends. Bangladesh Bank is the first central bank to initiate green banking initiatives to reduce carbon emissions through banking activities by promoting environmentally friendly practices.

Banks and financial institutions are required to spend a minimum of 20% of their total CSR expenditure on environment and climate change mitigation and adaptation including:

Rivers/Canals/Dams/Urban Drainage/Storm Sewage; Solar Energy/Power Plants; Roads, bridges/culverts in vulnerable areas; Housing/Cluster Villages/Growth Centres; Cyclone Shelters/Flood Shelters; Strengthening of embankment systems in coastal areas; sandwich panels for coastal dwellers; assistance to affected fishermen; Support for Livestock Sector; maintenance and construction of cyclone shelters and climate-proof housing; Adaptation in the health sector (ie implementation of surveillance systems for existing and emerging disease risks); Implementation of clean drinking water and sanitation programs in areas vulnerable to climate change and disaster-prone areas; Development of efficient water irrigation and water management systems; promotion of diversified crop production; coastal forestry and plantation; Research work on climate change;

2.5.4 Income-Generating Activities:

Banks and FIs may spend on the basis of the requirements that it demands.this is includes:

1. The bank aims to help farmers learn to use good technology and benefit the people of our country and through the use of technology they can increase crop yield and create animal farms and encourage farmers to use improved technology in fisheries and poultry. And financial institution takes care.
2. Creating new job opportunities, self-employment, and skill development programs for youth; Support towards blind people with equipment for self-employment;
3. Food, shelter, and on-hands training to helpless, orphans, blind, physically challenged, and old aged people; Training and capacity-building initiatives for distressed, vagabond, handicapped, and homeless people;

2.5.5 Disaster Management:

Disaster management has become an integral part of sustainable development. Disaster management activities can be referred to as promotion, mitigation, prevention, preparedness, response and recovery. Banks and financial institutions can spend their demands in this sector.

1. Providing financial assistance to organizations involved in disaster management activities Awareness raising programs for disaster management such as seminars, workshops, advertisements, leaflets, etc. Training for human resource development to ensure disaster management.
2. Emergency Disaster and Relief Emergency rescue services for damage caused by floods, cyclones, tidal waves, earthquakes, landslides, fires, cold, drought, heavy rains, river bursts, etc. Updating facilities and life-saving equipment like (Fire Brigade, Coast Guard) etc.

2.5.6 Infrastructure Development:

For more rapid economic growth and sustainable development, infrastructure development is crucial. Priority should be given to building infrastructure for underprivileged communities in outlying areas. Banks and FIs are permitted to spend based on the conditions that are demanded.

1. School buildings, libraries, children's parks, playgrounds, recreation centers and cultural centers (relating to art, music, dance, painting etc.) for vulnerable groups;
2. Development of village market infrastructure for better marketing of local agricultural produce; solar power generation projects and biogas generation projects in remote areas;
3. Setting up of infrastructure/sheds/buildings for cottage and micro product clusters; Development of tourism sector infrastructure in promising areas;

2.5.7 Sports and culture:

Banks and financial institutions can spend on their needs as part of their CSR activities to provide artistic, cultural, literary, sports and recreational facilities to the underprivileged for sports and cultural development in remote/underprivileged areas. This sector is included:

1. Financial assistance for organizing various indoor and outdoor sports competitions like football, volleyball, cricket, hockey, ha-doo-doo, kabaddi, chess, swimming etc. in rural areas;
2. Financial assistance for weaker players or those with serious injuries. This assistance will be applicable to coaches, teachers, writers, poets, singers, social workers, sports organizers as well as eminent persons of various recognized professions;
3. Allocation of CSR funds to organizations working for the country's history, heritage, culture, liberation war-related publications, raising awareness of the liberation war and organizing related events;
4. Funding for contemporary research work and projects undertaken on Bengali literature and language and other subjects.

2.5.8 others sectors:

A part from the sectors mentioned above, banks and FIs can provide CSR assistance if they feel that any individual/institution/entity (Prime Minister's Office, Government Organisation, etc.) is eligible for grant from CSR programmes. Such CSR contributions will be recognized and reported in other sectors. Such expenditure shall be fully and specifically disclosed in the applicable sector-wise CSR allocation (mentioned above) along with supporting documents in the statement/report submitted to Bangladesh Bank.

2.6 Financial inclusion under CSR:

The Bangladesh Banks and Financial Institutions Division of the Ministry of Finance has formulated the National Financial Inclusion Strategy (NFIS) approved by the Cabinet in May 2021 to ensure inclusive growth in the country. Banks and FIs can expand their CSR activities by integrating financial inclusion strategic goals and objectives. The following financial inclusion activities will be included in the CSR of Banks and FIs:

1. Banks offer "no-frills accounts" for student accounts, marginal farmers, and readymade garments (RMG) workers; Financial assistance to improve the quality of life/livelihood of the residents of backward areas like hills, haors, and enclaves of Bangladesh;
2. Support in promoting Mobile Financial Services (MFS) in remote areas; Financial assistance for street urchins/laboring children/technical education/financial literacy education;

2.7 Women empowerment:

Women in Bangladesh struggle and face barriers in almost every aspect of their lives, including access to health care, economic opportunity, occupational participation and finance. Bangladesh Bank seeks to facilitate the participation of women, reduce gender inequality and establish their fundamental rights.

Banks and FIs can take the following CSR initiatives to empower women across the country:

1. Support women education through financial assistance/scholarships; Skill development programs for unskilled women; Provision of machinery for self-employment of trained women; Financial support to women for a startup; food, shelter and hands-on training

for vulnerable/vulnerable women; Financial assistance/concessional loans to women without collateral;

2. Construction of women's hostel building; Construction of separate wash blocks for female students in school and college premises; Providing separate transport facility for women employees; participation of women in employment;

2.8 Prohibition in CSR Activities:

1. activities related to underage/child labour/forced labour; Threats to social value/public image in society;
2. Sponsorship of sports and cultural activities at international level; branding/advertising/business development;
3. Activities not supported by the country's laws and regulations;
4. threat of environmental disaster; Facilitation/Abit/Financing of Militancy and Terrorism.

Chapter 3:

CSR Practices of AIBL

3.1 AIBL's CSR Practices

CSR is at the core of Al Arafah Islami Bank Limited's corporate culture and policies. CSR is about making a profit while doing what is good for society and the environment. In addition to its own activities, AIBL is committed to making a beneficial impact around the world by supporting Al Arafah Islami Bank Limited programs that advance the nation. We also have to improve the standard of living in our country. Promote sustainability literacy and environmental responsibility by volunteering in the community and participating in educational initiatives that support causes.

Al Arafah Islami Bank Limited organizes social events and offers innovative solutions to their clients. The culture and ethics of Al Arafah Islami Bank Limited rely heavily on CSR and adhere to several investment principles approved by Islamic law and management decisions related to CSR. Respecting the bank's commitment to create a financial system that prioritizes social welfare through development projects and more in their own operations Prioritize social welfare through development projects, and Al Arafah Islami Bank has taken steps to incorporate its own ethical principles. In an effort to help mankind, they established a foundation called Al Arafah Islami Bank for the welfare of the people. AIBL follows some sectors, like education, health, culture, disaster management, sports, etc.; they follow the Bangladesh Bank CSR Guidelines.

3.2 Education:

According to Bangladesh Bank's CSR guidelines, all banks and financial institutions should spend 30% of their total CSR expenditure on education so that all underprivileged students in society can benefit and be well educated. can study, and they can contribute something to society.

Al Arafah Islami Bank Follow CSR According to Bangladesh Bank's CSR guidelines, they have spent the amount shown below in the education sector.

Al Arafah Islami Bank Limited 2020's total CSR expenditure is 284.14 million, and they spend 10.07 million on the education sector, which accounts for 3.4 percent of the total CSR expenditure, but according to Bangladesh Bank's CSR guidelines, the minimum of all banks is 30 percent of the education sector. Al Arafah Islami Bank did not properly follow the guidelines of Bangladesh Bank to charge the above expenses. Al Arafah Islami Bank's total CSR

expenditure in 2021 is 149.5 million, and they spend 6.50 million on the education sector. From 2020 to 2021, total CSR Expenditure spent 4.34 percent, which is very little; they spent a little more on CSR Expenditure. They should put more emphasis on education.

Al Arafah Islami Bank should place a greater emphasis on education so that all of society's underprivileged and students can take advantage of this opportunity. Through its CSR initiatives, AIBL makes significant contributions to the education sector. Several of them are listed below:

- **Scholarship program:** Al Arafah Islami Bank has launched a scholarship program for all the meritorious and underprivileged students of Bangladesh. The reason is that not a single good student should drop out so that they can continue all kinds of studies well, so they start scholarship programs in schools, colleges, national universities, public universities, private universities, medical colleges, and all educational institutions and madrasas. Al Arafah Islami Bank spent 2.57 million on the scholarship program in 2020 and 7.16 million in 2021, which is very good so that students from all walks of life can study well.
- **Training Intuition:** All the underprivileged boys and girls of the society can do something good with training from Al Arafah Islami Bank's training institution.
- **science Lab:** Al-Arafah Islami Bank Limited, as part of their corporate social responsibility, has donated three lakh taka to Azaharuddin Rabeya Sarwar High School, Balakar, to build a new science lab so that the underprivileged students in the society can get better education and have a better science lab. So that they can contribute to society and create new and innovative things that benefit society.
- Al Arafah Islami Bank Limited, under their corporate social responsibility, provided 147 computers to the International Islamic University to install computer vision and intelligent systems so that students could learn better and contribute to society.
- AIBL Foundation established Al-Arafah Islamic International School and College in Dhanmondi in 1998 with the aim of establishing Islamic peace and equality for future generations. The basic objective of these Islamic schools and colleges is to educate all the youth in Islam for their future.
- A library run by AIBL has been built in Chittagong in a safe and healthy environment. It has a collection of 23000 outstanding books for academics, students, professionals, bankers, doctors, engineers, politicians, writers, journalists, and even children. This

library was established in the year 2000 and is located in a convenient location that is available to anyone.

- As part of its CSR efforts, AIBL has given 100 computers to the Madrasa authorities at Jamia Islamia Ubaidia Nanupur in Fatikchari, Chittagong. AIBL donates 100 computers to underprivileged students and members of society to do good in technology.
- Both the AIBL Madrasa and the English Medium School: It was started by AIBL as a marketing strategy to differentiate them from its competitors. It has created some special values. AIBL offers O' and A' level instruction as per UK curriculum requirements. Additionally, students participate in various national handwriting competitions. AIBL stands out as a leader in the educational sector by offering an enriched curriculum that goes beyond the traditional British system. The curriculum offered by AIBL is not only modern, but it also offers students the opportunity to build valuable skills for the future. AIBL's curriculum prepares students to become leaders in their respective fields, equipping them with the knowledge and skills needed to excel in the modern world.
- AIBL paid tk. 10.00 lakhs for the award presentation event of the National Hifzul Quran Recitation Competition in 2021, which will act as an inspiration for Hifz students to raise the standard and quality of recitation of the Holy Quran to a level where it is internationally competitive.

3.3 Health:

Bangladesh Bank, in its CSR guidelines, has said that all banks and financial institutions in Bangladesh should spend a minimum of 30% on their CSR total expenditure so that the underprivileged people of the society can get free and low-cost treatment. Bangladesh Bank has asked all banks and financial institutions to focus on the health sector in order to ensure that it receives all necessary treatment.

Al Arafah Islami Bank conducts its CSR activities by following Bangladesh Bank's CSR guidelines. Al Arafah Islami Bank's total CSR expenditure in 2020 is above 284.14 million, which is 5.92% of the total expenditure of 16.14 million. In 2021, their total CSR expenditure will be 149.60 million, with 87.10 million going to the health sector. The guidelines of the Bangladesh Bank were to spend a minimum of 30 percent on the health sector. In 2020, Al

Arafah Islami Bank could not perform that well, but in 2021, they improved the 58.22% they spent by helping above, which is the highest spend. 28.2 percent more than the guidelines given by the Bangladesh Bank. Al Arafah Islami Bank has done a lot for the underprivileged people on COVID-19 by distributing them as well as hand sanitizers and masks so that everyone can be a little healthier as a result of the COVID-19 situation.

- AIBL foundation Kidney Dialysis Center: Al-Arafah Islami Bank Limited has a kidney dialysis center so that all people and underprivileged people in society can receive good quality treatment at a low cost, and the kidney dialysis center is always open to serve people. And the reason for establishing the Al Arafah Islami Bank Limited Kidney Dialysis Center is that there are people in society who cannot afford to suffer much in terms of kidney transplantation, so kidney transplantation is done at a low cost for them if the center is managed by international quality doctors and services are provided. To provide cost-effective treatment to kidney patients in Bangladesh, AIBL has built a kidney transplant facility of the highest international standards. This facility is located in both Chittagong and Dhaka. AIBL Foundation is dedicated to continuing to provide medical assistance to all the underprivileged citizens of our country. They have received many compliments from patients regarding the high standards of care that they receive at our center. Many of our favorite patients are referred from other centers around the country for exceptional surgical skills as well as our warm and compassionate attitude towards the patients.
- AIBL donate of General and cancer Hospital: Al-Arafah Islami Bank Limited donates one million taka from its CSR department to build a general and cancer hospital, a research foundation, a diabetes center, and a new hospital.
- Covid-19: AIBL's management has provided food and health-related supplies worth Rs 2.55 crore to individuals in various parts of the country affected by the Covid-19 pandemic. AIBL has been providing relief goods and services to those affected by Covid-19, including food rations, medical items such as masks and sanitizers, and essential household items.

3.4 Environmental Protection:

Bangladesh Bank has stated in its CSR guidelines that all banks and financial institutions in Bangladesh spend 20 percent of their total CSR expenditure on environment protection and

climate change mitigation and adaptation. As a result, Bangladesh's banks and financial institutions should stand by those people and address the issues that the people of the society are facing as a result of the change in investment caused by climate change.

Al Arafah Islami Bank Limited's total CSR expenditure in 2020 was 284.14 million, of which 15.6 million was spent on environmental protection. According to Bangladesh Bank guidelines, a minimum of 20% should be spent on environmental protection. However, Al Arafah Islami Bank's total CSR expenditure in 2021 will be 149.60 percent of the 56 million it spends on environmental protection. Al Arafah Islami Bank Limited spends 37.43 percent of its total CSR, which is very good. Al Arafah Islami Bank Limited spent 17% more on environmental protection in 2021 than Bangladesh Bank guidelines. Areas where Al Arafah Islami Bank spends on environment protection and climate change mitigation and adaptation are shown below.

1. Al Arafah Islami Bank Environment Protection always stands by the helpless people to deal with the calamity that befalls society due to climate change. And Al Arafah Islami Bank Limited tries to meet the disaster that people face due to the collapse of dams and canals; it helps them to some extent.
2. Floods, cyclones, and other natural disasters make people victims in our country every year, and Al Arafah Islami Bank helps them to some extent to mitigate their losses.
3. Due to climate change in our country, the fishermen there have to face a lot of losses. The Al-Arafah Islami Bank hopes to improve this situation.
4. The livestock sector in our country is greatly affected by climate change. Al Arafah Islami Bank provides some assistance to those animals that die or are lost due to the floods so that they can start again.
5. It is very distressing that the health of people in our country will be affected by climate change. All those people who are victims of climate change are rehabilitated or given good treatment by Al Arafah Islami Bank.
6. Climate change Vulnerable areas and disaster-prone areas need clean drinking water, and programs need to be implemented so that they have access to everything during disasters and can stay disaster free from various diseases and keep themselves in good shape. Al Arafah Islami Bank tries to inform them about everything at this time.

3.5 income generating Activities:

In its CSR guidelines, Bangladesh Bank has asked financial institutions and banks to spend according to demand on income-generating activities so that all underprivileged people in society can participate in various activities such as housing all types of training people and banks and financial institutions.

Following Bangladesh Bank CSR guidelines, AIBL focuses on income-generating activities to benefit the society's underprivileged people through training, self-employment, technology use, becoming well-skilled workers, and creating job opportunities.

1. Al Arafah Islami Bank Limited aims to use good technology for farmers, and by learning the use of technology, they can increase the yield of good crops and reduce the cost by using technology. They can create different types of farms, like poultry farms; they can do this through technology, and they can create new jobs and give jobs to other people. Because of this technology, Al Arafah Islami Bank does a lot of work on them. and distribute many agricultural products so that they can give back to society.
2. Al Arafah Islami Bank has created many job sectors where people are employed, and through self-employment, people are able to turn their lives around. Through the skill development program, young boys and girls are learning many jobs using technology and attempting to do something on their own.
3. Al-Arafah Islami Bank Limited They are increasing capacity for people who are unable to perform the work. and those who are homeless by training them to do something so that they can have a better life.

3.6 Disasters Management:

Bangladesh Bank's CSR guidelines state that disaster management has become an integral part of sustainable development and that disaster management activities should promote, mitigation, prevention, and be referred to as preparedness response and recovery so that society can survive any disaster. so that people can make returns and banks and financial institutions have to spend based on their requirements and demands.

Following Bangladesh Bank's CSR guidelines Al-Arafah Islami Bank Limited's total CSR total expenditure in 2020 is 284.14 million for the disaster management sector, and they spend 8.51 million on the sector. Total CSR expenditure is 2.99%, which they spend on disaster management. And in 2021, they did not spend any money in the disaster management sector, so they did not follow the guidelines given by the Bangladesh Bank. Below are the sectors in which Al Arafah Islamic Bank Disaster Management has donated.

1. Al Arafah Islami Bank Limited provides financial assistance to organizations involved in disaster management activities in order to raise awareness and distribute programs, seminars, workshops, lift late, and so on so that the people of society understand what we should and should not do in the event of a disaster.
2. Al Arafah Islami Bank Limited offers grants on these topics in order to build training centers for human resource development and disaster management.
3. Al-Arafah Islami Bank Limited always focuses on disaster management because it is difficult to predict when a natural disaster will hit the country, so they are always ready to donate for emergency disaster relief and earthquakes in the area. to assist and distribute blankets to people affected by landslides, fires, and cold weather. Al-Arafah Islami Bank Limited has always donated to these emergencies and provided services.
4. Al Arafah Islami Bank Limited has distributed 2 lac blankets for distribution to the society's cold people.
5. In line with its CSR initiatives, Al-Arafah Islamic Bank has provided food and health care to the poor and destitute residents of Patia, Chittagong. As part of its CSR efforts, AIBL has provided 75,000 blankets to the cold-hit citizens of the country.

3.7 Infrastructure development:

Bangladesh Bank in its CSR guidelines has stated that banks and financial institutions should, as part of their CSR activities, spend on the development of schools, colleges, and madrasas in underprivileged areas and on the development of sports and culture to provide free facilities to the underprivileged in culture, literature, and sports so that the underprivileged people of society get some benefit from it.

Al-Arafah Islami Bank Limited follows the CSR guidelines; they focus on the underdeveloped areas of the country and spend on the construction of schools, colleges, and madrasas so that the underprivileged people of society can benefit.

1. Al Arafah Islami Bank Limited is involved in CSR activities in the development sector, such as helping to schools and colleges, madrasas, and science labs so that the society's underprivileged students can learn something.
2. Recently, Al-Arafah Islami Bank Limited began the construction of a new building for a madrasa and an international school and college in Dhaka.
3. Al Arafah Islami Bank Limited They invest in societal infrastructure development, farmer development, fisheries development, poverty reduction, and the development of animal resources so that the society's youth and those who live there can improve.
4. Al Arafah Islami Bank Limited has donated 10 crores of taka to the Prime Minister's Relief Fund so that the underprivileged people of society can enjoy the benefits.

3.8 Sports and Cultural Activities:

According to Bangladesh Bank CSR guidelines, all banks and financial institutions in Bangladesh should spend on cultural activities and sports so that people in the society can continue to participate in these activities and sports.

Al Arafah Islami Bank adheres to CSR guidelines; they make numerous donations to provide literary, sporting, and entertainment opportunities, as well as facilities for the development of sports and culture in underserved areas of society. In 2020, their total CSR expenditure was 284.14 million. But they spend 6.68 million on cultural activities and sports, which is a total expenditure of 2.35 percent. This is very little, and more needs to be done on cultural activities and sports. And in 2021, they did not spend on cultural activities of any kind.

1. Al-Arafah Islami Bank Limited provides financial support for organizing various entertainment competitions like football, cricket, hockey, kabaddi, etc. in rural areas.
2. Al Arafah Islami Bank Limited has set up a training center for the training of teachers so that the teachers can receive good training and provide good education to the students.
3. Al Arafah Islami Bank has created a research center for those who are engaged in research work so that they can improve the country through research.
4. Al-Arafah Islami Bank Ltd works for the country's history and heritage culture by publishing publications related to the liberation war, raising awareness about the liberation war, organizing related events, and making some donations to the Prime Minister's Fund.
5. A library run by AIBL has been built in Chittagong in a safe and healthy environment. It has a collection of 23000 outstanding books for academics, students, professionals, bankers, doctors, engineers, politicians, writers, journalists, and even children.

3.9 other sectors:

Al Arafah Islami Bank is above the others in following Bangladesh Bank's CSR guidelines. Their total CSR expenditure in 2020 is 200.84 million baht over others' (226.81 million), which is 79.84% better than their total expenditure. Below is the donation made by Al-Arafah Islami Bank Limited to Others Sector:

1. Al Arafah Islami Bank Limited has contributed Tk 10 crore to the Prime Minister's Relief and Welfare Fund for food-insecure people.
2. Al Arafah Islami Bank Limited has donated Tk 1 crore to the Prime Minister's Welfare Fund and Relief Fund. So that the people in society who have suffered losses as a result of the fire accident can contribute a little to making the losses less severe.
3. They donated 2 lakh blankets to the Al Arafah Islami Bank Prime Minister's Relief Fund to distribute among the cold hit people.
4. Prime Minister's Relief Fund has received a grant of Rs 5.00 crore to combat the COVID-19 pandemic. This is an important and timely step in aiding those who are most affected by the pandemic
5. Additionally, AIBL's management has provided food and health-related supplies worth Rs 2.55 crore to individuals in various parts of the country affected by the Covid-19 pandemic.

6. AIBL has been providing relief goods and services to those affected by Covid-19, including food rations, medical items such as masks and sanitizers, and essential household items.
7. All the employees of Al Arafah Islami Bank Limited have donated one day's salary to the Prime Minister's Welfare Fund for the coronavirus pandemic, which is 43,18,340 taka.

3.10 AIBL Financial inclusion under CSR:

Al Arafah Islami Bank Limited provides assistance to the underprivileged members of society through financial inclusion as part of its CSR efforts. And the work they have begun by providing mobile services and financial mobile services to marginal farmers, garment workers, students, and people in hilly areas of Bangladesh, as well as scholarship money through student accounts. By doing this, the members of society benefit.

1. Al-Arafah Islami Bank Limited is thinking about the people, and they are operating mobile banking services so that the people suffer less. And if the customer wants, they can do all the work at home and transact money through the mobile app.
2. Al Arafah Islami Bank has allowed students to open student accounts so that they can remit their scholarship money through their accounts.
3. Al-Arafah Islami Bank Ltd make various investments for farmers, and while at Farmers they can do something good in agriculture through that investment, AIBL has introduced SME services for farmers.
4. Al Arafah Islami Bank Limited is dedicated to helping the underprivileged in society by providing financial assistance, and increasing their education and literacy rates.

3.11 AIBL Women empowerment Activities:

Women in Bangladesh struggle and face obstacles in almost every aspect of their lives. That is why Al Arafah Islami Bank Limited has undertaken various projects to make women entrepreneurs, including providing them financial support, supporting women's education through growth, taking part in development programs for unskilled women, making arrangements for the self-employment of trained women, and educating women, making

arrangements for the self-employment of trained women, and educating women. providing food, hands-on training, financial support so they can become entrepreneurs.

1. Al Arafah Islami Bank Limited provides scholarships for women's education.
2. Al Arafah Islami Bank is creating job sector for women.
3. Al-Arafah Islami Bank Limited invests for women entrepreneurship without any hassle.
4. Al Arafah Islami Bank provides skill development programs for women.

3.12 Prohibition in CSR Activities:

1. It is the responsibility of everyone in our society to stop activities related to minor and child labor and forced labour. These issues will be a threat to the social value and public image in the society
2. Al Arafah sponsors Islami Bank, which sponsors cultural activities on a global scale.
3. Al Arafah Islami Bank Limited engages in branding, advertising, and business development activities through CSR.
4. Al-Arafah Islami Bank Limited undertakes environmental disaster threats and a program to ensure that no one is involved in militancy and terrorism.

3.13 CSR benefits for AIBL and its Customer:

For bank,

1. Build Customer Trust:

CSR is a way to build trust by coming to charity organizations, in contrast to making donations, which Al Arafah Islami Bank should do for local people. The Nursing Home Senior Center is an initiative for senior citizens and in addition to financial support, it is necessary to organize public education days where people can get free advice. In this way, we can strengthen our customer relationships and gain their trust.

2. Provide positive customer outreach:

Active in customer outreach and special invention activities that can generate significant coverage and media interest for the bank. Provide educational materials to involved children, their parents, and the media in their neighborhood. Positive social

interactions at Al-Arafah Islami Bank can change how people perceive an organization and actively help improve its public image. Al Arafah Islami Bank customers can develop a relationship with you because of your dedication to the neighborhood and the significance of their support. With all of your efforts, trust and their environment can be advantageous.

3. Customer appreciate:

People feel better about supporting businesses where they believe their money is being used wisely where they believe shareholders and decision-makers truly care about their well-being and their environment, they invest their money wisely. How customers choose Al Arafah Islami Bank's products can reflect how committed they are to Al Arafah Islami Bank's business as well as the advice and popular support for it. Al Arafah Islami Bank should focus on incorporating social responsibility into its business models to increase customer loyalty and build a positive reputation with the public. Such corporate social responsibility initiatives can demonstrate to customers that a company is not only interested in making profits but also in sharing those profits with others. interested in using it for the benefit of the community. Banks that demonstrate social responsibility can expect to increase their customer loyalty and public support because customers feel more favorably toward businesses that prioritize community benefits over profit-making and use their profits to improve community benefits through engagement. Banks can demonstrate that they are actively investing in making trust a better place.

4. Positive Boost to Employee Productivity and Engagement:

While CSR greatly benefits marketing, customer satisfaction, and consumer status, an internal term increases employee relations and creativity among employees. Long-term business benefits from CSR include a more cohesive and committed workforce that is driven by AIBL's social mission. and can both benefit from and improve a sustainability climate by developing a strong corporate social responsibility program. Although not everyone is concerned with social justice or social responsibility, many people value

and respect CSR initiatives as active members of their communities and as potential customers because they understand how important it is for AIBL to do respectable work for the bank. When it comes to customer support, creativity, engagement, and company representatives, this festival can pay off significantly over time with a positive impact on socially responsible communities like this bank. With improved employees, this significant and lasting impact can increase corporate investment leverage.

5. **CSR Programs Drive Real Value:**

Investing in your community has many benefits, such as employee motivation, high customer satisfaction, reduced downside risk, and the strengthening of relationships with regional shareholders. Although the most visible form of corporate social responsibility is directed internally in the form of vastly improved relationships, perceptions, and customer perceptions, all of these benefits and objectives also include improved media coverage and increased awareness. Giving your community access to the organizations they need is the first step in empowering them to make smart choices because they'll be in a better position to take out loans, invest, start businesses, pay off loans, and engage in other activities that boost the local economy when people in a community have information. All of these things are much more likely to help them make informed and wise investment decisions.

CSR Benefit for its Customer:

- 1) **Green banking help for customer:** The environmental sustainability concerns of banks gave rise to the concept of "green banking," which should primarily benefit society. The banking industry and the economy are regarded as critical components of green finance. Green banking means activities green banking is environmentally friendly as well as improving operations and technology to protect the environment from the environmental impacts of normal banking and its activities. Customers have benefited a lot from green banking as they can minimize their costs, the amount of paper used has been reduced, and they can do bank transactions and withdraw money from anywhere they want. able to collect documents, through Al Arafah Islami Bank, the

paper used by the customers earlier has been reduced, and they have become more economical and can minimize the cost, thus profiting.

2) Employees productivity benefit for customer:

CSR programs contribute to improving social and environmental issues by attracting new talent as well as keeping employees engaged, productive, and loyal. Customers can easily complete their tasks thanks to skilled workers, and if the customer has any questions, they are promptly answered, and they are informed about any societal work. Customer benefit for well-skilled employees Customers don't know the financial sector Customers take advice from employees on topics they don't understand, such as finance, and then go to the bank.

3) Customer benefit for health sector: Arafah Islami Bank Limited they have a charity organization that is kidney hospital in this hospital people can get their kidney transplant. Customers get many benefits through charity hospital, if they have kidney problems, they can get kidney transplant very easily and at low cost.

4) Customers benefit for education sectors:

Al-Arafah Islami Bank Limited's CSR department can get benefits from the customers, such as by building schools in development areas, creating science labs for students to study, building roads so that students can go to school well, and providing good education for the teacher training system. may benefit from the opening of research institutions and vocational training institutions.

3.14 AIBL Prove CSR to their customer:

Al-Arafah Islami Bank Limited has proven to its customers that we provide financial assistance to the underprivileged through our CSR department. For example, in underdeveloped areas, we provide financial support for the construction of schools, science labs, hospitals, cancer and general hospitals, and the establishment of libraries. And Chittagong City Corporation has donated for waste disposal systems, and we are doing many other things.

1. Student scholarship program: Al-Arafah Islami Bank Limited has created an opportunity for more poor children to study through the Student Scholarship Program where they will receive some money to continue their studies.
2. Award program: AIBL paid tk. 10.00 lakhs for the award presentation event of the National Hifzul Quran Recitation Competition in 2021, which will act as an inspiration

for Hifz students to raise the standard and quality of recitation of the Holy Quran to a level where it is internationally competitive.

3. Philanthropic CSR Activities:

AIBL can engage in philanthropic CSR by donating to non-profits or charities and giving back to the community in other ways that benefit society as a whole. Al Arafah Islami Bank funds educational initiatives and local schools to ensure that educators have access to the information and devices they need to succeed in their studies. Such philanthropic CSR is an invaluable investment in the future as it allows students to reach their potential and become all members of society. Demonstrating that such philanthropic CSR can have a significant positive impact on a community and development.

Chapter 4:

Finding, Recommendations, Conclusion, Appendix, References

4.1 Finding:

1. **Youth Program:** Bangladesh Bank's CSR guidelines state that providing job-centered vocational training will expand advancement opportunities for the underprivileged population. Still, Al Arafah Islami Bank has not followed but must follow them.
2. **Education Campaign:** Al Arafah Islami Bank refuses to comply with Bangladesh Bank's CSR guidelines. Still, it must follow, which states that the bank must support the education of children who are blind, physically disabled, or both.
3. **Awareness program:** According to Bangladesh Bank's CSR guidelines, Al Arafah Islami Bank should have implemented programs to raise awareness of child abuse, prevent child marriage, and stop human trafficking. Still, it has not done so but must follow.
4. **Promote Public Health:** Al Arafah Islami Bank Limited has not complied with Bangladesh Bank's CSR guidelines but must follow them, which state that funding should be provided for initiatives that promote preventive public health and hygiene among urban populations as well as the provision of safe drinking water and sanitary toilet facilities for low-income families.
5. **Female Hostel:** Al Arafah Islami Bank Limited has not implemented Bangladesh Bank's CSR guidelines but it must follow them, which state that it will contribute financially to the development of women's hostel buildings.

4.2 Recommendations:

1. **Youth Program:** Al-Arafah Islami Bank Limited can provide more training to job-oriented candidates by opening vocational training institutions in underdeveloped areas and can expand opportunities for advancement for disadvantaged populations.
2. **Education Campaign:** Al-Arafah Islami Bank Limited can support the education of mentally and physically challenged or blind children. They can provide accommodation for the physically challenged and for the education of blind children they can open a school where blind children can study.
3. **Awareness Program:** Al-Arafah Islami Bank Limited can do an awareness-raising program on child abuse and can have programs to prevent child marriage as well as human trafficking. Through programs in different areas, they can inform all people that child abuse is not right, child marriage is not right, and human trafficking is not right. They should refrain from these.
4. **Promote Public Health:** Al Arafah Islami Bank Limited can concentrate on providing safe drinking water to low-income families and can construct hygienic toilet facility systems for those families. Additionally, they can offer them funding and awareness-raising guidance for programs that promote good hygiene and public health for city dwellers.
5. **Female Hostel:** Al Arafah Islami Bank Ltd can provide financial assistance in the construction of a Female hostel building.

4.3 Conclusion:

Bangladesh is a developing nation with several issues. When it comes to resolving issues, the government frequently finds them incapable. Because AIBL is a leader in corporate social responsibility and actively promotes social welfare, we can claim that AIBL is a force behind the development of the concept of CSR. Developing nations have combined information and concepts of social responsibility with their pursuit of maximum profit. Numerous public and commercial enterprises engage in CSR initiatives that support charitable causes and long-term societal progress. This internship report research discovered that CSR initiatives are just used to uphold company policies without any altruistic goal, foster social activities appropriately, and foster social responsibility. The expansion of business or branding as well as fostering a positive company reputation and recognition are the final reasons why corporate organizations, including banks, engage in CSR. Therefore, CSR initiatives have a significant influence on society and a tremendous potential to benefit families, society, and the country.

4.4 Appendix:

AIBL: Al-Arafah Islami Bank Limited

CSR: Corporate Social Responsibility

UK: United Kingdom

ATM: Automated Teller Machine

SME: Small and Medium Enterprise

DIU: Daffodil International University

BB: Bangladesh Bank

SFU: Sustainable Finance Unit

SDGs: Sustainable Development Goals

INDC: Intended Nationally Determined Contributions

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