



Environmental, Social and Governance Report 2017

Letter from Our President and CEO

Our Environmental, Social and Governance (ESG) report reflects our values and allows us to share with you the success stories that we have had with our stakeholders and within our communities.

Over the years, we have not only grown as a bank in terms of our balance sheet but have also forged partnerships to ensure social and economic progress. We have taken a number of steps towards investing in our employees as well as focusing on our customers through responsible products and services.

Highlights of our ESG efforts in 2017 include the following:

- Becoming the first bank to be accredited by the Green Climate Fund (GCF) Pakistan Board to apply for international funding from the GCF
- Being accredited by WWF as the first commercial bank in Pakistan to be a Green Office
- Empowering youth by offering them loan facilities under the Prime Ministers Youth Business Loan (PMYBL) Program in order to establish or expand their businesses. In 2017, JS Bank partnered with Careem Networks and Nestle Pakistan under this initiative
- Developing and amending policies such as the Equal Opportunity Employment and Gender Policy to incorporate gender sensitive issues throughout the Bank as well as in potential investments

As we proceed ahead, we look towards positioning ourselves for sustainable growth. This report provides information on initiatives we have undertaken to act as a responsible corporate institution.

Khalid Imran
President and CEO

Table of Contents

About This Report	Our Bank at a Glance Our Year at a Glance Stakeholder Engagement
Upholding Good Governance	Our Corporate Values Code of Conduct Policy Participation Leadership Policies
Serving our Customers	Retail Banking Corporate and Commercial Banking Small and Medium Enterprises (SMEs) Consumer Finance Digital Banking Home Remittances Agricultural Finance
Investing in Employee Development	JS Bank Learning Academy Management Trainee Program Growth and Diversity
Employee Snapshots	
Promoting Sustainable Ventures	Applying for Climate Finance Partnering with USAID for Clean Energy Financing Bringing Basic Financial Services to the Underserved Supporting Young Digital Entrepreneurs Solar Energy Financing for Homes
Supporting our Communities	Financing Micro Lenders Promoting SMEs Iftaar for the Underprivileged Sharing the Gift of Vision and Good Health Being the First to Respond to Emergencies Educating the Future Recognizing People's Potential Lending to the Youth Sponsoring Opportunities for Social Changemakers Promoting the Arts
Managing our Operational Footprint	Solarizing Branches Reducing Our Carbon Footprint Minimizing Use of Resources through IT Initiatives Case Study: Managed Printing



About this Report

This report highlights the Environmental, Social and Governance (ESG) issues that JS Bank views as being important to our business in the year 2017. It should be viewed as a supplement to our Annual Report.

We are committed to providing our stakeholders with information on how we are using our resources and capabilities to make a difference in the pressing challenges that surround us.

The report is a reflection of our commitment to transparency and in dispensing our fiduciary responsibility to our stakeholders. It covers some of the most important aspects of our work and showcases our contribution towards a better and more prosperous Pakistan.

Yawar A. Herekar
Head of Economics and Sustainability

About this Report

Our Bank at a Glance

JS Bank is one of the fastest growing banks in Pakistan. At the end of 2017, we had 323 branches in 161 cities of Pakistan with 1 international branch in Bahrain.

JS Bank branches serve millions of households across Pakistan. With an innovative range of banking services and by offering a complete range of deposit and loan products, wealth management, trade finance and transactional services to a growing base of individual and institutional customers across Pakistan, JS Bank's human footprint is fast increasing. Our banking product range is backed by state-of-the-art technology-driven delivery channels, allowing our customers and clients to access their banking relationship through conventional and alternative means and through which they can keep in touch with the Bank round-the-clock.

History

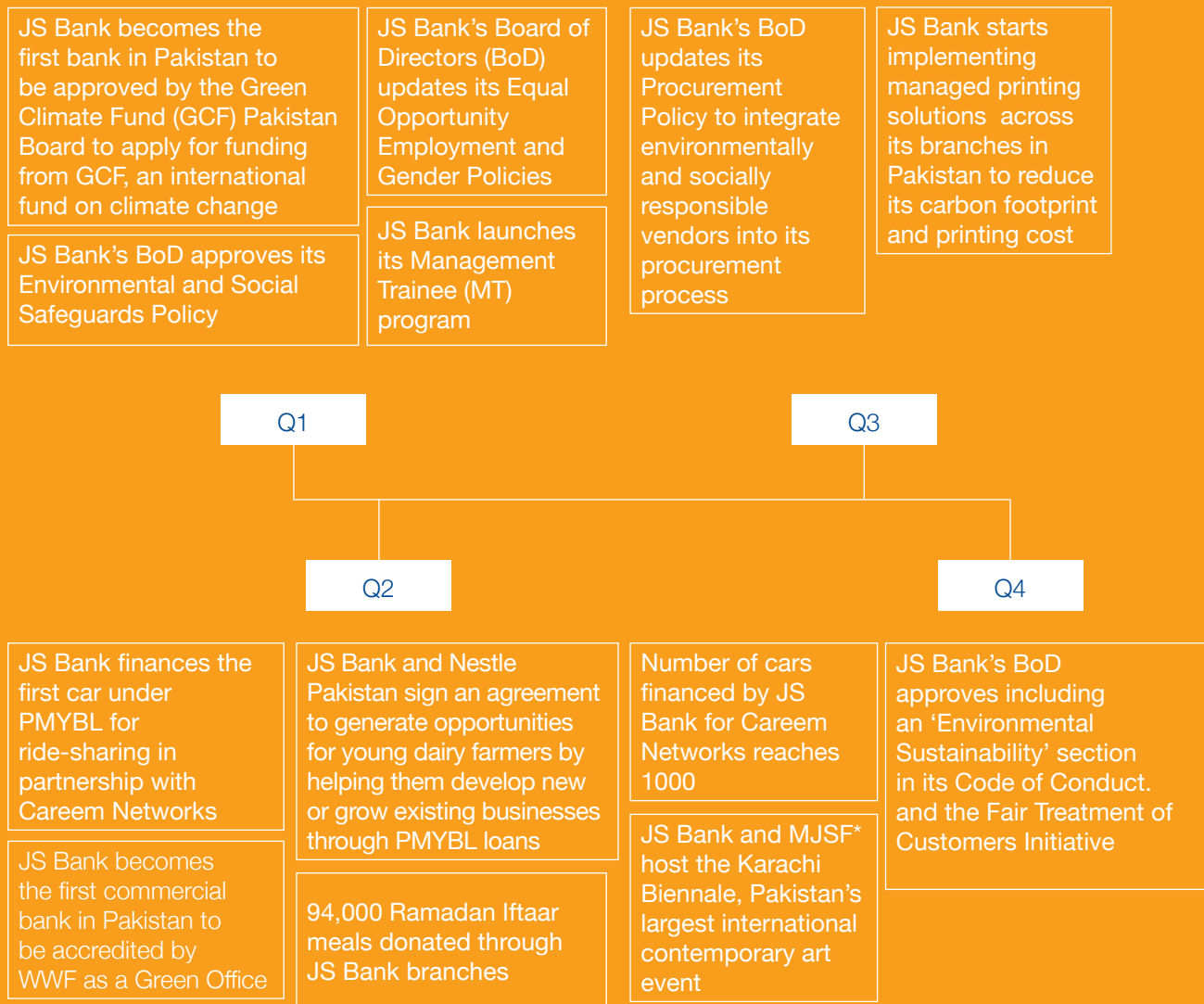
Jahangir Siddiqui and Co. Ltd. acquired Citicorp Investment Bank and renamed it JS Investment Bank in 1996.

In 2006, JS Investment Bank acquired American Express Bank's Pakistan branches to form present day JS Bank Limited



Our Year at a Glance

These are the ESG issues that JS Bank reported on during the year



* Mahvash and Jahangir Siddiqui Foundation

About this Report

Stakeholder Engagement

Stakeholders	Engagement with JS Bank
Shareholders	We engage with our shareholders in a number of ways. This includes quarterly earnings statements and Director's Reports, Annual Reports, Annual General Meetings (AGMs) with shareholders and through our online presence such as our website and on social media.
Regulators	Our principal regulator is the State Bank of Pakistan (SBP). JS Bank is committed to meeting its regulatory obligations in an effective manner and fulfilling the regulators' expectations in this regard. For this purpose, the Bank has a well structured and comprehensive Compliance Program in place and ensures its effective implementation. The Bank is in constant contact with SBP and is committed to providing them with complete and accurate information as and when required. Our senior management commits a significant amount of time to meeting with SBP for their guidance and support and to keep them well informed on current market events. The regulator is provided with full access to the Bank's records and information in line with the regulatory framework, and the Bank pro-actively seeks SBP's feedback regarding any clarifications or information that is required. Our other regulators are Securities and Exchange Commission of Pakistan (SECP) and Pakistan Stock Exchange (PSX) and we are also complying with their requirements.
Clients/ Customers	We welcome feedback from our customers and use various forums for them to make suggestions so that we can evaluate and improve our performance. The Bank's Complaint Handling Policy and Grievance Redressal Mechanism ensures that complaints are resolved in a timely manner and recurrence of complaints is prevented where possible. Customers have the option of registering their complaints at the Bank's branches, phone banking center, JS Bank's website and via email.
Communities	We are committed to the communities where we are present. From providing meals during the Holy Month of Ramadan to sponsoring social and cultural events, JS Bank is an active participant in ensuring that we act as responsible community members.
Employees	Our most important stakeholders are our employees. We engage with them through town hall forums, bank-wide events and by providing them with learning-and-development opportunities.

Upholding Good Governance

JS Bank has set high standards for itself and under the leadership of our Board of Directors and the senior management, we are committed to creating an environment based on integrity and accountability. We endeavor to serve our clients, our communities and our shareholders keeping in line with our strategic intent.

Our Corporate Values

Integrity:

Operating always with good business ethics, treating our customers and each other with respect, and being honest with and trusted by all our stake holders.

Customer Focus:

Placing priority on the confidence of our customers, we commit, as a “best partner” to our customers, to empowering and allowing them to achieve sustainable growth from a long-term perspective.

Creativity:

Approaching banking and financial solutions in a forward-thinking manner and fostering in each other an entrepreneurial spirit.

Teamwork:

Using the best of each others’ talents, through a collaborative approach in achieving optimum solutions.

Personal Accountability:

Fulfilling our promise to be responsible and accountable through a diligent and pro- active work ethic, and achieving the highest standards in everything we do.

Good Citizenship:

Do our share to make our society better. Stay informed, obey laws and rules and respect others rights and authority.

Upholding Good Governance

Code of Conduct

JS Bank's Code of Conduct is designed to guide the personal business ethics of its employees. The Bank does not tolerate any conduct which might be considered as detrimental to the reputation of the Bank. The Bank relies on a sense of propriety and good judgment in upholding standards, which are always above reproach.

The Bank included 'Environmental Sustainability' as a part of its Code of Conduct in 2017 which states that balancing environmental and financial priorities is fundamental to sound risk management and a core part of the way we do business.

The Code of Conduct covers the following:

1. Business Ethics and Compliance with the Law
2. Treatment of Employees and Others
3. Sexual Harassment at the Workplace
4. Conflicts of Interest and Business Opportunities
5. Books and Records
6. Protection and Proper Use of Bank Property
7. Outside Pressure
8. Customer Privacy and Information Security
9. Intellectual Property
10. Non-public Information and Insider Trading
11. Money Laundering and Terrorist Financing
12. Other Acts of Misconduct
13. Environmental Sustainability
14. Compliance with the Code
15. Disciplinary Action
16. Responsibilities after leaving the Bank



Policy Participation

JS Bank became a member of the Pakistan Business Council (PBC) in 2017. PBC is a business policy advocacy platform made up of some of the largest corporations in Pakistan whose objectives are:

- to promote and facilitate the integration of businesses in Pakistan into the global economy
- to interact with governments in the economic development of Pakistan and to facilitate, foster and further the economic, social and human resource development of Pakistan

Upholding Good Governance

Leadership

Board of Directors

The Board of Directors provides oversight of the functioning of the Bank. The Bank is in compliance with the Securities and Exchange Commission of Pakistan's (SECP) Code of Corporate Governance (CCG) and has applied the principles contained in the following manner:

- Representation of independent, non-executive directors and directors representing minority interests
- Independent directors meet the criteria of independence of the Rule Book of Pakistan Stock Exchange Limited (PSX)

Independent directorship is important for effective governance. 3 of the 9 board members are independent while 5 of the 9 board members are non-executive directors.

Senior Management

Our senior management structure is designed to promote all of our businesses while ensuring that each of our businesses run effectively and in a manner that promotes a strong corporate culture.

The Bank's management committee is made up of the following who are responsible for the day-day operations of the company and ensure the development and implementation of the corporate strategy:

- President & CEO
- Deputy CEO
- Group Head – Corporate and Retail Banking
- Group Head – Consumer Banking & Specialized Products
- Chief Financial Officer
- Head of Operations
- Group Head – Credit & Risk Management
- Head of Internal Audit
- Head of Compliance
- Head of Human Resources
- Head of Brand & Marketing
- Company Secretary
- Head of Legal Affairs
- Chief Information Officer
- Chief Digital Officer
- Treasurer

Upholding Good Governance

Policies

Compliance

JS Bank's Compliance Program is a systematic setup of controls established and managed within the organization for the purpose of ensuring that the Bank's policies, procedures, and operations adhere to regulations, regulatory directives and legal and regulatory standards. The Compliance Program seeks to ensure that all relevant laws and regulations are complied with, in letter and spirit, and thus minimizes legal and regulatory risks to the Bank. The Compliance Program consists of compliance policies and a compliance risk management framework.



Internal Audit

The Internal Audit Department at JS Bank, reports functionally to the Board Audit Committee (BAC) and administratively to the Chief Executive Officer. The Board of Directors are regularly kept up-to-date about the state of compliance through the BAC. The department is structured to conduct periodical audits of the branches and Head Office. For audits of branches, two regional offices have been established at Karachi (South Region) and Lahore (Central and North Regions). Management/ Head Office units are audited by teams located at the Head Office in Karachi by conducting audits of various centralized operations, Risk Assets Reviews, IT/IS audit, etc. A Fraud Investigation Unit established in the Internal Audit Department investigates frauds. A Quality Assurance Unit (QAU) has also been established to ensure in-house on-going appraisal of the functioning of the Internal Audit Department.



Upholding Good Governance

Policies

Anti-Money Laundering (AML) and Combating Financing of Terrorism (CFT) Policy

This policy reflects the commitment of JS Bank Limited to comply with applicable Anti Money Laundering laws and SBP Prudential Regulations, and to implement programs and standards designed to prevent the use of JS Bank products and services for money laundering or other criminal activity including the financing of terrorism, transfer of illegal/ill-gotten monies and as a conduit for white collar crime. JS Bank is committed to ensure implementation of relevant laws and regulations to detect and deter money laundering and to report certain activities that may indicate criminal use of the financial systems.

This policy defines the guiding principles and fundamental components of the Bank's Anti Money Laundering (AML) and Combating Financing of Terrorism (CFT) Compliance program. The policy also defines the key requirements of the Compliance program to mitigate the legal and regulatory risks.



Customer Satisfaction and Fair Treatment of Customers

As per the directives of our banking regulator (SBP) regarding providing customers with the highest level of service quality and satisfaction, JS Bank's Service Management Function is working hard to make it an integral part of the Bank's corporate governance.

JS Bank has institutionalized a Consumer Protection Framework where the priority is to keep customer benefits in mind while designing, selling and managing products and services without any discrimination. The focus is to maintain fairness in consumer dealings, clarity in communication, to develop a service culture and to design an effective grievance handling mechanism. There is also a focus on financial literacy of our customers for promoting responsible conduct and informed financial decision-making by consumers through our Consumer Education and Financial Literacy Program.



Upholding Good Governance

Policies

We updated the following policies in 2017 so that they are aligned with international best practices:

Equal Opportunity Employment Policy

JS Bank ensures that there is equal opportunity for employment. With regards to this, the Bank does not make any distinction, exclusion or preference on the basis of age, race, color, sex, religion, political opinion or social origin. JS Bank maintains a non-discriminatory policy in every stage of employment and fully complies with all non-discrimination laws.



Gender Policy

Striving to be gender sensitive in its recruitment policy, JS Bank ensures that language of all advertisement carry the statement, “we are an equal opportunity employer”, that there is no gender discrimination on positions, promotions or salary levels and that no harassment of any sort is tolerated. Any such incidents reported are handled through the Head Office in consultation with the Human Resources department.



Procurement Policy

With the procurement policy in place, JS Bank would like to obtain the best overall value for goods and services through an open and competitive procurement process that is fair and transparent, maintains quality and helps in accurate record keeping and reporting. We endeavor to integrate socially and environmentally responsible vendors into our procurement process.



Serving our Customers

We operate through various lines of business in order to give our customers unparalleled satisfaction while meeting their needs

Retail Banking

We have a fast growing network of branches across Pakistan that cater to our retail banking customers by offering them a diversified range of services. Along with deposit and loan products, we offer technological banking solutions enabling access to clients on a 24/7 basis. We continue to work towards expanding and empowering our products and services menu, with a specific focus on more value-added current and saving account solutions for customers



Corporate and Commercial Banking

We provide a host of innovative solutions that meet clients' business objectives and help overcome challenges in financing, import and export services, guarantees, risk management, cash management, trade and investments. We also offer a smooth and efficient salary processing system to our corporate clients. Our products cater to the needs of both the employer and the employees. Our clients include multinationals, large corporations and mid-sized businesses.



Small and Medium Enterprises (SMEs)

We offer a variety of deposit and lending services designed around the needs of SME customers. In addition to lending and deposit products, JS Bank also offer trade facilitation services, business loans, dedicated relationship managers and a host of convenient services to augment the banking experience. JS Bank also has a SME financing policy in line with SBP's policy for the development and further strengthening of the SME sector in Pakistan.



Serving our Customers

Consumer Finance

Our Consumer Finance business connects individual consumers with a broad range of services such as credit cards, home loans and auto finance. We focus on being the most trusted provider of financial services by improving our customers' experience in order to create lifelong relationships and help people achieve their financial goals.



Digital Banking

Our Digital Banking Group (DBG) drives the Bank's digital strategy. DBG works closely with various business units within the bank to monitor trends, leverage emerging technologies, identify new technology partners and explore future applications focused towards a customer-centric approach. This is done to keep up with the rapid innovation in payments and the broader transformation in systems enabled by digital technologies.



Home Remittances

We are able to provide our clients tremendous efficiencies and economies of scale for receiving remittances through a global network of 35 partner banks and operators that cover more than 150 countries. The amount is instantly available in any of our bank branches.



Agricultural Finance

Our agricultural finance facility is designed to provide loans on easy terms to all categories of farmers, including landless tenants, with an aim to participate in the meeting the challenges of food security as a national cause. Customers can apply for various types of agricultural finance through a number of our designated branches.



Investing in Employee Development

For gaining a sustained competitive advantage in today's banking industry, it is imperative for organizations to build a high-quality human capital talent pool. Retaining key talent means motivating and developing staff by imparting additional knowledge and skills to keep them abreast of the latest developments in banking and finance. Keeping this in view, JS Bank has made the Learning & Organizational Development (L&OD) function an integral part of the employee development process.

JS Bank Learning Academy

JS Bank Learning Academy started in October of 2016 with the sole purpose of driving the Bank forward by utilizing and training human capital. In 2017, over 28,000 man-hours of training were conducted using e-learning and other platforms. The Academy focuses on technical, skills and soft skills trainings.

The goal is to focus on:

- Technical and behavioral skills of the team members
- Devising a succession plan by identifying potential leaders
- Hiring, training and developing teams to fulfill the Bank's HR needs

Management Trainee Program

Future success requires attracting the most talented individuals. For us, that means finding dynamic people with the right skillset who share our corporate values and are committed to the highest standards of ethics and integrity. In 2017, JS Bank launched its Management Trainee (MT) program to equip these new hires with the required skills, judgment, and know-how of being effective and responsible managers. Our training program ended at the end of the year with MTs being incorporated into the workforce at the Bank in various departments.

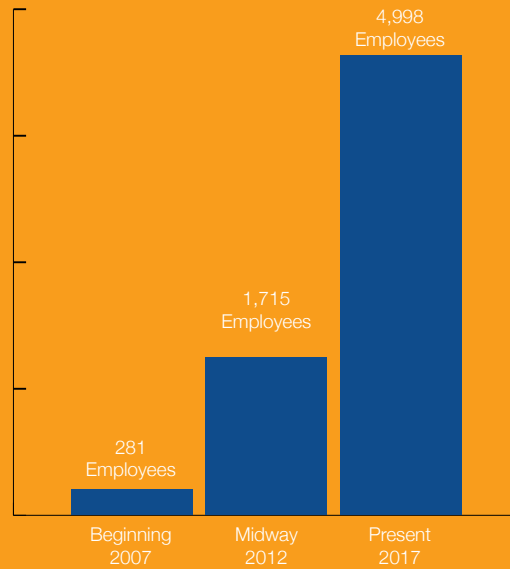


JS Bank's Management Trainee Batch 2017

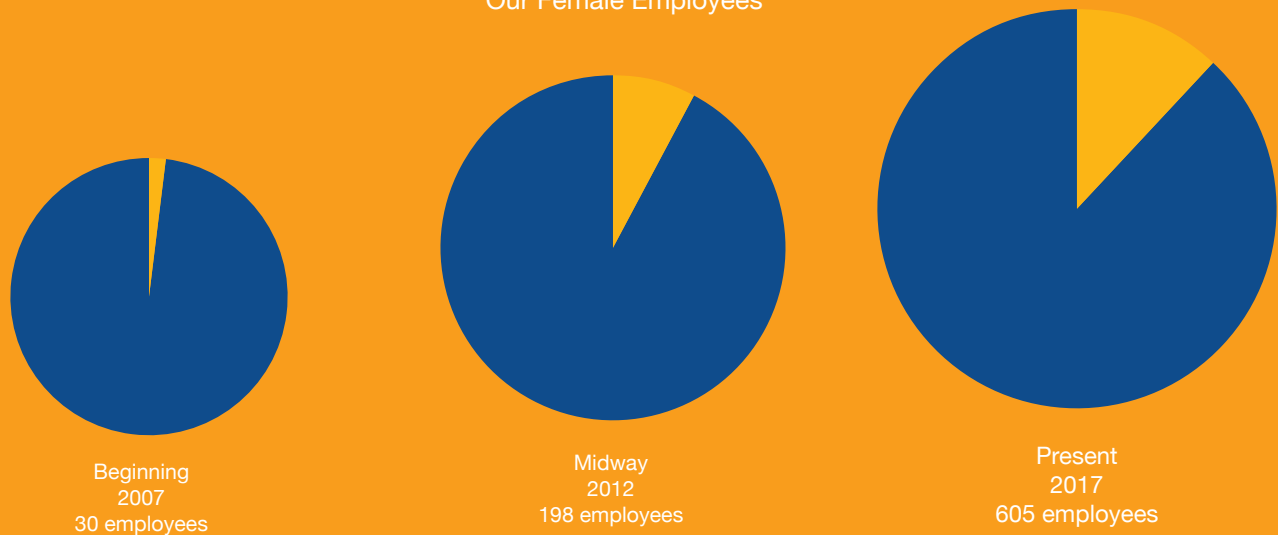
Growth and Diversity

Our Bank's success depends on our human capital which we believe is our most important capital. We push our people to continuously learn and grow while upholding the highest levels of integrity.

Our Employees



Our Female Employees



Employee Snapshots



Soofi Saifullah Akber
Senior Dealer, Money Market Treasury

Coming from a rural background, I had the opportunity to win a scholarship to one of Pakistan's top business schools. After that, I started my professional journey with JS Bank as an entry level resource on the Bank's Treasury Sales Desk. Since then I have grown professionally as well as personally to become an experienced financial markets' professional while working on different functions within the bank's Treasury Front Office which include liquidity management, asset liability management, equity trading, fixed income trading and sales as well as foreign exchange trading and sales. I strongly believe that JS Bank has refined me into who I am today.

As a Business Conduct Manager, I have been responsible for managing the 'Fair Treatment of Customers' initiative. The concept is still relatively nascent in the banking landscape of Pakistan however JS Bank has taken the lead in spearheading this initiative for its customers. The goal is to establish the right culture within the Bank and to ensure fair outcomes for consumers and stakeholders. The feedback received regarding the initiative is highly encouraging and I hope to use the support and momentum to ensure that JS Bank delivers the best possible services to its customers.



Kiran Jalil
Business Conduct Manager



Ahsan Amjad
Head of Retail Assets

I have worked at many other banks but JS Bank is different. The reason for this can be summed up in two words: innovation and culture. I have been associated with JS Bank for the past 5 years and the challenge of delivering innovative, vibrant and personalized solutions is what makes this Bank an exceptional place to work at. The employees are encouraged to add value to lives of the customers and deliver outstanding service. With its strategic vision, JS Bank is heading towards becoming the best with an unparalleled experience in the area of retail banking.

Promoting Sustainable Ventures

JS Bank is keen in supporting our client's sustainability initiatives and is taking steps towards being a leader in climate finance.

Applying for Climate Finance

JS Bank was approved by the Green Climate Fund (GCF) Pakistan Board in February 2017 to become the first commercial bank to apply for GCF funding.

Benefits of being an accredited entity of the GCF:

- Access to international climate change funds
- Enhancing local climate change resilience
- Developing and implementing environmental standards for the banking industry

Partnering with USAID for Clean Energy Financing

In sync with its sustainability policy, JS Bank is collaborating with USAID to create a sustainable and efficient renewable energy environment in a clean, responsible and environmentally friendly manner by allowing small scale energy projects access to long term rupee financing through the Bank. This also encourages private investments in clean energy.

This is in line with our strategy to engage with various stakeholders that range from non-profits to government bodies to multilateral organizations. This allows us to not only help them in improving their sustainability performance but allows us at the same time to deepen our expertise while creating opportunity for sustainability.



JS Bank promotes sustainable energy production across Pakistan

Promoting Sustainable Ventures

Bringing Basic Financial Services to the Underserved

In line with Pakistan's National Strategy of Financial Inclusion, JS Bank has launched its branchless banking initiative J-Cash with an agent network of over 32,000 agents across the country and has been providing mobile financial services since July 2016. Customers can access J-Cash services by visiting any J-Cash agent or by downloading the mobile wallet mobile application, JS Consumer Wallet. With the advent of 3G and rise in smartphone penetration in Pakistan, JS Bank strongly believes in the development and growth of a digital financial services ecosystem.

JS Bank is one of the few banks to offer biometric verification for opening mobile accounts. Biometric verification allows customers to receive funds directly into their accounts.



JS Bank has also been granted a funding of USD 450,000 (PKR 46.8 Million) from Karandaz Pakistan under the Digitization of International Remittances project. Through J-Cash, JS Bank is digitizing international remittances being received in Pakistan allowing them to land directly into the customers mobile wallets. Customers will not be required to visit any branch or agent to get their remittance into their mobile wallets and an SMS alert will be sent to the customer to alert them of the transaction. The remittance can be easily cashed out through any J-Cash agent location or in the near future by using their debit cards. This also allows overseas Pakistanis to remit their money to relatives even in the most underrepresented regions of Pakistan without ever having to visit a bank branch.



Supporting Young Digital Entrepreneurs

JS Bank is the first bank in Pakistan with a fully functional Open Banking developer portal. Open Banking seeks to improve customer satisfaction and speed while lowering banking costs for consumers. This developer portal is expected to encourage young programmers and digital entrepreneurs to develop digital payments apps. 13 digital payments APIs (Application Programming Interfaces) are available for freelancers and local fintechs with more in the pipeline.

Promoting Sustainable Ventures

Solar Energy Financing for Homes

JS Bank has increased its focus on alternative and renewable energy such as solar power which is a key element of improving air quality and the sustainability of the mix of the country's energy sources. As the demand for clean energy continues to increase, JS Bank has come up with a solution, JS Ghar Apna Solar Panels to help its customers reduce their dependence on the grid for their energy requirements and utilize sustainable sources of energy. The core objective of JS Ghar Apna solar panels is to help increase awareness of alternate energy resources and help the country reduce its overall carbon footprint. Customers can obtain financing to acquire solar panels as a part of the JS Ghar Apna home loan, a mortgage finance facility.



JS Ghar Apna Solar Panels promote the use of sustainable sources of energy.

Supporting our Communities

Our strategy is to engage with various stakeholders that range from non-profits to government bodies to multilateral organizations. This allows us to not only help them in improving their sustainability performance but allows us at the same time to deepen our expertise while creating opportunities for sustainability.

Financing Micro Lenders

JS Bank is one of the largest lenders of microfinance in Pakistan through its lending to institutions like NRSP Bank, KASHF Foundation and Khushali Bank. JS Bank has been supporting microfinance since 2010 and is playing its part in helping to increase financial inclusion in the country.



Promoting SMEs

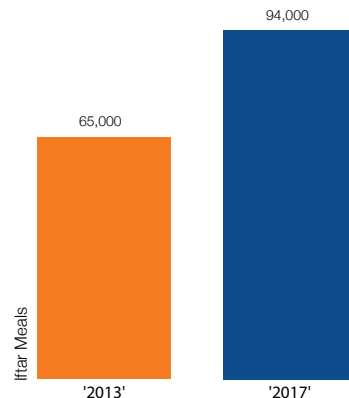
JS Bank is strategically aligned with USAID on developing & providing credit to the SME clientele of Pakistan. It is a partnership where the real beneficiaries are the people of Pakistan. Historically, the SME segment has remained an under-banked segment; where energy crisis, scarce resources, limited knowledge and lack of credit create bottlenecks. The partnership with USAID has added tremendous value in changing attitudes and acceptance of SMEs by acting as a catalyst and strengthening the national economy.



Supporting our Communities

Iftaar for the Underprivileged

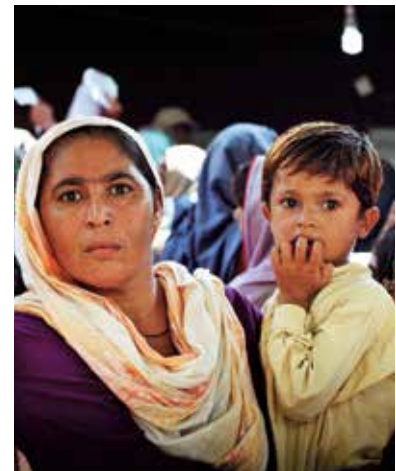
JS Bank along with the Mahvash and Jahangir Siddiqui Foundation (MJSF) arranged iftaar meals for the less privileged during the holy month of Ramadan in 2017. These iftaar meals are being provided on an annual basis since 2013.



Sharing the Gift of Vision and Good Health

The Mahvash and Jahangir Siddiqui Foundation (MJSF) medical and eye camps program initiated in collaboration with JS Bank is in response to the critical health care needs of the rural population who are deprived of basic health services due to non-availability and access issues. The program is being implemented by a dedicated health team comprising of doctors, eye surgeons, paramedics and volunteers and the designated JS Bank branch staffs since 2009, mainly in remote rural areas of Sindh, lower Punjab and Baluchistan.

These camps attract patients from and around the respective camp locations and are announced publically through newspaper ads, pamphlets, hand-bills distribution, electronic media and megaphones. In 2017, over 18,000 patients were examined in these camps and almost 4,000 cataract surgeries were performed. In addition, 9,500 patients were screened for Hepatitis B and C.



Being The First To Respond To Emergencies

JS Bank and MJSF are active supporters of the First Response Initiative of Pakistan (FRIP). FRIP is a medical student-run organization that uses young doctors and medical students, already having medical knowledge, to prepare and train the general population in basic life-saving skills.



Supporting our Communities

Educating the Future

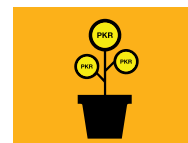
JS Bank and Mahvash & Jahangir Siddiqui Foundation (MJSF) provided laptops to various DIL (Developments in Literacy) schools to support the right of education for underprivileged children. Operating 126 school campuses across three provinces in Pakistan, DIL provides education from primary to matric level. DIL actively promotes female education with an enrollment rate of 67% along with employing nearly 90% women as a part of the school staff. DIL model focuses on a child-centered approach, emphasizing on gender sensitivity and inclusiveness for all, relying heavily on community support and participation.



MJSF has also collaborated with the Uqaily Family & Friends Association (UFFA) to adopt an existing government school in Thatta. The project has been undertaken through the cooperation of Sindh Education Foundation along with Education & Literacy Department Sindh. The school will cater to the educational needs of 200 children with state-of-the-art facilities being provided such as modern computers and audio visuals labs, a library & sports ground.



JS Bank and MJSF created a unique redeemable endowment fund for Sukkur IBA (Institute of Business Administration). The seed capital for the endowment were handed over to IBA enabling them to earn a return on the funds and therefore to build a permanent endowment while IBA pledged to put in efforts to raise matching funds to grant scholarships to deserving students. Over 7 years, this endowment is expected to grow to a sustainable size where it can continue to support students in perpetuity without fund raising. The scheme is completely replicable and adaptable to any institute and discipline.



JS Bank and MJSF created a unique redeemable endowment fund for Sukkur IBA.

Supporting our Communities

Recognising People's Potential

JS Bank through MJSF supports the Karigar Training Institute (KTI). KTI was established in response to the urgent need to provide specialized skills to underprivileged segments of society to help them earn an honest living.



JS Bank and MJSF through KTI provide specialized skills to underprivileged segments of the society.

Supporting our Communities

Lending to the Youth

Prime Minister's Youth Business Loan (PMYBL) is a loan scheme which has been introduced by the Government of Pakistan. JS Bank as a lender to the PMYBL program is empowering youth by offering them loan facilities in order to establish or expand their businesses. The loan facility is being offered for a period of eight years with a grace period of twelve months at extremely competitive pricing in order to make the loan facility practical and viable for the youth. JS Bank at present has 14 dedicated branches which cater to all PMYBL applications throughout Pakistan.



JS Bank and Careem have disbursed over PKR 1 billion for a thousand cars to enable entrepreneurship.

The goal of JS PMYBL is to enable the youth of Pakistan by providing opportunities of financial independence through self-employment and creating entrepreneurs and future leaders. Since the start of the PMYBL program in 2015, JS Bank has made a difference in many lives through the PMYBL program by enabling the youth to create their own success stories.

Supporting our Communities

Lending to the Youth

Nestle

JS Bank strongly believes that the sustainable development of agriculture and dairy will allow Pakistan to achieve food and nutrition security. To further this cause, JS Bank has joined hands with Nestle Pakistan under the Prime Minister Youth Business Loan (PMYBL) program to generate opportunities for young dairy farmers, between the ages of 21 and 45 years, by helping them develop new or grow their existing businesses. One use of this loan will be to assist farmers in enhancing milk production utilizing best practices and knowledge shared by Nestle Pakistan and enabled by JS Bank through rebated PMYBL loans. Loans to these farmers will be given out at a low mark-up in order to improve livelihoods in communities. This partnership will allow JS Bank to provide financing to support farmers through a range of activities, including improving access to markets, training and technical support, helping them develop alternative income streams, and supporting young farmers. By understanding and managing issues farmers and their communities face, the partnership hopes to better support rural development, promote better agricultural practices and address issues such as rural poverty.

Nestle / JS Bank PMYBL Statistics

Estimated Lives Improved (Annual)

1000

Nestle Dairy Farmers

6000

Dairy Farming Family Members

4.8 Million

Consumers Nutrition Needs Satisfied

Supporting our Communities

Lending to the Youth

Careem

Under the PMYBL program, JS Bank has entered into partnership with Careem Networks (Pvt.) Limited. The objective behind this is to empower Pakistani youth by financing vehicles at highly subsidized markup rates for use on the Careem Network as an owner-driver. This is a part of the Bank's efforts to offer unprecedented potential for self-employment, business development and poverty reduction. Careem drivers (or Captains) clearing a performance criterion are eligible to apply for loans through JS Bank to purchase their own vehicles and drive independently for Careem. The program has proved to be immensely popular with Careem Captains and has already contributed over PKR 1 billion to the automotive industry through the purchase of our 1,000 cars.

"I always wanted to be independent and have my own source of income. I was not given much opportunity to do so until PMYBL Careem was launched. PMYBL gave me the perfect opportunity to gain control of my life and become an entrepreneur. Ever since I was able to purchase my own vehicle and become a full-time Careem captain, my income has increased almost tenfold and I am able to contribute financially to the household as well. I am thankful for the scheme as it has changed my life immensely."

FARAH NAZ
Careem Captain

Careem / JS Bank PMYBL Statistics

Lives Impacted in 2017

1000

Careem Captains

6000

Captains' Family Members

1.5 Million

Passengers Provided Transport During the Year

Supporting our Communities

Sponsoring Opportunities for Social Changemakers

JS Bank is one of the leading sponsors of the Acumen Pakistan Fellows Program, having supported this initiative since 2013. The Acumen Pakistan Fellows Program is a one-year leadership development program designed to build the next generation of social leaders who will be able to transform society and create a better and more inclusive world.

Every year, the Acumen Pakistan Fellows Program equips 20 extraordinary individuals with the knowledge, support system and practical wisdom to drive positive change in society. Over the course of a year, Fellows remain in their jobs while taking part in a rigorous program where they receive the tools, training and space to innovate new ideas, accelerate their impact, and build a strong network of social leaders from across their region and around the world.

There have been 88 Acumen Pakistan Fellows since the program. They work in diverse fields ranging from education and health to energy and women's empowerment.

Some Acumen investee companies:

Sehat Kahani: A social impact initiative working to improve basic health care in communities through a spectrum of services focused on primary health care consultation, health awareness and health counselling.

Roshni Helpline: A social venture which helps families in the search and recovery of missing children and offers psycho-social support to the victims and their families.

Peshawar 2.0: A social enterprise fostering the startup ecosystem in Peshawar.

Amal Academy: An education venture that helps Pakistani youth realize their dreams.



JS Bank and MJSF support the Acumen Fellows Program.

Supporting our Communities

Promoting the Arts

JS Bank as a part of the JS Group was the main sponsor for the Karachi Biennale. The Karachi Biennale 2017 was the city's biggest and most exciting art event. The primary objective of the event was to bring together diverse cultures using the nation's art in order to create a sense of togetherness and familiarity. Various art enthusiasts from all over the world took part in showcasing their work, hoping to develop a sense of communal togetherness among all diverse cultures of the country.



Artist Ali Kazim was Awarded the Mahvash and Jahangir Siddiqui Juried Art Prize

Managing our Operational Footprint

As we grow, we are looking to manage our offices and branches in an efficient and sustainable manner. We are focusing on reducing our energy use, paper wastage and using renewable energy to manage and limit our carbon footprint.

Solarizing Branches

JS Bank has more than 100 of its branches operating on solar power. That means all computers, servers, ATMs and teller stations in these branches are powered by solar energy. JS Bank's Administration department manages the physical locations and makes efforts to incorporate energy efficiency and renewable energy initiatives in our branches so that they function efficiently while reducing operational costs.

Reducing our Carbon Footprint

The Green Office Initiative is a practical and simple Environmental Management System developed by WWF specifically for office conditions. In 2017, JS Bank became the first commercial bank in Pakistan to be certified for the Green Office Initiative by WWF Pakistan and is one of the 47 companies to have adopted the Initiative.

As a part of the certification process, WWF undertook a comprehensive audit using stringent guidelines to check all the processes and procedures adopted by JS Bank for energy conservation and waste management at its Head Office. The Bank successfully met all the requirements set by WWF and was declared as being Green Office certified. The Green Office Initiative also educates employees to be better and responsible citizens and understand their civic and environmental responsibilities.

JS Bank is working actively with WWF Pakistan to reduce its environmental footprint. Not only does the certification help to cut down on energy costs, reduce waste and make better procurement choices, it also increases environmental awareness among employees



JS Bank is the first commercial bank in Pakistan to sign on to WWF's Green Office initiative.

Managing our Operational Footprint

Minimizing Use of Resources through IT Initiatives

Digitization and Archiving of Bank Records

Converting bank records to digital files has helped the Bank in reducing required storage space while at the same time it has cut down on paper consumption and the 'on-time' needed to sort and search through files. The introduction of this solution has also increased electronic document sharing between different offices and regions cutting down cost of paper print and dispatch and sharing of document over emails. This has also controlled and reduced data storage requirements.

Server Virtualization

170 application servers have been virtualized in JS Bank's data center; saving electricity, space and heat generation.

Virtual Desktop Interface (VDI)

A majority of JS Bank branches have zero/thin hardware clients instead of desktop computers to save power consumption and space.

Document Management System (DMS)

A DMS is in place for paperless account opening and other electronic document management.



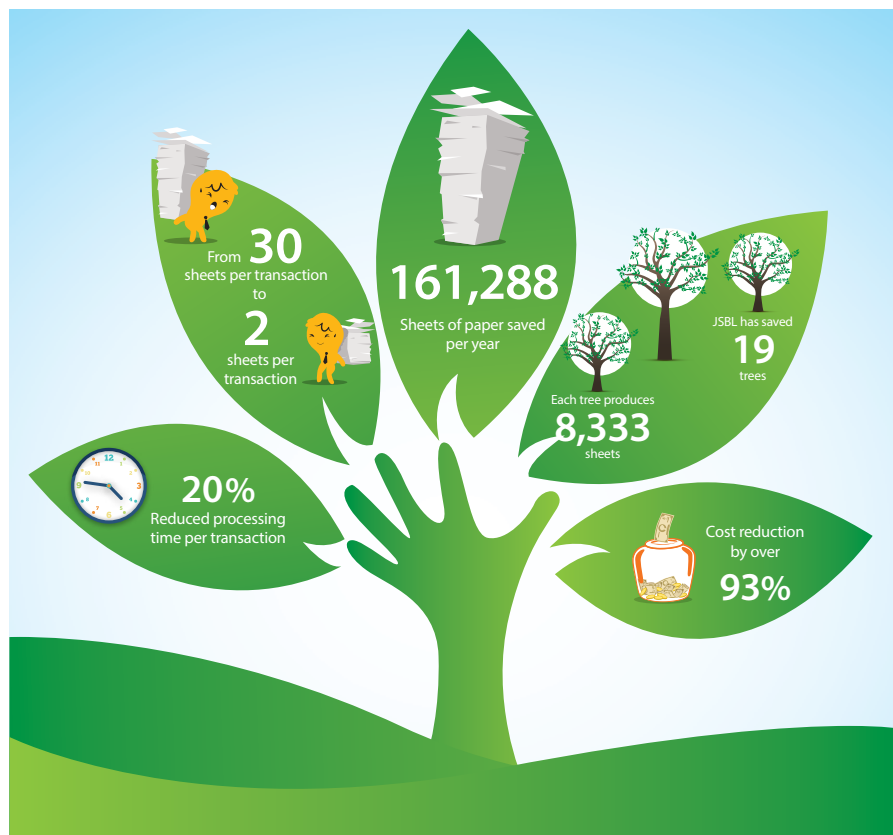
Through Managed Printing JS Bank has reduced its carbon footprint and achieved a substantial reduction in print costs.

Managing our Operational Footprint

As we grow, we are looking to manage our offices and branches in an efficient and sustainable manner. We are focusing on reducing our energy use, paper wastage and using renewable energy to manage and limit our carbon footprint.

Enhancing Procure-to-Pay

The Bank has enhanced its Procure-to-Pay system by digitizing the integration of the procurement process with the Accounts Payable department. Not only has this led to a huge reduction in paper consumption but also in the time taken for requisition and payment approvals.



**With its new E-procurement system,
JS Bank was able to slash paper costs in 2017....**

Case Study: Managed Printing

JS Bank's IT department, with support from the Operations and Finance departments, has undertaken various initiatives for reducing paper usage through management and right sizing of their printer fleet and by process automation and improvement. This has led to a decrease in the Bank's carbon footprint as well as a substantial reduction in print costs.

Management and Right-sizing of Printer Fleet

JS Bank has outsourced printing taking place in the Head Office to a company that manages an organization's end-to-end printing requirements.

This has reduced paper usage by:

- Preventing misuse of printers by shifting the focus from printers in offices being used for personal use to printers being used only for official purposes
- Creating awareness for systemic changes such as printing on both sides of the paper or recycling paper that has only been printed on one side

This has reduced print costs by:

- Controlling and reducing costs of procurement, repair, maintenance and toner quality
- Allowing for assessing paper usage per employee, per department and office as a whole which can be used to gauge whether or not printing and its costs have increased or decreased over time

At the JS Bank Head Office, 47 printers have been replaced with 22 eco-friendly printers which feature sleep mode and duplex print policy to reduce energy and paper consumption.



Shaheen Commercial Complex,
Dr. Ziauddin Ahmed Road, P.O. Box 4847,
Karachi-74200, Pakistan.
UAN: +92 21 111 JS BANK (572-265)

