

CORPORATE SOCIAL
RESPONSIBILITY IS A PIVOTAL
FACTOR FOR SUSTAINABLE
DEVELOPMENT
RESEARCH MATERIAL
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PREFACE

Sustainable development is a development that meets the needs of the present without compromising the ability of future generations to meet their own needs. Sustainable development involves contribution towards economic growth, social development and environment. The Sustainable development mission should aim for Poverty eradication, environmental sustainability, sustainable consumption and production. The dimensions focused by sustainable development include social foundation, low carbon economy, environmental sustainability and gender equality. Corporates must help to build the social and environmentally acceptable standards necessary to support the global economy, and to do this in such a way as to make globalization work for everybody in the world. Corporates should contribute to Sustainable development as part of CSR. The Sustainable development is adopted by Corporates through ESG (Environmental, Social and Governance) framework as part of CSR. This research is for submission to ICAI International Research awards 2021.

Research Methodology

The information which is compiled based on observations, discussions, data – gathering and from my real life experiences as a practitioner which includes travelling across the globe and interacting with various people across the world in various walks of life. The research material discusses the concept of Corporate Social responsibility and its application in various areas. The key areas which are focused are Corporate Social responsibility (CSR), Doha Bank's role in CSR, Green Banking as part of CSR, Doha Bank initiatives on Green Banking & CSR, the impact of COVID-19 on various segments and the role of CSR to support segments for the revival of humanity.

CORPORATE SOCIAL RESPONSIBILITY

Corporate Social Responsibility (CSR) contributes to sustainable development in the areas such as

- a) Economic Growth – Sustainable profitability, if this is ignored, it becomes difficult to finance environmental and community responsibilities.
- b) Social Development – If organisations ignore social issues, such as human resources they might lose skills.
- c) Environmental consideration-If the environment is not considered, companies risk their reputation, customers and business options

CSR includes activities pertaining to corporate governance and ethics, health and safety, environmental stewardship, human rights, conditions of work, industrial relations, community involvement, development and investment, corporate philanthropy and employee volunteering, anti-bribery and anti-corruption measures and accountability, transparency and performance reporting.

The corporate competitiveness needs to be integrated with social development. There is an inevitable link between business and society. A healthy business depends on a healthy community to create demand for its products and provide a supportive business environment. A healthy society depends on competitive companies that can create jobs, support high wages, build wealth, buy local goods and pay taxes. We should expand the points of convergence between economic and social objectives.

CSR activities have the potential to create several distinct forms of value for customers. It is the customer perception of this value that mediates the relationship between CSR activities and subsequent financial performance.

CSR leads to outcomes such as increased customer loyalty, willingness to pay premium prices, and lower reputational risks in times of crisis.

Some of the initiatives to improve CSR for customers include improve customer satisfaction, create products that are easy to use and secure quality. The commitment to customers include protecting and creating wealth, Meeting customer lifecycle aspirations, Improving quality of life through convenience and choices, Environment friendly lifestyle choices. The commitment to stakeholders include commitment to shareholders through wealth creation, commitment to people through development and satisfaction, commitment to community through quality of life and commitment to environment. The reporting framework for sustainability should be based on Global Reporting Initiative (GRI) guidelines incorporating also the Financial Sector Supplement.

Doha Bank Group as part of its corporate social responsibility will demonstrate fair, open, efficient and consistent business practices to mitigate climate change and promote sustainable development. Doha Bank Group will encourage the use of eco-friendly technology in its products and services. Doha Bank Group will promote knowledge sharing sessions on Climate Change and Sustainable development regionally and globally. Doha Bank Group intends to support the reduction of greenhouse gas emissions which widely contributes to global climatic changes by offering effective market based trading systems to carbon market.

The sustainable development initiatives of Doha Bank are as follows:

- Paperless Banking, free Access to do all the Banking transactions through Internet Banking, SMS Banking, Phone Banking, ATM Banking as well as

online channels such as Doha Souq, E-Remittances and Online Bill Payments

- Social Responsibility through positive contributions to the environment by joining Tree Planting, Beach Clean-up activities, etc.
- Branches and Department offices to be energy-efficient through the introduction of environment-friendly materials
- Conserve water and electricity consumption
- Purchase fair-traded and environmentally sound goods
- Make use of energy-efficient vehicles for business and private purposes
- Reduce Carbon Emission in traffic by reduction in petrol use of customers visiting to Doha Bank branches.
- Sustainability report with focus on Governance, transparency and stakeholder management
- Governance report
- Car Pooling





Doha Bank had a set up an award winning Customer Care Centre, Tawasol with innovative Customer Inquiry Tracking System, through key investment in sustainable technology. Such systems have been set to provide best-in-class Customer Service in Qatar. This commitment reflects a new phase in unified Customer Service, Customer Education and Customer Advisory Services which are all targeted at achieving the important end goals of Customer Satisfaction and Loyalty.

Doha Bank employees receive training of the highest standard from the Training & Job Rehabilitation Centre, which develops and provides training plans. These plans are part of a programme aimed at providing staff with the qualifications needed to occupy senior, middle, supervisory and executive management's positions. Doha Bank has a strong relationship with the leading educational institutions and has on many occasions worked alongside with these universities to chart a positive career path for their students.

Doha Bank is an enthusiastic supporter of the role of the youth in our future and believes that education is fundamental right and requirement to help the youth of today transition into the leaders of tomorrow. With the current range of elite international schools and universities from around the globe and an advanced public education system, the Education Pack is developed by Doha

Bank to supports a child's long-term educational needs. As a responsible corporate citizen Doha Bank supports and participates in initiatives and programs that contribute positively towards CSR.

Doha Bank conducted environmental seminars all over the world on Global Warming and Climate Change to promote sustainable and environment friendly investments as a responsible corporate citizen. Doha bank conducts "Staff Connect with CEO" on a monthly basis where in staff can provide feedback, voice issues and concerns or put forth ideas and suggestions for innovation/improvement that they believe will add value, either internally or to our customers. It also conducts "Customer Connect with CEO" on a monthly basis wherein Customers can raise their issues and concerns to the CEO.



Dr.R.Seetharaman ADDRESSING THE GLOBAL WARMING SEMINAR AT WASHINGTON.

DOHA BANK KNOWLEDGE SHARING AT SINGAPORE



Banks should also regularly organise professional seminars as part of its ongoing education and knowledge-sharing endeavor on various subjects ranging from Banking, Technology, Risk Management and the Environment.

Banks should undertake initiatives to promote greater environmental responsibility. Banks should encourage the development and diffusion of environmentally friendly technologies. Banks should support precautionary approach to environmental challenges. Banks should believe that an increasingly green stance is one of the key determinants of future sustainability. Banks should remain at the forefront of the delivery and sustenance of green banking principles. Banks should strive to incorporate these values in their everyday operations by encouraging the use of environmentally efficient business practices as well as overall products and services that reduce the impact on the environment. This should be a fundamental aspect of the corporate social responsibility charter. Banks

should invest in Sustainable Development projects such as investment in renewable energy, Sustainable forestry, Waste management, Water management, clean technologies, Energy efficiency and Carbon credit markets. Banks should pay special attention to impacts on forests of high ecological value in our risk assessment process. They should also promote sustainable forestry projects – preservation and reforestation.

Doha Bank Knowledge sharing on CSR at Chennai.



CORPORATE SOCIAL RESPONSIBILITY AND GREEN BANKING

As a forward-thinking and socially responsible citizen, Doha Bank has embraced sustainable business practices to satisfy its customers and promote solid environmental stewardship. In doing so the Bank has embarked on a greener path in business and their personal lives. Financial sector could participate in sustainable development by taking initiatives to “Manage Climate Change and Mitigate Global Warming”.

Doha Bank advocates and practices Green Banking, which is one of the core business philosophies that would support the sustainability into the future. Doha Bank is also active in supporting the youth of the nation from a human development perspective and conducts numerous programmes to help develop indigenous talent. Doha Bank also supports social integration across various areas of society and actively participates in key economic events, keynote sessions, and other major local and global programmes.



DOHABANK AND UNESCO ALLIANCE FOR ECO SCHOOLS

Doha Bank had worked on “ECO-Schools Programme” which works with educational institutions to build awareness of key environmental issues and create action plans that are school-specific to help mitigate the overall impact on the environment. These include programmes that aim to conserve resources, as well as actively reuse and recycle materials in clever ways. Most importantly, the programme awards schools for their diligence and builds awareness and promotes initiatives at the grassroots of society, amongst the youth as well as among school staff and administrators. The ECO-Schools programme guides schools on sustainability initiatives which provide substantial opportunities to schools to explore various environmental concepts that can be implemented, improved, developed or retrofitted at their respective premises.



GREEN CREDIT CARD BY DOHABANK

Doha Bank launched Green Visa Credit Card which is a first for the region. The Card is manufactured from bio-degradable material and the cardholders

are able to manage their accounts electronically. E-statements reduce paper usage and wastage. Furthermore, 1% of all that customers spend through the Go-Green card is converted into Green points and donated to an approved Green cause that supports environmental initiatives such as tree planting.



Beach Clean-up

Doha Bank has been communicating to the international community the need to be environment-friendly through its Global Warming and Climate Change knowledge sharing sessions.

In line with these, Doha Bank organized a Beach Clean-up Campaign in coordination with the Ministry of Environment and Al Wakra Municipality at Al Wakra Beach on 19th February 2011.

The theme "Saving the Beaches Today, for the Children of Tomorrow" is in line with the Green Banking initiatives of Doha Bank to promote eco-consciousness to further instill the value of social responsibility and green culture within the organization by having full-participation from staff to act as environmental advocates for the green cause.

The Campaign was led by Doha Bank's Green Banking Task Force Committee, the Planet Savers Club comprised of in-house staff volunteers and MOE officials who proactively showed its commitment and support to the environment by removing rubbish and other waste materials from the beaches.

The event was organized to support Doha Bank's primary objective on its drive towards a clean and green environment and to create awareness on staff's social and environmental responsibility.



Tree Planting

Doha Bank's Planet Saver Club will conduct a Tree Planting activity at select Branches and locations within the State of Qatar. Here are some of the guidelines in planting indigenous trees:



Doha Bank has strived to encourage both the development and diffusion of environment-friendly technologies and also supports a proactive approach to meeting environmental challenges. Doha Bank also conducted Green Quiz with Global warming and climatic changes as a central theme to spread awareness in various countries. Doha Bank proactively supports the environment on its Tree Planting activity.

Doha Bank Green Quiz in Tokyo



Doha Bank at High Level Thematic Debate conference (HLTD) organized by the United Nations in NY



DOHA BANK AL DANA GREEN RUN 2020



Doha Bank also hosted the Green fun run to generate awareness of environmental preservation and protecting the natural environment. Doha Bank has reached out to the larger community through its long standing Corporate Social Responsibility activities where the Banks committed to raise awareness on environmental issues and focus on the economic challenges facing the world and the region.

Doha Bank promotes the use of energy efficient vehicles for business and private purposes. Doha Bank will seek to minimize the use of energy in its activities. For example lights and equipment will be switched on only when needed and not out of routine. The Planet Savers Club of Doha Bank was started with its staff as volunteers for environmental protection. The club

would aim to protect the earth's limited resources and to make it a corporate work culture and habit to use resources wisely. Doha Bank believes in grassroots advocacy to support a truly sustainable future. Doha Bank's approach to the youth and human development would be two pronged: Developing awareness of key issues that the youth of today can champion for the betterment of tomorrow, and working within the community to provide talented youth with career and development opportunities that will help them play an active role in society.



A dedicated Green Banking website of Doha Bank integrates the bank's initiatives in promoting environmental safety with the community by reaching out to both the public and private sectors. Doha Bank has transformed itself into eco-friendly institution and steps have been taken to encourage society to shift their mindset into going green. Doha Bank also conducted Green quizzes and built Green Buildings.

Doha Bank practices the principles of the 3Rs by:

1. Reducing waste where possible by thinking about what we buy and how we use it. Non-essential documents and emails will not be printed.
2. Re-use wherever possible by trying to find a second life for items especially paper and office stationery.
3. Recycle as the least preferred option of the 3Rs. All paper, card, glass, tin will be recycled. Toner cartridges and inkjets will also be recycled

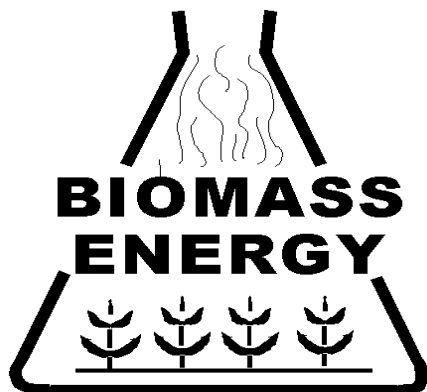
Banks and Financial Institutions should be vision-driven in supporting its future activities, progress and expansion with a more diverse portfolio that integrates environmental and social considerations into its product design and strategies. Banks and Financial Institutions should strive to encourage both the development and diffusion of environment-friendly technologies and also support an active, rather than reactionary, approach to meeting environmental challenges.

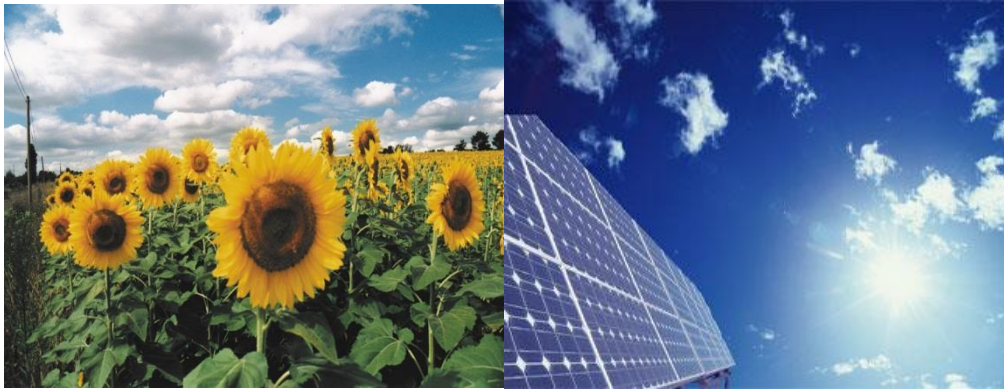
If you look at the key banking activities, one is lending and another is investing. Banks and Financial Institutions can practice micro finance to lift the poverty lines or lend for sustainable projects or invest in renewable energies and alternatives.

Banks and Financial institutions should work on lending and investing towards renewable energy. Banks and Financial institutions should create a separate section for “Green Banking,” focusing on how to reduce carbon, and e- banking. Today there should be commitment and responsibility towards Green Banking as part of sustainable development.

Banks should align lending activities with those factors which impact the environment. They should develop environmental and Social Risk Management (ESRM) – Expand the scope of risk management to include

Social and environment risk also. Develop policies and procedures and integrate them in proposal evaluation. They should encourage financing programs for eco-friendly programs such as home owners to purchase and install solar power systems, forestry projects etc. They should also evaluate the environmental policies and practices of corporate clients. They should also regularly conduct environmental audit and report all the projects financed. They should develop equator principles - provide loans only to those projects whose borrowers are socially responsible and comply with sound environmental management practices.





Invest in sustainable eco-friendly ventures

Regulators should have Green mission and encourage Green Banking. The financial crisis was on account of development of exotic products. The regulatory framework is getting realigned to address this. However, banks should promote sustainability and getting “Back to Basics” becomes the key. Afforestation should be promoted among citizens and minimize use of paper. Green banking promotes some of these initiatives. Green Banking can be done through encouragement and conversion of existing normal Account Holders to Paperless Banking by opening Green Accounts and Go Green Credit Cards. Public Awareness Campaigns can be promoted through the Bank’s channels, and key community engagement programs such as tree planting, beach clean-ups and recycling activities.

DOHA BANK AT COP19



DB CORPORATE GOVERNANCE REPORT 2020



www.dohabank.com



DOHA BANK SUSTAINABILITY REPORT 2020



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COMPLIMENTS FROM H.E BAN KI MOON, SECRETARY GENERAL, UNITED NATIONS

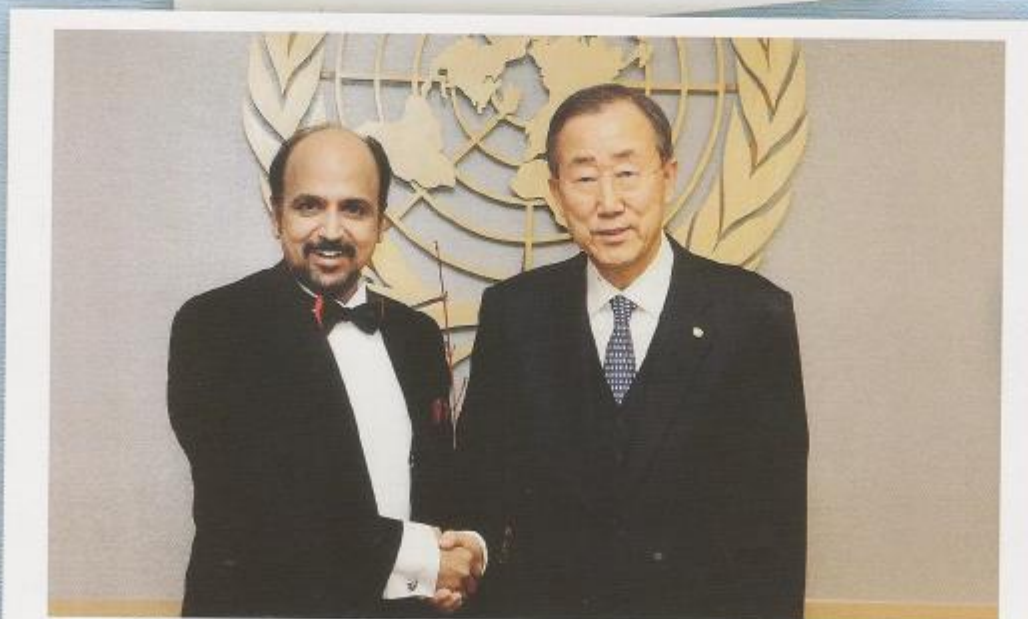


Dear Mr. Sectharaman
 Congratulations for all the achievements
 you made last year.
 I wish you continued good health
 and prosperity in the New year.
 I would also like to thank you
 for your support for the common
 cause to address climate change
 and Millennium Development Goals.
 With my warm regards,
 Ban Ki-moon

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Dear Mr. Raghavan Sectharaman,
 With my warmest regards,

Ban Ki-moon
 Feb. 11, 2010

COVID 19 IMPACT ON ECONOMY, DIGITAL SPACE AND FINANCIAL MARKETS

By end of December 2020, there were 80mn Covid-19 cases globally and it has resulted in lives of more than 1.8mn people. This is not an ordinary pandemic. It is a complete disruption to the world. The risk in terms of economic risk. To combat the crisis and address to economic risks, central banks across the globe have announced adequate liquidity measures. Central banks have assured sustainability measures in global norms. Globally, approximately \$30tn of liquidity is pumped. The liquidity has played a role to hold the balance, making sure the economy doesn't get crippled out and contribute to solvency of institutions. This is a great recession after 1930. Decisions have been taken to ensure business continuity and sustainability value creation. Social reflection in terms of social distancing, hygiene and health care systems are not broken. We want to forget 2020 on account of tragedy and disruption. Global growth and trade witnessed contraction.

Covid-19 has changed way of doing business globally, work from home culture has increased, and no one is any more location-centric; it is an information-centric world. Covid-19 has reignited the pace of digital governance across the globe with acceleration in digitalisation across all the industries has led to rise in cybersecurity. Cybercrime costs include damage and destruction of data, stolen money, lost productivity, and theft of intellectual property, theft of personal and financial data, embezzlement, fraud, and post-attack disruption to the normal course of business, forensic investigation, restoration and deletion of hacked data and systems, and reputational harm. Digital governance plays a key role in transforming the organisation globally and create a knowledge sharing society. IoT is based on the fact that everything will be connected to each other, such as multiple

objects and devices working in tandem to seamlessly deliver solutions and services.

Research firm Gartner estimates that nearly 5.5mn new things will get connected every day in 2016, while around 6.4bn connected things will be in use worldwide this year, up 30% from 2015. Areas where AI can be used in banking are AML pattern detection, chat bots, algorithmic trading, fraud detection, and customer recommendations. Robotics, enabled by AI and machine learning, is proving to be a game changer that can bring unique operational efficiencies to the financial services industry. The opportunities are reflecting positive side of pandemic.

Technology will augment people's jobs. Artificial intelligence algorithms and intelligent machines will be co-workers to humans. Today, smart technology drives smartphones, smart cars, smart homes, smart grids, smart infrastructure, smart cities, and the like. As the smart ecosystem continues to expand, we must consider where smart technology is taking nations and what the smart future will look like for each nation's ecosystem. For each country, it is essential to evaluate how will cognitive computing, computer vision, voice ecosystem, robots, 5G, AI, and big data promote and shape smart behaviour and futures in its smart ecosystem.

E- Commerce market has got a boost on account of COVID-19. Customer behaviour has changed. They don't want to visit a shop anywhere. Technology is leveraged to provide better customer experience.

The global effort to fight the Covid-19 pandemic is boosting the growth of sustainability funds, particularly social bonds/ Green bonds. The Social bonds propel ESG issuance to \$732 billion in 2020. Since Covid-19 has overturned

global markets, companies and governments have rushed to issue tens of billions of dollars' worth of special bonds that have been labelled as 'Covid bonds', 'social bonds' and 'sustainability bonds', the proceeds of which are earmarked to address impacts of the Covid-19 outbreak. The social bonds are also be a welcoming measure as part of CSR. Stock exchanges actively support the fast-growing Covid-19 response bond market, for example, by waiving listing fees. The financial markets fell in March 2020 as and when COVID 19 outbreak commenced and oil prices touched negative levels in April 2020 when COVID-19 started picking up.

In an emergency move in March 2020, the Federal Reserve announced it is dropping its benchmark interest rate to zero and launching a new round of quantitative easing. The QE program will entail \$700 billion worth of asset purchases entailing Treasury's and mortgage-backed securities. In June 2020, European Central Bank ramped the €750bn Emergency Quantitative Easing programme by further €600bn. By the end of May 2020, the European Union announced its recovery plan for the post corona crisis for funds in the amount of €750bn to be provided under green conditions, focusing on land restoration, biodiversity, and lowering emissions in priority sectors among other strategies. In March 2020, the Bank of England cut interest rates to an all-time low of 0.1% and increased its quantitative easing stimulus package following further panic in financial markets over the handling of the coronavirus outbreak. It will also bought an additional £200bn of UK government and corporate bonds under a QE money-printing programme, designed to hold down the cost of borrowing and pump cash into the economy.

Qatar unveiled stimulus packages worth QR75 billion for the private sector to help mitigate the economic impact of the coronavirus outbreak. Qatar sold \$10 billion in bonds in tranches of 5, 10, and 30 years in April 2020. These sustainable development reforms of Qatar have helped it to combat COVID-19 effectively. Qatar Central Bank classifies SME registered as a proprietorship, partnership, or limited liability company, have been in operation for a minimum of 2 years, with a minimum capital of QR200,000, maximum sales turnover of QR100 million and maximum credit facilities of QR 40 million. As part of CSR, Doha Bank has supported SMEs during adverse situations be it blockade or COVID-19 by providing additional finance, deferment of payments to SMEs through government-sponsored programmes. Doha Bank has partnered with Qatar Development Bank for National Response Guarantee Program (NRGP) announced by Qatar.

COVID 19: A NEW CHAPTER FOR HUMANITY & CSR

COVID-19 pandemic is a catastrophic for humanity. We recognise that at the same time there are positive reflections which we need to interpret in real order. This is a new world order. Everything is transformational in terms of economies, finance, environment and society at large. We have to understand that we have a commitment to make at this point, being conscious as a human being. Where the vision is one year cultivate flowers, where the vision is 10 years cultivate trees, where the vision is eternity cultivate people. Our greatest recession can bring greatest prosperity.

We need to build human consciousness here. Rich or poor, individual or institutions, countries or continents. That is the feel we should have. Our values systems is not changing. This is the time to internally drive and also introspect our consciousness. We have to internally drive during these challenging times. Old values still holds good. Our heritage, culture, civilization has true profound meaning for us to realize we need to get back to basics. According to Hellen Keller “the best and worst few things cannot be seen or touched it can be felt in the heart.” This invisible Coronavirus is one of them.

The pandemic COVID-19 has exposed fundamental weaknesses in our global system. It has shown how the prevalence of poverty, weak health systems, lack of education, and a lack of global cooperation exacerbate the crisis. The crisis has re-enforced the interdependence of our world. It has brought to the fore the urgent need for global action to meet people’s basic needs, to save our planet and to build a fairer and resilient world. According to Jannette Cole, “We cannot help ourselves without helping others, we cannot enrich our lives without enriching others and we cannot prosper

without bringing prosperity to others.” We face common, global challenges that we must solve through common, global solutions. After all, in a crisis like this we are only as strong as the weakest link. This is what the Sustainable Development Goals (SDGs), the global blueprint to end poverty, protect our planet and ensure prosperity, are all about. As part of CSR, we must all support the call by the United Nations to scale up the immediate health response to suppress the transmission of the virus, end the pandemic and focus on people particularly, women, youth, low-wage workers, small and medium enterprises, the informal sector and vulnerable groups already at risk. According to John F Kennedy, “Our task is not to fix the blame for the past but to fix the course for the future.” Working together we can save lives, restore livelihoods and bring the global economy back on track. Elimination of extreme poverty, create better world and being a better citizenship to this world are some of the key priorities which need to focus. We have to respect gender equality. We also have to recognize healthcare is important, maternal health is important. According to George Washington Carver,” To be a better person, resolve to be tender with young, compassionate with aged, sympathetic with the striving, and tolerant of weak and wrong. Sometimes in our lives we would have been all of these.” We have to respect the elderly. We need to have clean water and air and better sanitization facilities.

Satellite images showing dramatic drops in air pollution in coronavirus hotspots around the globe due to COVID-19, offering a silver lining to an otherwise very dark story. But they are also a graphic reminder of the climate crisis that will continue when the pandemic passes. When the lockdowns are lifted and life returns to what it once was, so too will the pollution that clouds the skies and with it the greenhouse gases that fuel global warming. Global warming and climate change are not ordinary issues. These are extraordinary

issues shaking up the world. We need to create Carbon neutral society as part of CSR. We have to reduce the carbon emission. Unless we bring in peace and justice to individuals and institutions, society at large world will not be peaceful.

According to William James, “The greatest discovery of this generation is that human beings can alter the lives by altering their attitude of minds”. That is what is called for during COVID-19. Our heart and mind has to be conscious of the fact, when there is righteousness in your heart, there is beauty in your character. When there is beauty in your character, there is harmony in your home. When there is harmony in your home, there is order in the nation. When there is order in the nation, there is peace in the world. That is the key message we are learning from COVID-19 crisis. The importance of Pranayama and Yoga have attained significance after the COVID-19 as this improves oxygen flow within our system and helps us to manage stress/ anxiety better. Keeping Mind and Body fit automatically improves our immune system and thereby helps to fight COVID-19 and other similar diseases. As part of CSR we should encourage employees on meditation as it supports integration of heart and mind. This would enable them to handle stress and anxiety challenges from COVID-19. Health care and relaxation has been given thrust after COVID-19. Today irrespective of the fact whether you are rich or poor, we have seen how society is coming together as humanity. We have to make sure that justice and peace comes in every home, harmony is integrating. We are internally driving. Families are knitting together. Our lifestyle is also giving you new world order in terms of work remodelling. The transformation that we are seeing today is going to be enduring and that change is enviable. The virtual reality today we are seeing and some of the important changes which coming through this crisis are all a life changing

exercise. This is going to create more moderation to our substance of existence. We are going to have a positive moment and we are going to have positive attitude. We are going to be considered as better human beings who will support each other.

We can begin by doing what is necessary, then what is possible, and suddenly you are doing the impossible. We cannot enrich ourselves without enriching others. We cannot build our fortune on borrowed money. We have to understand that time is limited in this planet in a value creation and there has to be a purpose behind it. We are going to be having a concerted vision for human prosperity. Our value systems are getting again identified in true prospects to support this planet earth. Mother Nature has gone through extraordinary stress. We are seeing the reflection in this planet today. The idea of coming together and living in isolation, maintain social distancing is an opportunity for you to reflect that we have a purpose behind our creation and we are going to make sure our value system is integrating in terms of heart and mind. We should build a society which creates better world and better citizenship to this world. That is what we see in terms of human consciousness. We should make sure we are all committed for social justice values which are going to be adding value to humanity and human prosperity.

Doha Bank has adopted 5R strategy in the wake of COVID-19 which includes re-modelling of business, remedial management, restructuring, revenue enhancement and rationalisation. On the business re-modelling focus is on liquidity, deposit mobilisation and lower interest rates in line with monetary policy. On the Operation side the focus is on Business continuity with work from home, social distancing, Wearing Masks and vaccinating of Staff to protect from COVID-19. On remedial management and restructuring

focussing on economic sectors which are vulnerable to COVID-19 and enhance risk management measures.

COVID-19 IMPACT ON CARBON EMISSIONS AND ROLE OF CSR

On environment side the increase in temperature and sea levels and impact on Carbon emissions. From a global perspective, 27% of carbon emissions come from China, 15% from USA, 10% from Europe and 7% from India. How do we create a carbon neutral society, this is what we thought when we shifted from Millennium development goals to Sustainable development Goals in 2015.

Global Governance is coming together on sustainable environment. Move towards Solar and Wind and thereby create a carbon neutral society. Every corporate as part of CSR should engage in ESG reporting and highlight environmental initiatives. A 5% digital access can reduce carbon emissions nearly by 538mn tonnes, which is nearly 230mn coal mines capacity, which will ignite the green economic growth. Greenhouse gas emissions need to be estimated for major economic sectors in areas of operation to determine carbon footprint. Based on carbon footprint in different economic sectors, various initiatives should be proposed to promote green economies, such as lending for green projects, CDM scheme, and paperless banking. The allocation matrix should be such that the greater the carbon footprint in the relevant economic sector, the higher the allocation of capital for green banking and sustainable projects. The carbon footprint will be different across various geographies and economic sectors and hence, country wise and sector wise allocations should be explored. This forms the basis for green banking and brings prudence into the capital framework. Banks should adopt Green banking as part of CSR.

Climate change and nature degradation, urbanisation, rapid population changes and technological revolution are the key trends that will shape our

world over the course of this century and thereby impact SDGs as well. These megatrends cannot be easily undone or changed in any significant way in the immediate term. But they are the result of human activity, and therefore they can be shaped over time by consistent policies. The associated decrease in fertility rates can support greater gender equality, rapid population ageing raises concerns about constraints on innovation and productivity. The COVID 19 crisis has encouraged to promote gender equality and transform the world.

However technological innovation and digitisation have clearly accentuated income inequalities, especially in the time of online learning and remote work. The climate change can reinforce rural-urban migration by displacing hundreds of millions of people from coastal areas. In the face of crisis, countries should make bold choices to rapidly expand social protection, invest in a green economy, and close the digital divide, so that we can build forward better.

The Covid-19 pandemic crisis is offers another opportunity: To build global economy back better as part of CSR. We need a “green recovery” connecting our recovery from the economic impacts of the pandemic to achieving our objectives under the Paris Agreement and should ensure achievement of UN sustainable development goals. There are certain sectors that should be priorities for ‘going green,’ such as transport and fuel. Industries and traffic are the main contributors to emissions causing local air pollution examples of globally tried-and-tested policies for such sectors include, mandating energy efficiency targets, energy efficiency standards for firms, fuel efficiency standards for vehicles, fuel switching and pricing pollution/carbon. In addition, energy efficiency standards for buildings, and minimum performance standards for appliances, such as air conditioners and refrigerators, hold high

promise. Financial institutions are supporting green recovery by raising and utilising funds as part of sustainable development strategy.

In handling the Covid-19 crisis and to ensure that adequate finance is channelled to support progress on the Sustainable Development Goals (SDGs) and those most in need countries need a co-ordinated stimulus package, which includes reversing the decline in aid. According to UNCTAD, The coronavirus crisis is pushing critical economic, social and environmental development targets beyond reach. The organisation's online annual update tracking progress on a range of indicators of the UN's Sustainable Development Goals (SDGs) shows that poverty, inequality, the climate crisis, unsustainable production and other pressing challenges require even more urgent action due to Covid-19. CSR can play a vital role by contributing to above areas during Covid-19. For instance, SDG target 17.11 aims to significantly increase the exports of developing countries, and in particular to double the share of least developed countries (LDCs) in global exports by 2020. Although LDCs had been achieving modest growth in market share, Covid-19 has likely pushed the target beyond reach.

The coronavirus-induced record-breaking fall of 5% in carbon dioxide emissions – compared with the same period in 2019 – will not be enough to achieve even the weakest of the targets set out by the Paris Agreement on climate change. Covid-19 has exposed weaknesses in global food supply chains. The Covid-19 crisis could push half a billion people back into poverty. SDG 1 is the bedrock of the goals. The crisis has made this goal more challenging, but also presents an opportunity to completely revolutionise development. UNDP estimates 86% of primary school children in developing countries are not being educated. The pandemic has re-emphasised the

'digital divide' and the right to Internet access, particularly for those in rural areas. The ILO reports that more than one in six young people have lost their jobs since the pandemic began and those that are still at work have seen their hours reduced. The SDGs are a roadmap for human prosperity. Global warming, climate change and food security should be eliminated and Gender equality to be promoted as part of CSR. They encompass almost every aspect of human and planetary well-being and, if met, will provide a stable and prosperous life for every person and ensure the health of the planet. But the pandemic also shows us the wisdom of what is already inherent in the SDGs; the challenges we face cannot be dealt with in isolation. Online education sector has been given thrust after COVID-19. Continuous reorganisation in education pattern across various part of the globe. The literacy is promoted across various levels. Commercial courts are happening through web.

SUMMARY, CONTRIBUTION TO KNOWLEDGE AND WAY FORWARD

Corporate Social responsibility (CSR) has become an integral part of business after COVID-19. Social risk management is vital for sustainable development. On the ESG Framework, the Environmental dimension focusses on environment disclosure, environment impact and any efforts to reduce pollution or carbon emissions. The social dimension focusses on diversity, management, human rights as well as community relationships. The Governance accounts for compensation, shareholder rights and the relationship between shareholders and management. Some of the well-known ESG disclosure frameworks include SASB framework, TCFD framework and Global Reporting Initiative (“GRI”). As part of Corporate Social responsibility corporates have adopted Environmental, Social and Corporate Governance (ESG) framework. The ESG framework employ Sustainable Development Goals (SDGs) and contribute to responsible corporate behavior. Investors are interested in knowing the role of Corporates in sustainable development and ESG framework provides the answer to this. ESG framework is mandatory in certain jurisdictions in line with the regulatory framework. However certain corporates have also gone for voluntary ESG framework. CSR is nothing but corporate consciousness. CSR also enables organisation to balance its objectives, goals and risk management by factoring the society and environmental dimension. The ESG framework provides assistance on this. Global warming, climate change, food security, poverty eradication and Gender equality are some of the segments where various Corporates have supported during COVID-19 and thereby contributed to Sustainable development Goals in line with ESG framework.

The COVID-19 has once again emphasized the continuing commitment by business to behave ethically and contribute to economic development while

improving the quality of life of the workforce and their families as well as of the local community and society at large. Many corporates have revisited their CSR programs in the light of COVID-19 and have brought both innovative and enhanced initiatives for the benefit of people. CSR initiatives have been discussed at the C- Level/ Board Level during COVID-19. CSR is also an integral part of corporate strategy and determines lending and investing activities of financial institutions in line with the ESG framework and thereby contribute to sustainable development. CSR's objective is to contribute to sustainable development and Sustainable development is all about adhering to Environmental, Social and Governance (ESG) framework. Hence CSR is a pivotal factor for sustainable development.