

PERSONAL BANKING & OPERATIONS DEPARTMENT

SUSTAINABLE DEVELOPMENT AND CORPORATE SOCIAL RESPONSIBILITY POLICY

1. OBJECTIVES OF THE POLICY

- The Sustainable Development and CSR Policy explains the bank's approach towards economic development, environmental footprint and social responsibility.
- It is to enable a common understanding of sustainability framework among the bank's employees and its stakeholders.
- It will aid in mitigating sustainability related risks and capitalizing on opportunities available.
- It will help ensure compliance with regulations, and enhance stakeholder value.

2. SUSTAINABILITY MANAGEMENT FRAMEWORK

A. ECONOMIC DEVELOPMENT

Union Bank aims to contribute to sustainable growth of the nation through following responsible banking principles, and with minimal negative impact on the environment or society.

We shall:

Develop and offer a range of innovative products and services that meet the financial needs of customers in a fair, responsible and transparent manner
Work to deliver value to customers and profitable growth for shareholders
Ensure that all employees and key stakeholders adhere to ethical and accountable conduct as governed by applicable regulations.

B. ENVIRONMENTAL FOOTPRINT

We shall:

Minimize the environmental footprint of the bank.
We shall integrate environmental risk & opportunity analysis into our overall management approach.
Ensure that all material environmental aspects are reported with appropriate transparency.
Encourage and promote good environmental practices across value chain

C. SOCIAL RESPONSIBILITY

We shall:

Invest in community development projects, and provide support to worthy causes through a transparent process.
Uphold the principles of human rights and improve general awareness levels on human rights issues for stakeholders across the value chain
Refrain from any kind of discrimination during hiring or employment, and provide equal opportunities to all employees
Provide a safe, hygienic and harassment-free workplace environment to our employees, with special focus to those with special needs
Nurture talent retention development by identifying suitable employees and providing them with training and growth opportunities
Systematically identify and periodically engage with stakeholders in order to understand their concerns and formulate strategies to address them
Develop appropriate grievance handling mechanisms for stakeholders across the value chain
Utilize trade and industry chambers and associations appropriately for advocating public policy formulation regarding country specific sustainable development issues
Adhere to high standards of commercial fairness in the use of advertisements, marketing communications and trademarks

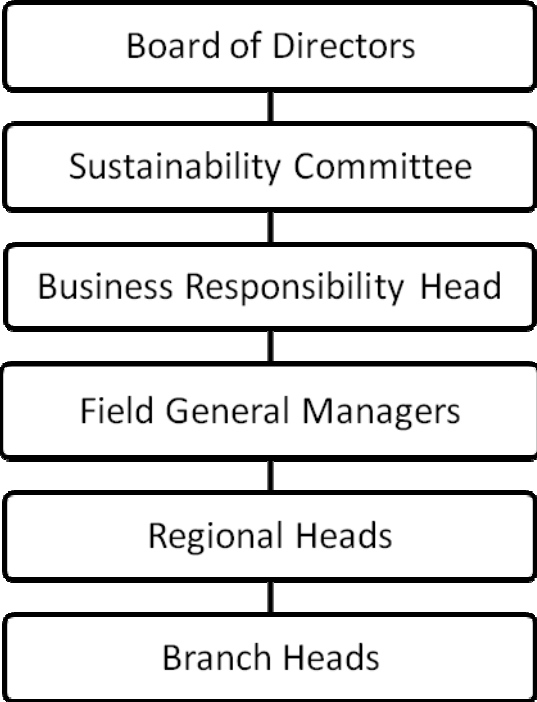
3. GOVERNANCE STRUCTURE

Incorporating sustainability in day-to-day operations requires strong governance structure and effective risk management.

These efforts are coordinated by the Sustainable Development and CSR Committee, which reports directly to the Board.

This Committee will have representation from various departments, including compliance, human resources and business lines.

The organizational structure for the governance of sustainability management will be as follows:



4. IMPLEMENTATION

The Sustainable Development and CSR Policy is made available to the employees, regulatory agencies and other stakeholders through the Bank's official website, and mechanisms like trainings, workshops, posters, posts on internal web portals etc. All employees are expected to adhere to and comply with the Policy and its individual elements. The Policy is part of the training program for all Officers so that they are fully aware of its elements, and are committed to its implementation.

The Sustainable Development and CSR Committee monitors the implementation of the Sustainable Development and CSR Policy throughout the organization, and reports directly to the Board.

The Committee is also responsible for identifying initiatives related to sustainable development, and monitoring their effective implementation throughout the organization. The Bank has also put in place adequate grievance-handling procedures in order to address the issues and concerns of various stakeholders. Qualified grievances would be brought to the notice of the Sustainable Development and CSR Committee which would address them appropriately.

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