

Promoting Ethical Excellence:

# Committed to Fair Practices and Customer-Centric Growth



Our commitment to acting in the best interest of our customers is the cornerstone of our responsible banking approach, ensuring fairness, transparency, and ethical service across all markets.

*At Union Bank of India, our mission is to deliver best-in-class financial products and services while ensuring accessibility for all consumers across diverse markets. We prioritise fairness, transparency, and consistency in our offerings, striving to build lasting customer relationships through responsibly priced products, clear terms, and ethical service. Our commitment to acting in the best interest of our customers is the cornerstone of our approach to responsible banking, ensuring that we help them prosper and meet their financial goals.*



## Honest Business Practices

### GRI 102-16

We are committed to fair and honest business practices, keeping our customers at the heart of everything we do. Unethical practices are strictly prohibited, aligning with our core values and ethical standards. Our credit decisions are made impartially, without regard to caste, ethnicity, colour, religion, sex, age, marital status, sexual orientation, gender identification, military status, disability, public assistance status, familial status, or a consumer's exercise of credit protection rights.

## Board Oversight and Ethical Governance

### GRI 102-18

Our Board and its committees guide our enterprise-wide strategies and policies, promoting a corporate culture that upholds laws and regulations against unethical, discriminatory, or predatory practices. This oversight ensures that our business operations align with our ethical standards, fostering trust and integrity within the organisation.

## Comprehensive Training and Development

### GRI 404-1

To reinforce our commitment to ethical excellence, we mandate annual compliance training for all employees and contractors. This training covers complaint management, compliance with financial crimes, financial abuse prevention, fraud prevention, and ethical conduct. In FY2024, we conducted extensive training programs covering over 70,000 employees, ensuring they have the knowledge and skills to uphold our ethical standards.

## Recognitions and Awards

### GRI 102-12

Union Bank of India has been recognised for its innovative HR practices, technology leadership, and commitment to inclusivity. These accolades underscore our dedication to fostering an inclusive, dynamic, and forward-thinking workplace. Notable awards include Best ATM and Self-Service Innovation, Leading Technology Bank, and Excellence in Banking Innovation Using Emerging Tech, among others.

## How Our Financing Supports the Sustainable Development Goals

### GRI 203-2

Union Bank of India is committed to recognising and integrating the Sustainable Development Goals (SDGs) as pivotal global priorities to foster positive human, societal, and environmental impacts. These goals are achievable through dedicated engagement and collaborative efforts with businesses, governments, societies, and various stakeholders. Our bank is determined to contribute by partnering with our stakeholders to drive the delivery of these essential goals.

Our approach to social and environmental financing spans diverse sectors, making significant positive contributions through funding healthcare systems, educational institutions, affordable housing projects, and green infrastructure initiatives. These financing activities support individual SDGs and promote broad progress toward sustainable development.

As part of our ongoing efforts, we are enhancing our Sustainable Finance Framework to capture better and analyse data related to the SDG targets we support. This comprehensive update aims to provide more accurate and granular insights into our impact. By refining our methodologies and processes, we strive to strengthen our contribution to the global sustainable development agenda and ensure our financing activities align effectively with the SDGs.



Unethical practices are strictly prohibited at Union Bank of India, as we prioritise integrity and trust, aligning all our operations with core values and ethical standards.

> ₹8,300 Crore

Mobilised over ₹ 8,300 crores in digital business through enhanced digital lending solutions, ensuring fairness and transparency

~16,000

Successful integration of Google Business Messages with ~16,000 users for customer engagement and transparency.