

## Statement on Stakeholder Concerns

### Relationship with Employees

We strive to offer ways to keep uab bank employees engaged and connected to uab bank's vision. Our objective is to contribute to the sustainability of the bank through the continued dialogue with our employees to ensure that the behavior of the employees is guided by Code of Ethics and to create a work environment, where employees enhance knowledge, are excited about work and are committed to Bank's values and goals and reflect these values to the Community.

To achieve this objective, we adhere to the following commitments:

1. To treat all employees respectfully, fairly and equitably.
2. To encourage professional development of employees by encouraging participation in Bank sponsored events and training.
3. To resolve workplace issues and conflicts through productive dialogue, characterized by openness, trust and collaboration.
4. To provide a comprehensive total rewards package that includes market-driven and performance-based remuneration and competitive benefit programs. Such remuneration and compensation programs are viewed beyond short term financial measures and look at the longer-term sustainability objectives.
5. To establish goals, provide ongoing feedback and assess performance annually so that every employee is aware of how their work contributes to Bank's strategic plan.
6. To implement and maintain non-discriminatory employee practices and internationally recognized employee standards.

Our mission is to create a positive work environment, where each employee has opportunity to prosper.

Employee engagement is an important aspect of a good working relationship and the Human Resource Department is continuously finding innovative ways to foster increased engagement and provides resources and information intended to facilitate engagement and recognition for outstanding employees.

Work place issues are handled by the relevant HR Business Partners and employees may resolve issues by contacting these HR Business Partners or contacting [susumaw@uab.com.mm](mailto:susumaw@uab.com.mm).

### Human Rights

uab bank respects and promotes human rights as described in the United Nations Declaration of Human Rights. The human rights we consider fundamental for our employees include the right to be born free and freedom from discrimination based on race, colour, sex, religion, political opinion and national and social origin.

uab bank also supports the eliminating all forms of forced labour and child labour.

uab bank also expects its customers and vendors to equally have the same respect for human rights. For unavoidable adverse impacts, they are expected to provide for and cooperate in remediation through legitimate processes

## **Equal Opportunity**

uab bank is an equal opportunity employer and prohibits discrimination by any employee against any individual. Bank provides resources to prevent discrimination, promote inclusiveness and assist individual with disabilities.

## **Diversity**

We recruit and build talent from various cultures, countries, races, genders, sexual orientations, abilities, beliefs, generations, backgrounds and experiences. Amidst the diversity of our workforce, we connect and communicate with each other, fostering a spirit that will enable us to in-turn connect to our customers and our community.

## **Anti- Discrimination and Anti- Harassment**

It is the policy of the Bank that no individual shall be the object of discrimination or harassment on the basis of race, color, ethnicity, religion, sex, gender, gender identity, sexual orientation, national origin, age, marital status, pregnancy, parental status, family relationship status, physical and mental ability.

We encourage employees or members of the community who have been subjected to discrimination, harassment or retaliation to report what happened. You can report to [george.koshy@uab.com.mm](mailto:george.koshy@uab.com.mm) or if preferred, [wb@uab.com.mm](mailto:wb@uab.com.mm) (as per our Whistleblower Protection Policy)

## **Insider Trading**

Employees of uab bank are prohibited from dealing in securities of any company listed or pending listing on a stock exchange at any time when they are in possession of information, obtained as a result of their employment by, or their connection with uab bank which is not generally available to shareholders of that company and the public, and which, if it was so available, would likely bring about a material change in the market price of shares or other securities of the company concerned.

An employee that possesses insider information is also prohibited from influencing any other person to deal in the securities concerned or communicating such information to any other person, including other staff that does not require such information in discharging their duty.

## **Protection of Creditors rights**

The Code of Conduct of uab bank requires that all business dealings must be conducted fairly and equitably.

The Bank operates its business with integrity and implements an honest and transparent information disclosure system treating all creditors equally and without discrimination. With information disclosure (including but not limited) to information on the Bank's annual reports, website, social media sites, agreements, statutory reports and brochures, all creditors are entitled to obtain relevant information according to their needs to make an objective decision.

The protection of creditors rights is contained in the agreements made by both parties with the Bank ensuring contractual compliance and performance of its obligations in a timely manner so as to avoid delays that may result in loss or inconvenience to either parties.

The Bank is careful to ensure that creditor's rights are fulfilled, and trust is maintained

### **How we monitor and report incidences, complaints, and breach of policy & procedures:**

- Compliance Officers are appointed at all branches and head office departments and their duties include the monitoring and adhering of all policies and procedures of the Bank.
- The Bank has adopted an Incident Reporting mechanism that require the reporting of all operational incidences and breach of policy (as recommended by the Basel standards). Such reporting is required to made by Compliance Officers and Section Heads within 24 hours of the incident to the Risk & Compliance Department and Operations Department at Head Office. Incidences are further escalated to the relevant Supervisors.
- Further, the Bank was following open lines to receive complaints from Customers and Stakeholders:
  - Call Centre
  - Email: [info@uab.com.mm](mailto:info@uab.com.mm)
  - Facebook messenger
  - Branch counter
  - Whistleblowing on [wb@uab.com.mm](mailto:wb@uab.com.mm) or by SMS on 09 – 44 44 36 309

Each incident raised through the above will be reported through the Incident Reporting mechanism.

- Reported incidences are escalated to the relevant Supervisors and where this involves the breach of the Code of Ethics or misconduct, the incident is handled by the Disciplinary Committee.
- The reporting of all incidences is made to the Management Committee and Board Risk Committee by the Risk & Compliance Department through the Bank's Compliance Officer. The closure of all incidences reported is also monitored.

Employees are also encouraged to report incidences through open communications to their Supervisors, Heads of Departments or Human Resources Business Partners. Confidentiality and whistleblowing protection are also available to employees as described in the Bank's Whistleblower Protection Policy

### **Other relevant policies, codes and guidelines**

Other relevant internal codes, guidelines and policies related to this Statement are:

1. Code of Ethics
2. Human Resources Policy
3. Employee Handbook