

NON-FINANCIAL KPIS

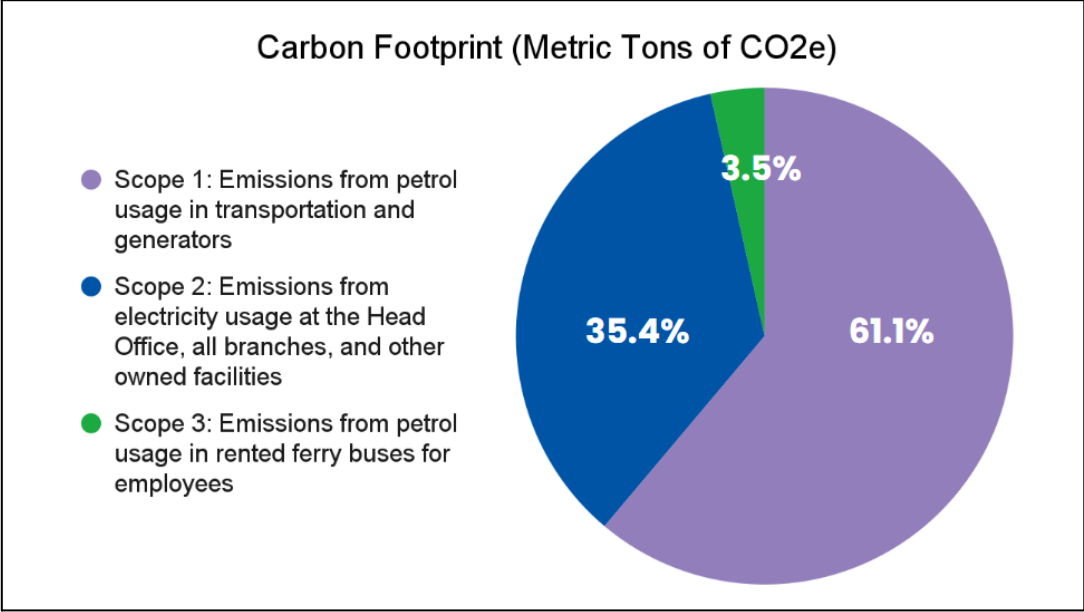
In its sustainability targets, the Bank incorporates several other non-financial KPIS, and a summarized overview of the relevant non-financial KPIS is provided below:

TOPIC AND SOCIAL ISSUES	FINANCIAL YEAR ENDING 31ST MARCH 2023 (FY 2023)	IMPACT
<p>Equal Opportunity Employment (gender, age)</p>	<p>Total employees: 1,904</p> <ul style="list-style-type: none"> • Male: 858 • Female: 1,046 <p>By age</p> <ul style="list-style-type: none"> • 18-30 years: 905 • 31-40 years: 683 • 41-50 years: 239 • above 51 years: 77 <p>Promotions awarded for FY 2023 totaled 195 staff out of which:</p> <ul style="list-style-type: none"> • Male: 60 • Female: 135 <p>Staff with job grades of Vice President and above:</p> <ul style="list-style-type: none"> • Male: 12 • Female: 17 	<p>The Bank ensures that there is equal opportunity in gender, age and promotional opportunities. Over FY 2023, there was generally a satisfactory balance in the provision of equal opportunity.</p> <p>The 2023 Annual Report includes a dedicated Human Capital Report that provides comprehensive insights</p>
<p>Employee Engagement</p>	<p>An Employee Satisfaction survey published on 6th September 2022 produced the following results:</p> <ol style="list-style-type: none"> 1. Number of respondents: 1,048 (54.97% of white-collar work force) 2. Score: 5.42 on a 7-point Likert Scale (77.43%) <p>In 2022, the Bank has once again been listed under "Best Companies to work in Myanmar – Employee's Choice" https://www.jobnet.com.mm/bcim, following its previous listing in 2020.</p>	<p>The positive influence of employee satisfaction, as reflected by the good score, contributed to the Bank's financial performance. In FY 2023, the Net Profit per Employee improved to MMK 12 million per employee compared to MMK 11.6 million (annualized), in FY 2022.</p> <p>A fresh employee satisfaction survey is due to be published in last quarter of 2023.</p>
<p>Employee Turnover Rate (%)</p>	<p>Employee turnover amongst operating staff was 23.6% in FY 2023.</p>	<p>Employee turnover was higher in FY 2023 and it reflected the market as the economy improved and business sought skilled talent. A larger migration of skilled labour out of Myanmar was observed in FY 22 and FY 23 due political turbulence.</p>
<p>Absenteeism Rate (%)</p>	<p>Absenteeism Rate (%): 0.26% (Absenteeism is the unexcused leave measured against the working days in the period)</p>	<p>The absenteeism rate of 0.26% for FY2023 which was a slight decrease compared to 0.29% in the previous financial year, indicating a continued satisfactory employee engagement.</p>

<p>Fatality Rate (%)</p>	<p>0% fatality rate</p>	<p>The fatality rate for FY 2022 was Nil with no deaths reported and within the Bank's target of zero fatalities.</p> <p>Given that the Bank is in the Service industry and not in an industrial or manufacturing environment, the accident and fatality will be low.</p>
<p>Frequency Rate for Accidents (number)</p>	<p>15 accidents occurred, mainly car accidents. The accidents were reported to be minor. There were no fatal injuries during FY2023.</p>	<p>The Lost Time Injury Frequency Rate (LTIFR) due to accidents FY 2023 was 4.15 (where lost time due to accidents is measured per one million hours worked). Compared to 3.71 in the previous year, both the numbers are low due to the nature of the jobs in the banking industry.</p>
<p>Training (number)</p>	<p>Total man hours of training provided: 60,596 hours. Number of staff who attended training sessions: 1,904</p>	<p>The training hours increased to 60,596 man-hours compared to 35,800 hours in the previous year.</p>
<p>Career Development/ Appraisal (number)</p>	<p>In FY 2023, two (2) performance appraisals were conducted. All confirmed employees of the Bank were appraised.</p> <p>As part of career development and succession, 195 employees were promoted based on their performance over FY 2023.</p>	<p>For the 7th consecutive year, the bank has consistently organized appraisal and career development sessions,</p>
<p>Health & Safety</p>	<p>The Health & Safety Policy was reviewed and made available in our website: (https://www.uab.com.mm/governance/governing-policies/)</p> <p>Each year, the Bank's Administration Department conducts a comprehensive survey of branch physical maintenance. Based on the survey findings, recommendations are presented to the Management regarding necessary physical improvements. The surveys for FY 2023 have been completed.</p> <p>Several health benefits are made available to employees including:</p> <ul style="list-style-type: none"> • Welfare grant of MMK 100,000 for major surgery • Paid leave of up to 6 months for 	<p>The frequency and fatality rates for FY 2023 have been provided in the report above and they remain acceptable with no fatal injuries.</p>

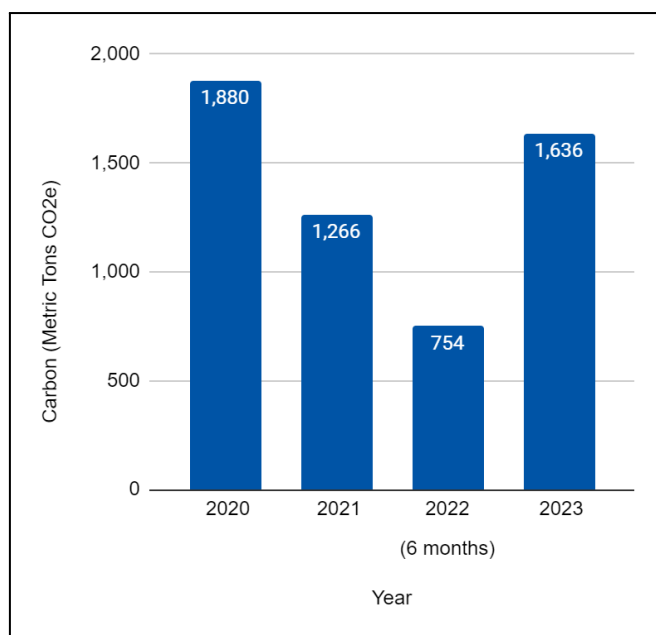
	<p>prolonged illness</p> <ul style="list-style-type: none"> • 30 days of paid medical leave • Work Life Balance <p>Further, as a part of our initiative to support work life balance, we offer flexible working hours, sabbatical leaves, extended maternity leaves et al</p>	
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Within its non-financial KPIs, the Bank conducted a carbon footprint analysis. A summary of the carbon footprint report, which provides key measurements on our environmental impact, is as follows:



In FY 2023, the total carbon footprint of the Bank’s operations is **1,636** metric tons of CO₂e. To gain a comprehensive understanding, the carbon footprint can be analyzed across different scopes and years.

- **Scope 1**, direct emissions from petrol used for transportation and generators employed at the Head Office and all branches, accounted for **1,000.15** metric tons of CO₂e (**61.1%** of the Bank’s total carbon footprint).
- **Scope 2**, indirect emissions from the bank’s entire operations’ electricity use, generated by local electricity supply corporations, resulted in **578.59** metric tons of CO₂e (**35.4%** of the total carbon footprint).
- **Scope 3**, indirect emissions generated from energy consumption of other rented facilities such as ferry buses for employees, accounted for **57.34** metric tons of CO₂e (**3.5%** of the total carbon footprint).



In FY 2022 (covering 6 months), the carbon footprint was **754** metric tons of CO₂e. In FY 2021, the total carbon footprint was **1,266**, while in FY 2020, it was **1,880**. The carbon footprint of the Bank remains relatively low over the continuum of years due to the nature of the banking industry and its emphasis on digital transformation in operations, when compared to other industries such as manufacturing, mining, or construction, which often generate higher carbon emissions within the region.

More details of our environmental impact is as below:

Environmental issues	
Waste	<p>One of the largest sources of waste in the Bank is paper and to discourage the use of paper, the Bank has undertaken a digital exercise with the following policy development:</p> <ul style="list-style-type: none"> • Cloud based storage vs the conventional way of paper storage • All communications between staff are now done via email. • Electronic submission of credit proposals, expenditure approvals, leave request and formation of digital registers • Central printing and e-fax • Re-engineering to reduce paper applications and forms at branch counters <p>Printing paper expenditure:</p> <ul style="list-style-type: none"> • FY ending 30th Sept 2020 = MMK 41,733,825 • FY ending 30th Sept 2021 = MMK 23,013,837 • FY ending 31st Mar 2022 = MMK 7,117,869 (6 months) • FY ending 31st Mar 2023 = MMK 35,844,403 <p>As at 28th Feb 2022, two major projects namely a Loan Origination System and Human Resource Management System had been launched and this is expected to further reduce the use of paper for loan and HR processes. These projects are expected to be completed by 30th Dec 2023.</p>
Energy	<p>Electricity expenditure</p> <ul style="list-style-type: none"> • FY ending 30th Sept 2019 = MMK 258,858,101 • FY ending 30th Sept 2020 = MMK 343,629,518

	<ul style="list-style-type: none"> • FY ending 30th Sept 2021 = MMK 290,597,476 • FY ending 31st Mar 2022 = MMK 144,033,359 (6 months) • FY ending 31st Mar 2023 = MMK 323,491,258 <ul style="list-style-type: none"> • New increased charges of electricity energy per unit starting from 1st July 2019 by the Ministry of Electricity and Energy saw the increase in cost of electricity • At uab Tower where our Head Office staff are centralized, Implemented Central air-conditioning system to reduce electrical consumption • Encourage good practice of switching off utilities when not in use • The usage of electricity at each of the Bank's 84 branches is being tracked and monitored to develop further strategy to reduce carbon footprint • The Management is piloting a project on solar panels at the Bank's branches <p>Petrol expenditure</p> <ul style="list-style-type: none"> • FY ending 30th Sept 2019 = MMK 320,747,063 • FY ending 30th Sept 2020 = MMK 183,769,514 • FY ending 30th Sept 2021 = MMK 193,804,048 • FY ending 31st Mar 2022 = MMK 257,688,493 (6 months) • FY ending 31st Mar 2023 = MMK 1,022,079,556 <ul style="list-style-type: none"> • Significant petrol price increases were seen in FY 2023 which inflated the petrol expenditure. • Adopted a policy of replacing older vehicles with more energy efficient and environmentally friendly vehicles • Together with the above a more vigorous control of use of company cars was implemented. • COVID-19 had some impact with reduction of physical visits and use of internet and phone contact for FY 2020 and 2021. • The usage of petrol in the bank's value chain is being tracked and monitored to develop further strategy to reduce carbon footprint • Electrical powered vehicles are being considered by the Bank
<p>Carbon</p>	<p>Carbon</p> <p>Estimated to have been produced from our electricity and petrol consumption:</p> <ul style="list-style-type: none"> • FY ending 30th Sept 2020 = 1,880 metric tons • FY ending 30th Sept 2021 = 1,266 metric tons • FY ending 31st Mar 2022 = 754 metric tons (6 months) • FY ending 31st Mar 2023 = 1,636 metric tons <ul style="list-style-type: none"> • The consumption reduced in FY 2021 due to higher work-from-home schedules by employees as a result of the COVID-19 pandemic and political situation <p>In FY 2023, the carbon footprint is categorized into three scopes. Scope 1 which includes direct emissions from petrol usage in transportation and generators, Scope 2 includes indirect emissions from the bank's total operations' electricity usage generated by local electricity supply corporations, and Scope 3 indirect emissions generated from energy consumption of other rented facilities such as ferry buses for employees.</p> <ul style="list-style-type: none"> • Scope 1 = 1000.15 metric tons of CO₂e (61.1% of total carbon footprint) • Scope 2 = 578.59 metric tons of CO₂e (35.4% of total carbon footprint) • Scope 3 = 57.34 metric tons of CO₂e (3.5% of total carbon footprint) <p>Several steps are being taken with regard to Waste, Electricity and Petrol consumption (as stated above) to minimise the Bank's carbon footprint.</p>
<p>Water</p>	<p>Water</p>

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| <ul style="list-style-type: none"> • FY ending 30th Sept 2019 = MMK 3,294,350 • FY ending 30th Sept 2020 = MMK 4,233,561 • FY ending 30th Sept 2021 = MMK 1,994,207 • FY ending 31st Mar 2022 = MMK 1,621,050 (6 Months) • FY ending 31st Mar 2023 = MMK 5,350,500
<ul style="list-style-type: none"> • Controls are being implemented to moderate usage of water. • With drinking water, we have reduced the use of smaller plastic water bottles with water dispensers using larger reusable plastic bottles. • At the new Head Office, uab Tower @Times City and newly renovated branches, eco-friendly toilet flushes have been installed |
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SOCIETAL RESPONSIBILITIES

Several societal responsibilities have been acted upon and they include:

1. FINANCING ACTIVITY

As the Bank primarily engages in lending activities, we recognize that some customer activities may have negative environmental impacts. To strengthen our commitment towards sustainability, we have implemented an EXCLUSION LIST, which lists down sectors that do not fit our beliefs and values. By excluding these sectors from our lending and financing activities, we aim to minimize the negative environmental impacts associated with them. The following are the list of sectors that have been listed in exclusion list:

- Production, trading and maintenance of weapons and munitions of any kind
- Trade in or unauthorized catching of wildlife or wildlife products
- Production or trade in any product or activity deemed illegal under Myanmar laws or regulations or international conventions and agreements, or subject to international bans, such as pharmaceuticals, pesticides/herbicides, ozone depleting substances.
- Hunting marine mammals and shark finning
- Using of dynamite and poison in fishery practices
- Activities involving harmful or exploitative forms of forced labour or harmful child labour
- Activities involving people smuggling of any kind

By delineating these sectors in our exclusion list, we ensure that our lending and financing activities are in line with our commitment to sustainability and responsible banking practices.

2. PRODUCT RESPONSIBILITY

uab bank has formulated and implemented a Product Responsibility Statement. According to this statement, we uphold the following principles when designing and launching our products:

- Product must relate to economy
- Product must be easy to understand
- Product must create benefits

The Management Product Committee is responsible for overseeing all aspects of product development and performance.

The Bank offers a diverse range of products, including deposits, loans, remittances, payment apps, cards, and bancassurance. Detailed information about these products can be found on our website. To access the most recent Product Responsibility Statement, please visit: <https://www.uab.com.mm/governance/governing-policies>

3. SUPPLY CHAIN MANAGEMENT

As part of our supply chain management strategy, we have implemented the Vendor Code of Conduct, which mandates that vendors adhere to laws pertaining to human rights, environmental regulations, anti-bribery measures, and more. The Vendor Code of Conduct outlines our expectations of vendors in their pursuit of sustainability.

The management team is also exploring options to streamline the supply chain by establishing direct relationships with producers, allowing them to attain profits while we maintain cost control. Vendors are required to comply with the Bank's Code of Ethics, which can be accessed on our website. To access the most recent Vendor Code of Conduct, please visit:

<https://www.uab.com.mm/governance/governing-policies>

4. PHILANTHROPIC ACTIVITIES

Over the period between 1st April 2022 to 31st March 2023, the Bank made significant contributions with a total sum of **MMK 434,485,628** for the donations and philanthropic activities through the uab Foundation and "Be the Change Myanmar" program. These programs, encompassing a wide range of charitable endeavors, contributed towards the following:

- Rice and Nourishment Donations **MMK 299,587,020**
- Monastic and Cultural Donations **MMK 10,324,850**
- Senior Citizen Donations **MMK 2,604,000**
- Children and Orphanage Donations **MMK 1,732,500**
- Computer Set Donations **MMK 2,980,000**
- Miscellaneous Donations **MMK 3,728,008**

- Donations to uab foundation **MMK 93,166,075**
- Covid Vaccination for uabians **MMK 17,865,750**
- Blood Donation in Yangon and Mandalay **MMK 2,497,425**

By delivering these philanthropic activities, we aim to make a positive difference in the lives of individuals and communities in need. Much of the effort over the last 3 financial years has been towards fighting the COVID-19 pandemic and the above was on top of the contributions of **MMK 216,094,070** made in the previous financial year.

A latest Statement on Donations and Charitable Contributions can be found at:

<https://www.uab.com.mm/governance/governing-policies>

STANDARDS ADOPTED

The following standards were adopted in our non-financial reporting:

AA 1000 – this was used to assess stakeholder engagement to establish a materiality index as stated in our Sustainability Statement issued in our Annual Report and website.

GRI – This may be downloaded from our website

SASB – This may be downloaded from our website