

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT
[Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements), Regulations, 2015]

The present report has been formulated in accordance with the SEBI Guidelines for Business Responsibility and Sustainability Reporting (BRSR). Its principal aim is to enhance transparency by showcasing how businesses generate value through active contributions to a sustainable economy. The report serves to emphasize our steadfast dedication to fostering sustainable development and creating enduring value for our stakeholders.

SECTION A: GENERAL DISCLOSURES

1) DETAILS OF THE ENTITY

S.No.	Particulars	Response
1.	Corporate identity Number (CIN) of the Entity	L65110TN1904PLC001287
2.	Name of the Entity	CITY UNION BANK LIMITED
3.	Year of incorporation	1904
4.	Registered office address	149, TSR (Big) street, Thanjavur Dist. Kumbakonam, Tamil Nadu, India - 612 001
5.	Corporate address	"Narayana" No.24B, Gandhi Nagar Kumbakonam, Tamilnadu, India - 612 001
6.	E-mail	shares@cityunionbank.in secretary@cityunionbank.in
7.	Telephone	0435 – 2402322
8.	Website	www.cityunionbank.com
9.	Financial year for which reporting is being done	2023-24
10.	Name of the Stock Exchange(s) where shares are listed	BSE Limited (BSE), National Stock Exchange of India Limited (NSE)
11.	Paid-up Capital	74,06,71,904 (Divided into 74,06,71,904 equity shares of Re. 1/- each).
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Mr. Venkataramanan S Designation: Company Secretary Email: secretary@cityunionbank.in Telephone: +91 – 8925909716
13.	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e., only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together)	The disclosures under this report are made on Standalone Basis, unless otherwise specified.
14.	Name of assurance provider	None
15.	Type of assurance obtained	Not Applicable

2) PRODUCTS/SERVICES

16. Details of business activities (accounting for 90% of the turnover):

S. No.	Description of Main Activity	Description of Business Activity	% Turnover of the entity
1.	Financial and Insurance Services	Banking activities by Central, Commercial and Savings banks	100%

17. Products/Services sold by the entity (accounting for 90% of the entity's Turnover):

S. No.	Product/Service	NIC Code	% Turnover of the entity
1.	Banking and Financial Services	65110	100%

3) OPERATIONS

18. Number of locations where plants and/or operations/offices of the entity are situated:

Location	Number of plants	Number of offices	Number of Branches	Total
National	NA	23	800	823
International		NIL	NIL	NIL

19. Markets served by the entity:

a) Number of locations

Locations	Number
National (No. of States)	19
International (No. of Countries)	0

b) Contribution of exports:

What is the contribution of exports as a percentage of the total turnover of the entity?	<p>Since the Bank doesn't extend its services to international markets, this section is not applicable to the Company.</p> <p>However, as a prominent Banking Company, the Bank actively supports and facilitates exports by offering a range of specialized financial services.</p> <p>These services include loans and assistance such as pre-shipment financing and post-shipment financing which are made available to its diverse clientele involved in export-oriented business activities. By providing these tailored financial solutions, the Bank plays a crucial role in promoting and facilitating the growth of the export industry.</p>
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c) Type of Customers

<p>A brief on types of customers</p>	<p>As a provider of Financial services, the Bank caters to a diversified customer base that includes Retail, Agriculture, Small businesses, MSMEs, Sovereign bodies, and Body Corporates.</p> <p>Within the Retail segment, the Bank offers wide range of savings, credit and other financial products/ services for each segment of our customers. As of 31st March,2024, the advances to Major Industries stood at 24% and all other advances i.e., Agriculture, Trade, Services, Gold loan etc., stood at 76%.</p> <p>Small businesses and MSMEs have access to a range of financial solutions, including business loans, working capital finance, trade finance, and payment services, to support their operational growth.</p> <p>Furthermore, the Bank offers customized financial solutions to body corporates, encompassing cash management services, corporate loans etc.</p> <p>Moreover, the Bank undertakes Bancassurance business, allowing customers to access a comprehensive range of insurance products through their banking relationships. This encompasses life insurance, health insurance and related policies.</p> <p>Through its diverse customer segments and extensive range of Financial offerings, the Bank remains committed to meeting the evolving needs of its clientele, safeguarding their financial well-being, and contributing to their overall success.</p>
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4) EMPLOYEES

20. Details at the end of the year of financial year:

a) Employees and workers (including differently abled):

S. No	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (c)	% (C/A)
Employees						
1.	Permanent (D)	7188	5272	73.34%	1916	26.66%
2.	Other than Permanent (E)	71	70	98.59%	1	1.41%

3.	Total employees (D + E)	7259	5342	75.59%	1917	26.41%
Workers						
1.	Permanent (F)	NIL	NIL	NIL	NIL	NIL
2.	Other than Permanent (G)	NIL	NIL	NIL	NIL	NIL
3.	Total employees (F + G)	NIL	NIL	NIL	NIL	NIL

b) Differently abled Employees and workers:

S. No	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (c)	% (C/A)
Differently Abled Employees						
1.	Permanent (D)	15	10	66.67%	5	33.33%
2.	Other than Permanent (E)	1	1	100%	0	0
3.	Total employees (D)	16	11	68.75%	5	31.25%
Differently Abled Workers						
1.	Permanent (F)	NIL	NIL	NIL	NIL	NIL
2.	Other than Permanent (G)	NIL	NIL	NIL	NIL	NIL
3.	Total employees (F + G)	NIL	NIL	NIL	NIL	NIL

21. Participation/Inclusion/Representation of women:

Category	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	9	1	11.11%
Key Management Personnel*	2	0	0

*Key Management Personnel includes Chief Financial Officer and Company Secretary.

22. Turnover rate for permanent employees and workers:

(Disclose trends for the past 3 years)

Category	FY 2023-24 (Turnover rate in current FY)			FY 2022-23 (Turnover rate in previous FY)			FY 2021-22 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	12.97%	16.37%	13.90%	13.09%	16.28%	13.96%	12.02%	17.33%	13.46%
Permanent Employees	NA	NA	NA	NA	NA	NA	NA	NA	NA

5. HOLDING, SUBSIDIARY AND ASSOCIATE COMPANIES (INCLUDING JOINT VENTURES)

23. (a) Names of holding / subsidiary / associate companies / joint ventures:

S.No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
Not applicable as the company does not have any holding, subsidiary, associate companies or joint ventures.				

6. CORPORATE SOCIAL RESPONSIBILITY (CSR) DETAILS

24.

S. No.	Requirement	Response (FY 2023 -24)
1.	Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No)	Yes
2.	Turnover (in Rs. Lakhs)	6,01,222.04
3.	Net worth (in Rs. Lakhs)	8,37,423.37

7. TRANSPARENCY AND DISCLOSURES COMPLIANCES

25. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If yes, then provide web-link	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
		Number of complaints filed during the year	Number of complaints pending resolution at close	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close	Remarks

	for grievance redress policy)		of the year			of the year	
Communities	Yes	NIL	NIL	-	NIL	NIL	-
Investors (other than shareholders)	Yes	NIL	NIL	-	NIL	NIL	-
Shareholders	Yes	NIL	NIL	-	NIL	NIL	-
Employees and workers	Yes	2	1	Out of Two complaints received, one has been disposed off and one complaint is pending	NIL	NIL	-
Customers	Yes https://www.cityunionbank.com/filemanager/Feb24/customer%20Rights%20policy.pdf	2825	14	The complaint relates to Banking Services	2797	25	The complaint relates to Banking Services
Value Chain Partners	Yes	NIL	NIL	-	NIL	NIL	-

The Bank's Customer Rights Policy ensures a systematic approach for addressing complaints brought forth by both internal and external stakeholders. Confidentiality is strictly upheld throughout the entire grievance management process and clearly indicating the designated authority responsible for resolving grievances.

For detailed information, the Customer Rights Policy can be accessed through the following web link: <https://www.cityunionbank.com/filemanager/Feb24/customer%20Rights%20policy.pdf>

26. Overview of the entity's material responsible business conduct issues:

Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format:

S.No	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1.	Customer privacy and Data Security	Risk	<ul style="list-style-type: none"> • The growing focus of the Bank on digitization and increasing its customers' dependence on digital mode of transacting requires the Bank to ensure safety and security of its customer's money and personal identity. • In a digital economy, the Bank also leverages partnerships with third parties and these could also be sources of information security risk. • Breach of customer privacy and data security systems could lead to loss of reputation, a decline in customer confidence and imposition of legal and regulatory fines. 	<p>The Bank Utilise Advanced technology tools and 24x7 Security Operation Centre (SOC) to detect and respond to cyber threats.</p> <p>The bank has partnered with secure server providers that adhere to data security standards.</p>	Negative

2.	Climate related change	Risk	<p>The uncertainty about the timing and severity of climate related risk threatens the safety, soundness and resilience of regulated entities (REs) and in turn it affects the overall stability of the financial system.</p>	<ul style="list-style-type: none"> The Bank ensures that climate related risks related to water i.e flood prone areas etc., are factored into while opening of new branches / ATMs / locker rooms. <p>During the financial year, the bank has taken steps to move towards paperless environment at its various offices in respect of loan processing and it has tied up with vendors for its automation.</p> <p>The Bank provides the option of e-receipts on registered mobile numbers at their ATMs.</p>	Negative
3.	Business Ethics and Governance	Opportunity	<p>As a listed entity, the Bank maintains stringent Corporate Governance standards. It</p>	-	Positive

			consistently discloses relevant information to investors through continuous uploads to stock exchanges. These measures promote transparency, accountability, and ethical behaviour throughout the organization, reinforcing the bank's commitment to responsible and trustworthy operations.		
4.	Employee Engagement, Diversity and Inclusion	Opportunity	Prioritising employee engagement, diversity, and inclusion is essential as it enables organizations to unlock opportunities for innovation, growth, and profitability. Failure to address this issue can result in missed chances for enhanced productivity, increased turnover rates, reputation risks, and hindered potential for business success. CUB recognizes the importance of fostering a corporate culture that encourages open communication, feedback, and embraces diversity and inclusion.	-	Positive

5.	Digitalisation and Paperless Banking	Opportunity	<p>The Bank has a strong focus on digitalisation and paperless banking and more than 90% of transactions are conducted digitally. The Bank is capitalizing on the benefits of digital banking by collaborating with strategic partners. Beyond the operational advantages, paperless banking offers broader societal benefits, including increased accessibility, environmental conservation, and reduced carbon footprint.</p>	-	Positive
6.	Regulatory and Statutory Compliances	Risk	<p>Financial Institutions face expanding regulatory and reporting requirements to ensure transparency in their operations for building stakeholder confidence and benchmarking themselves against the best practices in Corporate Governance.</p>	<p>The bank has a good due diligence mechanism for monitoring transactions, performing customer background checks and evaluating all lending decisions.</p>	Negative

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGBRC Principles and Core Elements.

S. No	Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes										
1.	a) Whether your entity's policy/policies cover each principle and its core elements of the NGBRCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	b) Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Particulars of the Policies	<p>The Bank adheres to the following policies that align with the nine prescribed principles. Some of these policies include:</p> <p>Principle 1: The Bank upholds integrity and governs itself in an ethical, transparent, and accountable manner. Accordingly, it has implemented policies such as the Anti-corruption or anti-bribery policy, Whistle Blower Policy, Protected Disclosure Scheme, HR Policy, Fraud Risk Management, Code of Fair Practices and Disclosures on UPSI, Policy on Compensation, KYC & Anti Money Laundering Policy, and Code of Conduct for Directors and Senior Management.</p> <p>Principle 2: The Bank provides services in a sustainable and safe manner. It has established policies on Information Technology, Information Security System, Information System Audit, Credit Card Policy, Safe Deposit Locker, and Policy on Bank Deposits to ensure the safety and security of services offered to all stakeholders.</p> <p>Principle 3: The Bank respects and promotes the well-being of all employees. To uphold this principle, the Bank has implemented policies such as the Compensation Policy, Staff Rotation Policy, HR Policy, Mandatory Leave Policy, Training Policy, and Policy on Prevention of Sexual Harassment.</p> <p>Principle 4: The Bank respects the interests of and is responsive to all its stakeholders. To fulfil this principle, the Bank has established the Loan Policy and CSR Policy. The Bank conducts Financial Inclusion Programs as per the mandate of the regulator for Banking in unbanked rural areas.</p> <p>Principle 5: The Bank respects and promotes human rights. It has policies in place to safeguard customer rights, as well as a HR Policy, Human Rights Policy, and Equal Opportunity Policy.</p>								

		<p>Principle 6: The Bank respects and endeavours to protect and restore the environment. To this end, the Bank has formulated an CSR Policy and Climate Risk Policy.</p> <p>Principle 7: The Bank has established the policy on Public Advocacy. For advocacy on policies relating to the Banking Industry, the Bank works through industry associations / committees such as Indian Banks Association (IBA), State Level Bankers Committee (SLBC), State Level Security Committee (SLSC) and other Committees as may be determined by RBI from time to time. The Bank deposes Executives to represent the view of the Bank at such meetings. Also, the MD & CEO of the Bank is a member of the Managing committee of the IBA representing the Bank, Member in the Madras Chamber of Commerce (MCC) and Member in the National Banking Committee of Confederation of Indian Industry (CII). The Bank complies with all the Regulatory Policies issued by RBI. Moreover, the Bank is also a member of various professional bodies such as NIBM, CAFRAL etc, for imparting training programs to its employees.</p> <p>Principle 8: The Bank promotes inclusive growth and equitable development through its CSR policy.</p> <p>Principle 9: The Bank engages with its consumers and provides value in a responsible manner, as outlined in its Customer Rights policy.</p>
	<p>c) Web Link of the Policies, if available</p>	<p>The policies of the Bank can be readily accessed on the Bank's official website (https://www.cityunionbank.com/) within the dedicated section titled "Policy and Regulatory Disclosure" and under Investors menu as "Statutory Policies".</p> <p>Furthermore, considering the importance of maintaining confidentiality and the nature of banking operations, a specific selection of CUB's policies can be conveniently accessed through the intranet platform exclusively designated for internal use. The intranet serves as a comprehensive repository for a wide range of policies that govern the operations and conduct within the organization.</p>
<p>2.</p>	<p>Whether the entity has translated the policy into procedures. (Yes / No)</p>	<p>Yes, The Bank has translated the policies into procedures.</p>
<p>3.</p>	<p>Do the enlisted policies extend to your value chain partners? (Yes/No)</p>	<p>The policies and practices are restricted to our own operations and do not extend to our partners.</p>
<p>4.</p>	<p>Name of the national and international codes /certifications/ labels / standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest</p>	<p>The Bank's policies and operations are aligned with the National Guidelines on Responsible Business Conduct (NGRBC), ensuring adherence to the spirit of internationally recognized standards such as ISO / IEC 27001 : 2013. Furthermore, the Bank holds PCI DSS certification for its Digital Card environment, demonstrating compliance with rigorous security standards in this domain.</p>

	Alliance, Trustee) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	
5.	Specific commitments, goals and targets set by the entity with defined timelines, if any.	<p>By the end of FY 2025, the Bank aims the implementation of following at its various offices subject to feasibility:</p> <ul style="list-style-type: none"> • Deploying Solar panels (subject to feasibility) in offices / branch premises owned by the Bank. • Provision for rain water harvesting (subject to feasibility) in offices / branch premises owned by the Bank. • Reduction in the usage of Plastics bank wide.
6.	Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	<p>In response to all the specific commitment goals set by the Company in FY 2023 -24 with respect to ESG, the performance for the same is mentioned below:</p> <ul style="list-style-type: none"> • <u>Financing for green activities / projects by way of green deposits pursuant to regulatory directions</u> – As part of this initiative, the bank consistently strives to be environmentally friendly by directing its lending towards agriculture and MSMEs as part of its regular business operations in compliance with regulatory directions. • <u>Installation of energy efficient equipments across all its branches to reduce environment impacts and lower the operational costs and adopting renewable energy sources like solar at its various offices subject to feasibility</u> - Despite the addition of 48 new branches in the Financial Year and facing increased electricity tariffs in many states across India, energy consumption for the entire financial year rose by only 16% compared to the previous year. Persistent directives were issued to all branches and offices, emphasizing the importance of efficient electricity usage and environmental awareness. • <u>Prohibit the usage or disposal of plastics in the bank's premises by all Means</u> - The bank has minimized the use of plastic bottles, plates, cups, and spoons in Board and Committee meetings. Only sustainable products are used to serve food, water, and refreshments. • <u>Implementation of Bring Your Bottle ("BYB") concept amongst all employees to discourage the usage of packaged drinking water bottles</u> - The Bank had sensitized all its employees to prohibit the use of plastics in the Banks premises, bringing own water bottles for drinking water purpose instead of using disposable pet bottles, minimise paper consumption, use of energy efficient equipment's and conservation of water resources by optimum usage of water.

		<p>At the head office level, the employees and customers of the Bank are also made aware of the above by way of sign boards at prominent places in the banks premises.</p> <ul style="list-style-type: none"> • <u>Digitalise the lending process and minimise paper consumption to a greater extent</u> - the Bank has partnered with a new vendor to enable advanced features for e-Board Meetings through an application, and the implementation is underway. This initiative aims to further decrease the paperwork associated with conducting meetings. <p>During the FY 2023, the Bank partnered with the vendor 'NewGen' to digitize its retail and MSME portfolios. As of July 2023, lending under the retail segment has been implemented, and MSME lending went live from October 2023. Additionally, to enhance the digital lending process, the Bank collaborated with Boston Consulting Group during the reporting year. This partnership is actively transforming the Bank's lending processes in coordination with the NewGen team.</p>
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Governance, leadership and oversight

<p>7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements</p>		<p><i>As the Director overseeing business responsibility, I am pleased to highlight our significant strides in addressing Environmental, Social, and Governance (ESG) challenges. Our commitment to sustainability has enhanced our positive impact on the environment, stakeholders, and the communities we serve. We have made substantial progress in reducing our carbon footprint and engaging in local community initiatives.</i></p> <p><i>Specifically, we have invested in Environmental and Water conservation projects including the restoration of water bodies in Tamilnadu, cleaning / desiltation of tanks in various districts of Tamilnadu for the benefit of local community, contribution to various Municipalities under Self Sufficiency Scheme [SSS] of the Govt. etc. These efforts have increased groundwater levels, benefiting local farmers and promoting sustainable development. Further, to reduce our environmental impact, during the reporting year we have implemented paperless banking, the details of which are given in a separate para on Digital Banking in the beginning of the Annual Report.</i></p> <p><i>On the Social front, we contribute significantly to community development by supporting Health care projects, facilitating quality Education in schools and colleges by providing infrastructure & technology support and conduct Financial Inclusion programs.</i></p> <p><i>We prioritize employee development by offering them training programs at various reputed institutions like IIM, NIBM, SIBSTC etc. apart from in-house training at Staff colleges of the Bank to enhance their skills to foster their professional and personal growth. During the</i></p>
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		<p><i>financial year 2023-24, 5,662 employees were imparted training which comprises to 79% of the total employee strength of the Bank.</i></p> <p><i>On the governance front, the Bank's Internal Control Systems, policies and procedures focuses on maintaining compliance with laws applicable to the Bank in letter and spirit. The Bank is transparent in its functioning and makes relevant disclosures to the Investor Community as per various Regulatory / Statutory requirements. Also, the Board of the Bank consists of persons with diverse expertise providing a strong sense of leadership and governance in facilitating crucial decisions and setting strategies. Further, majority of the Board consists of Independent Directors. A detailed information on the governance aspects of the Bank is provided separately in the Annual Report.</i></p> <p><i>Our dedication to ESG principles remains integral to our business strategy, aiming to create enduring value for stakeholders and contribute to a sustainable future.</i></p> <p style="text-align: right;"><i>- Dr. N. Kamakodi, Managing Director (DIN: 02039618)</i></p>															
8.	<p>Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies).</p>	<p>Risk Management Committee of the Board has been designated as the highest authority responsible for the implementation and oversight of the Business Responsibility Policies. The Committee shall be responsible for ensuring that the policies are implemented in accordance with the applicable laws and regulations and that they align with the Bank's objectives and mission.</p>															
9.	<p>Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.</p>	<p>The responsibility for making decisions on all matters pertaining to sustainability issues has been delegated to the Risk Management Committee. The Committee is tasked with supervising the formulation and execution of policies, procedures, and initiatives related to sustainability, encompassing various areas such as the management of the Bank's environmental impact, social responsibility, and governance practices.</p> <p>The Bank's Risk Management Committee comprises of:</p> <table border="1" data-bbox="596 1588 1433 1955"> <thead> <tr> <th>Name</th> <th>Position on the Committee</th> <th>Designation</th> </tr> </thead> <tbody> <tr> <td>N. Subramaniam (DIN : 00166621)</td> <td>Chairperson</td> <td>Independent Director</td> </tr> <tr> <td>Dr. N. Kamakodi (DIN : 02039618)</td> <td>Member</td> <td>Executive Director</td> </tr> <tr> <td>Prof. V. Kamakoti (DIN : 03537382)</td> <td>Member</td> <td>Independent Director</td> </tr> <tr> <td>G. Mahalingam (DIN : 09660723)</td> <td>Member</td> <td>Independent Director</td> </tr> </tbody> </table>	Name	Position on the Committee	Designation	N. Subramaniam (DIN : 00166621)	Chairperson	Independent Director	Dr. N. Kamakodi (DIN : 02039618)	Member	Executive Director	Prof. V. Kamakoti (DIN : 03537382)	Member	Independent Director	G. Mahalingam (DIN : 09660723)	Member	Independent Director
Name	Position on the Committee	Designation															
N. Subramaniam (DIN : 00166621)	Chairperson	Independent Director															
Dr. N. Kamakodi (DIN : 02039618)	Member	Executive Director															
Prof. V. Kamakoti (DIN : 03537382)	Member	Independent Director															
G. Mahalingam (DIN : 09660723)	Member	Independent Director															

10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	The Bank regularly reviews the policies governing all principles in accordance with regulatory requirements and organizational needs.									As per regulatory needs								
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	Yes, we comply with statutory requirements relevant to the principles.									As per regulatory needs								

11. Independent assessment/ evaluation of the working of its policies by an external agency:

Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	P1	P2	P3	P4	P5	P6	P7	P8	P9
	J. Sundharesan & Associates, specialising in Compliance, Governance and Sustainability advisory has reviewed/assessed the working of the policies.								

12. If answer to question (1) above is “No” i.e., not all Principles are covered by a policy, reasons to be stated:

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)	This section does not apply to CUB since it has already implemented comprehensive policies that encompass all the necessary aspects outlined in each of the 9 principles.								
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
The entity does not have the financial or/human and technical resources available for the task (Yes/No)									
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)									

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

The purpose of this section is to assist entities in showcasing their ability to effectively incorporate the principles and core elements into critical processes and decisions. The Company has complied with all mandatory disclosures stipulated under the Business Responsibility and Sustainability Reporting (BRSR) framework. Moreover, the Company is currently in the process of disclosing leadership indicators in its forthcoming financial years.

PRINCIPLE 1: BUSINESSES SHOULD CONDUCT AND GOVERN THEMSELVES WITH INTEGRITY, AND IN A MANNER THAT IS ETHICAL, TRANSPARENT AND ACCOUNTABLE



ESSENTIAL INDICATORS:

- Percentage coverage by training and awareness programmes on any of the Principles during the financial year:

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	% age of persons in respective category covered by the awareness programmes
Board of Directors	3	<ol style="list-style-type: none"> Program on Interest Rate Risk in Banking Book (IRRBB) and Liquidity Risk Management Program on Artificial Intelligence and Machine Learning Cyber Security Awareness Training 	100%
Key Managerial Personnel	4	<ol style="list-style-type: none"> Incurred Loss Approach Vs. Expected Credit Loss Approach Loan Loss Provisioning based on ECL-IFRS 9 RBI Guidelines on ECL Training program on BRSR 	100%
Employees other than BOD and KMPs	134	<p>The Bank has addressed a wide range of topics as listed below and also other relevant subjects.</p> <ol style="list-style-type: none"> Cyber Security Awareness Training 	73%

		<p>2. Integrated Treasury Management with Bourse game</p> <p>3. Intensive Credit Appraisal Programme (ICAP)</p> <p>4. Lending to Agro-MSMEs</p> <p>5. Online Programme on Information Systems Audit</p> <p>6. Programme on Frauds in Digital Environment Controls, Detection and Countermeasures</p> <p>7. Programme on Compliance for Banks</p> <p>8. Programme on "Discipline Management, Investigation & Disciplinary Action / Proceedings for Banks"</p> <p>9. Workshop on KYC-AML</p> <p>10. Workshop on "POSH"</p> <p>11. Workshop on Labour Laws for Banking Industry</p> <p>12. Programme on Anti-Money Laundering (AML) and Combating Financing of Terrorism (CFT)</p> <p>13. Workshop on Systems and Procedures</p> <p>14. Program for Internal Auditors for banks/FIs"</p>	
Workers	Given the absence of employed workers within the Bank, there is no necessity to adhere to the aforementioned requirement.		

2. Details of fines/ penalties / punishment / award / compounding fees / settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format:

MONETARY					
Particulars	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)

Penalty/ Fine	P1	RBI	66 Lakh	Levy of penalty with regard to Non- Compliance with RBI directions on Prudential Norms on Income Recognition, Asset Classification and Provisioning pertaining to Advances – Divergence in NPA Accounts and Reserve Bank of India [Know Your Customer (KYC)] Directions, 2016.	No
Settlement	NIL	NIL	NIL	NIL	NIL
Compounding fee	NIL	NIL	NIL	NIL	NIL

NON-MONETARY				
Particulars	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment	NIL	NIL	NIL	NIL
Punishment	NIL	NIL	NIL	NIL

3. Of the instances disclosed in Question 2 above, details of the Appeal/ Revision preferred in cases where monetary or non-monetary action has been appealed:

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
This section is not applicable to the company.	

4. Anti – corruption or Anti-bribery policy:

Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy.	<p>Yes, the Bank has formulated a comprehensive anti-corruption and anti-bribery policy.</p> <ul style="list-style-type: none"> It emphasis the organization's steadfast dedication to conducting business in a responsible manner. This policy acts as a vital framework, directing the Bank's decision-making processes and
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	<p>ensuring that ethical and responsible decisions are prioritized for the mutual benefit of all stakeholders involved.</p> <ul style="list-style-type: none"> By adhering to this policy, the Bank aims to foster a culture of transparency, trust, and accountability throughout all levels of the organization. <p>The policy can be readily accessed at: https://www.cityunionbank.com/filemanager/PDF/ANTI%20BRIBERY%20AND%20CORRUPTION%20POLICY.pdf</p>
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5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption:

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Directors	NIL	NIL
KMPs	NIL	NIL
Employees	NIL	NIL
Workers	NA	NA

6. Details of complaints with regard to conflict of interest:

	FY 2023-24 (Current Financial Year)		FY 2022-23 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	NIL	NA	NIL	NA
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	NIL	NA	NIL	NA

7. Corrective Actions:

Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest	Not Applicable
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8. Number of days of account payable ((Accounts payable *365) / Cost of goods/services procured) in the following format:

	FY 2023-2024 (Current Financial Year)	FY 2022-2023 (Previous Financial Year)
Number of days of accounts Payables*	NIL	NIL

* Bank has made provisions for all invoices received as of March 31, 2024

9. Open-ness of Business

Provide details of Concentration of purchase and sales with trading houses, dealers, and related parties along -with loans and advances & investments, with related parties, in the following format:

Parameter	Metrics	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Concentration of purchases	a. Purchases from trading houses as % of total purchases	NIL	NIL
	b. Number of Trading houses where purchases are made from	NIL	NIL
	c. Purchases from top 10 Trading houses as % of total purchases from trading houses	NIL	NIL
Concentration of Sales*	a. Sale to dealers / distributed as % of total sales	-	-
	b. Number of dealers / distributions to whom sales are made	-	-
	c. Sales from 10 dealers / distributors as % of total sales to dealers / distributors	-	-
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)**	100%	-
	b. Sales (Sales to related parties / Total Sales)	NIL	NIL
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	NIL	NIL
	d. Investments (Investments in related parties / Total Investments made)	NIL	NIL

*As a banking entity, we don't engage in the sale of physical products, but rather provide financial services to our customers. Therefore, this question is not directly relevant to our business model.

**The purchases mentioned here pertain to the application software purchases made during the FY 2023-24.

PRINCIPLE 2: BUSINESSES SHOULD PROVIDE GOODS AND SERVICES IN A MANNER THAT IS SUSTAINABLE AND SAFE



ESSENTIAL INDICATORS:

1. Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively:

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)	Details of improvements in environmental and social impacts
R&D	NIL	NIL	-
Capex	NIL	NIL	-

Considering the nature of the Bank's operations, the relevance of this particular section primarily applies to the Bank's information technology (IT) capital expenditures. The Bank's increased utilization of digital platforms has led to enhanced operational efficiencies and significantly reduced reliance on paper-based processes.

2. Sustainable sourcing:

<p>Does the entity have procedures in place for sustainable sourcing? (Yes/No). If yes, what percentage of inputs were sourced sustainably?</p>	<p>The Bank fosters positive relationships with its vendors, depositors, and other stakeholders, integrating them into its business practices.</p> <p>Operating within the Financial Services sector, the Bank:</p> <ul style="list-style-type: none"> • recognizes the importance of acquiring materials like paper, computers, laptops, and air conditioners for its operations. • prioritizes energy efficiency standards when purchasing equipment. <p>Electronic devices such as computers, laptops, lighting fixtures, and air conditioning units are chosen based on their adherence to energy efficiency standards.</p> <p>This strategy underscores the Bank's dedication to sustainability and reducing its environmental impact.</p>
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3. Processes in place to reclaim products for reuse, recycle and safe disposal of products at the end of life:

Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.

Due to the specific characteristics of our business operations, the potential for reclamation of products for reuse, recycling, or disposal is limited. Consequently nevertheless, we entrust the collection of E-waste is properly collected and disposed through authorized resellers/ recyclers. However, Paper wastes at head office level are shredded and sent to packing houses for re-use and the Bank has stopped incineration of waste papers.

4. Extended Producer Responsibility (EPR) plan:

Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.

Since the banking industry primarily revolves around services, Extended Producer Responsibility (EPR) is not applicable to the Company.

C) Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format:

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Cost incurred on well-being measures as a % of total revenue of the company	0.18	0.06

2. Details of retirement benefits, for Current FY and Previous Financial Year:

Benefits	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100	NA	Yes	100	NA	Yes
Gratuity	100	NA	Yes	100	NA	Yes
ESI	NA	NA	NA	NA	NA	NA
Others: Pension	100	NA	Yes	NA	NA	NA

3. Accessibility of workplaces:

Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.-	Yes, the operations team of the Bank ensures that the differently abled are provided with adequate facilities at all its offices and that at most of our workplace ramps have been installed to ensure easy access for employees with disabilities and also its customers / other stakeholders. This commitment is evident through the installation of ramps and lifts at various locations, including branches and ATMs. These accessibility features are strategically placed to provide ease of movement and usage for individuals with disabilities, allowing them to navigate the premises comfortably and independently. By implementing such measures, the Bank upholds its dedication to inclusivity and ensures that all employees, regardless of physical abilities, can work in an environment that promotes equal opportunities and accessibility.
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4. Equal Opportunity Policy:

Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If	The Bank has implemented an Equal Opportunity Policy, fostering a workplace culture that values diversity and originality. This policy ensures fair treatment and equal opportunities for all employees, regardless of age, religion, race, gender, and other characteristics. By
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so, provide a web-link to the policy.	<p>embracing diversity, the Bank promotes creativity, innovation, and inclusivity within the organization, ultimately enhancing its ability to meet the diverse needs of its customers and communities.</p> <p>The policy can be readily accessed at: https://www.cityunionbank.com/filemanager/PDF/EQUAL%20OPPORTUNITY%20POLICY.pdf</p>
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5. Return to work and Retention rates of permanent employees and workers that took parental leave:

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	NIL	NA	NA	NA
Female	91.4%	86.8%	NA	NA
Total	91.4%	86.8%	NA	NA

6. Is there a mechanism available to receive and redress grievances for the following categories of employees and worker? If yes, give details of the mechanism in brief:

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	Not Applicable
Other than Permanent Workers	
Permanent Employees	<p>The Bank has instituted redressal mechanism for its employees, covering various categories:</p> <ol style="list-style-type: none"> <u>Whistle blower Policy</u>: A comprehensive policy enables employees to confidentially report any genuine grievances they encounter. This mechanism ensures that their concerns receive prompt attention and appropriate action is taken to address them. <u>Protection of Sexual Harassment (POSH) Policy</u>: Specifically aimed at preventing and addressing instances of sexual harassment in the workplace, this policy prioritizes creating a safe and inclusive environment, particularly for women employees. It outlines procedures for reporting and investigating incidents of sexual harassment, ensuring necessary actions are taken to address grievances. <p>Both the Whistleblower Policy and the POSH Policy exemplify the Bank's commitment to fostering a respectful and supportive work environment. They uphold the rights of every employee and ensure that grievances are handled with sensitivity and fairness,</p>
Other than Permanent Employees	

Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

9. Details of performance and career development reviews of employees and worker:

Category	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	5272	5271	99.98%	4330	4330	100%
Female	1916	1916	100%	1689	1689	100%
Total	7188	7187	99.99%	6019	6019	100%
Workers						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA

10. Health and safety management system:

S.No	Particulars	Response
a)	Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage such system?	<p>Yes, the Bank has established an occupational health and safety management system to prioritize the well-being and safety of its employees. To support this commitment, the Bank has introduced a Master Health Check-up reimbursement program.</p> <p>Under this program, non-executive employees are entitled to reimbursement of up to Rs. 8,000/- for a Master Health Check-up. The eligibility criteria are:</p> <ul style="list-style-type: none"> • Employees aged 30 to 45 are eligible once every two years. • Employees over 45 years old are eligible once every year. • Executive-level employees (Assistant General Manager and above) are eligible for reimbursement of up to Rs. 12,000/- for a Master Health Check-up, available once annually. <p>These initiatives highlight the Bank's dedication to promoting employee health and welfare by providing access to essential health check-ups. By encouraging regular health assessments, the Bank aims to proactively address potential health issues and maintain a safe working environment for its workforce.</p> <p>Despite the minimal risk of occupational health and safety issues due to the nature of its business, the Bank has implemented an occupational health and safety</p>

		management system. Additionally, all branches and offices are equipped with fire safety equipment, and periodic audits are conducted to ensure their effectiveness. Moreover, at the head office, the Bank has 3 spacious emergency exits concerning the safety at work place. The Bank recognizes the importance of enhancing health and safety standards in the workplace through awareness and regular assessment.
b)	What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?	Despite the absence of work-related hazards, the Bank prioritizes a safe and healthy work environment for all employees. We implement comprehensive measures to mitigate risks and foster a culture of safety, ensuring compliance with occupational health and safety regulations through stringent policies, regular assessments, and tailored training programs.
c)	Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)	Open communication channels encourage reporting and prompt investigation of safety concerns to safeguard employee welfare. Our commitment to occupational health and safety reflects our dedication to prioritizing employee well-being.
d)	Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)	<p>The Bank ensures employee health and well-being through comprehensive non-occupational medical and healthcare services. In partnership with M/s Star Health Insurance Company, we have established a robust health insurance program that covers all employees across various roles. This program includes medical consultations, hospitalization, diagnostic tests, and essential healthcare treatments, offering extensive support beyond occupational health needs.</p> <p>Our commitment to providing these services underscores our dedication to employees' overall well-being. By prioritizing their health and providing necessary resources, we cultivate a supportive work environment that enhances both physical and mental well-being. This approach aims to boost satisfaction and productivity among our workforces.</p>

11. Details of safety related incidents, in the following format:

Safety Incident/Number	Category*	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	NIL	NIL
	Workers	NIL	NIL
Total recordable work-related injuries	Employees	NIL	NIL
	Workers	NIL	NIL
No. of fatalities	Employees	NIL	NIL
	Workers	NIL	NIL

High consequence work-related injury or ill-health (excluding fatalities) Including in the contract workforce	Employees	NIL	NIL
	Workers	NIL	NIL

*Including in the contract workforce

12. Measures to ensure a safe and healthy workplace:

Describe the measures taken by the entity to ensure a safe and healthy workplace.

The Bank prioritizes a secure and healthy workplace environment through:

- **Security Measures:** Including access control systems, surveillance cameras, and dedicated security personnel to protect employees, customers, and assets.
- **Ergonomic Design:** Ensuring workstations and office furniture are optimized for comfort, reducing the risk of musculoskeletal issues and enhancing productivity.
- **Health and Safety Guidelines:** Comprehensive protocols for workplace safety, emergency preparedness with three-way emergency exits, and frameworks for addressing safety risks effectively.
- **Occupational Health Services:** Regular health check-ups, wellness programs, and access to medical professionals, supporting employee well-being despite minimal occupational hazards.

These initiatives aim to foster a safe, healthy, and productive work environment at the Bank.

13. Number of Complaints on the following made by employees and workers:

	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	NIL	NIL	-	NIL	NIL	-
Health & Safety	NIL	NIL	-	NIL	NIL	-

14. Assessments for the year:

	% of your plants and offices that were assessed* (by entity or statutory authorities or third parties)
Health and safety practices	100%
Working Conditions	100%

The assessment has been carried out in-house by the Company.

15. Corrective Actions:

Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health & safety practices and working conditions.

The Bank has not detected any instances requiring corrective action or identified significant risks or concerns arising from the evaluations of health and safety practices and working conditions.

PRINCIPLE 4: BUSINESSES SHOULD RESPECT THE INTERESTS OF AND BE RESPONSIVE TO ALL ITS STAKEHOLDERS



ESSENTIAL INDICATORS:

1. Identification of stakeholder group:

Describe the processes for identifying key stakeholder groups of the entity	<p>The Bank maps its stakeholders based on their level of interest, influence, and impact, prioritize them based on relevance, and develop engagement strategies that meet their needs.</p> <p>The Bank has recognized the following stakeholders: customers, vendors, employees, investors/ shareholders, regulator and communities</p>
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2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Shareholders / Investors	No	<ul style="list-style-type: none"> Annual General Meeting Shareholder meets Email Stock Exchange (SE) Intimations investor/analysts meet/ conference calls annual report, quarterly results media releases and 	<p>Quarterly, Half yearly and annually</p> <p>Routine shareholders visit at Central Office</p>	To keep investors/ shareholders updated about the Banks business activities and performance.

		<ul style="list-style-type: none"> • Company/SE website • E-mail, Notice • Investor Calls • Newspaper advertisements 		
Government /Regulatory Authorities	No	<ul style="list-style-type: none"> • E-mails and letters. • Conferences. • Industry forums. • Regulatory filings. • Meetings with officials. • Representations. 	On periodical basis as provided under relevant legislations	Compliance related communication and engagement for policy consultation and participation in larger economic objectives by participating in various Government initiatives and programs.
Customers (other than Weaker rural Section)	No	<ul style="list-style-type: none"> • Email • SMS • Newspaper (local and national) • Pamphlets (distributed in branches and public areas) • Advertisement (print, and online platforms) • Notice Board (at branches and public areas) • Website (accessible and user-friendly for all customers) 	Frequent and need basis	Engagement with customers is throughout entire life cycle of loan products/ savings product.
Customers-Weaker Rural Section	Yes	<ul style="list-style-type: none"> • Pamphlets (distributed in areas where they reside) • Advertisement (in local newspapers and magazines) • Community • Notice Board (at local branches and community centres) • Website (accessible and user-friendly for all customers, including 	Frequent basis	Ensure access to banking services for marginalized and vulnerable customers, and address affordability concerns.

		<p>marginalized and vulnerable groups)</p> <ul style="list-style-type: none"> • Business correspondents • Fixed business correspondents • Branch banking outlet • Financial Inclusion and literacy programmes. 		
Employees	No	<ul style="list-style-type: none"> • Personalised Learning Management System • Regular performance review and feedback • CUB News Magazine • Staff Training coverage for on-the-job training. • Review meeting • CUB intranet 	Daily	Most of these engagement cover areas such as Training and development, Addressing any work-related communication, updates on regulatory changes/ introduction of new regulations, compliance communication.
Community	Yes	<ul style="list-style-type: none"> • CSR and sustainability initiatives. 	Periodically	Through CSR reaching out to socially and economically disadvantaged people.

Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other than Permanent	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

3. a. Details of remuneration/salary/wages, in the following format:

Category	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	8	26,25,000	1	18,55,479
Key Managerial Personnel*	2	24,44,359.5	-	-
Employees other than BoD and KMP**	6013	5,57,368	2250	3,78,493
Workers	NA	NA	NA	NA

* Key Management Personnel includes Chief Financial Officer and Company Secretary.

**While arriving the computation of median remuneration, we have taken newly joined and exit employees (Resigned/Retired) during the FY 2023-24.

b. Gross wages paid to Female as % of total wages paid by the entity, in the following format

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Gross wages paid to females as % of total wages	22%	23%

4. Focal point for addressing human rights:

Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)

The Vigilance department of the Bank holds the responsibility for supervising and managing all issues related to human rights. This includes monitoring, addressing, and ensuring compliance with human rights standards and regulations within the organization. By entrusting this role to the Vigilance department, the Bank demonstrates its commitment to upholding human rights principles and fostering a workplace environment that respects and protects the rights of all individuals.

5. Internal mechanisms in place to redress grievances related to human rights issues:

Describe the internal mechanisms in place to redress grievances related to human rights issues.

Recognizing the importance of addressing human rights grievances, we strictly adhere to prohibition of the use of child, forced, or compulsory labour in our operations. The Bank maintains a 'Zero Tolerance' policy on sexual harassment, and an internal complaints committee is in place to address such complaints.

The Bank has implemented a Whistle-blower Policy that provides a comprehensive framework for capturing and addressing complaints or grievances from stakeholders. The complaints cover a range of issues, including corruption, improper business practices, and behavioural concerns etc. This platform enables employees to securely report any violations or concerns related to human rights or employee issues. We ensure the utmost confidentiality in handling the inputs received through this menu, promptly forwarding the information to the appropriate officials for further action.

Our commitment is to maintain a safe and respectful working environment for all employees, and these internal mechanisms serve as vital channels for addressing and resolving any grievances related to human rights violations. Through these measures, we reinforce our dedication to upholding human rights principles within the organization.

6. Number of Complaints on the following made by employees and workers:

Category	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	2	1	ICC Completes resolution within the time frame of 6 Months in all complaints received	NIL	NIL	-
Discrimination at workplace	NIL	NIL	-	NIL	NIL	-
Child Labour	NIL	NIL	-	NIL	NIL	-
Forced Labour/Involuntary Labour	NIL	NIL	-	NIL	NIL	-
Wages	NIL	NIL	-	NIL	NIL	-
Other human rights related issues	NIL	NIL	-	NIL	NIL	-

7. Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
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Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	2	Nil
Complaints on POSH as a % of female employees / workers	0.10%	NA
Complaints on POSH upheld	1	NA

8. Mechanism to prevent adverse consequences to the complainant in discrimination and harassment cases.

Mechanism to prevent adverse consequences to the complainant in discrimination and harassment cases.

The Bank's Whistleblower Policy ensures:

- **Confidentiality and Protection:** Whistleblowers making Protected Disclosures are assured confidentiality and protection from vindictive actions such as humiliation, harassment, or unfair treatment.
- **Protection Against Retaliation:** Safeguards whistleblowers from retaliation including threats, intimidation, termination, disciplinary actions, transfer, demotion, discrimination, harassment, or any misuse of authority hindering their duties or making further disclosures.
- **Redressal Mechanism:** Whistleblowers experiencing adverse treatment can seek redressal by applying to the Bank's Audit Committee, which will take necessary actions to prevent or reverse any retaliation or adverse actions.

This policy aims to encourage reporting of concerns while ensuring the safety and rights of whistleblowers within the organization.

9. Human rights requirements forming part of your business agreements and contracts:

Do human rights requirements form part of your business agreements and contracts? (Yes/No)

Considering the nature of business, this provision has a minimal scope. The Bank incorporates social and environmental due diligence, as applicable, for the projects it lends to.

10. Assessments for the year:

Category	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	100%
Forced/involuntary labour	100%
Sexual harassment	100%
Discrimination at workplace	100%
Wages	100%
Others – please specify	NA

The assessment has been carried out in-house by the Company.

11. Corrective Actions to address significant risks / concerns arising from the assessments:

Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above.

The Bank's policies and practices are formulated to effectively handle and mitigate all forms of sexual harassment and discrimination in the workplace. Currently, there haven't been any specific instances or notable risks necessitating corrective actions identified. Nevertheless, our dedication to sustaining a safe and inclusive work environment remains steadfast. Our policies undergo regular reviews and updates as needed to align with best practices and legal standards, ensuring ongoing compliance and continuous improvement. This proactive approach underscores our commitment to fostering a workplace culture that prioritizes respect, equality, and inclusivity for all employees.

PRINCIPLE 6: BUSINESSES SHOULD RESPECT AND MAKE EFFORTS TO PROTECT AND RESTORE THE ENVIRONMENT



ESSENTIAL INDICATORS:

1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
From renewable sources		
Total electricity consumption (A)	-	-
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
From non-renewable sources		
Total electricity consumption (D)	1,32,552.33 GJ	2121.02 lacs **
Total fuel consumption (E)	35,781.06 GJ	128.50 lacs **
Energy consumption through other sources (F)	-	NIL
Total energy consumed from non-renewable sources (D+E+F)	1,68,333.39 GJ	2,249.52 lacs **
Total energy consumed (A+B+C+D+E+F)	1,68,333.39 GJ	2,249.52 lacs **
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations)	0.28 / lac	-
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP) *	0.012 / lac	-
Energy intensity in terms of physical output	-	-
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

* The revenue from operations has been adjusted for PPP based on the latest PPP conversion factor published for the year 2024 and 2023 by IMF for India which is 22.401 & 22.167 respectively.

**During the previous financial year, the Bank encountered difficulty in quantifying its electricity and fuel consumption in terms of units. Nonetheless, we have diligently maintained precise records of the expenses incurred on energy consumption during this duration.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

The assessment has been carried out in-house by the Company.

2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.

This particular section is not applicable, as the Bank has not been identified as designated consumer under Performance, Achieve and Trade (PAT) Scheme of the Government of India.

3. Provide details of the following disclosures related to water, in the following format:

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	City Union Bank Limited is in banking industry and the nature of business makes it difficult to collate the information from all the branches. Please refer to the note provided below for further details	
(ii) Groundwater		
(iii) Third party water		
(iv) Seawater / desalinated water		
(v) Others		
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)		
Total volume of water consumption (in kilolitres)	31.39 lacs **	28.04 lacs **
Water intensity per rupee of turnover (Total water consumption / Revenue from operations) **	Not available	Not available
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	Not available	Not available
Water intensity in terms of physical output	-	-
Water intensity (optional) – the relevant metric may be selected by the entity	-	-

** During the financial years under review, the Bank encountered difficulty in quantifying its water consumption in terms of units. Nonetheless, we have diligently maintained precise records of the expenses incurred on Water consumption during this duration.

We acknowledge this constraint and shall possibly establish a system to accurately document water consumption from the forthcoming financial years.

Furthermore, considering the fact that Bank is not into manufacturing / factory related activities the water consumption is restricted to individual /personal usages of employees only. Water is not consumed for any commercial operations.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

The assessment has been carried out in-house by the Company.

4. Provide the following details related to water discharged: -

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		
-No treatment	-	-
-With treatment – please specify level of treatment	-	-
(ii) To Groundwater		
-No treatment	-	-
-With treatment – please specify level of treatment	-	-
(iii) To Seawater		
-No treatment	-	-
-With treatment – please specify level of treatment	-	-
(iv) Sent to third parties		
-No treatment	-	-
-With treatment – please specify level of treatment	-	-
(v) Others		
-No treatment	-	-
-With treatment – please specify level of treatment	-	-
Total water discharged (in kilolitres)	-	-

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

No independent assessment/evaluation was carried out by an external agency.

5. Mechanism for Zero Liquid Discharge:

Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide	Considering the nature of the Business, our operating locations do not presently have any mandate for the
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details of its coverage and implementation.	adoption of a Zero Liquid Discharge mechanism. Nevertheless, as a socially responsible institution, we have taken efforts to make efficient use of waste water from RO plants for various purposes thus promoting better water management and minimizing water usage to the best of our abilities.
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6. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:

Parameter	Please specify unit	FY 2023-2024 (Current Financial Year)	FY 2022-2023 (Previous Financial Year)
NOx	-	Not Assessed	
Sox	-		
Particulate matter (PM)	-		
Persistent organic pollutants (POP)	-		
Volatile organic compounds (VOC)	-		
Hazardous air pollutants (HAP)	-		
Others – please specify	-		

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

No independent assessment/evaluation was carried out by an external agency.

7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:

Parameter	Unit	FY 2023-2024 (Current Financial Year)	FY 2022-2023 (Previous Financial Year)
Total Scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	571.19	NA**
Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	22,375.53	NA
Total Scope 1 and Scope 2 emissions intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	Metric tonnes of CO2 equivalent	0.038 / Lakh	NA

Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP) *	Metric tonnes of CO2 equivalent	0.0017 / Lakh	NA
Total Scope 1 and Scope 2 emission intensity in terms of physical output		-	-
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity		-	-

* The revenue from operations has been adjusted for PPP based on the latest PPP conversion factor published for the year 2024 and 2023 by IMF for India which is 22.401 & 22.167 respectively.

**NA – Not Assessed

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

The assessment has been carried out in-house by the Company.

8. Project related to reducing Green House Gas emission:

Does the entity have any project related to reducing Green House Gas emission? If yes, then provide details.	Considering the nature of CUB's business activity, the Bank does not generate significant emissions that contribute to greenhouse gas emissions. As of now, the Bank does not have any specific projects dedicated to reducing greenhouse gas emissions.
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9. Provide details related to waste management by the entity, in the following format:

Parameter	FY 2023-2024 (Current Financial Year)	FY 2022-2023 (Previous Financial Year)
Total Waste generated (in metric tonnes)		
Plastic waste (A)	NA**	NA**
E-waste (B)	5.97	NA
Bio-medical waste (C)	0	NA
Construction and demolition waste (D)	0	NA
Battery waste (E) #	0	NA
Radioactive waste (F)	0	NA

Other Hazardous waste. Please specify, if any. (G)		
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	0	NA
Total (A+ B + C + D + E + F + G + H)	5.97	NA
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	0.0000099 / Lakh	NA
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP) *	0.00000044 / Lakh	NA
Waste intensity in terms of physical output	-	-
Waste intensity (optional) – the relevant metric may be selected by the entity	-	-
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	0	NA
(ii) Re-used	0	NA
(iii) Other recovery operations	0	NA
Total	0	NA
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	0	NA
(ii) Landfilling	0	NA
(iii) Other disposal operations - Processed by M/s Evergreen e-waste Management Pvt. Ltd., approved by Pollution Control Board authorities of Gujarat and M/s Techazar e-cyclers Private Limited approved by Pollution Control Board authorities of Tamilnadu.	5.97	NA
Total	5.97	NA

Old batteries are exchanged for new ones by the vendors.

*The revenue from operations has been adjusted for PPP based on the latest PPP conversion factor published for the year 2024 and 2023 by IMF for India which is 22.401 & 22.167 respectively.

****NA – Not Assessed**

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

The assessment has been carried out in-house by the Company.

10.

<p>Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.</p>	<p>Given that the Bank is solely engaged in financial services, it does not partake in any manufacturing processes. However, the Bank upholds sustainable waste management practices to ensure proper disposal of generated waste.</p> <p>a) E-waste, Plastic and Battery waste - The Bank facilitates the transportation of plastic waste to local vendors for processing and disposal. Ensuring the proper handling of E-Waste is crucial, both for security purposes and environmental considerations. Consequently, computers and associated accessories are delivered to vendors or certified disposal agencies. To track the quantity of battery waste collected, disposed of, and recycled, the Bank has implemented a reporting and monitoring system</p> <p>b) Hazardous Waste - As a Banking Company, our operations do not involve the use of hazardous or toxic chemicals, and as a result, we do not generate any such waste.</p> <p>c) Other waste - Given the nature of the Bank's business, other forms of waste are not applicable.</p>
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11. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details in the following format:

S. No	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
<p>The Bank operates branches in ecologically sensitive areas such as Udaipur, Satyamangalam, Ikkaraipoluvampatti, etc., where it exclusively provides banking services and therefore, no special environmental clearances are mandated.</p>			

12. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:

S. No.	Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
Not Applicable						

13. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:

S. No.	Specify the law / regulation / guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
Yes, to the extent it is relevant for a Banking Industry				

PRINCIPLE 7: BUSINESSES, WHEN ENGAGING IN INFLUENCING PUBLIC AND REGULATORY POLICY, SHOULD DO SO IN A MANNER THAT IS RESPONSIBLE AND TRANSPARENT



ESSENTIAL INDICATORS:

1. A) Affiliations with trade and industry chambers/ associations:

Number of affiliations with trade and industry chambers/ associations.

The Bank is affiliated with 5 trade and industry chambers/associations.

B) List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to:

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State / National)
1.	Merchant's Chamber of Commerce & Industry (MCCI)	National
2.	Foreign Exchange Dealers Association of India	National
3.	Forex Association of India (FAI)	National
4.	Fixed Income Money Market and Derivative Association of India	National
5.	Indian Financial Technology & Allied Services	National

2. Provide details of corrective action taken or underway on any issues related to anticompetitive conduct by the entity, based on adverse orders from regulatory authorities:

Name of authority	Brief of the case	Corrective action taken
-		

The Bank has not engaged in any anti-competitive conduct.

PRINCIPLE 8: BUSINESSES SHOULD PROMOTE INCLUSIVE GROWTH AND EQUITABLE DEVELOPMENT



ESSENTIAL INDICATORS:

1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year:

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
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This section is not applicable to the Bank as there were no projects that required SIA to be undertaken under Law

2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format:

S.No.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In INR)
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This section is not applicable to the Bank as there were no projects that required Rehabilitation and Resettlement (R&R).

3. Community redressal mechanism:

Describe the mechanisms to receive and redress grievances of the community.

The Bank collaborates closely with communities in specific areas including cleanliness and the Swachh Bharat Mission, literacy and rural sports, healthcare, restoration and renovation of sites of historical importance, environmental sustainability, social community development, and animal welfare.

To assess the impact and effectiveness of these projects, the Bank employs comprehensive strategies that involve consultations with beneficiaries, both individually and in groups. The Bank is committed to providing ample opportunities for beneficiaries to voice grievances, and the grievance redressal mechanism involves close collaboration with the CSR team. The Bank

has a commendable track record of addressing community complaints, with no significant grievances reported to date.

Community engagement is a crucial aspect, and the Bank's CSR team maintains regular communication with stakeholders to gather feedback on CSR initiatives.

4. Percentage of input material (inputs to total inputs by value) sourced from suppliers

Category	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Directly sourced from MSMEs/ small producers	-	-
Directly from within India	100%	100%

5. Job creation in smaller towns – Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the following locations, as % of total wage cost.

Location	FY 2023-2024 (Current Financial Year)	FY 2022-2023 (Previous Financial Year)
Rural	3%	4%
Semi- Urban	24%	25%
Urban	51%	49%
Metropolitan	22%	22%

PRINCIPLE 9: BUSINESSES SHOULD ENGAGE WITH AND PROVIDE VALUE TO THEIR CONSUMERS IN A RESPONSIBLE MANNER



ESSENTIAL INDICATORS:

1. Consumer Complaints and feedback:

Describe the mechanisms in place to receive and respond to consumer complaints and feedback.

The Bank's customer complaint resolution process includes:

- **Three-Tiered Structure:** Customers initially address grievances at their local branch; unresolved cases within the branch manager's authority are escalated to the Ombudsman at the Administrative Office.
- **Follow-up and Resolution:** The Inspection Department ensures timely resolution and closure of complaints by coordinating with branches and departments.
- **Additional Channels:** Customers can register complaints through the Bank's Call Centre, Customer Care number, or online grievance redressal page on the Bank's website.
- **Feedback Mechanism:** Periodic customer service committee meetings gather direct feedback and suggestions for improving services and products, implemented through actionable suggestions.
- **Designated Officers:** The Bank appoints a Principal Nodal Officer for Grievances, a Nodal Officer for Complaints, and an Internal Ombudsman under the Banking Ombudsman Scheme to oversee complaint resolution and customer satisfaction.

This structured approach ensures efficient handling and resolution of customer complaints in line with RBI guidelines and enhances customer service and feedback mechanisms.

Weblink: <https://www.cityunionbank.com/complaints-and-grievance>

2. Turnover of products and/ services as a percentage of turnover from all products/service that carry information about:

Category	As a percentage to total turnover
Environmental and social parameters relevant to the product	100%
Safe and responsible usage	100%
Recycling and/or safe disposal	100%

3. Number of consumer complaints in respect of the following:

Category	FY 2023-24 (Current Financial Year)		Remarks	FY 2022-23 (Previous Financial Year)		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	0	0	-	0	0	-
Advertising	0	0	-	0	0	-
Cyber-security	0	0	-	0	0	-
Delivery of essential services	0	0		0	0	
Restrictive Trade Practices	0	0	-	0	0	-
Unfair Trade Practices	0	0	-	0	0	-
Other	2825	14	The complaint relates to Banking Services	2797	25	The complaint relates to Banking Services

4. Details of instances of product recalls on account of safety issues:

Particulars	Number	Reasons for recall
Voluntary recalls	NIL	Not Applicable
Forced recalls	NIL	Not Applicable

5. Cyber security policy:

Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.

The Bank prioritizes cybersecurity and data privacy through:

- **Governance Structure:** IT Strategy Committees at Board and Executive levels oversee cybersecurity measures and responsibilities.
- **Cybersecurity Framework:** Includes vulnerability management, logging, and monitoring to mitigate security threats and handle network incidents effectively.
- **Compliance and Standards:** Adherence to the 'Code of Bank's Commitment to Customers' by BCSBI, Employee and Customer Awareness Procedures, and Information Security and Cyber Security Policies aligned with global standards.

- **Assurance and Oversight:** Independent assurance team within Internal Audit ensures effective management of IT-related risks.
- **Data Privacy Policy:** Ensures responsible handling of data with a focus on security and privacy.

The details of the data privacy policy can be found here:
<https://www.cityunionbank.com/privacy-policy>

6. Corrective Actions:

Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services

The Bank endeavours to maintain a positive relationship with its customers and strives to resolve any disputes in an amicable manner. Legal action is pursued only in exceptional cases where a mutual settlement is not feasible. It is worth noting that no incidence was received concerning cyber security and data privacy during reporting year. Other categories are not relevant, given the nature of the Bank's business.

7. Provide the following information relating to data breaches:

- a. Number of instances of data breaches - **NIL**
- b. Percentage of data breaches involving personally identifiable information of customers - **NIL**
- c. Impact, if any, of the data breaches - **NA**