



CITY UNION BANK LIMITED

CIN : L65110TN1904PLC001287

Regd. Office : 149, T.S.R. (Big) Street, Kumbakonam - 612 001, Thanjavur District, Tamil Nadu.

Telephone No : 0435 - 2402322 Fax : 0435 - 2431746

E-mail : shares@cityunionbank.com Website : www.cityunionbank.com

Shares/LR-5/2023-24

July 31, 2023

National Stock Exchange of India Limited
Exchange Plaza, 5th Floor,
Plot No.C/1, G Block,
Bandra-Kurla Complex,
Bandra (E),
Mumbai 400 051

BSE Ltd.
DCS - CRD
Phiroze Jeejeebhoy Towers
25th Floor, Dalal Street
Mumbai 400 001

Scrip Code: CUB

Scrip Code: 532210

Dear Sir / Madam,

Sub: Business Responsibility and Sustainability Reporting for FY 2023

Pursuant to Regulation 34(2)(f) of the SEBI-LODR(Listing Obligations and Disclosure Requirements) Regulations, 2015, we are submitting herewith the Business Responsibility and Sustainability Report for the Financial Year 2022-23, which forms part of the Annual Report for FY 2022-23 submitted to the exchange vide letter no C.O/Shares/LR-5/2023-24 dated July 31,2023.

Please take the same on record.

Thanking you

Yours faithfully
for **CITY UNION BANK LIMITED**

Venkataramanan S
Company Secretary



Encl.:a.a

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 - 2432322
8.	Website	www.cityunionbank.com
9.	Financial year for which reporting is being done	2022-23
10.	Name of the Stock Exchange(s) where shares are listed	BSE Ltd. and The National Stock Exchange of India Limited
11.	Paid-up Capital	INR 740416385/- (Divided into 760416385 equity shares of ₹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	Shri. 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.

ESG
ReportStatutory
ReportsFinancial
StatementsList of
Branches

Basel III

2) PRODUCTS / SERVICES

14) Details of Business Activities (Accounting for 90% of the Turnover):

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1.	Financial Service	Banking activities	100%

15) Products / Services sold by the Entity (Accounting for 90% of the Entity's Turnover):

S. No.	Product / Service	NIC Code	% of Total Turnover contributed
1.	CUB ("The Bank"), being a banking entity, offers a diverse portfolio of banking products and services to cater to the needs of its customers.	65110	100%

3) OPERATIONS

16) Number of locations where plants and / or operations / offices of entity are situated:

Location	Number of Plants	Number of Offices	Number of branches	Total
National	This section is not applicable in view of the nature of the business	23	752	775
International		NIL	NIL	NIL

17) Markets served by the entity:

a) Number of locations

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

The Bank extends its operations to encompass a total of 19 states, wherein it caters to a diverse customer base through its comprehensive suite of banking services. With an extensive branch network, the Bank ensures convenient accessibility with wide range of financial solutions for individuals and businesses across these regions. Committed to delivering superior banking experiences, the Bank strives to be the preferred banking partner within its operational footprint.

b) Contribution of exports:

What is the contribution of exports as a percentage of the total turnover of the entity?

The Bank does not offer its services to international markets, as a result, this section is not relevant. However, as a prominent Banking Company, the Bank actively supports and facilitates exports by offering a range of specialized financial services.

These services include loans and assistance such as pre-shipment 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.

c) Type of Customers

A brief on types of customers

As a provider of Financial services, the Bank offers a comprehensive array of tailored solutions to cater to the diverse financial requirements of various customer segments. These segments encompass Retail, Agriculture, Small businesses, MSMEs, Sovereign bodies, and Body Corporates.

Within the Retail segment, the Bank extends a wide range of financial products, including savings and deposit accounts, loans, credit cards and investment instruments, designed to meet the individualized needs of customers. Likewise, the Bank offers specialized loans and other agriculture-related services to support farmers within the agriculture segment.

Small businesses and MSMEs are offered an array of financial solutions such as business loans, working capital finance, trade finance, and payment services to assist in their operational growth.

Additionally, the Bank provides customized financial solutions to body corporates, encompassing cash management services, corporate loans etc.

ESG
Report

Statutory
Reports

Financial
Statements

List of
Branches

Basel III

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.

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.

4) EMPLOYEES

18) Details at the end 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)	6019	4330	71.94%	1689	28.06%
2.	Other than Permanent (E)	72	71	98.61%	1	1.39%
3.	Total Employees (D + E)	6091	4401	72.25%	1690	27.75%
Workers						
1.	Permanent (F)	Nil	Nil	Nil	Nil	Nil
2.	Other than Permanent (G)	Nil	Nil	Nil	Nil	Nil
3.	Total Worker (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)	16	12	75%	4	25%
2.	Other than Permanent (E)	0	0	0	0	0
3.	Total Employees (D + E)	16	12	75%	4	25%
Differently Abled Workers						
1.	Permanent (F)	Nil	Nil	Nil	Nil	Nil
2.	Other than Permanent (G)	Nil	Nil	Nil	Nil	Nil
3.	Total Worker (F + G)	Nil	Nil	Nil	Nil	Nil

19) Participation / Inclusion / Representation of women:

Category	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	10	1	10%
Key Management Personnel**	3	0	0%

** Key Management Personnel includes Managing Director & CEO, Chief Financial Officer and Company Secretary.

20) Turnover rate for permanent employees and workers:

(Disclose trends for the past 3 years)

Category	FY 2022 - 23 (Turnover rate in current FY)			FY 2021 - 22 (Turnover rate Previous FY)			FY 2020 - 21 (Turnover rate in the year Prior to previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	13.09%	16.28%	13.96%	12.02%	17.33%	13.46%	5.72%	7.94%	6.34%
Permanent Workers	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

21) **Names of holding / subsidiary / associate companies / joint ventures:**

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)
Nil	Nil	Nil	Nil

6) **CORPORATE SOCIAL RESPONSIBILITY (CSR) DETAILS**

22)

S. No.	Requirement	Response
1.	Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No)	Yes
Financial Year 2021 - 22		
	Turnover (in ₹)	4863,86,29,213
	Net worth (in ₹)	6549,75,33,710
Financial Year 2022 - 23		
	Turnover (in ₹)	5524,69,63,451
	Net worth (in ₹)	7420,92,43,194

7. TRANSPARENCY AND DISCLOSURES COMPLIANCES

23. 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 for grievance redress policy)	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes	Nil	Nil	-	Nil	Nil	-
Investors (other than shareholders)	Yes	Nil	Nil	-	Nil	Nil	-
Shareholders	Yes	Nil	Nil	-	2	Nil	-
Employees and workers	Yes	Nil	Nil	-	3	Nil	The complaint relates to an incident of sexual harassment, and it has been resolved with utmost attention and care.
Customers	Yes https://www.cityunionbank.com/grievance	2797	25	The complaint relates to Banking Services	2835	39	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/assets/frontend/pdf/privacy/policies/customer_rights_policy.pdf

ESG Report

Statutory Reports

Financial Statements

List of Branches

Basel III

24) 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.	Data Security	Risk	<ul style="list-style-type: none"> Ensuring data security and customer privacy is critical to protecting customer information from cyber-attacks and data breaches. For a banking company like CUB, the breach of data security and customer privacy can have serious implications for customers, such as identity theft and financial loss. Failure to address this issue may result in reputational damage, financial risks, and regulatory non-compliance. 	<ul style="list-style-type: none"> The Bank Utilises advanced technology tools and 24x7 Security Operation Centre (SOC) to detect and respond to cyber threats. The Bank has Partnered with secure server providers adhering to data security standards. 	Negative: <ul style="list-style-type: none"> Cost of potential data breaches including investigation, customer notifications, legal fees, and regulatory fines. Operational disruptions, loss of productivity, and potential customer attrition. Increased cybersecurity measures may require additional investments.
2.	Customer Privacy	Risk and Opportunity	Risk: The breach of data security and customer privacy presents significant risks, encompassing detrimental consequences such as identity theft, financial loss, harm to reputation, increased financial risks, and potential non-compliance with regulatory requirements.	<ul style="list-style-type: none"> The Bank has implemented various measures to adapt and mitigate the risk of customer privacy breaches. Regular software and security system updates and conducts 	Negative financial implications: The occurrence of a customer privacy breach can have adverse financial consequences, encompassing potential expenses related to legal fees, regulatory penalties, reputational harm, and erosion of customer confidence.

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)
			<p>Opportunity: the Bank regularly updates software and security systems, conducts security audits, provides employee training on data security best practices, and maintains strong privacy protections and transparent information practices.</p>	<p>security audits to ensure effectiveness of security measures.</p> <ul style="list-style-type: none"> • Providing employee training on data security best practices. • Utilizing two main server providers located in Chennai and Bangalore for a robust network. • Implementing privacy policies, such as the Policy on Safe Deposit Locker/Safe Custody of Articles, Information System Security Policy, Information Technology Policy, Policy of Collection of Cheques/Instruments and Cyber Security Policy. 	<p>Positive financial implications maintaining strong customer privacy, facilitating increased customer trust, customer loyalty, and potential competitive advantage.</p>

ESG Report

Statutory Reports

Financial Statements

List of Branches

Basel III



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)
3.	Energy Management	Risk	The measurement and management of energy consumption is a crucial material issue for CUB that should be prioritized in their sustainability strategies. Failure to address this issue can lead to increased energy costs, environmental impact.	The Bank recognizes the importance of energy management and is in the process and adopting energy-efficient technologies and practices. By measuring energy consumption, the Bank can identify areas for improvement and implement strategies to optimize energy usage, reduce costs, and minimize environmental impact.	<p>Positive</p> <ul style="list-style-type: none"> • Cost savings: Effective energy management can result in significant cost savings through reduced energy consumption and lower energy bills. • Efficiency improvements: Optimizing energy usage can improve operational efficiency, leading to potential cost savings in the long run. • Environmental benefits: By reducing energy consumption and adopting energy-efficient practices, the Bank can contribute to environmental sustainability. • Enhanced reputation: Demonstrating a commitment to energy management and sustainability can enhance the Bank's reputation among customers, investors, and stakeholders, potentially attracting new business opportunities and investments.

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)
4.	Corporate governance and ethics	Opportunity	Being a listed entity, the Bank has established strong corporate Governance Practices. Relevant disclosures are made to the investor community via Stock Exchange uploads on a continuous basis. These practices ensure transparency, accountability, and ethical conduct throughout the organization.	NA	<ul style="list-style-type: none"> Corporate governance and ethics have significant financial implications for the Bank. Adhering to these principles enhances the bank's reputation, attracts new customers and business conduct. It builds trust among stakeholders, including investors and regulators, providing a competitive advantage and long-term support. The bank governance practices mitigate legal and compliance risks thereby avoiding penalties and ensuring regulatory compliance. Such practices attract various investor community to raise capital at required times. Effective governance also drives operational efficiency, cost savings, and better financial performance.

ESG Report

Statutory Reports

Financial Statements

List of Branches

Basel III



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)
5.	Talent Management process	Opportunity	Talent management is crucial for banks as it directly impacts the ability to recruit, develop, and retain a skilled workforce that can meet industry demands. The Bank employs a comprehensive and strategic approach to talent management, prioritizing employee development, diversity, and inclusion. The organization invests in training programs, coaching and mentoring to ensure employee effectiveness and goal achievement.	NA	<ul style="list-style-type: none"> Recruitment expenses: Initial investment in attracting top-tier professionals can yield long-term benefits such as increased productivity, exceptional performance, and reduced staff turnover. Productivity and performance gains: Effective talent management processes lead to improved productivity and performance, resulting in cost savings and revenue growth. Reduced staff turnover: Nurturing talent and providing growth opportunities reduces recruitment and training costs while maintaining an experienced and skilled workforce.

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)
					<ul style="list-style-type: none"> Competitive advantage: Strong talent management helps attract and retain top talent, enhancing the organization's competitive advantage.
6.	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.	NA	<ul style="list-style-type: none"> Employee retention: Investing in employee engagement initiatives can result in higher employee retention rates, reducing recruitment and training costs. Productivity: Engaged employees tend to be more motivated and productive, leading to increased efficiency and overall business performance. Innovation: A diverse and inclusive workforce fosters innovation of

ESG Report

Statutory Reports

Financial Statements

List of Branches

Basel III

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)
					<p>banking products & services, which can drive the development of new banking products or betterment of services contributing to profitability.</p> <ul style="list-style-type: none"> • Customer satisfaction and loyalty: Embracing diversity and inclusion helps meet diverse customer needs, by offering quick delivery of banking services leading to enhanced customer satisfaction and loyalty. • Employer branding and reputation: Establishing a reputation as an inclusive and diverse employer improves employer branding, attracts top talent and contributes to long-term organizational success.

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)
7.	Digitalisation and Paperless Banking	Opportunity	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>Benefits:</p> <ul style="list-style-type: none"> Increased operational efficiency and cost savings from reduced reliance on paper-based processes. Expanded customer base and enhanced customer satisfaction, leading to potential revenue growth. Improved competitiveness and market positioning in the digital banking landscape. Savings in resource consumption and environmental impact through reduced paper usage.

ESG Report

Statutory Reports

Financial Statements

List of Branches

Basel III



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 NGRBC Principles and Core Elements.

S.No	Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management process										
1.	a) Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (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 Programmes 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 deputes 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 and reviews periodically.</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>

ESG Report

Statutory Reports

Financial Statements

List of Branches

Basel III

<p>4.</p>	<p>Name of the national and international codes /certifications/ labels / standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.</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 20001. Furthermore, the Bank holds PCI DSS certification for its Digital Card environment, demonstrating compliance with rigorous security standards in this domain.</p>
<p>5.</p>	<p>Specific commitments, goals and targets set by the entity with defined timelines, if any. (Refer Note: 1)</p>	<p>By the end of FY 2024, the Bank shall strive to achieve the following:</p> <ul style="list-style-type: none"> ● Financing for green activities / projects by way of green deposits pursuant to regulatory directions. As part of this, the bank has been constantly making its efforts to be environment friendly by directing its lending towards Agriculture / MSMEs. The bank also participates in financing projects involving renewable energy to endeavour environmental sustainability. The bank has framed a policy on accepting green deposits with an aim to utilize the proceeds towards green finance. ● 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. ● Prohibit the usage or disposal of plastics in the bank's premises by all means. ● Implementation of Bring Your Bottle ("BYB") concept amongst all employees to discourage the usage of packaged drinking water bottles. ● Digitalise the lending process and minimise paper consumption to a greater extent.
<p>6.</p>	<p>Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met</p>	<p>The Bank has not identified any specific commitments, goals and target for FY2023. The same will be identified for next financial year and reported accordingly</p>

7. **Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements**

Governance, Leadership and Oversight

As the Director responsible for business responsibility, the Bank has made significant progress in addressing key Environmental, Social, and Governance (ESG) challenges. Our focus on sustainability has significantly improved the overall impact of our operations on the environment, our stakeholders, and the communities we serve. The Bank continues to reduce carbon footprint, increasing its engagement and investing in local communities through various social initiatives.

We are committed to continuously improving our ESG performance.

In terms of environmental conservation, CUB has been progressively investing in protecting water bodies in and around its headquarters at Kumbakonam, Tamil Nadu, and in various other districts such as Thiruvarur and Nagapattinam. We have undertaken several projects for the rejuvenation of lakes and large water bodies, resulting in higher groundwater tables that have helped farmers. Since the financial year 2017-18, CUB has strengthened and protected the river and canal banks to a stretch of 58 kms, desilted and rejuvenated lakes to the spread of 594 acres, benefitting about 45,000 acres of cultivable land. These activities covered over 70 villages and benefitted around 1.5 lakh people.

CUB's banking operations are assisted by a matured Information Technology platform that encourages paperless banking, reducing our carbon footprint. We are driving energy efficiency across all our offices subject to feasibility.

In terms of social initiatives, CUB has been substantially contributing towards community development, particularly towards raising the standards of the underprivileged sections for many years by bringing them under the ambit of Financial Inclusion Programs.

We have also offered many training programs across various levels to raise employees' functional value, including management education, leadership development, and IT skills. During the year 2022-23, 4,478 employees were imparted training which comprises to 74% of the total employee strength of the Bank.

While customers - retail and corporate - are the key stakeholders for the bank's growth in business, other key stakeholders include the government, the regulator, shareholders, business enablers like the NPCI, technology service providers, employees, and the community who support the Bank's business. CUB recognizes the fact that it is the active

ESG Report

Statutory Reports

Financial Statements

List of Branches

Basel III

involvement of the workforce that determines the success of the organization. Our strategic approach to our employees is to engage them with employee-friendly measures and investing in improving their skills and equipping them with necessary education & training to contribute to the success of the organization and personal and professional growth.

CUB's commitment to ESG principles has been an essential aspect of our business, and we are dedicated to continuing to improve our sustainability practices. We believe that by prioritizing ESG considerations, we can create long-term value for our stakeholders while contributing to a more sustainable future for all.

Dr. N Kamakodi,
Managing Director & CEO
(DIN: 02039618)

8. **Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies).**

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.

9. **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**

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.

The Bank's Risk Management Committee comprises of:

Name	Position on the Committee	Designation
N. Subramaniam	Chairperson	Independent Director
Dr. N. Kamakodi	Member	Executive Director
Prof. V. Kamakoti	Member	Independent Director
G. Mahalingam	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:

	P1	P2	P3	P4	P5	P6	P7	P8	P9
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.	<p>Yes, all the policies of the Bank are evaluated internally, and such policies are developed as a result of detailed consultations and research on the best practices adopted by banks and organisations across the industry.</p> <p>J. Sundharesan & Associates, specialising in Compliance, Governance and Sustainability advisory has provided a 'limited assurance' on certain Identified Sustainability Indicators based on NGBRC.</p>								

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)	NA	NA	NA	NA	NA	NA	NA	NA	NA
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not have the financial or/human and technical resources available for the task (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
It is planned to be done in the next financial year (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA

This particular section is deemed inapplicable to the Bank as all the enlisted policies comprehensively cover all aspects as required under each of the 9 principles.

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



A) ESSENTIAL INDICATORS:

1. 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	2	The Bank has successfully implemented training programs on KYC & Anti-Money Laundering Governance and Assurance for its Board of Directors.	60%
Key Managerial Personnel	Nil	NA	NA

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
Employees other than BOD and KMPs	131	<p>The Bank has addressed a wide range of topics, including but not limited to:</p> <ol style="list-style-type: none"> 1. Health and Safety Programmes 2. Intensive Credit Appraisal Programme 3. Programme on SMA and NPA Management 4. Programme on Technological Products 5. Current Banking Awareness 6. Emerging Scenario in the IT Environment 7. Advanced POSH Workshop 8. Basics of Bond Mathematics & Introduction to Indian Treasury Market 9. Capacity Building for Branch Managers MSME 10. Programme on Cyber Risk and Resilience - Evolving Paradigm 11. Programme on Innovation and Smart Banking. 	68%
Workers	NA	NA	NA

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	Nil	NSE and BSE	82,600	Payment of fines for non-compliance with regulations 23(9) of SEBI (LODR) Regulations, 2015 (₹41,300/- by each stock exchange)	Yes, the Bank filed an appeal in the form of a written statement. The Audit Committee of the concerned stock exchange reviewed the Bank's request and determined that the reason cited by the Bank did not fall under any of the carve-outs established by the National Stock Exchange (NSE) and the Bombay Stock Exchange (BSE). Therefore, the Bank's request for a waiver was not considered favourably.
Settlement	Nil	Nil	Nil	Nil	Nil
Compounding fee	Nil	Nil	Nil	Nil	Nil

The Bank is diligently addressing changes in compliance regulations and ensuring that it remains fully compliant, avoiding any potential non-compliance issues.

Further, the Bank is committed to upholding its legal and ethical obligations and is taking proactive measures to ensure compliance with all applicable regulations.

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
-	-

Considering, the Bank has not filed Appeal/Revision, the given section is not applicable.

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.

Yes, the Bank has formulated a comprehensive anti-corruption and anti-bribery policy, emphasizing the organization's steadfast dedication to conducting business in a responsible manner. This policy acts as a vital framework to ensure that ethical and responsible decisions are prioritized for the mutual benefit of all stakeholders involved.

By adhering to this policy, the Bank aims to foster a culture of transparency, trust, and accountability throughout all levels of the organization.

The policy can be readily accessed at Weblink:

<https://www.cityunionbank.com/filemanager/PDF/ANTI%20BRIBERY%20AND%20CORRUPTION%20POLICY.pdf>

5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption:

Particulars	FY 2022 - 23 (Current Financial Year)	FY 2021 - 22 (Previous Financial Year)
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

ESG
Report

Statutory
Reports

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

Particulars	FY 2022 - 23 (Current Financial Year)		FY 2021 - 22 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	Nil	Nil	Nil
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	Nil	Nil	Nil

Financial
Statements

List of
Branches

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	This section is not applicable to the Bank as there were no fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.
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Basel III

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



A) ESSENTIAL INDICATORS:

- 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 2022 - 23 (Current Financial Year)	FY 2021 - 22 (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.

The Bank recognizes the impact of digitalization on its operations and is continually exploring ways to leverage technology to drive operational excellence and enhance customer experiences.

- Sustainable sourcing:**

Does the entity have procedures in place for sustainable sourcing? (Yes/No)

If yes, what percentage of inputs were sourced sustainably?

The Bank maintains a positive working relationship with its vendors, depositors, and other service providers, and incorporates them into its business practices.

Moreover, as an organization operating within the Financial Services sector, the significance of material purchases for operational purposes is paper, computer, laptops, air conditioners etc. However, when procuring equipment, the Bank places great emphasis on considering energy efficiency standards. Specifically, electronic equipment such as computers, laptops, lighting devices, and air conditioning units are selected based on their compliance with these standards. This approach aligns with the Bank's commitment to promoting sustainable practices and minimizing its environmental impact.

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. Nevertheless, we entrust the collection of e-waste generated by our data centre to a reputable vendor who replaces it with new products.

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.

Given that the banking industry is predominantly service-oriented, Extended Producer Responsibility (EPR) is not applicable.

ESG
Report

Statutory
Reports

Financial
Statements

List of
Branches

Basel III

PRINCIPLE 3: BUSINESSES SHOULD RESPECT AND PROMOTE THE WELL-BEING OF ALL EMPLOYEES, INCLUDING THOSE IN THEIR VALUE CHAINS



A) ESSENTIAL INDICATORS:

1. A) Details of measures for the well-being of employees:

Category	% of employees covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity benefits		Paternity Benefits		Day Care Facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent employees											
Male	4330	4168	96.25%	4330	100%	-	-	0	-	0	-
Female	1689	1631	96.56%	1689	100%	1631	96.56%	0	-	0	-
Total	6019	5799	96.34%	6019	100%	1631	27.09%	0	-	0	-
Other than Permanent employees											
Male	71	0	-	0	-	0	-	0	-	0	-
Female	1	0	-	0	-	0	-	0	-	0	-
Total	72	0	-	0	-	0	-	0	-	0	-

B) Details of measures for the well-being of workers:

Category	% of workers covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity benefits		Paternity Benefits		Day Care Facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent workers											
Male	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Female	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Total	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Other than Permanent workers											
Male	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Female	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Total	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil

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

Benefits	FY 2022-23 (Current Financial Year)			FY 2021-22 (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

ESG Report

Statutory Reports

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.	The Bank has made sure that all its branch and office premises are designed to enable easy access for employees with disabilities. In order to facilitate this, the bank has provided ramps & lifts wherever possible at their branches and ATMs.
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Financial Statements

List of Branches

4. Equal Opportunity Policy:

Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.	<p>Yes. The Bank has adopted an Equal Opportunity Policy and ensures that individuals of all age, religion, race, gender, etc. work collectively in an environment that flourishes on originality.</p> <p>The policy can be readily accessed at:</p> <p>https://www.cityunionbank.com/filemanager/PDF/EQUAL%20OPPORTUNITY%20POLICY.pdf</p>
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Basel III

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	Nil	Nil	Nil
Female	78%	81%	Nil	Nil
Total	78%	81%	Nil	Nil

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 Other than Permanent Workers	Not Applicable
Permanent Employees Other than Permanent Employees	<p>Yes, the Bank has established a mechanism to receive and redress grievances for the following categories of employees.</p> <ul style="list-style-type: none"> The Bank has implemented a comprehensive Whistle Blower policy that enables employees to confidentially report any grievances they may have. This policy ensures that their concerns are promptly addressed, and appropriate action is taken. In addition, the Bank has also implemented a Protection of Sexual Harassment (POSH) policy. This policy is designed to prevent, prohibit, and redress instances of sexual harassment in the workplace, with a specific focus on creating a safe and inclusive environment for women. It provides a framework for reporting and investigating any incidents of sexual harassment and ensures that necessary actions are taken to address such grievances. The employee in the capacity of customer has access to approach internal Ombudsman to address any grievances. The Whistle Blower policy and the POSH policy are integral part of the Bank's commitment to maintaining a respectful and supportive work environment, where every employee's rights are protected, and grievances are handled with utmost sensitivity and fairness.

7. Membership of employees and worker in association(s) or Unions recognised by the entity:

Category	FY 2022-23 (Current Financial Year)			FY 2021-22 (Previous Financial Year)		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees/ workers in respective category, who are part of association(s) or Union (D)	% (D/C)
Total Permanent Employees	6019	4308	71.57%	5367	4473	83.34%
Male	4330	3202	73.95%	3937	3334	84.04%
Female	1689	1106	65.48%	1430	1139	79.65%
Total Permanent Workers	NA	NA	NA	NA	NA	NA
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA

8. Details of training given to employees and workers:

Category	FY 2022-23 (Current Financial Year)					FY 2021-22 (Previous Financial Year)				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (A)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
Employees										
Male	4401	541	12.29 %	2072	47.08%	4012	166	4.13%	1239	30.88%
Female	1690	247	14.62%	751	44.46%	1430	33	2.30%	429	30.00%
Total	6091	788	13.09%	2823	46.34%	5442	199	3.65%	1668	30.65%
Workers										
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

ESG
Report

Statutory
Reports

Financial
Statements

List of
Branches

Basel III

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

Category	FY 2022-23 (Current Financial Year)			FY 2021-22 (Previous Financial Year)		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	4330	4330	100%	4012	3936	98.10%
Female	1689	1689	100%	1430	1430	100%
Total	6019	6019	100%	5442	5366	98.60%
Workers						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA

** For the purpose of performance and career development reviews of employees, only permanent employees are considered.

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 implemented an occupational health and safety management system. Our organization is committed to ensuring the well-being and safety of our employees. As part of this commitment, we have implemented a Master health check-up reimbursement program.</p> <p>For employees excluding executives, they are eligible to receive reimbursement of up to ₹ 8,000/- for a Master health check-up. The eligibility is as follows:</p> <p>Age between 30 - 45: Once every two years.</p> <p>Age above 45: Once every year.</p> <p>Executives of our organization (Assistant General Manager and above) are eligible to receive reimbursement of up to ₹12,000/- for a Master health check-up, and this can be availed once every year.</p> <p>These measures reflect our dedication to promoting the health and welfare of our employees by providing them with access to necessary health check-ups. By supporting regular health assessments, we aim to proactively address any potential health concerns and ensure a safe working environment for our workforce.</p>
b)	What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?	<p>Given the nature of the Business, the Bank does not have any work-related hazards. However, we place significant emphasis on fostering a safe and healthy working environment for our employees. Our commitment to their well-being is reflected in the comprehensive measures we have implemented to mitigate risks and promote a culture of safety within the organization.</p>
c)	Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)	<p>Through proactive policies and procedures, we ensure compliance with relevant occupational health and safety regulations. Our ongoing efforts include regular assessments and audits to identify and address any potential risks that may arise. Additionally, we provide appropriate training and awareness programs to equip our employees with the necessary knowledge and skills to maintain a safe working environment.</p> <p>Furthermore, we actively encourage open communication channels to facilitate the reporting of any concerns or incidents related to safety. Our aim is to promptly investigate and take corrective actions as necessary to ensure the continued well-being of our employees.</p> <p>By maintaining a vigilant approach to occupational health and safety, we demonstrate our unwavering commitment to providing a workplace that prioritizes the welfare of our employees, even in the absence of work-related hazards.</p>

S.No	Particulars	Response
d)	Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)	<p>Yes, the Bank provides access to non-occupational medical and healthcare services for its employees and workers. We have implemented a comprehensive health insurance program in collaboration with M/s Star Health insurance company. This insurance coverage extends to all employees across different cadres within the Bank.</p> <p>Through this program, our employees have access to a wide range of healthcare services beyond those directly related to their occupational health. This includes coverage for medical consultations, hospitalization, diagnostic tests, and other necessary healthcare treatments. By offering this comprehensive health insurance coverage, we aim to ensure that our employees have the necessary support to address their healthcare needs effectively.</p> <p>Our commitment to providing access to non-occupational medical and healthcare services reflects our dedication to the overall well-being of our employees. We believe that by prioritizing their health and providing the necessary resources, we create a conducive work environment that fosters their overall physical and mental well-being.</p>

ESG
Report

Statutory
Reports

Financial
Statements

List of
Branches

Basel III

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

Safety Incident/Number	Category	FY 2022-23 (Current Financial Year)	FY 2021-22 (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)	Employees	Nil	Nil
	Workers	Nil	Nil

Our utmost commitment lies in the establishment and maintenance of a secure and conducive workplace environment for all employees and workers. We firmly believe that the provision of a safe and healthy work setting is of paramount importance, as it significantly contributes to the well-being and productivity of our workforce.

Furthermore, our organization is diligent in its efforts to mitigate potential safety concerns and proactively address any existing risks.

12. Measures to ensure a safe and healthy workplace:

<p>Describe the measures taken by the entity to ensure a safe and healthy workplace.</p>	<p>The Bank has implemented various measures to ensure a safe and healthy workplace environment.</p> <p>In terms of security, the banking company has implemented robust protocols, including access control systems, surveillance cameras, and security personnel, to safeguard the well-being of employees, customers, and assets within the premises. These security measures contribute to a secure working environment.</p> <p>Ergonomic considerations are also a priority for the bank. By adhering to ergonomic design principles, the bank ensures that workstations and office furniture are designed in a manner that promotes employee comfort and reduces the risk of musculoskeletal issues. This focus on ergonomics enhances the overall well-being and productivity of employees.</p> <p>The Bank has established comprehensive health and safety measures, which serve as guidelines and procedures for various aspects of workplace safety. The office includes three way emergency exit. Proper framework has been established for addressing potential safety risks and ensuring a prepared and responsive approach to workplace emergencies.</p> <p>Additionally, although the bank is not involved in manufacturing, it still prioritizes occupational health services. These services include regular health check-ups, wellness programs, and access to medical professionals. By offering these services, the bank demonstrates its commitment to supporting the overall well-being of employees, even in the absence of inherent occupational hazards.</p> <p>Through the implementation of these measures, the bank strives to provide a safe and healthy working environment for its employees, ensuring their well-being and fostering a productive atmosphere.</p>
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13. Number of Complaints on the following made by employees and workers:

	FY 2022-23 (Current Financial Year)			FY 2021-22 (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%

ESG Report

The Bank is committed to ensuring the well-being and safety of its employees and stakeholders. As part of this commitment, the organization conducts regular assessments of its offices to evaluate the implementation of health and safety practices and working conditions. These assessments serve as a proactive measure to identify areas for improvement and to maintain a conducive and secure working environment for everyone associated with the organization. CUB recognizes that a healthy and safe workplace is essential for promoting productivity, employee satisfaction, and overall organizational success.

Statutory Reports

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 identified any instances necessitating corrective action or identified significant risks or concerns resulting from the assessments of health and safety practices and working conditions.
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Financial Statements

List of Branches

Basel III

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



A) ESSENTIAL INDICATORS:

1. Identification of stakeholders group:

<p>Describe the processes for identifying key stakeholder groups of the entity</p>	<p>The Bank periodically identifies and recognizes key stakeholders, both internal and external, to ensure the organization operates effectively and delivers services efficiently.</p> <p>Stakeholders are identified based on their role and Banking relationships, whether as customers, vendors, contractors, or in other capacities.</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	Annual General Meeting, Shareholder meets, email, Stock Exchange (SE) intimations, investor/analysts meet/ conference calls, annual report, quarterly results, media releases and Company / SE website E-mail, Notice, Website, Investor Calls & Newspaper advertisements.	Quarterly, Half yearly and annually. Routine shareholder visit at Central Office.	<p>1) Share price appreciation, dividends, profitability and financial stability:</p> <p>a) Purpose: Evaluate financial performance and stability for potential growth.</p> <p>b) Key topics raised: Share price trends, dividend history,</p>

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
				<p>profitability ratios, financial statements, and market conditions</p> <p>c) Concerns raised: Volatility in share prices, fluctuating dividends, low profitability, and financial risks.</p> <p>2) Queries/ suggestions/assurance / complaints etc:</p> <p>a) Purpose: Address shareholder queries, suggestions, complaints, and provide assurance.</p> <p>b) Key topics raised: Shareholder queries, suggestions, assurances, and concerns.</p> <p>c) Concerns raised: Poor communication, unresolved issues, lack of transparency, and declining investor confidence.</p>

ESG Report

Statutory Reports

Financial Statements

List of Branches

Basel III

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
				<p>3) Understanding shareholder expectations:</p> <p>a) Purpose: Identify shareholder expectations and align operations and strategies.</p> <p>b) Key topics raised: Shareholder demographics, voting patterns, engagement, and feedback mechanisms.</p> <p>c) Concerns raised: Divergent expectations, lack of engagement, and inadequate feedback mechanisms.</p>

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
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	<p>In relation to Compliances with applicable laws, changes in regulatory frameworks, skill and capacity building, employment:</p> <p>a) Purpose: Ensure compliance with applicable laws, adapt to regulatory changes, stay informed of industry concerns.</p> <p>b) Key topics: Regulatory and statutory compliance and industry trends.</p>
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	<p>Purpose and scope of engagement including key topics during such engagement:</p> <p>1. Product and service updates:</p> <p>a) Purpose: Inform customers about new products, features, and improvements to existing services.</p>

ESG Report

Statutory Reports

Financial Statements

List of Branches

Basel III



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
				<p>b) Key topics raised: New account options, loan products, digital banking enhancements, and service enhancements.</p> <p>2. Customer feedback and satisfaction:</p> <p>a) Purpose: Gather feedback on customer experience, satisfaction levels, and suggestions for improvement.</p> <p>b) Key topics raised: Overall satisfaction with services, feedback on specific transactions or interactions, and suggestions for service enhancements.</p> <p>c) Concerns raised: Service quality, wait times, responsiveness, and any concerns or issues faced during interactions with the bank.</p>

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
				<p>3. Financial education and tips:</p> <p>a) Purpose: Provide customers with relevant financial education and tips to help them manage their finances effectively.</p> <p>b) Key topics raised: Budgeting, savings strategies and investment options.</p>
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 marginalized and vulnerable groups) ● Business correspondents ● Fixed business correspondents ● Branch banking outlet ● Financial Inclusion and literacy programmes. 	Frequent basis	<p>Purpose and scope of engagement including key topics and concerns raised during such engagement:</p> <p>1. Banking services accessibility and affordability:</p> <p>a) Purpose: Ensure access to banking services for marginalized and vulnerable customers, and address affordability concerns.</p> <p>b) Key topics raised: Accessibility of branches and ATMs.</p>

ESG Report

Statutory Reports

Financial Statements

List of Branches

Basel III

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
				<p>c) Concerns raised: Awareness about available services, and difficulties in navigating banking processes.</p> <p>2. Financial education and empowerment:</p> <p>a) Purpose: Provide financial literacy programs and empower marginalized and vulnerable customers to make informed financial decisions.</p> <p>b) Key topics raised: Savings and thrift.</p> <p>c) Concerns raised: Lack of financial knowledge and skills, limited understanding of banking products and services, and challenges in accessing credit.</p>

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
				<p>3. Customer service and complaint resolution:</p> <p>a) Purpose: Improve customer service experience and resolve complaints in a timely and satisfactory manner.</p> <p>b) Key topics raised: Quality of customer service, responsiveness, complaint handling procedures, and accessibility to customer support.</p>
Employees	No	<ul style="list-style-type: none"> ● Personalised Learning Management System ● Regular performance review and feedback ● CUB News Magazine ● Staff Training College for on-the-job training ● Review meetings ● CUB intranet 	Daily	<p>Purpose and scope of engagement including key topics during such engagement:</p> <p>1. Internal communication and company updates:</p> <p>a) Purpose: Keep employees informed about company news,</p>

ESG Report

Statutory Reports

Financial Statements

List of Branches

Basel III

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
				<p>updates, and strategic initiatives.</p> <p>b) Key topics raised: Company performance, organizational changes, new policies or procedures, and departmental updates, growth prospects and employee well-being.</p> <p>2. Training and development opportunities:</p> <p>a) Purpose: Identify employee training and development needs and provide relevant learning opportunities.</p> <p>b) Key topics raised: Skills enhancement, training programs, career advancement, and professional development opportunities.</p>

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
Community	Yes	<ul style="list-style-type: none"> CSR and sustainability initiatives. 	Periodically	<p>a) Purpose: Develop and implement sustainable CSR initiatives including but not limited to water and natural resource management, community development, education/skill development, and livelihood support.</p> <p>b) Key topics: Over social development, better irrigation and improvement in ground water table.</p>

ESG Report

Statutory Reports

Financial Statements

List of Branches

Basel III

**PRINCIPLE 5: BUSINESSES SHOULD RESPECT
AND PROMOTE HUMAN RIGHTS**



A) ESSENTIAL INDICATORS:

1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:

Category	FY 2022-23 (Current Financial Year)			FY 2021-22 (Previous Financial Year)		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (A)	No. of employees / workers covered (B)	% (B / A)
Employees						
Permanent	6019	3940	65.45%	5367	3150	58.69%
Other than permanent	72	0	-	75	0	-
Total Employees	6091	3940	65.45%	5442	3150	57.88%
Workers						
Permanent	NA	NA	NA	NA	NA	NA
Other than permanent	NA	NA	NA	NA	NA	NA
Total Workers	NA	NA	NA	NA	NA	NA

2. Details of training given to employees and workers, in the following format

Category	FY 2022-23 (Current Financial Year)					FY 2021-22 (Previous Financial Year)				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
Employees										
Permanent	6019	Nil	-	6019	100%	5367	Nil	-	5367	100%
Male	4330	Nil	-	4330	100%	3937	Nil	-	3937	100%
Female	1689	Nil	-	1689	100%	1430	Nil	-	1430	100%
Other than Permanent	72	Nil	-	72	100%	75	Nil	-	75	100%
Male	71	Nil	-	71	100%	75	Nil	-	75	100%
Female	1	Nil	-	1	100%	0	Nil	-	0	100%

Category	FY 2022-23 (Current Financial Year)					FY 2021-22 (Previous Financial Year)				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
Workers										
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
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. 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)*	2	6676471	1	-
Key Managerial Personnel**	3	3101100	0	-
Employees other than BoD and KMP	4330	659122	1689	506967
Workers	Nil	-	Nil	-

*Comprising of Chairman and Managing Director & CEO

**Comprising of Chief Executive Officer, Chief Financial Officer and Company Secretary.

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)

Yes, the responsibility for overseeing and addressing all matters pertaining to human rights vests with the Vigilance Department of the Bank.

ESG
Report

Statutory
Reports

Financial
Statements

List of
Branches

Basel III

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.

The Bank acknowledges the importance of addressing grievances related to human rights issues and has implemented robust internal mechanisms for this purpose. We have established a comprehensive Whistle-blower Policy and a dedicated Protection of Sexual Harassment (POSH) policy to effectively redress such grievances.

To facilitate this process, we have provided all our employees with intranet access, where we have created a distinct menu specifically dedicated to Whistle-blower and Women Welfare concerns. This platform allows our employees to securely report any violations or concerns related to human rights / employee issues. We assure utmost confidentiality in handling the inputs received through this menu, and the information is promptly forwarded to the appropriate officials for further action.

We are committed to maintaining a safe and respectful working environment for all our employees, and these internal mechanisms serves as vital channel for addressing and resolving any grievances related to human rights violations.

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

Category	FY 2022-23 (Current Financial Year)			FY 2021-22 (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	Nil	Nil	-	3	Nil	The complaint received by CUB has been successfully resolved, addressing all parties' interests before the end of the financial year.
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. Prevention of discrimination and harassment cases:

Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases

The Bank has instituted a comprehensive mechanism to prevent workplace harassment. The Bank has a code of conduct which sets out the Bank's expectations for appropriate workplace behaviour and addresses instances of harassment.

ESG Report

8. 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 the Bank's operations, the scope of human rights requirements within our business agreements and contracts is comparatively less. It is important to note that the Bank does not have a specific policy solely focused on Human Rights but it indirectly addresses through POSH, Whistle Blower Mechanism, Customer Right Policy etc.

Statutory Reports

Financial Statements

9. 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

List of Branches

Basel III

10. 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 designed to address and manage all aspects of sexual harassment and discrimination at the workplace. The Bank has not identified any specific instances or significant risks that would require corrective actions. However, we remain committed to maintaining a safe and inclusive work environment and our policies are regularly reviewed and updated as necessary to ensure compliance with best practices and legal requirements.

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



A) ESSENTIAL INDICATORS:

1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format: (Energy Consumption is quantified in terms of the monetary value spent in INR)

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Total electricity consumption (A)	₹2121.02 Lakhs**	₹1803.14 Lakhs**
Total fuel consumption (B)	₹128.50 Lakhs**	₹101.67 Lakhs**
Energy consumption through other sources (C)	Nil	Nil
Total energy consumption (A+B+C)	₹2,249.52 Lakhs**	₹1,904.81 lakhs**
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	Not available, please refer the below note**	Not available, please refer the below note**

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.

** During the financial years under review, 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.

We further wish to inform you that the expenditure data cannot be converted from Rupees to respective units due to the varying tariffs of electricity per KVH and fuel per litre in different states. Furthermore, some of our bank branches function on a lease and rental basis, and thus receive shared billed amounts instead of units.

We acknowledge this constraint and are presently in the process of establishing a system to accurately document energy consumption from the forthcoming financial years.

During the FY 2022-2023, the Bank's total energy expenditure saw an increase of 18.10% and an increase of 13.58% in total turnover. No independent assessment/evaluation was carried out by an external agency.

2. Designated Consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India:

This section is not applicable to the Bank.

3. Provide details of the following disclosures related to water, in the following format: (Water Consumption is provided in INR)

Parameter	FY 2022-23	FY 2021-22
Water withdrawal by source (in kilolitres) (i) Surface water (ii) Groundwater (iii) Third party water (iv) Seawater / desalinated water (v) Others Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	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	
Total volume of water consumption (in kilolitres) Water consumption is quantified in terms of the monetary value spent in INR.	₹63.11 Lakhs**	₹56.45 Lakhs**
Water intensity per rupee of turnover (Water consumed / turnover)	Not available, please refer the below note**	Not available, please refer the below note**
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. No independent assessment/evaluation was carried out by an external agency.

4. Mechanism for Zero Liquid Discharge:

Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.	Considering the nature of the Business, our operating locations do not presently have any mandate for the 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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ESG
Report

Statutory
Reports

Financial
Statements

List of
Branches

Basel III

5. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:

Parameter	Please Specify unit	FY 2022-23	FY 2021-22
NOx	-	Not Applicable	
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.

The operations of banks primarily involve indoor activities that are not related to industrial processes, which are typically associated with significant air emissions. Therefore, the level of air emissions from our operations is considerably low. Additionally, as a responsible corporate citizen, we adopt environmentally conscious practices and comply with all applicable regulations to further minimize any potential air emissions. Further, no independent assessment/evaluation was carried out by an external agency.

6. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:

Parameter	Unit	FY 2022-23	FY 2021-22
Total Scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	Being a banking entity and not engaged in any manufacturing or factory related activities, the emission of effluent gases is not significantly.	
Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent		
Total Scope 1 and Scope 2 emissions per rupee of turnover	Metric tonnes of CO2 equivalent		
Total Scope 1 and Scope 2 emission intensity (optional) - the relevant metric may be selected by the entity	Metric tonnes of CO2 equivalent		

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 Bank 's operations at different outlets do not involve production activities, eliminating the possibility of emitting effluent gases. However, some branch offices are equipped with diesel generators that may emit certain gases. To address this issue, the Bank has implemented measures to mitigate emissions. These measures include regular servicing of diesel generators through Annual Maintenance Contracts (AMCs) and the utilization of mostly star-rated equipment. Further, no external agency conducted an independent assessment or evaluation in this regard.

7. 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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ESG Report

8. Provide details related to waste management by the entity, in the following format:

Parameter	FY 2022-23	FY 2021-22
Total Waste generated (in metric tonnes)		
Plastic waste (A)		The Bank operates its branches across multiple locations, and waste management is carried out through varied methods ranging from captive disposal to collaborations with local vendors. E-waste is returned to the respective vendors, while battery waste materials are exchanged with third-party vendors in exchange for new batteries. Furthermore, the nature of our business precludes the generation of any hazardous or radioactive waste.
E-waste (B)		
Bio-medical waste (C)		
Construction and demolition waste (D)		
Battery waste (E)		
Radioactive waste (F)		
Other Hazardous waste. Please specify, if any. (G)		
Total (A+ B + C + D + E + F + G + H)		
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		As a banking services company, our operations primarily focus on providing financial services to our customers. Due to the nature of our business, we do not generate significant waste or engage in activities that require waste recovery through recycling, reusing, or other recovery operations. Therefore, there is no relevant data available in this regard. Our commitment lies in adhering to responsible and sustainable practices within the scope of our operations to minimize any potential environmental impact. We continuously strive to promote environmental consciousness and encourage our employees and stakeholders to adopt eco-friendly practices in their day-to-day activities
(i) Recycled		
(ii) Re-used		
(iii) Other recovery operations		
Total		

Statutory Reports

Financial Statements

List of Branches

Basel III

For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)

Category of waste	As a banking services company, our operations primarily focus on providing financial services to our customers. Given the nature of our business, we do not generate significant waste that requires specific disposal methods such as incineration, landfilling, or other disposal operations.
(i) Recycled	
(ii) Re-used	
(iii) Other recovery operations	
Total	

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 Bank has not conducted any independent assessment/ evaluation by an external agency.

9. Waste management practices adopted in the establishment:

<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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10. 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.
The Bank does not possess any facilities in or near ecologically sensitive areas, and therefore, no special environmental clearances are mandated.			

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

Considering the nature of the Bank's operations, the requirement of conducting an Environmental Impact Assessment (EIA) as mandated by The Ministry of Environment, Forests and Climate Change (MoEFCC) does not apply to the Bank. Nevertheless, the Bank actively engages in environmental initiatives aligned with Corporate Social Responsibility (CSR) assessments. The main objective revolves around the preservation of water bodies, revitalization of lakes, and recognition of their ecological consequences. These endeavours entail the desilting of ancient temples, lakes, and ponds to ensure optimal water levels, thereby benefiting rural areas. As a result, the Bank has effectively increased the groundwater table, providing significant advantages to local farmers. Additionally, they contribute to the restoration of heritage structures by clearing overgrown vegetation and undertaking desilting activities.

Moreover, it is important to note that the Bank is firmly committed to promoting sustainable practices and generating a positive societal impact. As part of our ongoing transparency initiatives, the Bank has extended financial assistance to Sastra University in Thanjavur for a research project titled "Green & Sustainable Environment." This project focuses on developing a prototype unit aimed at mitigating air pollution. Through our CSR endeavours, we aim to assess the progress achieved, the social and environmental impact made, and the efficacy of our endeavours in contributing to a greener and more sustainable future.

12. 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:

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



A) 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 2 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



ESG
Report

Statutory
Reports

Financial
Statements

List of
Branches

Basel III

A) 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:

Sl 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 works in close collaboration with the community in specific areas of cleanliness & Swachh Bharat Mission, Literacy & Rural Sports, Health Care, Restoration & Renovation of sites of Historical Importance, Environment Sustainability, Social Community Development and Animal Welfare.

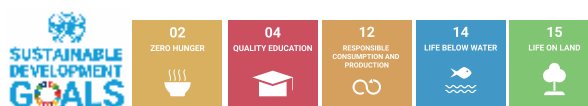
To evaluate the effectiveness of projects in achieving their objectives, the Bank employs comprehensive strategies that involve consultations with beneficiaries both individually and in groups. The Company is dedicated to providing adequate opportunities for intended beneficiaries to report grievances, and the grievance redressal mechanism involves working closely with the CSR team. The Bank has a remarkable history of addressing any complaints received from the community, and as of now, there have been no significant grievances reported.

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

Category	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Directly sourced from MSMEs/ small producers	Nil	Nil
Sourced directly from within the district and neighbouring districts	Nil	Nil

The Bank's business activities and operational scope necessitate a different focus in relation to the specific requirement mentioned in this section. However, it is important to highlight that the Bank actively seeks to engage the services of individuals residing in the surrounding areas whenever possible. In line with its commitment to supporting local and small vendors, the Bank regularly procures goods such as stationery and housekeeping items from these vendors. Additionally, the Bank extends job orders to local vendors for various services. These initiatives exemplify the Bank's dedication to promoting local economic development and fostering a mutually beneficial relationship with the community.

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



- ESG Report
- Statutory Reports
- Financial Statements
- List of Branches
- Basel III

A) ESSENTIAL INDICATORS:

1. Consumer Complaints and feedback:

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

In accordance with guidelines set forth by the Reserve Bank of India (RBI), the Bank has established a three-tiered structure for addressing customer complaints. Typically, customers first approach their local branch to resolve any grievances they may have. If a complaint is within the authority of the branch manager, it is handled at the branch level. Any unresolved/unsatisfied cases are escalated to the Ombudsman seated at the Administrative Office for resolution. The Inspection Department at the Administrative Office follows up with branches and departments to ensure timely resolution and closure of complaints. Customers have an option to reach out to the Bank's Call Centre or Customer Care number to register their grievances.

Periodically branch level customer service committee meetings are held to collect direct feedback and suggestions from customers about various products. Actionable suggestions for service and product improvements are implemented. The Customer Service Committee of the Board is also conducted on a periodical basis to invite customer grievances and suggestions to improve the services.

To ensure effective management of customer complaints, the Bank has appointed a Principal Nodal Officer for Grievances, a Nodal Officer for Complaints. Additionally, an Internal Ombudsman as stated aforesaid has been appointed under the Banking Ombudsman Scheme.

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	This aspect is not relevant to the Bank as it is not engaged in manufacturing activities. However, the Bank ensures compliance with disclosure requirements pertaining to its products and services to the extent applicable.
Safe and responsible usage	
Recycling and/or safe disposal	

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

Category	FY 2022-23 (Current Financial Year)		Remarks	FY 2021-22 (Current 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	0	0	-	0	0	-

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 has established a comprehensive Cyber Security measure that has been duly approved by the Board. CUB places Cyber Security as its top priority and has created a robust IT infrastructure to detect frauds and respond immediately. Strong Cyber Security measures guard its customer transactions end to end.

The Bank takes its customers' privacy seriously and has a well-defined privacy policy that is prominently displayed on its corporate website.

The Policy can be accessed at: <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.

ESG
Report

Statutory
Reports

Financial
Statements

List of
Branches

Basel III

