






NON-FINANCIAL KPIs

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

TOPIC AND SOCIAL ISSUES	FINANCIAL YEAR ENDING 31ST MARCH 2024 (FY 2024)	IMPACT
<p>Equal Opportunity Employment (gender, age)</p>  <p>Diversity in Unity, Equality in Diversity</p>  <p>Let's Inspire Inclusion u a b i a n s</p> 	<p>Total employees: 2,074</p> <ul style="list-style-type: none"> • Male: 917 • Female: 1,157 <p>By age</p> <ul style="list-style-type: none"> • 18–30 years: 969 • 31–40 years: 760 • 41–50 years: 255 • above 51 years: 90 <p>Promotions awarded for FY 2024 totalled 245 staff out of which:</p> <ul style="list-style-type: none"> • Male: 88 • Female: 157 <p>Staff with job grades of Vice President and above:</p> <ul style="list-style-type: none"> • Male: 12 • Female: 22 	<p>The Bank ensured and continues to ensure that there is equal opportunity in gender, age and promotional opportunities.</p> <p>Over FY 2024, there was generally a satisfactory balance in the provision of equal opportunity.</p> <p>2024 Annual Report will include a dedicated Human Capital Report that provides comprehensive insights.</p> 
<p>Employee Engagement</p>	<p>An Employee Satisfaction survey published on 27th November 2023 produced the following results:</p> <ol style="list-style-type: none"> 1. Number of respondents: 1,059(70% of white-collar workforce) 2. Score: 5.4 on a 7-point Likert Scale (77.14%) <p>In 2023, the Bank has once again been listed under “Best Companies to work in Myanmar – Employee’s Choice” https://www.jobnet.com.mm/bcim, and this is the 3rd time of receiving this award after 2020 and 2022.</p>	<p>The positive influence of employee satisfaction, as reflected by the good score, contributed to the Bank’s financial performance. In FY 2024, the Net Profit per Employee improved to MMK 18.9 million per employee compared to MMK 12 million in FY 2023.</p> 
<p>Employee Turnover Rate (%)</p>	<p>Employee turnover amongst operating staff was 21.3% in FY 2024.</p>	<p>Employee turnover was higher in FY 2024 and it reflected the market as the economy improved and business sought skilled talent. A larger migration of skilled labour out of Myanmar was observed in FY 22 and FY 23 due political turbulence.</p>
<p>Absenteeism Rate (%)</p>	<p>Absenteeism Rate (%): 0.22%</p> <p><i>(Absenteeism is defined as the unexcused leave measured against the working days in the period)</i></p>	<p>The absenteeism rate of 0.22% for FY 2024 which was a slight decrease compared to 0.26% and 0.29% in the FY 2023 and 2022 respectively, indicating a continued satisfactory employee engagement and lesser unplanned absence.</p>

TOPIC AND SOCIAL ISSUES	FINANCIAL YEAR ENDING 31ST MARCH 2024 (FY 2024)	IMPACT
Fatality Rate (%)	0% fatality rate	<p>The fatality rate for FY 2024 was Nil with no deaths reported and within the Bank's target of zero fatalities.</p> <p>Given that the Bank is in the Service industry and not in an industrial or manufacturing environment, the accident and fatality will be low.</p>
Frequency Rate for Accidents (number)	<p>15 accidents occurred, mainly car accidents. The accidents were reported to be minor. There were no fatal injuries during FY 2024.</p> <p>The Lost Time Injury Frequency Rate (LTIFR) due to accidents FY 2024 was 3.89 (where lost time due to accidents is measured per one million hours worked).</p>	Compared to 4.15 in the previous year, the numbers are low due to the nature of the jobs in the banking industry.
Training (number)	<p>Total man hours of training provided: 60,914 hours.</p> <p>Number of staff who attended training sessions: 2,074.</p>	Strong commitment to training continued with training hours increasing to 60,914 man-hours compared to 60,596 hours in the previous financial year.
Career Development/ Appraisal (number)	<p>All employees in the bank were formally appraised on their conduct and performance in the annual performance appraisals conducted in April 2023.</p> <p>Bonuses and salary increases were awarded based on criteria set. All rewards are based not just on short term goals but also on the longer-term considerations.</p>	<p>For the 8th consecutive year, the bank has consistently organised appraisal and career development sessions,</p> <p>245 employees were promoted as part of their career development and in the development of the organisation's succession planning.</p>
Health & Safety	<p>The Health & Safety Policy was reviewed and made available in our website: (https://www.uab.com.mm/governance/governing-policies/)</p> <p>Each year, the Bank's Administration Department conducts a comprehensive survey of branch physical maintenance. Based on the survey findings, recommendations are presented to the Management regarding necessary physical improvements.</p>	The frequency and fatality rates have been mentioned above. It remains acceptable with no fatal injuries.

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TOPIC AND SOCIAL ISSUES	FINANCIAL YEAR ENDING 31ST MARCH 2024 (FY 2024)	IMPACT
<p>Health & Safety</p>	<p>Several health benefits are made available to employees including:</p> <ul style="list-style-type: none"> · Welfare grant of MMK 100,000 for major surgery · Paid leave of up to 6 months for prolonged illness · 30 days of paid medical leave · Work Life Balance <p>Further, as a part of our initiative to support work life balance, we offer flexible working hours, sabbatical leaves, extended maternity leaves et al.</p>	<p>The frequency and fatality rates have been mentioned above. It remains acceptable with no fatal injuries.</p>



For further details information of the environment is described below :

Environmental issues	
Waste	<p>A major source of waste within the Bank is paper. In response, the Bank has implemented a series of digital initiatives aimed at reducing paper usage through the following policy measures:</p> <ul style="list-style-type: none"> • Transition from conventional paper storage to cloud-based storage solutions. • Adoption of email as the primary mode of internal communication. • Implementation of electronic systems for the submission of credit proposals, expenditure approvals, leave requests, and the maintenance of digital registers. • Centralization of printing services and the use of e-fax technology. • Re-engineering of branch operations to minimise the use of paper applications and forms. <p>The expenditures for printing paper are as follows:</p> <ul style="list-style-type: none"> • Fiscal Year ending September 30, 2020: MMK 12,861,960 • Fiscal Year ending September 30, 2021: MMK 6,063,185 • Fiscal Year ending March 31, 2022 (6 months): MMK 5,614,019 • Fiscal Year ending March 31, 2023: MMK 21,573,360 • Fiscal Year ending March 31, 2024: MMK 17,691,779 <p>Two significant future projects to lessen use of paper are still on-going, namely, a Loan Appraisal System for digitalisation of loan processes and Human Resource Management System to manage HR activity and applications.</p>
Energy	<p>Electricity Expenditure Analysis</p> <p>Historical Expenditure</p> <ul style="list-style-type: none"> • Fiscal Year Ending 30th September 2019: MMK 258,858,101 • Fiscal Year Ending 30th September 2020: MMK 343,629,518 • Fiscal Year Ending 30th September 2021: MMK 290,597,476 • Fiscal Year Ending 31st March 2022 (6 months): MMK 144,033,359 • Fiscal Year Ending 31st March 2023: MMK 323,491,258 • Fiscal Year Ending 31st March 2024: MMK 373,538,450 <p>Factors Influencing Electricity Costs</p> <ul style="list-style-type: none"> • The increase in electricity expenditure from FY 2019 to FY 2020 can be attributed to a rise in electricity tariffs effective from 1st July 2019, as mandated by the Ministry of Electricity and Energy. • In FY2024, the availability of electricity through the national grid was reduced resulting in the use of generators and increase in petrol consumption

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Environmental issues	
Energy	<p>Strategic Initiatives and Implementations In response to rising electricity costs, several measures have been instituted:</p> <ol style="list-style-type: none"> 1. Central Air-Conditioning System: At uab Tower, which houses the Head Office staff, a central air-conditioning system has been implemented. This system aims to optimise cooling efficiency and reduce overall electrical consumption. 2. Utility Management Practices: The institution has adopted practices encouraging the switching off of utilities when not in use, thereby reducing unnecessary energy consumption. 3. Branch Monitoring: The electricity usage at each of the Bank's 86 branches is actively tracked and monitored. This data collection supports the development of strategies to further mitigate the carbon footprint associated with energy use. 4. Renewable Energy Initiative: A pilot project involving the installation of solar panels at various branches is underway. This initiative represents a proactive approach towards integrating renewable energy sources and reducing dependency on conventional electricity. <p>Petrol Expenditure Analysis Expenditure</p> <ul style="list-style-type: none"> • Fiscal Year Ending 30th September 2019: MMK 320,747,063 • Fiscal Year Ending 30th September 2020: MMK 183,769,514 • Fiscal Year Ending 30th September 2021: MMK 193,804,048 • Fiscal Year Ending 31st March 2022 (6 months): MMK 257,688,493 • Fiscal Year Ending 31st March 2023: MMK 1,022,079,556 • Fiscal Year Ending 31st March 2024: MMK 1,194,347,713 <p>Factors Influencing Petrol/Diesel Costs</p> <p>The significant increase in petrol expenditure during FY 2024 is primarily attributed to substantial hikes in petrol prices. This trend has notably inflated the cost of petrol across the fiscal year. Further, increased use of generators, resulted in higher diesel consumption.</p> <p>Strategic Measures and Policy Adjustments</p> <ol style="list-style-type: none"> 1. Fleet Modernization: A policy has been adopted to replace older vehicles with newer, more energy-efficient, and environmentally friendly models. This transition aims to reduce overall fuel consumption and greenhouse gas emissions.

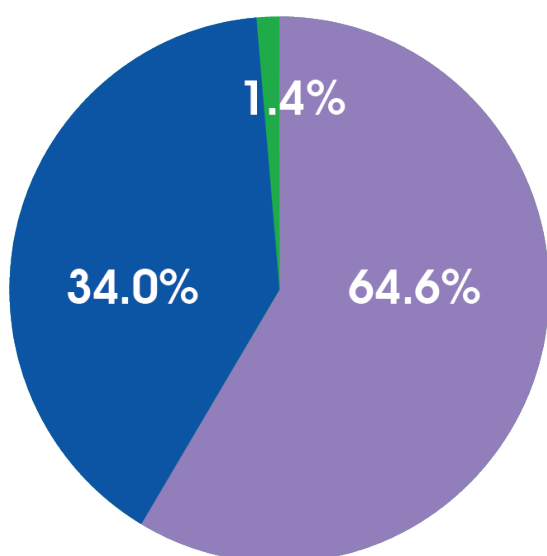
Environmental issues

Energy

1. Enhanced Vehicle Management: Measures to more rigorously control the use of company vehicles have been introduced, promoting more efficient fuel usage and reducing unnecessary travel.
2. Petrol Usage Monitoring: Similar to electricity, the petrol usage within the Bank's operational value chain is meticulously tracked and monitored. This approach is intended to develop further strategies for minimising the carbon footprint associated with fuel consumption.
3. Consideration of Electric Vehicles: Electric vehicles are now being added to the fleet and forms part of the commitment to reducing environmental impact and enhancing sustainability.

These strategic actions reflect the Bank's ongoing efforts to manage and reduce both electricity and petrol expenditures while advancing sustainability objectives.

Carbon



Scope 1

Petrol for transportation and generators

Scope 2

Electricity use at Head Office and all branches

Scope 3

Electricity use from other facilities in the value chain, and petrol use from rented ferry buses

Carbon Footprint Analysis

Estimated Carbon Emissions from Electricity and Petrol Consumption

- Fiscal Year Ending 30th September 2020: 1,880 metric tons
- Fiscal Year Ending 30th September 2021: 1,266 metric tons
- Fiscal Year Ending 31st March 2022 : 1,508 metric tons (annualised)
- Fiscal Year Ending 31st March 2023: 1,697.12 metric tons
- Fiscal Year Ending 31st March 2024: 1,634.7 metric tons

Trends and Influencing Factors

The reduction in carbon emissions during FY 2024 and FY 2023 can be largely attributed to an increase in work-from-home arrangements necessitated by the new working environment, alongside the political situation. These factors collectively resulted in diminished on-site operations and a subsequent decrease in energy and petrol consumption.

Carbon Footprint Categorization for FY 2024

In FY 2024, the Bank's carbon footprint has been systematically categorised into three distinct scopes, providing a comprehensive framework for understanding and addressing emissions:

1. Scope 1: Direct Emissions

These emissions stem directly from petrol usage in transportation and generator operations. In FY 2024, Scope 1 emissions accounted for 1,056.40 metric tons of CO₂e, representing 64.6% of the total carbon footprint.

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Environmental issues	
Carbon	<p>2. Scope 2: Indirect Emissions This category includes indirect emissions resulting from the bank's electricity consumption, which is supplied by local electricity providers. Scope 2 emissions for FY 2024 amounted to 555.19 metric tons of CO₂e, comprising 34% of the total carbon footprint.</p> <p>3. Scope 3: Indirect Emissions from Other Sources Scope 3 encompasses indirect emissions arising from energy consumption associated with rented facilities, such as ferry buses for employees. For FY 2024, these emissions were measured at 23.11 metric tons of CO₂e, accounting for 1.4% of the total carbon footprint.</p> <p>Mitigation Strategies and Sustainability Initiatives</p> <p>The Bank has instituted several measures aimed at minimising its carbon footprint through targeted reductions in waste, electricity, and petrol consumption:</p> <ol style="list-style-type: none"> 1. Waste Management Proactive steps are being taken to manage and reduce waste, contributing to the overall sustainability efforts of the Bank. 2. Electricity Consumption As detailed earlier, strategies such as the implementation of a central air-conditioning system, the promotion of utility management practices, and the introduction of a solar panel pilot project are aimed at reducing electricity consumption and its associated emissions. 3. Petrol Consumption Measures to modernise the vehicle fleet with more energy-efficient models, implement stringent vehicle use policies, and consider the adoption of electric vehicles reflect the Bank's commitment to reducing petrol consumption and its carbon footprint. <p>These initiatives underscore the Bank's dedication to environmental stewardship and its strategic approach to mitigating the impacts of its operational activities on the environment. By systematically addressing the sources of its carbon emissions and implementing robust sustainability practices, the Bank is actively contributing to a reduction in its overall carbon footprint.</p>

Environmental issues

Water

Water Expenditure and Conservation Measures

Historical Expenditure

- Fiscal Year Ending 30th September 2019: MMK 3,294,350
- Fiscal Year Ending 30th September 2020: MMK 4,233,561
- Fiscal Year Ending 30th September 2021: MMK 1,994,207
- Fiscal Year Ending 31st March 2022 (6 months): MMK 1,621,050
- Fiscal Year Ending 31st March 2023: MMK 5,350,500
- Fiscal Year Ending 31st March 2024: MMK 9,920,502

Water Conservation Strategies

To address rising water costs and promote sustainability, several initiatives have been implemented:

- 1. Usage Control Measures**
Effective controls are being instituted to moderate water usage across all facilities. These measures aim to optimise water consumption and minimise wastage.
- 2. Reduction in Plastic Water Bottles**
To reduce environmental impact, the use of smaller plastic water bottles has been significantly curtailed. Instead, water dispensers with larger, reusable plastic bottles have been introduced, reducing plastic waste and encouraging sustainable practices.
- 3. Eco-Friendly Installations**
At the new Head Office, uab Tower @Times City, and newly renovated branches, eco-friendly toilet flush systems have been installed. These systems are designed to reduce water usage per flush, contributing to overall water conservation efforts.

These strategies reflect a concerted effort to manage water expenditure while aligning with broader sustainability goals. By implementing effective controls, reducing plastic waste, and installing eco-friendly fixtures, the Bank is actively working towards reducing its environmental footprint and promoting responsible resource use.

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SOCIETAL RESPONSIBILITIES

A number of societal responsibilities have been acted upon and they include:

Product Responsibility

uab bank has formulated and implemented a Product Responsibility Statement. Based on the statement, we adhere to following principles while designing and launching of the product:

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

Oversight of all product development and performance is by the Management Product Committee. A variety of products are offered by the Bank and they include deposits, loans, remittances, payment apps, cards and bancassurance. These products are described in our website. The latest Product Responsibility Statement can be found at: <https://www.uab.com.mm/governance/governing-policies/>

Supply Chain Management

We adopted the Vendor Code of Conduct, which requires vendors to abide by human rights laws, environmental laws, bribery and corruption laws et al. The Vendor Code of Conduct sets out our expectations of Vendors towards achieving sustainability.

The Management is also looking at steps of shortening the supply chain via building a direct relationship with producers to enable the producers to obtain profits whilst we control our cost. Vendors are expected to comply with the Bank's Code of Ethics, which is also available on this website. The latest Vendor Code of Conduct can be found at: <https://www.uab.com.mm/governance/governing-policies/>

Philanthropic Activities

Over the period 1st April 2023 to 31st March 2024, the Bank has contributed a sum of **MMK 448,837,152** towards the following:

- Rice Donation (**MMK 372.7 million**)
- Children & Orphanages (**MMK 7.0 million**)
- Monastic & Cultural (**MMK 9.4 million**)
- Computer Sets (**MMK 52.6 million**)
- Health Care (**MMK 6.1 million**)
- Senior Citizens (**MMK 1.0 million**)

Further, in its support of women's entrepreneur development, the Bank sponsored MMK 40 million for the following programs:

- Women in Manufacturing Entrepreneurship Program (**MMK 24.0 million**)
- Start-up Ignite Program (**MMK 16.0 million**)

An updated **Statement on Donations and Charitable Contributions** can be found at: (<https://www.uab.com.mm/governance/governing-policies/>)

STANDARDS ADOPTED

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

AA 1000 – this was used to assess stakeholder engagement to establish a materiality index as stated in our Sustainability Statement issued in our Annual Report and website (<https://www.uab.com.mm/mm/>)

GRI – This may be downloaded from our website (<https://www.uab.com.mm/mm/>) **SASB** – This may be downloaded from our website (<https://www.uab.com.mm/mm/>)”