

ESG Report 2024

Environmental, Social & Governance



UNITED BANK LIMITED

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ESG Report 2024

Environmental, Social & Governance

ENVIRONMENTAL, SOCIAL & GOVERNANCE (ESG) REPORT 2024

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Message From CEO

Dear Stakeholders,

At United Bank Limited (UBL), we are committed to responsible business practices that nurture sustainable growth and benefit the communities we serve. By aligning our Corporate Social Responsibility (CSR) efforts with the United Nations Sustainable Development Goals (SDGs), we are proud to have made a positive impact on millions of lives.

As an early adopter of the SDGs, UBL has become a leader in sustainable finance, gaining the trust of customers and employees who share our commitment to environmental, social, and governance (ESG) principles. Our focus on ESG is deeply embedded in our operations and corporate values.

In 2024, we made significant progress on key ESG initiatives, particularly in Diversity, Equity, and Inclusion (DE&I). We believe a diverse and inclusive workplace enhances our effectiveness and performance, and we continue to invest in leadership development by providing growth opportunities for high-potential employees.

We are also working on a comprehensive ESG Risk Management and Governance Framework to integrate ESG risks into our decision-making processes and resource allocation.

Our ongoing commitment to being a responsible corporate citizen is reflected in our sustainability policy, which supports initiatives in education, healthcare, environmental conservation, water management, the arts, and disaster relief.

We are proud to have been named Best Bank for ESG in Pakistan 2023 by Asiamoney, a testament to our leadership in sustainable practices.

We look forward to sharing our annual ESG report with you and welcome your feedback. Your continued support is vital as we strive to create a positive and lasting impact.

Thank you for your trust and partnership.

Muhammad Jawaid Iqbal
President & CEO
United Bank Limited



About The Report

At United Bank Limited (UBL), we are dedicated to shaping a sustainable future by balancing the needs of our shareholders, employees, customers, and business partners. Our commitment to responsible corporate citizenship goes beyond financial returns; we focus on encouraging a positive impact on the environment, supporting local communities, and ensuring robust corporate governance. Aligned with the United Nations Sustainable Development Goals (SDGs), we strive to create long-term value that benefits all stakeholders while upholding the highest standards of ethical and sustainable business practices.

Our 2024 ESG Report offers a comprehensive review of UBL's Environmental, Social, and Governance initiatives for the year. The report highlights our policies, achievements, and ongoing efforts to integrate ESG principles into every aspect of our business operations. We believe that sustainable economic growth is driven by responsible practices, and our focus on ESG ensures that we remain a leader in both financial performance and social responsibility.

Through our strategic ESG agenda, we aim to secure the long-term success of UBL while making meaningful contributions to the communities we serve. By prioritizing environmental stewardship, social equity, and transparent governance, we are committed to creating a positive, lasting impact that resonates with our stakeholders and aligns with global sustainability goals. We are proud to share our progress with you and remain steadfast in our journey toward a more sustainable and prosperous future.

UBL at a Glance

United Bank Limited (UBL), established in 1959, is a leading financial institution in Pakistan, renowned for its innovative banking solutions and customer-centric approach. With a nationwide customer base exceeding 9 million, UBL operates one of the largest branch networks in the country, comprising over 1,521 branches and 1,580 ATMs. In addition to its extensive physical network, UBL offers UBL Omni, a branchless banking platform that enables nationwide access to financial services. The Bank's Islamic banking arm, UBL Ameen, continues to expand, with 451 dedicated branches and 558 Islamic Banking Windows (IBWs) integrated within conventional branches, offering a comprehensive suite of Shariah-compliant products.

As a leader in digital transformation, UBL has garnered significant local and international acclaim for its innovative banking solutions. In 2024, UBL also received multiple accolades, including 'Digital Transformation of the Year and Mobile App Award - Pakistan' by Asian Banking and Finance and received the prestigious PRI Award from the State Bank of Pakistan (SBP) as the 'Top Bank in Pakistan Remittance Market'.

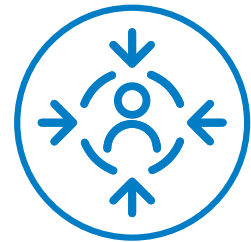
UBL continues to lead the way in financial inclusion, empowering the economic development of Pakistan through the introduction of technology-driven, customer-friendly products and services. The Bank's strategic emphasis on digitization is exemplified by its Digital Banking App, enabling customers to open accounts seamlessly and conduct transactions anytime, anywhere. With an upgraded entity rating of AAA/A-1+, UBL maintains its commitment to excellence and sustainable growth. As a responsible corporate entity, UBL prioritizes creating a lasting, positive impact on the communities it serves, ensuring that its business operations are in harmony with broader societal and environmental goals.

The Bank operates through five core business segments: Retail Banking, Corporate and Investment Banking, Small and Medium Enterprises (SMEs), UBL Ameen (Islamic Banking), and Digital Banking. These segments are underpinned by a robust governance framework and a focus on delivering best-in-class services to our customers, enabling UBL to drive success and achieve its organizational goals.



OUR PURPOSE

At UBL, the following Core Values drive our success:



1

Customer First

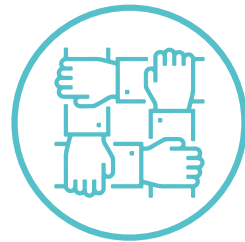
Customers are at the heart of our corporate philosophy. We are here to serve and exceed their expectations, thereby gaining their trust.



2

Honesty of Purpose

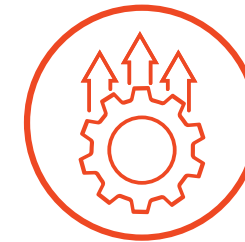
We treat our work as our life's purpose. We demonstrate the highest standards of transparency in our dealings. Our goal is to ensure that the interests of all our stakeholders are fully guarded.



3

Teamwork

We drive strength from each other and are seen as reliable and trusted partners.



4

Excellence

We are the best in class in whatever we choose to pursue. We are valued for our contributions in the communities we serve.



5

Meritocracy

We induct, evaluate, recognize, and reward based on fairness. We are empowered to innovate. We rely on facts and value the opinions of others.

& CORE VALUES



Better Together



Our Domestic Operations

Retail Banking Business

As one of the leading financial institutions in the country, UBL remains committed to balancing business growth with sustainability and social responsibility. Serving 9 million clients through 1,521 branches nationwide, we prioritize a customer-centric approach while embedding sustainable practices into our operations.

In 2024, UBL achieved significant milestones in its journey towards responsible banking. Our continued investments in infrastructure and workforce development, along with enhanced standards for branch deposits and profitability, resulted in the onboarding of more than 1.1 million new customers. This achievement reflects our steadfast dedication to growth that benefits not only the bank but also the communities we serve.

UBL has taken bold strides in fostering financial inclusion and innovation. The UBL Freelancer Account, launched in May 2023, addressed the evolving needs of the gig economy. This initiative attracted over 33,000 account holders, underscoring our commitment to adaptive and sustainable banking solutions.

1521

Branches
Nationwide

9

Million
Clients

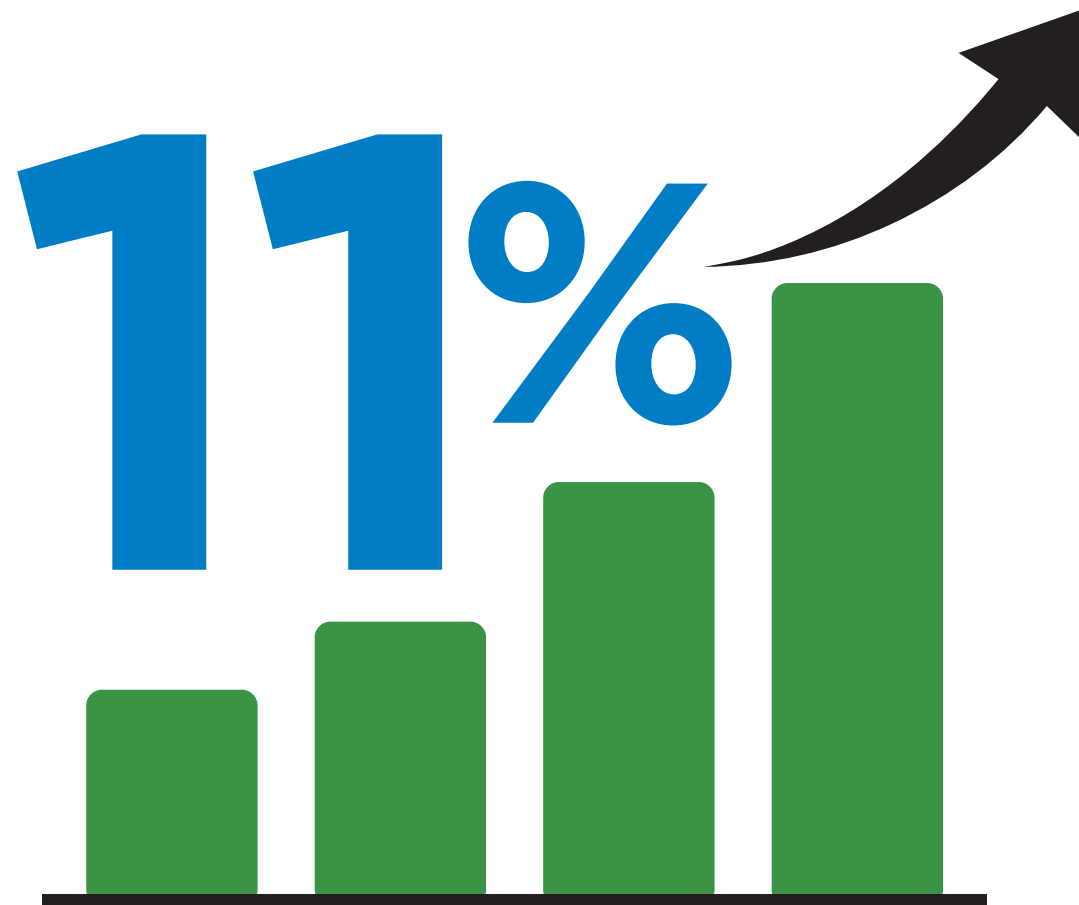
Corporate and Commercial Businesses

Corporate Banking offers a comprehensive array of financing solutions for medium and large-sized Corporate Clients. The product offering includes long-term and short-term funded solutions with flexibility for structured products, including but not limited to, working capital, import-export refinance, commodity refinance, bill discounting, documentary credits, guarantees and foreign exchange. Corporate Banking also synergizes with other groups within the Bank to capitalize on cross-sell opportunities like cash management solutions, payroll, vendor/dealer financing, and digital offerings.

Small and Medium Enterprises

To promote green banking products under Environmental, Social, and Governance (ESG) principles, we have incorporated the SBP Financing Scheme for Renewable Energy within our existing SME products, such as Karobar Loan and Sahulat Loan, to support both new and existing SME clients. UBL integrates financial services across value chains in key sectors, strengthening customer relationships and driving fresh disbursements. This approach has contributed to an 11% growth in overall SME loans from 2023 to 2024.

As part of our paperless banking initiative, we have effectively implemented the Loan Origination System (LOS) for credit proposals, enhancing turnaround time. In continuation of paperless banking steps, we have also successfully launched end-to-end digital lending solutions to facilitate our SME customers where no paper is involved from customer request initiation till loan disbursement.



Islamic Banking (Ameen) Business

UBL Ameen, the Bank's Islamic Banking Division, offers products and services through 451 full-fledged Islamic Banking Branches and 558 Islamic Banking Windows under Shariah guidelines. UBL Ameen's deposits averaged Rs.520 billion in 2024, demonstrating strong average growth of 25% over last year.

451

Islamic Banking Branches

UBL Ameen offers a full range of Shariah Compliant Islamic Banking products and services through its dedicated branches in major cities across Pakistan. UBL Ameen offers products in all ranges of Liability, Consumer Financing, Corporate, SME, Digital, Cash Management Solutions, etc.

558

Islamic Banking Windows

Our International Operations

UBL has an international footprint in UAE, Bahrain and Qatar, and a representative office in China.

United Arab Emirates (UAE)

UBL UAE, established with six branches across the United Arab Emirates, has been providing a wide array of banking services, catering to the diverse needs of both individual and corporate clients. With a legacy built on trust and customer satisfaction, UBL UAE continues to offer financial solutions tailored to meet the dynamic needs of the UAE market.

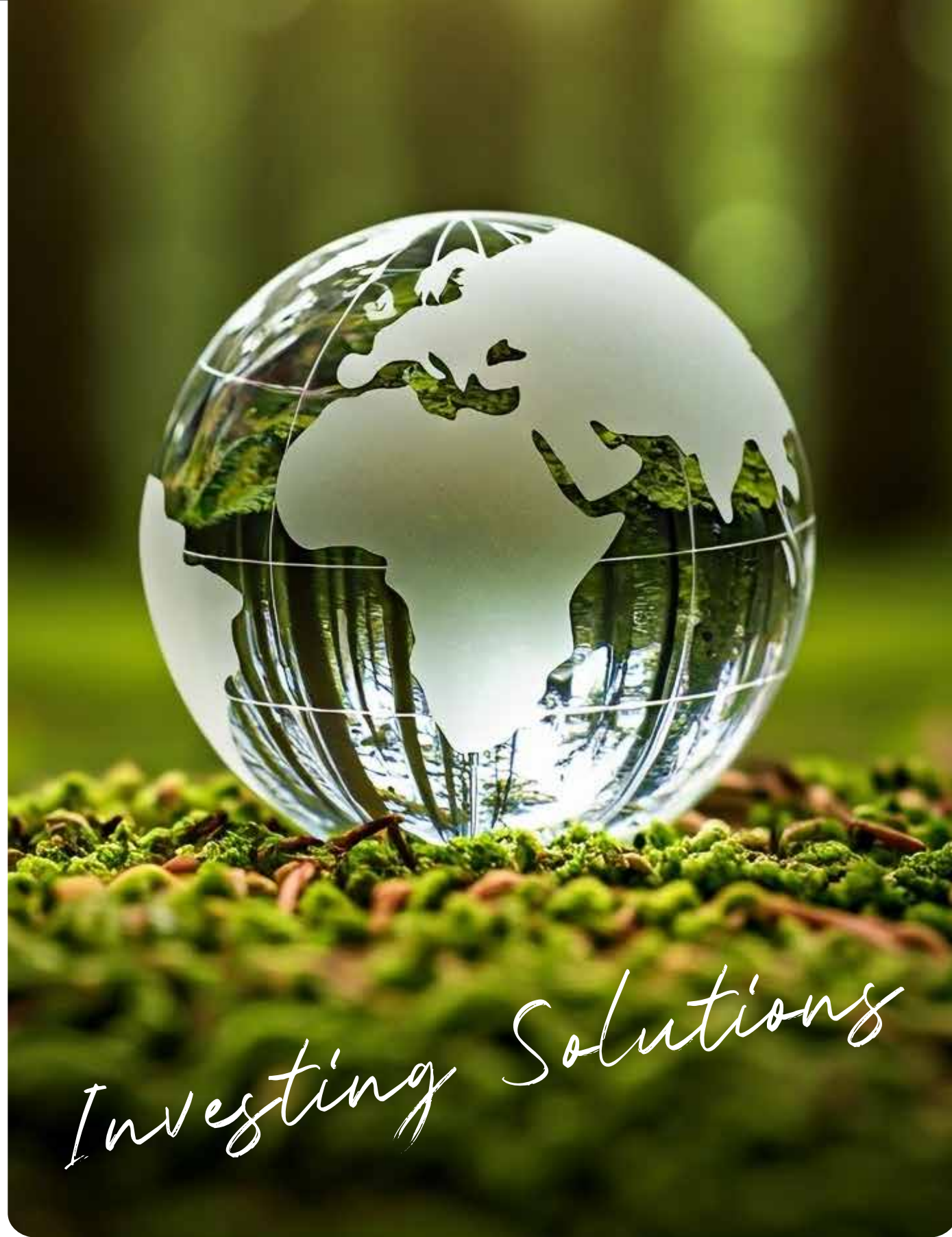
Bahrain

UBL Bahrain offers a comprehensive range of banking services. With a robust financial portfolio and diverse offerings, UBL caters to a wide spectrum of clients, including blue-collar workers and corporate entities. The bank's strategic investments and services aim to support both local and international financial needs, making it a reliable partner in Bahrain's banking landscape.

Qatar

The bank's business model revolves around: Retail Funding, primarily from the second and third-generation expatriates and Qatari nationals, whose families have long-standing relationships with UBL. Corporate and SME Lending, providing financing solutions to businesses in Qatar.





UBL ESG Vision and Mission Statement

ESG risk are variables that could have a significant impact on a Bank's financial position and operating performance. Regardless of industry or size, every organization remains vulnerable to ESG risks. UBL aims to act as a catalyst across its footprint connecting, enriching and supporting the communities in which we live and work.

The purpose of this ESG Strategy is to generate long-term competitive financial returns along with positive environmental and social (E&S) impact. An effective ESG Strategy creates a structure and discipline in order to create a framework that guides decisions that are mutually good for profits, people, and the planet.



Our Environmental, Social and Governance (ESG) Program

At UBL, we are dedicated to driving positive change by encouraging meaningful connections and actively supporting the communities in which we operate. By embracing ESG principles, we ensure that our business activities are aligned with sustainable and ethical practices, creating long-term value for both our stakeholders and society. This commitment is reinforced through a robust ESG Risk Management and Governance Framework, which provides the strategic oversight necessary to guide our decision-making. Through this framework, UBL is empowered to make responsible investment choices and resource allocations, ensuring that our initiatives contribute directly to our sustainability goals.

Our adherence to ESG standards goes beyond compliance; it is central to how we operate. By integrating sustainability into our core business processes, we mitigate risks while reinforcing our responsibility as a corporate citizen. This proactive approach allows us to positively influence the environment and the communities we serve, all while driving long-term growth and stability for UBL.

UBL has long recognised the importance of creating lasting societal impact, and our ESG objectives are deeply woven into the fabric of our corporate philosophy. The initiatives we champion throughout the year reflect our commitment to translating our vision into tangible outcomes. Each action we take is a step toward fulfilling our responsibility as a forward-thinking organization—one that continually strives to create a positive, sustainable impact for both current and future generations.

Vision

UBL envisions being the market leader in sustainable finance and the preferred choice for its customers and employees. Our Vision is to create a sustainable future for our stakeholders by integrating ESG principles into our business operations, investment processes and stewardship.

Mission

Our bank is committed to integrating ESG principles into lending, investments, and overall operations to yield competitive financial returns while fostering positive E&S impacts. We are actively implementing an ESG Risk Management Framework to address climate change, setting goals for carbon neutrality and increased renewable energy use.

Our organizational focus includes creating a gender-balanced workplace, prioritising the inclusion and advancement of Persons with Disabilities (PWDs), and fostering an equitable culture that values diversity in all aspects. Moreover, we are enhancing the composition of our board with an emphasis on independence and diversity, and ensuring sustainable practices in procurement and general banking operations.



ESG Highlights 2024

Being a bank that has always been on the forefront of making a notable impact to the society, our ESG objectives have always been inextricably intertwined with our philosophy. The impact of our business activities and conduct holds utmost importance, which is why, our year-round initiatives as a responsible corporate organization present a very clear picture of how we have been able to translate our vision into our actions.

ENVIRONMENTAL (E)



Paperless Banking

550,406 digital accounts opened in 2024 under the Digital and Paperless Banking initiatives.



Energy Conservation

All branches converted to LED lights. Awareness activities focused on energy conservation across all operations.



Tree Plantation Drive

UBL sponsored a tree plantation initiative in collaboration with Air Weapons Complex at Wah Cantt. Over 600 plants planted by school children.



Deforestation Prevention

UBL discourages new financing to clients directly connected to deforestation.



Contribution to Eco-Friendly Businesses

Current exposure of approx. PKR 9 billion renewable energy projects of Wind, Solar and Biomass.



Branches Converted to Solar Energy

163 branches converted from conventional energy to solar power.



Digital Banking

Increased digitization through UBL app to minimize paper usage and conserve energy.



Branchless Banking (Omni Accounts)

18080 Omni accounts opened in 2024, offering a branchless banking solution with easy deposits and withdrawals.

SOCIAL (S)



Maternity Leave Extension

Maternity leave extended from three months to six months.



Employee Health & Safety

Medical insurance coverage, marriage grants, children care allowance, and extended family support for employees.



Women Champions Training

Conducted Women Champions training throughout Pakistan.



SheConnects WhatsApp Groups

Created SheConnects WhatsApp groups for Central, North, and South regions.



SheRise Female Development Plan

Multiple training sessions were conducted, and SheRise WhatsApp groups were created for the Central, North, and South regions. An email for SheRise was also developed to empower women and facilitate quick communication of problems and harassment complaints.



Valet Services for Females

Introduction of parking lot valet service specifically for female employees.



Female Representation

23% female workforce, with a goal to increase it to 45% by 2025.



Stay in Touch (SIT) Program

Launched to support women on maternity leave to stay connected.



SheRise Email

Developed a SheRise email for quick communication of problems and harassment complaints for female employees.



Pioneering Initiative: Empowering Youth through Employment and Education

The Bank has taken a ground-breaking step by inducting intermediate-completed students into permanent roles as OG4 staff. This innovative approach makes UBL a pioneer in the industry, providing opportunities for young talent to grow and develop.

GOVERNANCE (G)



Governance & Integrity

100% staff trained annually on risk and compliance, ensuring high standards of governance.



Ethics and Code of Conduct

A Code of Conduct is revised annually for Directors and Employees, ensuring ethical business practices. SBP-approved guidelines are in place across all departments.



Board Diversity & Independence

Board diversity in expertise, knowledge, and age. Chairman and CEO are separate roles. No director serves on more than seven listed company boards.



Regulatory Compliance

Strict adherence to ESG regulatory standards set by local authorities (SBP, SECP) and international regulatory bodies, including those in the UAE, Bahrain, and Qatar.

ESG Materiality Assessment

Materiality is an important principle that we use to ensure we remain focused on the sustainability-related risks and opportunities that support our resilience and ability to create long-term value.

United Bank Limited (UBL) is committed to sustainable and responsible banking, recognizing the importance of managing environmental, social, and governance (ESG) risks and opportunities for long-term success. Through this Materiality Assessment, we have identified and prioritized key ESG factors that support both our business growth and the fulfilment of international standards & legal requirements. This approach enables us to design a sustainable strategy, set targets, and create opportunities while ensuring alignment with both business objectives and global sustainability requirements.

Our material ESG factors influence how the Board and management steer the bank. They inform our approach to governance, risk management, strategy and reporting. In the context of our reporting on sustainability, materiality helps to make sure that our disclosures are responsive and relevant to our stakeholders.



Our Materiality Assessment Process

We review our material ESG factors annually following five-step process;



1. IDENTIFICATION

We identify ESG related impacts, risks and opportunities relevant for UBL across our activities by conducting materiality assessment across our products, services, lending practices, and internal operations. We also refer relevant sector standards and frameworks, such as those from GRI and SASB.



2. PRIORITIZATION

The Bank prioritizes its processes, segments, industries, and geographies based on their potential E&S impact. This prioritization ensures that the most critical factors are addressed first. It establishes a robust framework for decision-making, guiding the Bank's approach to E&S risks to focus on high-priority areas.



3. STAKEHOLDER ENGAGEMENT

Identification of material activities from E&S risk perspective were discussed with Key internal stakeholders.

This engagement ensures that senior management and the Board have reviewed and are aligned on the prioritization of areas having material E&S risks. The process facilitates integration of E&S risks factors into Bank's core processes to ensure sustainable growth across all levels of the organization.



4. INTEGRATION INTO STRATEGY

The resultant material ESG factors are integrated into governance structures, risk management processes, strategy development and our reporting to stakeholders. These factors are embedded into key business processes, ensuring that sustainability considerations are integrated into Bank's operations.

By aligning ESG risks with strategic objectives, UBL can proactively manage potential challenges and capitalize on opportunities. This approach supports long-term business growth while maintaining adherence to global sustainability standards. The integration ensures that UBL's commitment to ESG is reflected in its day-to-day operations and long-term planning.

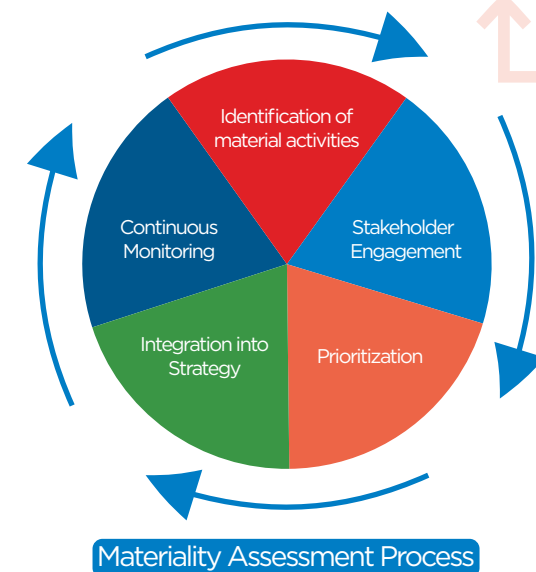


5. CONTINUOUS MONITORING

To maintain relevance and ensure that the assessment stays aligned with both the evolving business landscape and global sustainability developments, UBL continuously monitors and reassesses these material topics. Regular reviews allow UBL to adapt to emerging challenges and opportunities, reinforcing its commitment to responsible banking practices.

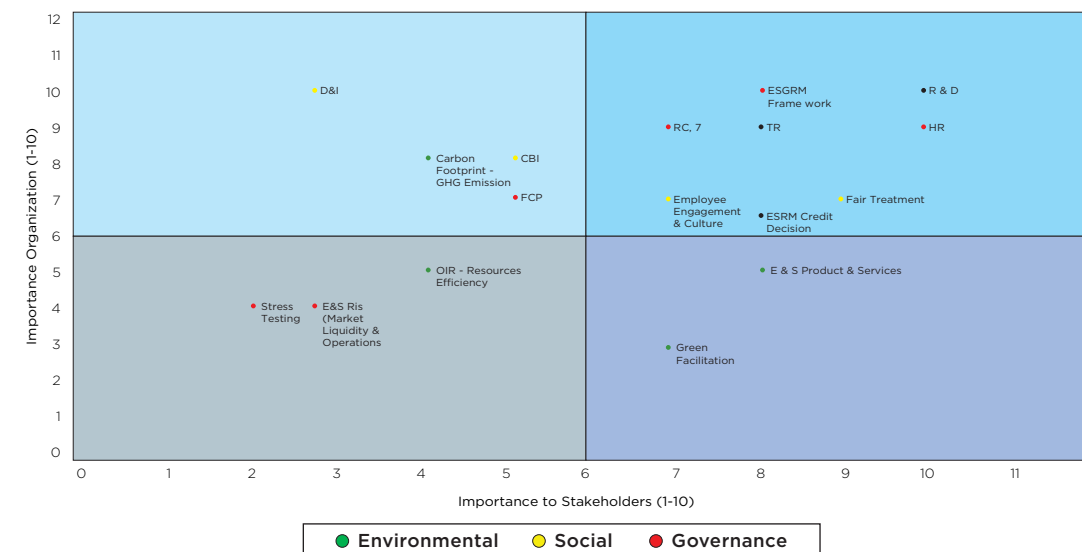
Identification & Prioritization

In 2024, we conducted our annual review of material ESG factors, following our five-step process. As a result, we identified Seventeen material ESG areas which are further prioritized on the basis of their implementation level requirement, associated impacts, risks and opportunities.



Our Materiality Matrix

Following are Bank's ESG fundamentals and strategic priorities and material areas. Our priorities reflect, how we are working to deliver our growth through sustainable and responsible strategy.



- ESG Risk Management & Governance Framework - ESGRM Frame work
- Products & Services Analysis and Identification of Material E&S Risks Areas - E&S Product and Services
- Green Facilitation-Develop Sustainability Linked Products - Green Facilitation
- Integration of Environmental & Social Risk Assessment into Bank's Credit Decision - Integration of ES RM in CD Capacity Building -CB
- Own Impact Reduction & Resource Efficiency-OIR-RE
- Stress Testing and Scenario Analysis - ST
- Data Aggregation, Reporting and Disclosures - T & D
- Integration of E&S Risks Factors into Other Risks and Processes - E&S Risk (Market, Liquidity & Operations)
- Regulatory Compliance - RC
- Diversity Equity and Inclusion - DE&I
- Financial Crime Prevention - FCP
- Technology Resilience -TR
- Human Rights - HR
- Employee Engagement and Culture- EE & C
- Fair Treatment of Customers - FTC

Prioritization of material ESG factors into four quadrants:

Considering the associated impacts, risks and opportunities, we prioritized material ESG factors into following four different levels (P1 & P2 are near-term) and (P3 & P4 are long-term)

S#	Priority Level	Description
1	P1	ESG factors of highest strategic importance, which require immediate attention and should be integrated into decision-making processes.
2	P2	ESG factors that are strategically important aiming to address within near term. They hold significant potential for business opportunities, risk mitigation, or regulatory compliance.
3	P3	Basic ESG factors that are still relevant and can be addressed within long-term.
4	P4	Fundamental ESG factors necessary for sound governance and risk management, these are ongoing initiatives. These factors are important but do not have immediate strategic impacts.

Factor for Considering Materiality Assessment

S#	Factor	Impact on Bank	Impact on Stakeholders
1	Material Impact on Financial Performance	ESG factors affect profitability, e.g., environmental regulations can increase costs, while social and governance issues may affect revenues and stability.	As time passes Investors will be looking for long-term value, prioritizing banks that integrate ESG factors into their financial strategies. Customers prefer sustainable, socially responsible banks that align with their values, affecting brand loyalty and business growth.
2	Risk Impact	ESG risks correlate with traditional financial risks. <ul style="list-style-type: none"> Credit Risk arises from exposure to industries or projects with poor E & S practices, which may default due to applicable regulations. Market risk stems from market volatility linked to environmental disasters, social movements, or sudden shifts in regulations (e.g., carbon pricing). Liquidity risk may emerge if ESG issues lead to capital flight or higher borrowing costs for non-compliant banks. Operational risk increases with ESG-related disruptions (e.g., supply chain issues due to environmental disasters, workforce unrest). 	<ul style="list-style-type: none"> Stakeholders (investors and customers), are concerned about the bank's ability to manage various risks associated with ESG issues. For e.g. exposure to environmental risks (such as climate change) can increase credit risks if loans are made to sectors vulnerable to climate-related disruptions. Similarly, poor governance can lead to operational failures or market volatility, which can affect both the bank and its stakeholders' investments. Regulators and customers demand transparency in risk management practices, which can affect a bank's reputation and business relationships.

S#	Factor	Impact on Bank	Impact on Stakeholders
3	Regulator Requirement & Expectation	<ul style="list-style-type: none"> Increasing regulations require banks to assess, report, and disclose ESG risks and their financial impacts. Non-compliance with emerging global regulations (e.g., EU SFDR, climate risk disclosures, anti-corruption laws) can result in increased scrutiny, and reputational damage. Regulatory pressure ensures that banks address material ESG issues proactively, aligning with national and international sustainability goals. 	<ul style="list-style-type: none"> Regulators have mandated that banks implement ESG risk assessments and comply with disclosure requirements to ensure transparency and systemic stability. Investors favour ESG-compliant banks for legal and financial risk reduction.
4	Relevance to Business	<ul style="list-style-type: none"> Identifying relevant ESG issues ensures that the bank focuses on areas that can influence its business strategy and performance. For example, banks heavily involved in highly vulnerable sectors may face financial risk or lack of involvement in environmental friendly business 	<ul style="list-style-type: none"> Employees value companies with strong ESG commitments, improving morale and retention. Shareholders demand alignment between business strategy and ESG priorities.
5	Long-Term Sustainability	<ul style="list-style-type: none"> Long-term viability depends on adopting sustainable business practices across all ESG dimensions. Environmental sustainability is critical to addressing climate change and ensuring regulatory compliance. Strong governance practices safeguard against reputational damage, financial mismanagement, and regulatory non-compliance. 	Investors prioritize banks with long-term ESG sustainability, viewing them as lower-risk and more resilient.

Mapping ESG Material Topics with SDGs, SASB & GRI Standards

S#	Material Topic	SDGs	GRI Standards	SASB Standards
1	ESG Risk Management Governance Framework	SDG 16: Peace, Justice, and Strong Institutions	GRI 102: General Disclosures GRI 201: Economic Performance	SASB FN-CG-510a.1 Disclosure of ESG risk management and governance frameworks
2	Products & Services Analysis and Identification of Material E&S Risks Areas	SDG 12: Responsible Consumption and Production SDG 8: Decent Work and Economic Growth	GRI 301: Materials GRI 413: Local Communities	SASB FN-CG-410a.1 Identifying and assessing material E&S risks in products and services.
3	Integration of E & S Risk Assessment into Bank's Credit risk assessment Process	SDG 7: Affordable and Clean Energy SDG 8: Decent Work and Economic Growth SDG 13: Climate Action	GRI 103: Management Approach GRI 305: Emissions	SASB FN-CF-420a.1 Incorporating E&S risk assessments into corporate lending
4	Capacity Building of Internal Stakeholders	SDG 4: Quality Education SDG 5: Gender Equality	GRI 404: Training and Education GRI 405: Diversity and Equal Opportunity	SASB FN-CF-510a.1 Training employees on ESG, including diversity and inclusion
5	Financial Crime Prevention	SDG 16: Peace, Justice, and Strong Institutions	GRI 205: Anti-corruption GRI 206: Anti-competitive Behaviour	SASB FN-CG-510a.2 Board oversight of financial crime prevention practices
6	Human Rights	SDG 16: Peace, Justice, and Strong Institutions SDG 8: Decent Work and Economic Growth	GRI 412: Human Rights Assessment GRI 407: Freedom of Association and Collective Bargaining	SASB FN-CG-510a.3 Reporting on human rights policies and practices
7	Technology Resilience	SDG 10: Reduced Inequality SDG 8: Decent Work and Economic Growth	GRI 417: Marketing and Labelling GRI 103: Management Approach	SASB FN-CG-410a.2 Customer treatment metrics, focusing on transparency and fairness
8	Capacity Building of Internal Stakeholders	SDG 9: Industry, Innovation, and Infrastructure SDG 16: Peace, Justice, and Strong Institutions	GRI 418: Customer Privacy	SASB FN-CG-550a.1 Cyber security metrics related to incident management and risk assessment
9	Employee Engagement and Culture	SDG 8: Decent Work and Economic Growth SDG 5: Gender Equality	GRI 404: Training and Education GRI 405: Diversity and Equal Opportunity	SASB FN-CG-510a.4 Employee satisfaction and engagement metrics
10	Green Facilitation - Develop Sustainability-Linked Products	SDG 7: Affordable and Clean Energy SDG 13: Climate Action	GRI 201: Economic Performance GRI 305: Emissions	SASB FN-CF-130a.1 Developing sustainability-linked products to reduce emissions
11	Reduce Our Own Environmental Impact	SDG 12: Responsible Consumption and Production SDG 13: Climate Action	GRI 302: Energy GRI 305: Emissions	SASB FN-CF-130a.2 Reducing the bank's environmental impact and carbon footprint

S#	Material Topic	SDGs	GRI Standards	SASB Standards
12	Calculate Bank's Carbon Footprint	SDG 13: Climate Action	GRI 305: Emissions GRI 302: Energy	SASB FN-CF-130a.2 Reporting and reducing the bank's carbon emissions.
13	Integration of E&S Risk Factors into other Risks and processes	SDG 8: Decent Work and Economic Growth SDG 13: Climate Action	GRI 102: General Disclosure GRI 201: Economic Performance	SASB FN-CF-420a.2 Addressing E&S risks in market, liquidity, and operational risks
14	Compliance with Regulatory Guidelines - RC	SDG 16: Peace, Justice, and Strong Institutions	GRI 103: Management Approach GRI 419: Socioeconomic Compliance	SASB FN-CG-510a.2 Board oversight of ESG compliance with regulations
15	Diversity and Inclusion (D&I)	SDG 5: Gender Equality SDG 10: Reduced Inequality	GRI 405: Diversity and Equal Opportunity GRI 406: Non-discrimination	SASB FN-CG-510a.3 Reporting on diversity and inclusion policies and metrics
16	Data Aggregation, Reporting, and Disclosures	SDG 16: Peace, Justice, and Strong Institutions	GRI 102: General Disclosures GRI 103: Management Approach	SASB FN-CF-410a.1 Aggregating and disclosing ESG data for transparency
17	Stress Testing and Scenario Analysis	SDG 13: Climate Action	GRI 201: Economic Performance GRI 305: Emissions	SASB FN-CF-420a.3 Conducting stress testing and scenario analysis for ESG risks

Integration into Strategy:

These prioritized areas empower the Bank to establish clear, actionable, and measurable sustainability targets. These targets are seamlessly integrated into the bank's strategic objectives, ensuring alignment with both business goals and global sustainability standards.

By embedding sustainability into its core strategy, UBL aims to drive long-term value creation, enhance stakeholder trust, and position itself as a leader in sustainable banking.

Continuous Monitoring and Improvement:

To stay relevant and responsive to both the evolving business landscape and global sustainability trends, UBL implements a robust system for continuous monitoring and reassessment of its material topics. Regular reviews, supported by data analytics and stakeholder feedback, will help the bank proactively identify emerging risks and opportunities.

Our Strategic Priorities

An ESG strategy is a critical component of socially responsible business practices. UBL's ESG strategic goals align with our vision and values that are derived from our corporate philosophy. The Bank focuses on creating a business model that emphasises social responsibility in each facet. We believe a successful ESG strategy is the driving force behind all our actions, rather than it being a system that drives a few business activities.

The Strategy aims to integrate environmental, social and governance factors into important business and operations decisions. It also provides guidance and direction to deal with ESG related impact and risks.

The bank has clearly bifurcated its ESG Strategic Goals on the basis of its Environmental Impact, Social Responsibility and Governance Accountability.

- UBL is destined to continue to run its business in a participatory, consensus-oriented, accountable, transparent, responsive, efficient, equitable and inclusive way to communicate its policies and strategy clearly to its stakeholders.
- UBL's social agenda is to support the physical and mental health and wellbeing of its staff and customers and continue its culture of giving back through volunteering. The Bank encourages continual professional learning and development across all aspects of business and operations and works towards leaving a lasting positive legacy based on the precepts of UN Sustainable Development Goals.
- UBL aims to minimize the impact of its own activities, with a focus on carbon emissions and pollution reduction, eventually putting efforts towards carbon neutrality.



Following are our strategic priorities:

1. ESG Risk Management & Governance Framework

This framework is vital for Bank's long-term sustainability, as it directly impacts its viability, regulatory compliance, and ability to align with global trends in sustainability. It encompasses several key components, including ESG Risk Appetite, materiality assessments, strategy development, policies and procedures, risk assessment methodologies and models, capacity building initiatives, as well as reporting and disclosure practices. Together, these elements ensure the bank's robust approach to managing ESG-related risks and opportunities.

Risks	Time Horizon of Impact	Opportunities	Time Horizon of Impact
• Potential reputational damage if ESG risks are not managed effectively.	Short-term	• Enhances the Bank's risk management practices and resilience.	Medium-term
• Financial instability from unaddressed environmental or social risks in lending and operations.	Medium-term	• Attracts socially responsible investors and new sustainable finance opportunities.	Long-term
		• Strengthens stakeholder relationships and demonstrates leadership in sustainability.	Medium-term

2. Products & Services analysis and identification of material E&S risks areas

This process enables the bank to systematically identify and manage the environmental and social risks inherent in its products and Services. By conducting a comprehensive analysis, the bank identifies the products and services that have material E&S impact and ensures that prioritise them in order to timely and effectively manage the associated risks.

Risks	Time Horizon of Impact	Opportunities	Time Horizon of Impact
• Failure to identify material ESG risks could result in reputational damage and regulatory non-compliance, especially if E & S impacts are not adequately considered in the bank's portfolio.	Medium-term	• Enhance the Bank's reputation by demonstrating a commitment to sustainable and responsible business practices, potentially attracting more socially conscious clients and investors.	Long-term
• Inadequate prioritization of products and services with material E&S impacts may expose the bank to legal liabilities, financial losses, and cause operational risks due to insufficient risk management.	Medium-term	• Provides the opportunity to develop products and services with material E&S impacts allows the bank to develop and offer more competitive, ESG-compliant solutions, positioning itself as a leader in sustainable finance.	Long-term
		• Offers the bank to align with emerging market trends, enabling it to capitalize on growing demand for sustainable products and secure a long-term competitive advantage.	Long-term

3. Integration of Environmental & Social Risk into Bank's credit risk assessment process

By embedding E&S considerations into Bank's credit risk assessment process, the bank strengthens its ability to manage the potential risks, ensuring both financial stability and alignment with sustainability objectives.

Risks	Time Horizon of Impact	Opportunities	Time Horizon of Impact
<ul style="list-style-type: none"> High impact sectors are highly exposed to environmental and social risks, physical and transition risks, including pollution, labour conditions, and regulatory challenges, which could lead to reputational damage and financial instability. 	Short-term	<ul style="list-style-type: none"> Incorporating ESG assessments allows the bank to lend responsibly in high risk sectors attracting ESG-conscious investors and improving the bank's overall sustainability. 	Medium-term
<ul style="list-style-type: none"> Non-compliance with E&S regulations in high risk sectors could result in substantial penalties, loss of market access, and diminished investor confidence. 	Short-term	<ul style="list-style-type: none"> By identifying and addressing environmental and social risks, the bank can minimize potential financial losses and enhance its overall risk resilience in its corporate portfolio. 	Medium-term
<ul style="list-style-type: none"> Borrowers in sectors with poor ESG practices are more likely to face operational disruptions or legal challenges, affecting their ability to repay loans, thus increasing the bank's credit risk. 	Short-term	<ul style="list-style-type: none"> As ESG factors gain importance in global finance, the bank can position itself as a leader in responsible banking, potentially attracting new clients and improving its market reputation. 	Long-term

4. Capacity Building

Capacity-building is not only ensuring enhanced compliance with ESG standards but also cultivates a culture of sustainability and corporate responsibility across all levels of the bank.

Risks	Time Horizon of Impact	Opportunities	Time Horizon of Impact
<ul style="list-style-type: none"> Without adequate training, internal stakeholders may fail to recognize or address critical ESG risks in their decision-making, potentially leading to poor business practices, regulatory non-compliance. 	Short-term	<ul style="list-style-type: none"> Capacity building equips internal stakeholders with the skills needed to incorporate ESG factors into daily operations, enhancing the bank's ability to meet regulatory requirements, attract socially responsible investments, and promote sustainable business practices. 	Short-term
<ul style="list-style-type: none"> A lack of capacity in understanding ESG principles can result in inconsistent application across various departments, leading to inefficiencies, operational risks, and poor stakeholder engagement. 	Medium-term	<ul style="list-style-type: none"> Educated stakeholders will make better, more informed decisions that align with both financial goals and sustainability objectives, improving the bank's overall performance. 	Medium-term
<ul style="list-style-type: none"> Failure to properly educate employees on ESG may lead to actions that negatively impact the bank's reputation, particularly if the bank is seen as not committed to sustainability or responsible business practices. 	Medium-term	<ul style="list-style-type: none"> Fostering a culture of sustainability within UBL creates long-term value, improving employee engagement and attracting top talent who are aligned with the bank's commitment to ESG. 	Long-term

5. Financial Crime Prevention

Financial crime prevention is a key aspect of a bank's Environmental, Social, And Governance (ESG) responsibilities. It supports strong governance, builds customer trust, and ensures long-term sustainability. Below is an overview of the opportunities and risks associated with financial crime prevention from an ESG perspective.

Risks	Time Horizon of Impact	Opportunities	Time Horizon of Impact
<ul style="list-style-type: none"> Weak financial crime prevention could indicate poor governance and loss of stakeholder confidence. 	Short-term	<ul style="list-style-type: none"> Enhances reputation by demonstrating commitment to ethical business practices, attracting socially conscious clients. 	Medium-term
<ul style="list-style-type: none"> Noncompliance with regulations can lead to fines, sanctions, and loss of licenses, reflecting weak governance. 	Short-term	<ul style="list-style-type: none"> Proactively meeting regulatory requirements shows strong corporate governance and compliance. 	Medium-term
<ul style="list-style-type: none"> Neglecting financial crime prevention risks long term damage to governance structures and financial stability. 	Long-term	<ul style="list-style-type: none"> Demonstrates long term sustainability and responsible management, aligning with ethical business practices. 	Long-term
<ul style="list-style-type: none"> Financial crimes undermine social stability, leading to reputational damage and social harm. 	Long-term	<ul style="list-style-type: none"> Contributes to broader social goals by supporting anticrime initiatives and protecting customers. 	Long-term

6. Human Rights

Human rights is an important aspect of a bank's environmental, ESG responsibilities. Below is an overview of the opportunities and risks associated with human rights in the banking sector from an ESG perspective.

Risks	Time Horizon of Impact	Opportunities	Time Horizon of Impact
<ul style="list-style-type: none"> Violations of human rights can lead to severe reputational damage and loss of customer trust. 	Short-term	<ul style="list-style-type: none"> Demonstrates commitment to ethical practices and social responsibility, building trust with stakeholders. 	Medium-term
<ul style="list-style-type: none"> Failure to uphold human rights could result in legal challenges and regulatory penalties. 	Short-term	<ul style="list-style-type: none"> Promotes a positive work environment, enhancing employee satisfaction and retention. 	Medium-term
<ul style="list-style-type: none"> Human rights abuses linked to business operations could result in public backlash and damage to brand value. 	Short-term	<ul style="list-style-type: none"> Supports social goals, contributing to fair and equitable opportunities for all communities. 	Medium-term
<ul style="list-style-type: none"> Inaction or negligence on human rights issues could harm the bank's long-term viability and market position. 	Long-term	<ul style="list-style-type: none"> Strengthens the bank's reputation as a responsible, ethical institution, attracting socially conscious investors. 	Long-term
<ul style="list-style-type: none"> Failure to engage in human rights efforts can result in loss of business opportunities and potential boycotts. 	Medium-term	<ul style="list-style-type: none"> Demonstrates long-term sustainability by aligning with global human rights standards and ensuring fair practices. 	Long-term
		<ul style="list-style-type: none"> Contributes to global human rights initiatives, enhancing corporate social responsibility and public image. 	Long-term

7. Employee Engagement and Culture

Employee engagement and culture is essential for bank's ESG performance, as positive work environment boosts productivity, employee retention, and overall success. Below is an overview of associated risk and opportunities with employee engagement and culture.

Risks	Time Horizon of Impact	Opportunities	Time Horizon of Impact
• Poor employee engagement can lead to low morale, high turnover, and reduced productivity.	Medium-term	• Promotes a positive work environment, improving employee satisfaction and retention.	Medium-term
• A negative work culture can result in reputational damage and loss of talent.	Medium-term	• Enhances organizational reputation by fostering a culture of inclusivity, diversity, and fairness.	Medium-term
• Lack of employee engagement can decrease motivation, impacting performance and organizational success.	Medium-term	• Drives higher productivity, innovation, and overall business success by fostering a motivated and engaged workforce.	Long-term
• Failing to address employee concerns can lead to dissatisfaction, strikes, or unrest, harming the bank's image.	Long-term	• Strengthens employee loyalty and commitment, which can improve organizational stability.	Long-term
• Could damage the bank's standing with investors and customers who value corporate culture.	Long-term	• Contributes to a positive ESG reputation, reflecting strong governance and social responsibility.	Long-term

8. Technology Resilience

Technology resilience is vital for ensuring business continuity, protecting sensitive customer data, and maintaining trust. Below is an assessment of the opportunities and risks associated with technology resilience, including cyber security, from an ESG perspective.

Risks	Time Horizon of Impact	Opportunities	Time Horizon of Impact
• Cyber security breaches can result in data theft, financial loss, regulatory scrutiny & fines, and damaging reputation.	Short-term	• Strengthens trust with customers by ensuring data protection and secure financial transactions.	Medium-term
• Weak technology resilience can cause system failures, data loss, or prolonged service outages, Legal challenges leading to customer dissatisfaction.	Short-term	• Enhances business continuity by implementing resilient systems that minimize operational disruptions.	Medium-term
• Increase bank vulnerability to sophisticated cyber-attacks.	Medium-term	• Promotes a positive ESG reputation by demonstrating proactive measures to protect user data and privacy.	Long-term
• Data breaches and cyber-attacks can have significant social impacts, including harm to customers and society.	Long-term	• Improves long term sustainability by adopting cutting-edge technology to protect against evolving threats.	Long-term
		• Supports social responsibility by ensuring safe digital environments for customers, enhancing public trust.	Long-term

9. Fair Treatment with Customers

Fair treatment of customers is a cornerstone of a bank's ESG strategy. Ensuring that customers are treated fairly, with transparency and respect, fosters trust and loyalty. Below is an overview of the opportunities and risks associated with fair treatment of customers from an ESG perspective.

Risks	Time Horizon of Impact	Opportunities	Time Horizon of Impact
• Unfair treatment or discriminatory practices can lead to legal actions, regulatory fine, and reputational damage.	Short-term	• Builds customer trust and loyalty by providing transparent, ethical, and equitable services.	Medium-term
• Poor customer experiences or lack of transparency can lead to customer dissatisfaction and loss of business.	Short-term	• Enhances brand reputation by demonstrating a commitment to customer rights and social responsibility.	Long-term
• Negligence in addressing customer grievances can damage relationships and brand reputation.	Medium-term	• Attracts socially conscious consumers who value fairness and ethical behavior from financial institutions.	Medium-term
• Create Opportunity for competitors which will impact the bank's market share and profitability.	Long-term	• Strengthens long-term customer relationships by offering fair products, services, and treatment.	Long-term
• Ignoring customer fairness can lead to regulatory scrutiny and potential loss of licenses or operational privileges.	Long-term	• Promotes a positive workplace culture focused on customer centric values, which can enhance employee satisfaction.	Long-term
		• Demonstrates strong governance by adhering to customer protection laws and ethical business practices.	Long-term

10. Green Facilitation

The development of green products and the facilitation of sustainability-linked solutions are crucial for promoting environmental stewardship and long-term sustainability. Advancing green finance solutions will play a vital role in fostering responsible economic growth and addressing global sustainability goals.

Risks	Time Horizon of Impact	Opportunities	Time Horizon of Impact
• Failure to develop and offer sustainability-linked products could hinder the achievement of sustainability goals and the effective development of the ESRM framework within the bank.	Medium-term	• Offering sustainability-linked products help tap into the growing market of responsible investors and clients seeking to align their financial decisions with sustainability goals.	Medium-term
• The bank could face challenges meeting upcoming regulatory requirements related to climate risk and green finance, especially as global standards evolve.	Medium-term	• By leading the development of green finance products in Pakistan, the Bank can position itself as a pioneer in sustainable banking, increasing its visibility and competitive edge.	Medium-term
• If the Bank's sustainability-linked products do not deliver the intended environmental impact, or if the bank is perceived as "greenwashing," it could damage its reputation and credibility in the market.	Long-term	• Sustainability-linked products, such as green bonds or loans, can offer favourable terms to clients who meet certain sustainability criteria, attracting more clients and boosting Bank's profitability while promoting environmental goals.	Long-term



11. Own Impact Reduction – Resource Efficiency

A bank is committed to reducing its environmental impact by adopting strategies focused on resource efficiency. By optimizing the consumption of energy, water, and other key resources, the bank aims to enhance operational efficiency while minimizing its ecological footprint. Through continuous efforts to streamline resource usage, the bank strives to lead by example in promoting environmental stewardship within the financial sector.

Risks	Time Horizon of Impact	Opportunities	Time Horizon of Impact
<ul style="list-style-type: none"> Inefficient use of resources (energy, water, paper etc.) may lead to higher operational costs over time, affecting profitability. 	Medium-term	<ul style="list-style-type: none"> Reducing energy and resource consumption leads to operational efficiencies, lowering costs and improving profitability. 	Medium-term
		<ul style="list-style-type: none"> Strengthens Bank's reputation as a sustainable and socially responsible bank. 	Long-term
		<ul style="list-style-type: none"> Increase the opportunity to attract investors who prioritize sustainability. 	Long-term

12. Carbon Footprint Calculation (Green House Gases (GHG) Emissions)

By quantifying greenhouse gas (GHG) emissions, a Bank can identify key areas for emission reduction, optimize sustainability practices, and align with both national and global climate goals. Through effective management of GHG emissions, a Bank not only strengthens its sustainability framework but also contributes to the broader global efforts toward a low-carbon economy.

Risks	Time Horizon of Impact	Opportunities	Time Horizon of Impact
<ul style="list-style-type: none"> Inefficient energy usage and high emissions could result in higher operational costs, especially as sustainability becomes more of a focus in the financial sector. 	Long-term	<ul style="list-style-type: none"> By improving energy efficiency and reducing emissions, the bank can lower operational costs, enhance its sustainability performance and resilience. 	Long-term
<ul style="list-style-type: none"> Inadequate understanding of environmental impact can lead to exposure to climate-related financial risks. 	Medium-term	<ul style="list-style-type: none"> By quantifying carbon footprint, the bank can proactively manage climate-related financial risks, improve risk management strategies. 	Medium-term
<ul style="list-style-type: none"> Not measuring carbon emissions makes it difficult for the bank to set meaningful environmental targets or track progress against sustainability goals. 	Medium-term	<ul style="list-style-type: none"> Accurately measuring carbon emissions allows the bank to set clear, measurable sustainability targets, track progress. 	Medium-term
<ul style="list-style-type: none"> A lack of transparency in carbon footprint may harm the bank's reputation, especially in an era of rising environmental consciousness. 	Long-term	<ul style="list-style-type: none"> By transparently measuring and reporting its carbon footprint, the bank can build trust with stakeholders, enhance its reputation as a responsible institution, and attract sustainability-focused investors and customers. 	Long-term

13. Data Aggregation, Reporting and Disclosures

Effective data aggregation, reporting, and disclosures are essential for a Bank to comply with regulatory requirements, ensure transparency, and provide stakeholders with accurate insights into the bank's ESG performance. Transparent disclosures enable the bank to communicate its progress toward sustainability goals, highlight areas for improvement, and demonstrate its ongoing commitment to responsible business practices.

Risks	Time Horizon of Impact	Opportunities	Time Horizon of Impact
<ul style="list-style-type: none"> Inaccurate or incomplete reporting could lead to non-compliance with evolving local and international regulations on ESG disclosures. 	Short-term	<ul style="list-style-type: none"> Strengthen stakeholder trust and improve relationships with investors, regulators, and customers. 	Medium-term
<ul style="list-style-type: none"> Lack of transparency in ESG reporting may damage Bank's reputation, especially in an era of increased focus on corporate sustainability. 	Medium-term	<ul style="list-style-type: none"> Comprehensive data aggregation and analysis can lead to valuable insights for improving sustainability initiatives and reducing costs. 	Long-term
<ul style="list-style-type: none"> It can lead to inconsistent or unreliable data, making it difficult to track progress or demonstrate impact. 	Medium-term	<ul style="list-style-type: none"> Implementing robust data collection and reporting systems can ensure accurate, consistent, and reliable environmental data. 	Long-term
		<ul style="list-style-type: none"> Enables the bank to track progress more effectively, demonstrate measurable impact, and provide transparent, data-driven reports to stakeholders, strengthening credibility and supporting informed decision-making. 	Long-term

14. Stress Testing and Scenario Analysis

By simulating various future scenarios, the bank can identify vulnerabilities, evaluate the potential financial impact of these risks, and develop strategies to mitigate them. This proactive approach ensures that a Bank is well-prepared for future uncertainties, reinforcing its commitment to long-term sustainability and enhancing its ability to navigate a rapidly changing business and regulatory environment.

Risks	Time Horizon of Impact	Opportunities	Time Horizon of Impact
<ul style="list-style-type: none"> Bank can be vulnerable to unexpected ESG risks, such as extreme weather events or regulatory changes. 	Long-term	<ul style="list-style-type: none"> By integrating comprehensive scenario planning, the bank can better anticipate and prepare for potential risks, enhancing its resilience and ability to adapt to changing environmental and regulatory conditions. 	Long-term
<ul style="list-style-type: none"> Can result in failure to anticipate and mitigate the impact of adverse ESG events, leading to financial instability. 	Long-term	<ul style="list-style-type: none"> Implementing a proactive approach to ESG risk identification and mitigation allows the bank to develop contingency plans and adaptive strategies, minimizing potential financial instability. 	Long-term
<ul style="list-style-type: none"> Undermine the Bank's credibility with stakeholders, investors, and regulators concerned about its long-term sustainability. 	Long-term	<ul style="list-style-type: none"> Understanding E&S risks stress in different scenarios would improve bank's credibility and demonstrate a strong commitment to sustainability and responsible practices. 	Long-term

15. Integration of E&S Risk Factors into Market, Liquidity, and Operational Risks

Integrating Environmental and Social (E&S) risk factors into market, liquidity, and operational risk management is essential for a Bank to address the broader impacts of ESG-related risks. This integration ensures that the bank takes a holistic approach to risk management, accounting for potential environmental and social disruptions that could affect financial performance, liquidity, and operational continuity.

Risks	Time Horizon of Impact	Opportunities	Time Horizon of Impact
<ul style="list-style-type: none"> Failure to integrate E&S risks could expose Bank to market and liquidity shocks due to disruptions caused by environmental or social factors. 	Long-term	<ul style="list-style-type: none"> Incorporating E&S risks into broader risk management frameworks enables a Bank to better identify and mitigate potential financial threats. 	Long-term
<ul style="list-style-type: none"> Neglecting ESG risks, particularly physical risks, in operational risks could negatively impact bank's operational continuity and operational planning. 	Long-term	<ul style="list-style-type: none"> By considering ESG factors in decision-making, a Bank can align with global best practices, improve long-term financial stability, and safeguard against emerging risks. 	Long-term
		<ul style="list-style-type: none"> Integrating ESG risk factors into key risk management areas demonstrates Bank's commitment to sustainability, fostering trust among investors, clients, and regulators 	Long-term

16. Regulatory Compliance

Adhering to the regulatory requirements is essential for maintaining the bank's operational integrity, mitigating legal risks, and safeguarding its reputation. By prioritizing regulatory compliance, a Bank not only upholds its obligations but also reinforces its position as a responsible and trusted financial institution, committed to sustainable and ethical business practices.

Risks	Time Horizon of Impact	Opportunities	Time Horizon of Impact
<ul style="list-style-type: none"> Failing to meet regulators expectations can harm Bank's reputation among investors and industry. 	Short-term	<ul style="list-style-type: none"> Compliance with ESG requirements enhances Bank's reputation as a responsible financial institution, which can attract investors and clients. 	Medium-term
<ul style="list-style-type: none"> Regulatory non-compliance could result in financial penalties or legal action, affecting profitability. 	Short-term	<ul style="list-style-type: none"> Proactive adherence to regulations helps the bank avoid costly penalties and litigation, ensuring long-term financial stability and protecting its profitability. 	Medium-term
<ul style="list-style-type: none"> Lack of alignment with evolving regulatory standards may lead to operational disruptions or delays in business initiatives. 	Medium-term	<ul style="list-style-type: none"> Staying ahead of regulatory changes allows the bank to streamline operations, adapt to new requirements swiftly, and maintain business continuity without disruptions. 	Long-term

17. Diversity and Inclusion (DEI)

Diversity and Inclusion (DEI) are fundamental to foster a positive and inclusive workplace culture at the Bank. By embracing a diverse workforce, the bank enhances decision-making, drives innovation, and ensures that all voices are heard and valued. Promoting diversity and inclusion not only supports a fair and equitable workplace but also contributes to the bank's long-term success and sustainability.

Risks	Time Horizon of Impact	Opportunities	Time Horizon of Impact
<ul style="list-style-type: none"> Lack of diversity and inclusion can lead to talent gaps, lower employee morale, and potential legal challenges regarding discrimination. 	Medium-term	<ul style="list-style-type: none"> A diverse workforce brings varied perspectives, leading to improved decision-making, creativity, and innovation in products and services. 	Medium-term
<ul style="list-style-type: none"> Failing to prioritize DEI can affect a Bank's reputation among clients, employees, and investors. 	Long-term	<ul style="list-style-type: none"> Prioritizing DEI fosters a positive workplace culture, improving employee engagement and retention. 	Long-term
<ul style="list-style-type: none"> Lack of DEI is challenging for retaining top talent, particularly from diverse backgrounds. 	Long-term	<ul style="list-style-type: none"> DEI attract socially conscious clients and investors who prioritize equality and diversity 	Long-term

Time Horizons for potential impact of risks and opportunities on the bank's core business and activities have been defined as follows;

Short-term: Up to 1 Year (this is typical the time period over which regulators (such as SBP, etc.) require that strategies (such as credit strategy) are reviewed

Medium-term: 2 to 3 years (this is the typical time period over which bank devises & renews its strategies and policies)

Long-term: 4 to 5 years (this is the typical time period over which regulators devises their strategic plans)

Updates on Material Priorities

S#	Material Areas	Status in 2023	Status in 2024	Comments
1	ESG Risk Management & Governance Framework	40%	75%	Key components of the framework have been completed which include ESG Appetite, Strategy, Policy, Governance Framework, Procedural Manual, Risk Assessment Methodology and model, capacity building of key resources and disclosure of non-financial ESG data.
2	Integration of E&S Risk Assessment into Bank's Credit Process	0%	60%	Environmental and Social Due Diligence have been incorporated into Bank Credit assessment process for New to Bank and Existing to Bank clients.
3	Green Facilitation - Develop Sustainability Linked Products	-	-	The Bank has been financing to Green projects, which include Solar, Wind, biomass, Hydro renewable energy projects and some other ESG linked products which includes Urooj Account ,Freelancer Digital Account., Good Citizen Account, UBL IZANAGI account and Cash Plus .
4	Calculate Bank's Carbon Footprint - GHG Emissions	0%	20%	Bank has initiated its Green Branch Certificate in which Bank will calculate its GHG Emissions.
5	Own Environmental Impact & Resource Efficiency	10%	40%	<p>UBL is dedicated to minimizing its environmental impact and enhancing resource efficiency through a structured framework that monitors resource consumption, including electricity, water, and paper in its offices and branches. Key initiatives include:</p> <p>Green Branches/Offices: Designating certain branches as 'green' based on sustainability criteria, such as the use of renewable energy and energy-efficient systems.</p> <p>Impact Reduction Targets: Establishing a baseline for resource consumption to measure future performance.</p> <p>Business Process Re-engineering: Rethinking operations to improve energy efficiency, reduce paper usage, and promote digital media to foster a green culture.</p> <p>Green Advisory Service: Providing clients with advice on environmentally friendly alternatives and resource-efficient practices.</p> <p>Sustainable Lending & Investment Framework: Prioritizing financing for environmentally positive projects to align lending practices with sustainability goals.</p>

S#	Material Areas	Status in 2023	Status in 2024	Comments
6	Integration of E&S Risks Factors into Market, Liquidity and Operational Risks	-	-	The Bank is working on integrating E&S risk factors into market, liquidity and operational risks.
7	Stress Testing and Scenario Analysis	-	-	The Bank will initiate stress testing and scenario analysis from environmental and social risk perspectives.
8	Data Aggregation, Reporting and Disclosures	0%	20%	The Bank has been publishing its Annual report since 2023 and it is an ongoing practice. The Bank is progressing to align its financial and non-financial reporting to IFRS and GRI
9	Diversity, Equity and Inclusion - DEI	-	-	<p>Diversity, Equity, and Inclusion (DEI) at UBL is a fundamental commitment aimed at creating a workplace that respects and values individual differences. UBL recognizes diversity as a strategic core value and strives to promote and invest in DEI initiatives.</p> <p>The DEI framework encompasses various aspects, including age, family status, disability, gender, ethnicity, language, education, and religion. UBL ensures that its initiatives support all employees and aims to eliminate discrimination, harassment, and victimization in the workplace.</p>
10	Capacity Building	-	-	This is an ongoing activity wherein the Bank is imparting training to all staff on environmental and social related risks and opportunities and regulatory expectations.
11	Employee Engagement and Culture	-	-	Employee engagement and cultivating a strong, inclusive culture are central to our bank's values. We prioritize creating a dynamic workplace where every individual is empowered, motivated, and aligned with our mission.
12	Human Rights	-	-	<p>UBL ensures meticulous compliance with the United Nations Universal Declaration on Human Rights (UDHR), which recognizes the equality and dignity of all individuals, regardless of their backgrounds. This includes the entitlement to freedom, the right to security, and other fundamental human rights.</p> <p>UBL prioritizes creating a workplace where all employees are treated with dignity and respect, and the bank does not tolerate any form of discrimination or harassment in any shape or form.</p> <p>Violations of these principles can lead to disciplinary action as per the bank's policies.</p>

S#	Material Areas	Status in 2023	Status in 2024	Comments
13	Regulatory Guidelines	-	-	UBL prioritizes regulatory compliance as a cornerstone of its operations, ensuring adherence to all legal and ethical standards. This commitment safeguards our reputation and upholds the core principles of transparency, trust, and integrity in all our business practices.
14	Financial Crime Prevention	-	-	UBL has implemented a comprehensive Financial Crime Compliance (FCC) framework that includes preventative transaction monitoring controls, rigorous screening for sanctions, and policies against money laundering, bribery, and fraud. The bank provides mandatory annual training for all staff on these topics to ensure awareness and compliance. Additionally, UBL has established a FCC Transformation Program to strengthen its control environment and actively cooperates with regulatory and law enforcement agencies to combat financial crime effectively.
15	Fair Treatment of Customers	-	-	UBL deals with Fair Treatment of Customers (FTC) through its Consumer Protection Framework, which ensures that all customers are treated fairly and equitably. Some key aspects of this framework include: <ul style="list-style-type: none"> • High-Quality Products and Services • Transparent Information • Encouragement of Questions • Adherence to Expectations • Notice of Changes • Protection of Personal Information • Effective Grievance Redressal
16	Technology Resilience (including Cyber Security)	-	-	UBL emphasizes the importance of having a robust Business Continuity Program to ensure the continuity of operations during disruptive events. This includes having contingency plans in place and ensuring that the necessary resources, infrastructure, and procedures are established for effective crisis management. Additionally, UBL has implemented various cybersecurity measures and incident response plans to protect against potential threats and vulnerabilities. This includes regular testing of these plans, using secure cryptographic algorithms for data protection, and ensuring that cloud service providers maintain strict data confidentiality and integrity.
17	Products & Services material E&S risks areas	-	20%	The Bank is in the process of assessing its products and services from material E&S risk perspective.

Our ESG Policy

The UBL ESG Policy has been developed as a documented approach of dealing with ESG risks. UBL is committed to manage ESG risks by implementing a comprehensive ESG Risk Management and Governance Framework. This is a systematic approach to identifying, assessing, mitigating or reducing, monitoring and reporting the ESG risks and issues of the businesses and operations.

The policy encompasses three priority areas:

ESG Risk Management and Governance Framework

A formalised mechanism for compliance by the Bank, ensuring that the Bank finances customers that meet the minimum applicable ESG requirements. It applies the Green Banking Exclusion list, and applicable laws and regulations on ESG issues. In addition to exclusion list, national, provincial and applicable international laws, UBL may choose to implement global best practices on financing projects loans.

It involves Identifying the ESG aspects and impacts from current activities and services and, where we have direct exposure or can be expected to have an influence and then Mitigate or Minimize and manage the ESG risks and impacts on the environmental and social receptors, arising from the activities of our existing clients.

Green Business Facilitation

UBL acts as a facilitator of economic activities through provision of green financing facilities and advisory services to its clients. The Bank is well positioned to serve as a catalyst of change for steering businesses towards more sustainable and environmentally friendly strategies and operations through a responsible allocation of financial resources.

Own Impact Reduction

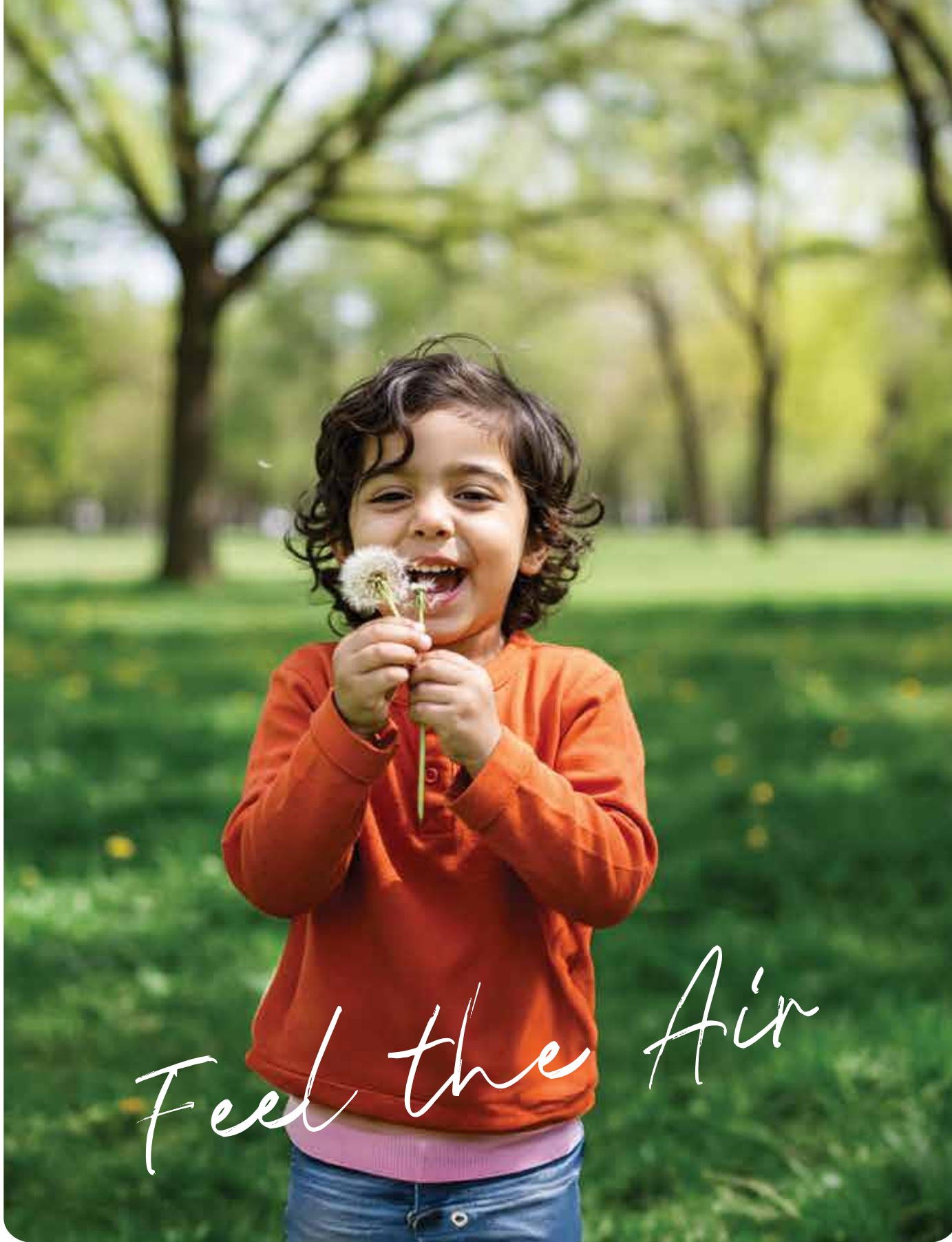
UBL undertakes conscious efforts for environmental conservation and to reduce its carbon footprint through initiatives improving energy efficiencies, water consumption, paper reduction, waste management, travel and transportation. These initiatives in turn impact on long term cost reduction benefits.

Our Contribution to United Nations Sustainable Development Goals (UN SDGs)



Category	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	
Environmental																		
ESG Risk Management & Governance Framework																		
Carbon Footprint Assessment																		
Energy and Resource Efficiency																		
GHG Reduction Efforts and Targets																		
Tree-Plantation Activity																		
Green Branches/Building Programme																		
Sustainable Product Offerings																		
Innovative Sustainable Banking Practices																		
Go-Green Initiatives																		
Digital Transformation																		
Social																		
Ramzan Ration Drive																		
Diversity, Equity and Inclusion																		
Women-focused banking products																		
Induction of PWDs																		
PWD-focused products and activities																		
Freelancer-focused products																		
Employee Development and Training																		
Financial Inclusion Through OMNI																		
Employee and Community Healthcare																		
Educational Initiatives																		
Sponsoring Sports and Art																		
Fair Treatment of Customers																		
CSR and Voluntary Activities																		
Governance																		
Compliance with ESG Regulations																		
Business Ethics and Transparency																		
Risk Management and Controls																		
FCC Transformation Program																		
Data Management and Cyber Security																		
Digital Fraud Prevention Framework																		





Environment

UBL acknowledges its environmental responsibility and takes proactive steps to mitigate potential risks through strategic initiatives. These include efficient energy management, investments in sustainable projects, ethical financing, and the protection of natural resources. The Bank's forward-thinking policies highlight its dedication to environmental stewardship, strengthening its ability to address and respond to ecological challenges. Through these efforts, UBL reaffirms its role as a strong advocate for sustainable and responsible banking practices.



Environment

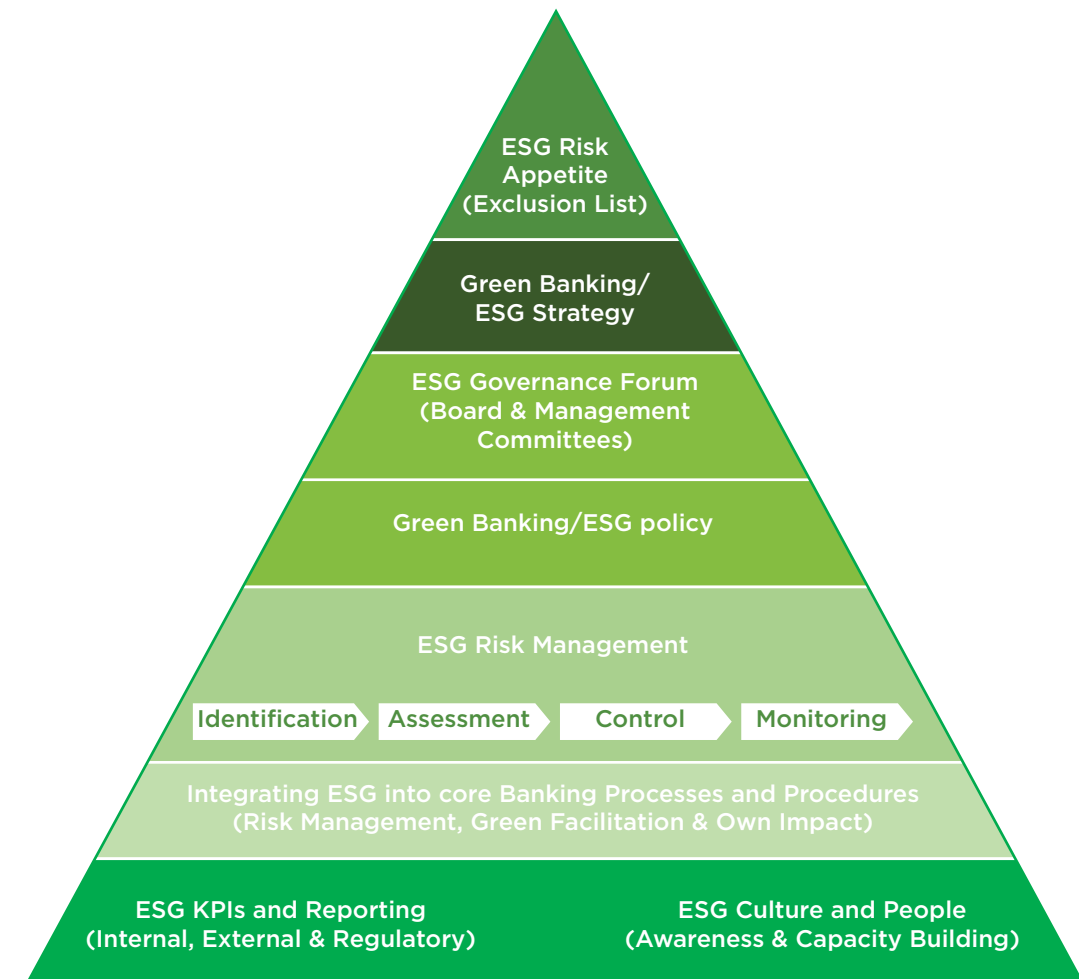
UBL Environmental, Social and Governance Risk Management and Governance Framework

As a socially conscious market leader, our long-term lending and investment strategy prioritises the development of a robust sustainable lending and investment framework.

In order to ensure that the Bank's activities are in compliance with accepted social and environmental risk assessment procedures and standards, the management is proposing Environmental, Social and Governance Risk Management and Governance Framework (ESG RMGF) which make sure that ESG related risks and controls are integrated into Bank's core business processes. It is a set of actions and procedures that are implemented concurrently with the Bank's existing risk management procedures.

ESG RMGF is aimed to assist the Bank to avoid and/or manage any social and environmental risks likely to arise from a project or activity which the Bank performs. By conducting social and environmental due diligence prior to loan approval/disbursement and other activities, ESG RMGF's proactive approach would serve as a deterrent during the term of the loan agreement along with other activities that the Bank performs, which imposes adequate ESG risk mitigation and supervision.

UBL implements ESG regulatory requirements and channels voluntary activities through a dedicated ESG Division under Risk & Credit Policy Group. It is headed by Chief Green Banking Manager reporting to Chief Risk Officer and staffed with Green Banking Manager and Green Banking Facilitation Officer. ESG Division also liaises with the Businesses and back-office for data/information sharing & support to ensure timely resolution of regulatory and routine ESG activities. ESG Division also engages with financial regulators (SBP, SECP, CBB, CBUAE and QCB) for periodic reporting and discourse on status of ESG implementation across the bank.



I. ESG Risk Appetite/Exclusion List

Bank's Exclusion List serves as the precursor of the ESG Due Diligence process. This list mentions specific activities/businesses prohibited under the applicable environmental laws and/or regulations. Any project/transaction/loan request falling in any of the activities in the exclusion list, will be terminated.

II. ESG Strategy

The ESG Strategy integrates Environmental, Social, and Governance (ESG) factors into an organization's decision-making processes to identify, manage, and mitigate associated risks, including financial, reputational, and regulatory challenges. It ensures that both short-term operations and long-term objectives align with sustainability goals, improve resource efficiency, climate resilience, and social responsibility.

III. ESG Governance Forum

The ESG Governance Framework establishes a structured approach for overseeing and managing Environmental, Social, and Governance (ESG) risks within an organization. It involves a system of governance where senior management, such as the management risk committee, plays a key role in reviewing and evaluating ESG policies and practices.

The framework ensures that ESG considerations are embedded into the organization's decision-making at all levels, with the highest governance body, typically the Board of Directors, ultimately responsible for overseeing ESG risk management. This structure helps ensure that ESG issues are adequately addressed, aligned with corporate goals, and compliant with legal and regulatory requirements, promoting transparency, accountability, and long-term sustainability.

IV. ESG Policy & Procedural Manual

The ESG Policy & Procedural Manual provides a detailed set of guidelines and processes designed to manage and mitigate risks associated with Environmental, Social, and Governance (ESG) factors. It outlines the specific actions, responsibilities, and workflows required to integrate ESG considerations into day-to-day operations and decision-making across the organization.

The manual aims to reduce the organization's exposure to ESG-related risks by ensuring compliance with regulatory standards. It serves as a practical tool to guide the organization in its efforts to become more resource-efficient, resilient to climate-related challenges, and aligned with broader societal goals, while maintaining transparency and accountability in its ESG initiatives.



V. ESG Due Diligence Process

It involves following key steps to assess potential risks and impacts associated with a business's activities.

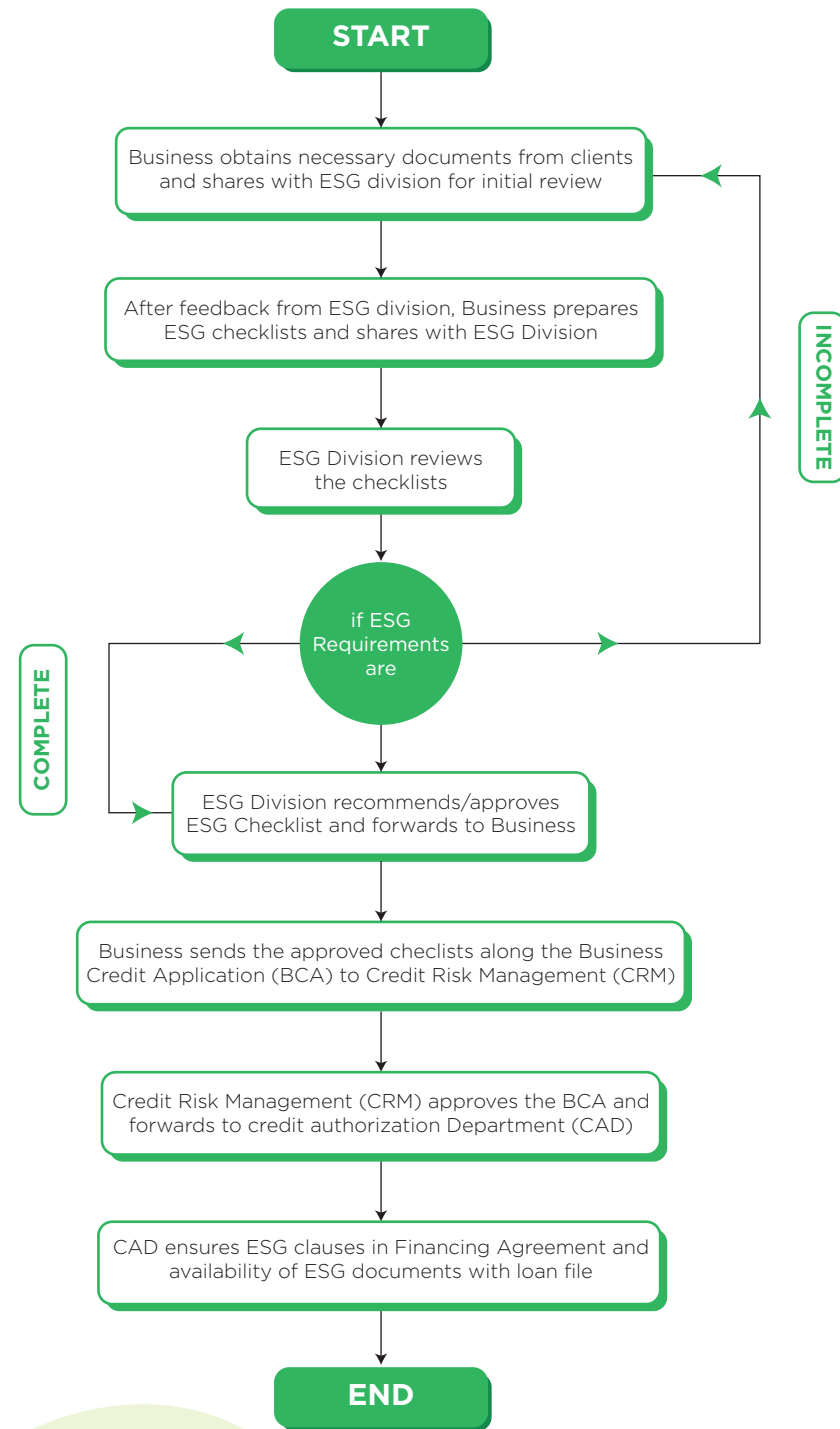
1. **Reviewing Information:** Collecting and analyzing available records and documentation related to the environmental and social risks of the business.
2. **Site Inspections and Interviews:** Conducting on-site inspections and interviews with the borrower's personnel and relevant stakeholders, wherever necessary.
3. **Performance Analysis:** Evaluating the business activity's environmental and social performance against local regulations and international standards.
4. **Identifying Gaps and Actions:** Identifying gaps in the borrower's management practices and implementing additional measures. The Bank then monitors the progress of these actions over an agreed timeline to ensure effective mitigation of risks.

VI. ESG Risk Assessment Methodology and Model

Our ESG Risk Assessment Methodology and Model is a comprehensive process designed to evaluate and manage the environmental, social, and governance (ESG) risks associated with our business activities, investments, and lending practices.

- **Risk Identification:** Identification of key ESG risks, including environmental, social, and governance-related challenges that could impact our operations or financial stability.
- **Risk Evaluation:** Evaluation of likelihood and potential impact of these risks to better understand their effects on our business.
- **Risk Categorization:** ESG risks are categorized into direct, indirect, and reputational risks, allowing us to prioritize and manage them effectively.
- **Risk Mitigation:** Design and implement strategies to manage and mitigate identified risks, ensuring our actions align with both regulatory requirements and sustainability goals.
- **Integration in Decision-Making:** ESG factors are integrated into our decision-making process, influencing our investments, lending, and credit assessments.
- **Continuous Monitoring:** ESG risk management process includes continuous monitoring and reporting, ensuring that we remain responsive to emerging ESG risks.

UBL has incorporated ESG Risk Management into its Credit Risk Management framework through the Due Diligence Process, as illustrated below:



All NTB and ETB loans are screened for E&S risks. The process runs with coordination between Business, ESG division, Credit Risk Management and Credit Administration Department. UBL is one of the major banks of Pakistan that has started screening its international portfolio.

VII. ESG Key Performance Indicators (KPIs) and Reporting

UBL tracks its ESG performance using the following KPIs:

KPI/Metric	Description	Alignment with GRI, SDGs, Basel and SASB / IFRS and other International Reporting Standards
ESG Risk Management & Governance Framework	ESG Risk Management & Governance Framework refers to the systems and processes organizations use to identify, assess, and manage environmental, social, and governance (ESG) risks. It ensures responsible business practices, regulatory compliance, and long-term sustainability.	GRI 102-18, SDG 16, SDG 16 (Peace, Justice, and Strong Institutions) SASB (General), Principles 1 - Oversight and Responsibility of Climate-Related Financial Risk Exposures (Effective management of climate-related financial Risks), Principle 3 - Assigning climate-related financial risk management responsibilities within the organization
Portfolio Analysis and Identification of Material E&S Risk Areas	Portfolio Analysis involves evaluating investments to understand their exposure to environmental and social (E&S) risks. Identifying Material E&S Risk Areas focuses on pinpointing the most significant risks in a portfolio that could impact financial performance or reputation.	GRI 201-2, SDG 8 Decent Work and Economic Growth SASB Materiality Map, IFRS S1 (General Requirements for Disclosure of Sustainability-related Financial Information), Principle 2 - Incorporation of climate-related financial risk exposures into overall business strategy),
Integration of E&S Risk Assessment into Credit Risk Process	Integration of E&S Risk Assessment into the Credit Risk Process involves incorporating environmental and social risks into the evaluation of creditworthiness. This ensures that potential borrowers' exposure to E&S issues is considered when assessing financial risk and lending decisions.	GRI 201-3, Principle 4 - Incorporation of climate-related financial risks into risk management framework
Capacity Building of Internal Stakeholders	Capacity building of internal stakeholders refers to the process of enhancing the skills, knowledge, and abilities of employees within the organization to improve their performance and effectiveness towards their roles and responsibilities.	GRI 404-2, SDG 4, Quality Education

Energy Consumption	<p>Energy consumption refers to the amount of energy used by an entity, in its operations. It involves tracking the consumption of resources like electricity, water, and other utilities.</p> <p>By maintaining an inventory of this consumption, organization can set targets to reduce reliance on non-renewable energy sources, enhance energy efficiency.</p>	GRI 302- Energy Mix 2016 SASB (Sector-specific Standards), SDG 7
Green House Gases Emission And Emission Intensity	<p>GHGs which includes CO2, CH4 N2O, and fluorinated gases, are gases that trap heat in the atmosphere, contributing to climate change, due to human activities such as energy production, transportation, and industrial processes.</p> <p>Emission intensity, is a measure of the amount of GHGs emissions produced per unit of economic activity, energy produced, or another relevant metric</p>	GRI 305: Emission 2016 GHG Protocol SDG 13 Climate Action SASB (Sector-specific Standards),
Climate Risk Mitigation	<p>Climate Risk Mitigation means strategies and actions taken to reduce or eliminate the risks associated with climate change and reduce Carbon footprint.</p> <p>This includes implementing policies and practices that promote sustainability, and integrating climate change considerations into risk management frameworks.</p>	TCDF Risk Management Disclosure a & b CDSB Framework REQ 03 SDG 13 Climate Action
Resource Consumption	<p>Resource Consumption refers to the measurement and management of the usage of various resources such as electricity, water, paper, and petroleum. It involves tracking consumption patterns, to set annual targets, aimed at minimizing reliance on depleting resources and promoting sustainable practices within the organization.</p>	GRI 303: Water and Effluent 2018, SDG 12
Waste Generation	<p>This refers to the record of the amount of waste generated within the facility and its management.</p>	GRI 306: Waste 2020, SDG 12 (Responsible Consumption and Production),

Green Facilitation	<p>Refers to the efforts for providing financing facilities and advisory services that promote environmentally friendly practices and projects.</p> <p>The goal is to help clients realize savings in operational costs, comply with environmental regulations, and enhance their profitability while also building UBL's image as an environmentally conscious organization.</p>	GRI 203: Indirect Economic Impacts, GRI 305: Emissions, SDG 7 (Affordable and Clean Energy), SDG 13 (Climate Action)
Stress Testing and Scenario Analysis	<p>Scenario analysis is a key tool to assess financial risks arising from climate change, as standard risk modelling cannot adequately capture the unprecedented nature of climate risks and the inherent uncertainty of future climate-related events.</p>	GRI 302: Energy, GRI 201: Economic Performance, SDG 13 (Climate Action), Principle 6 - Incorporation of climate-related financial risks into capital and liquidity adequacy processes, Principle 7 - Scenario analysis of climate-related financial risks
Human Rights	<p>Human Rights are fundamental rights and freedoms that belong to every individual. These rights are universal, inalienable, and are essential for dignity, equality, and respect, encompassing various aspects such as the right to life, liberty, security, and freedom from discrimination.</p>	GRI 412-1, Human Rights Assessment SDG 16 (Peace, Justice, and Strong Institutions)
Fair Treatment Of Employees	<p>Fair Treatment of Employees refers to the principles of equality, impartiality, and respect within the workplace.</p> <p>It includes promoting justice in employment practices, ensuring that all employees are treated fairly in terms of compensation, benefits, training, and opportunities for advancement.</p>	GRI 417-1: Marketing and Labelling, GRI 401: Employment, GRI 405: Diversity and Equal Opportunity, SDG 8 Decent Work and Economic Growth SDG 10 (Reduce Inequalities)
Employee Engagement and Culture	<p>Employee Engagement refers to employee's commitment, motivation, and emotional connection towards their organization. It encompasses the extent to which employees are involved in their work, feel valued, and are aligned with the organization's goals and values.</p> <p>Culture, refers to the shared values, beliefs, behaviours, and practices that shape the work environment.</p>	GRI 2: General Disclosure, GRI 2: Organizational Governance, SDG 8 (Decent Work and Economic Growth), GRI 404: Training and Education, GRI 405: Diversity and Equal Opportunity

Total Workforce by sex, age-group, and employment type	Total Workforce refers to the breakdown of employees in terms of male and female representation, distribution across various age groups, and the types of employment. By leveraging workforce analytics, organizations gain insights into attrition rates, employee engagement, training effectiveness and talent acquisition, among other vital insights for companies.	GRI 2: General Disclosure, GRI 405: Diversity and Equal Opportunity, SDG 5 (Gender Equality)
Gender Pay Ratio	The gender pay ratio is a measure that compares the average earnings of men and women within an organization or a specific sector. It is typically expressed as a ratio, indicating how much women earn in comparison to men.	GRI 401: Employment 2016, GRI 405-1: Diversity of Governance Bodies and Employees SDG 5 (Gender Equality)
Health and Safety	Health and Safety refers to the policies and practices aimed at ensuring the well-being and protection of employees in the workplace. This includes ensuring work-life balance, compliance with health regulations, and providing health insurance coverage for employees and their dependents.	GRI 403: Occupational Health and Safety, SDG 3 (Good Health and Well-being)
No Discrimination	No Discrimination refers to the commitment to oppose and avoid any form of unfair treatment, exploitation, harassment, or victimization of staff, customers, clients, or visitors. It ensures all individuals are treated with dignity and respect, regardless of their visible characteristics or underlying cultural differences such as age, disability, gender, race, religion, or any other personal attributes.	GRI 406: Non Discrimination 2016, GRI 3: Material Topic 2021, SDG 10 (Reduced Inequalities) and GRI 406: No discrimination
Community Investment	Community Investment means initiatives undertaken by financial institutions, to support and enhance the well-being of the communities they serve. This includes investing in local projects, providing funding for community development, or engaging in sustainable practices that benefit the environment and society as a whole.	GRI 413: Local Communities, SDG 16 & 11 (Peace, Justice, and Strong Institution)

Board Composition	Board composition refers to the structure and makeup of a company's Board of Directors. It involves the selection and arrangement of board members based on their expertise, knowledge, skills, and experience relevant to the organization's operations It also ensure that Board contains a mix of non-executive, independent, and female members, complying with applicable laws and regulations regarding diversity and avoiding any material conflicts of interest.	GRI 2: General Reporting Disclosure, GRI 407: Freedom of Association and Collective Bargaining 2016, GRI 102-22: Composition of the Highest Governance Body, SASB, and SDG 5 (Gender Equality)
Collective Bargaining	Collective bargaining is the process in which working people, through their unions, negotiate contracts with their employers to determine their terms of employment, including pay, benefits, hours, leave, job health and safety policies, ways to balance work and family, and more.	GRI 407: Freedom of association and Collective Bargaining 2016
Whistle Blowing	Whistle Blowing refers to the act of reporting unethical or unacceptable practices and/or misconduct within an organization. It encourages employees and other stakeholders to raise concerns about misconducts such as financial malpractices, misuse of authority, or any criminal activities	GRI 2: General Reporting Disclosure, SDG 16 (Peace, Justice, and Strong Institutions), GRI 102-17: Mechanisms for Advice and Concerns About Ethics
Data Privacy	Data Privacy refers to the proper handling, processing, storage, and protection of personal and confidential information to ensure that individuals' privacy rights are respected. This includes safeguarding Personally Identifiable Information (PII) and ensuring compliance with relevant laws and regulations, such as those in Pakistan, to prevent unauthorized access, breaches, and misuse of this data.	GRI 418-1: Customer Privacy, SDG 16 (Peace, Justice, and Strong Institutions), SDG 9 (Industry, Innovation, and Infrastructure)
Disclosure practice	Disclosure practice refers to the methods and standards by which a bank or financial institution provides information about its products, services, and financial performance to its customers and stakeholders This includes providing details about product features, risks, and the implications of financial decisions, as well as ongoing communication throughout the customer relationship.	GRI 2: General Reporting Disclosure, SDG 12 (Responsible Consumption and Production), SDG 16 (Peace, Justice, and Strong Institutions) and IFRS S1, SASB, Principle 5 - Monitoring and reporting of climate-related financial risks

Conflict of Interest	A conflict of interest occurs when an employee's personal, social, financial, or political interests interfere with their ability to act in the best interests of the organization and its customers.	GRI 2: General Disclosure, SDG 16 (Peace, Justice, and Strong Institutions)
Incentivized Pay	Incentivized pay refers to variable performance-based remuneration that is determined based on the overall performance of the bank, the profitability of the respective business unit, and the individual performance of the employee.	GRI 401: Employment 2016, GRI 405-1: Diversity of Governance Bodies and Employees SDG 5 (Gender Equality)
Ethics & Anti-Corruption	Ethics and Anti-Corruption (ABC) refer to the principles and practices aimed at preventing bribery and corruption within organizations and society as a whole. An effective ABC program includes understanding the concepts of bribery and corruption, recognizing red flags, implementing compliance monitoring, and encouraging employees to report any suspicious activities.	GRI 205-3: Anti-Corruption, SDG 16 (Peace, Justice, and Strong Institutions)
Assurance	Third-party verification of ESG data and reporting.	GRI 2: General Reporting Disclosure, SDG 12 (Responsible Consumption and Production), SDG 16 (Peace, Justice, and Strong Institutions).

VIII. ESG Culture and People

UBL believes that fostering a positive and inclusive organizational culture is key to long-term success. As part of our commitment to creating a responsible and ethical business environment, we are focused on promoting a culture of continuous learning, ethical lending, and social responsibility.

To support this transformation, we are conducting training that enhance employees' understanding of ESG regulatory requirement and encourage responsible lending practices towards environment. These initiatives will ensure that our team is equipped with the knowledge and skills to make informed decisions that uphold our commitment to ethical practices and contribute to positive social and environmental outcomes.

Through these efforts, we aim to create a workplace culture that values diversity, accountability, and ethical responsibility, driving our mission forward.

Customers' Positive Environmental and Social Screening

As part of its commitment to advancing sustainable practices, UBL aims to be the first bank to implement Positive Environmental and Social (E&S) Screening for New-to-Bank (NTB) clients. This initiative is designed to assess and prioritize clients who demonstrate a positive impact on environmental and social outcomes. The screening process will involve using a standardized checklist that evaluates a range of key factors contributing to responsible business practices.

The criteria for Positive E&S Screening include, but are not limited to:

- **Environmental and Social Regulatory Compliance:** Adherence to relevant environmental and social laws and regulations.
- **Stakeholder/Community Engagement:** Active involvement and positive interaction with stakeholders, including local communities.
- **Environmental and Social Management Systems (ESMS):** Existence of comprehensive policies, manuals, and procedures to manage environmental and social risks.
- **International Certifications:** Recognition through relevant global or industry certifications related to sustainability and responsible practices.
- **Environmental and Social Footprint:** Commitment to Corporate Social Responsibility (CSR) and measurable contributions to social and environmental welfare.
- **Resource Efficiency and Recycling:** Implementation of practices that minimize resource consumption and maximize recycling and waste reduction.
- **Climate Change Mitigation and Adaptation:** Efforts to mitigate environmental impact through carbon reduction strategies and adaptation to changing environmental conditions.
- **Labour Wellbeing:** Commitment to the health, safety, and welfare of employees, ensuring fair labour practices and positive working conditions.

This Positive Screening process will enable UBL to engage with clients whose operations align with its values of sustainability, social responsibility, and environmental stewardship, ensuring that financial partnerships contribute to a positive societal impact.

2024 Carbon Footprint Calculation, Impact, and Reduction Targets

As part of its ongoing commitment to environmental sustainability, UBL has undertaken a comprehensive assessment of its carbon footprint for 2024. This includes the estimation of Greenhouse Gas (GHG) emissions across all three defined scopes, in line with global best practices such as the Greenhouse Gas (GHG) Protocol. The following is a detailed breakdown of the Bank's estimated GHG emissions, followed by our impact reduction targets to reduce our environmental footprint both domestically and internationally.

Carbon Footprint Calculation

UBL's carbon footprint is assessed across the following three emission categories:

Scope 1 (Direct Emissions): These are emissions directly under the Bank's control, arising from our own operations.

Scope 2 (Indirect Emissions): These are emissions associated with the purchase of electricity consumed in our operations.

Scope 3 (Other Indirect Emissions): These include emissions from the upstream and downstream activities related to the Bank's value chain, such as employee commuting and the distribution of our products and services.



Domestic Operations Emissions Overview

The following table summarizes UBL's estimated GHG emissions from Domestic Branch Operations* for the 2024 period:

Emission Type	Aspect	Period	Emissions (kgCO2eq)	Assumptions
Scope 1	Fuel Consumption	Annual	7,441,228	Emission factors for CO2, CH4, and N2O based on the GHG Protocol. GWP from the IPCC 6th AR.
Scope 2	Grid Electricity	Annual	12,222,000	Emission factors for CO2, CH4, and N2O assumed based on GHG Protocol. GWP from IPCC 6th AR.
Scope 3	Employee Commuting	Annual	8,173,759	Emission factors for CO2, CH4, and N2O based on GHG Protocol. GWP from IPCC 6th AR.
Total Estimated Emissions:			27,836,987 kgCO2eq	(27,837 tCO2eq)

Scope 1 (Fuel Consumption): Assumed average monthly diesel fuel consumption of 150 liters per branch (and 50 liters for solarized branches). Emissions calculated using relevant emission factors for CO2, CH4, and N2O, and considering the GWP values provided in the IPCC's 6th Assessment Report.

Scope 2 (Grid Electricity): Assumed average electricity consumption of 1,500 kWh/month per branch. Emission factors for CO2, CH4, and N2O were inferred from secondary sources, as local data was unavailable. Grid consumption from solar-powered branches (163 branches) has been excluded.

Scope 3 (Employee Commuting): Based on the assumption of 7 average staff members per branch, commuting 30 km per day for 22 working days per month, using a combination of public and personal transport. Emission factors were calculated using the GHG Protocol.

* 1521 branches

Abbreviations:

GHG: Greenhouse Gas, kgCO2eq: kilograms Carbon dioxide equivalent, CH4: Methane, N2O: Nitrous Oxide

IPCC: Intergovernmental Panel on Climate Change, AR: Assessment Report, kWh: kilowatt hours

International Operations GHG Emissions

UBL is committed to expanding its sustainability initiatives beyond its domestic operations. For its international branches, the Bank will apply the same rigorous standards for measuring and reducing carbon emissions as outlined in the GHG Protocol. This will include the adaptation of region-specific energy-saving measures, such as localized renewable energy sourcing and regional commuting solutions.

Furthermore, UBL will work with global stakeholders to integrate ESG considerations into its financing practices, promoting sustainable projects and investments with a positive environmental and social impact. This will also involve setting emission reduction targets for financed activities across international markets, aligning with global climate agreements and best practices.

Impact Reduction Targets

UBL is committed to reducing its carbon footprint and achieving measurable sustainability improvements. The Bank's long-term impact reduction strategy will focus on both operational efficiency and the reduction of GHG emissions, with clearly defined targets across the following key areas:

Energy and Resource Efficiency

- **Electricity Consumption:**
The Bank will continue to focus on improving energy efficiency across its domestic and international branches by adopting energy-saving technologies and monitoring energy usage at all locations.
- **Fuel (Diesel) Consumption:**
Initiatives will be launched to reduce fuel consumption, including optimizing transportation logistics, transitioning to energy-efficient vehicles, and integrating alternative fuel options.
- **Paper Consumption:**
The Bank will implement digitalization strategies to minimize paper use, thereby reducing waste and emissions associated with paper production, transportation, and disposal.

Greenhouse Gas (GHG) Emissions Reduction

- **Scope 1 (Fuel Consumption):**
UBL will explore alternative energy sources for its branches and offices, including the use of hybrid models along with the integration of renewable energy solutions where feasible.
- **Scope 2 (Purchased Electricity):**
The Bank plans to further reduce electricity consumption by optimizing its energy-intensive operations and investing in energy-efficient technologies such as LED lighting, advanced heating and cooling systems, and automation controls. The incorporation of solar energy in more branches is a key initiative in this regard.
- **Scope 3 (Employee Transport and Financed Emissions):**
UBL will encourage employees to adopt more sustainable commuting options, such as public transport, carpooling and will assess the environmental impact of its financed activities to set targets for financed emissions reductions.

Sustainability Initiatives & Green Building Strategy

In alignment with UBL's environmental goals, the Bank is prioritizing resource efficiency and sustainable development through the establishment of Green Branches/Buildings. Selected branches and offices will be designated as "Green Buildings," utilizing renewable energy, such as solar panels, and adopting energy-efficient equipment. These buildings will also feature advanced systems to minimize waste and reduce the overall environmental impact, including optimized water usage and waste management systems.

A key focus is on retrofitting existing buildings to meet green standards where financially viable. In addition to reducing emissions, these initiatives are expected to lead to significant long-term cost savings and operational efficiencies.

UBL Green Branch Certification Programme

This programme is designed to meet not only regulatory requirements but also to establish a comprehensive evaluation model for our branches/buildings, based on key sustainability criteria.

The primary objective of this initiative is to underscore our commitment to environmental responsibility, while promoting operational efficiency and innovation. The proposed certification programme utilizes a scoring model to provide a clear and measurable assessment against specific sustainability factors.

Outlined below are the key aspects that the certification programme will assess through a questionnaire:

Aspect	Description
Site Suitability	Evaluation of branch locations with a focus on accessibility, traffic flow, external landscaping and aesthetics.
Renewable Energy	Analysis of energy consumption patterns and the incorporation of renewable energy sources.
Resource Efficiency	<ul style="list-style-type: none"> Implementation of energy-efficient technologies and practices. Assessment of water usage and conservation measures. Assessment of reduction in consumption of materials (recyclables).
Waste Management	Examination of solid waste segregation and disposal practices.
Indoor Environment Quality	Evaluation of the branch's indoor air quality, lighting, and overall workspace comfort. Consideration of measures promoting employee well-being and health.

Each criterion is then assigned a score, and an overall score will be determined the branch's certification level.

- Branches achieving 50 or more scoring will be designated as Green Branches.
- Branches achieving below 50 score will be given an improvement plan to achieve green status in the next assessment cycle.

Introducing Green Branch Certification Program will not only showcase our dedication to environmental stewardship but will also provide a benchmark for continuous improvement on desired sustainability criteria.

The outcomes of the programs will be marketed with hoardings and certificate plaques at the "Green" branches, which will enhance our brand image and will attract environmental-conscious clients/customers.

UBL is dedicated in its commitment to reduce its environmental footprint and achieving meaningful impact in the fight against climate change. Through the implementation of robust carbon footprint calculations, transparent emissions reporting, and the development of concrete impact reduction targets, the Bank will continue to lead by example in fostering a sustainable future.

The ongoing efforts to enhance resource efficiency, promote clean energy, and reduce carbon emissions will not only help UBL meet its sustainability objectives but also contribute to global efforts in addressing environmental challenges. These initiatives reflect UBL's broader strategy to align business success with positive environmental outcomes, ensuring long-term value creation for all stakeholders.

Converting Branches & ATMs on Renewable Energy and Energy Efficiency Measures

In pursuit of sustainable energy practices, UBL has made significant strides in adopting renewable technologies across the branch network. Currently, 163 branches are powered by solar energy, in line with our commitment to reduce our carbon footprint as well as 132 ATMs are also operating on solar power. Moreover, a total of 1521 branches are utilizing energy-saving LED lights, contributing to overall energy efficiency.

This exemplifies our dedication to fostering a greener banking infrastructure and aligning with our Environmental, Social, and Governance (ESG) objectives.

First Eco-Friendly Debit Card

UBL has pioneered sustainability in the banking sector by launching Pakistan's first eco-friendly card, the UBL Premium Plus Debit Card. Made from recycled PVC, this card reduces plastic waste and promotes environmental responsibility. It offers all the benefits of a premium debit card while contributing to a greener future. UBL's initiative highlights its commitment to both innovation and sustainability in financial services.



Innovative Digital Banking Practices

Customer Carbon Footprint Calculation through UBL Digital App

As a leading industry player, UBL provides its customers a facility whereby they can assess their own carbon footprint through the UBL Digital App. This facility educates customers on how they can minimize their carbon footprint by transacting digitally hence saving time, money, fuel and the environment.



Digital Front End Platform

UBL has partnered with Systems Limited and Temenos to embark on a transformative journey towards digital excellence in banking. This collaboration has led to successful execution of several key initiatives aimed at enhancing UBL's digital capabilities, enabling the bank to offer superior customer service.

UBL Digital Buddy launched

The UBL Digital Buddy is an AI-powered chatbot designed to be the staff's go-to resource for all queries related to the Bank. Whether staff has questions about benefits, policies or procedures, the digital buddy is to provide quick answers. It may be considered as a colleague or friend that one can chat at any time.



Paperless Customer On - boarding Process for Individual Accounts at Branches

Customer Onboarding Process at Branches for all PKR & FCY Individual Accounts (singly operated, either or survivor and jointly operated) has also been brought onto the Customer Lifecycle Management (CLM) module on the Digital Front-end.

The salient features of the paperless account opening journey for individual accounts through CLM include Paperless Account Opening - Customer and account details are captured digitally on an Electronic Form, eliminating the use of paper based Account Opening Form (AOF) and Feature to auto-fill details from Biometric Verification results of customer in the Electronic Form. This continuing effort of promoting 'Go Green' culture will help in bringing operational & cost efficiencies and enhance customer experience.

Launch of Bank Wide Policies & Procedures Repository

UBL has launched its Policy and Procedure Repository, a comprehensive digital platform developed to streamline access to vital internal documents. This repository represents significant advancement, serving as the centralized hub for all bank wide policies, procedures and circulars.

Service Quality launches Product Knowledge System

Service Quality at UBL has launched "Product Knowledge System", a tool specifically developed for the Bank's staff so that they can continue providing exceptional services by obtaining product information on their fingertips. The system has been developed to enable the staff to gain access to all the information of UBL offerings such as its features, advantages, eligibility criteria and documentations required respectively for each product at a glance through a single platform.



Go Green Initiatives

As a responsible corporate leader, safeguarding natural resources is our paramount duty. UBL Go-Green is our dedicated initiative, urging customers to embrace a paper-free environment by conducting transactions digitally through electronic gadgets. This small step contributes to a sustainable future, allowing everyone to breathe easy and reconnect with nature through the preservation of vital elements like trees.

Go Green Internet Merchant Acquiring

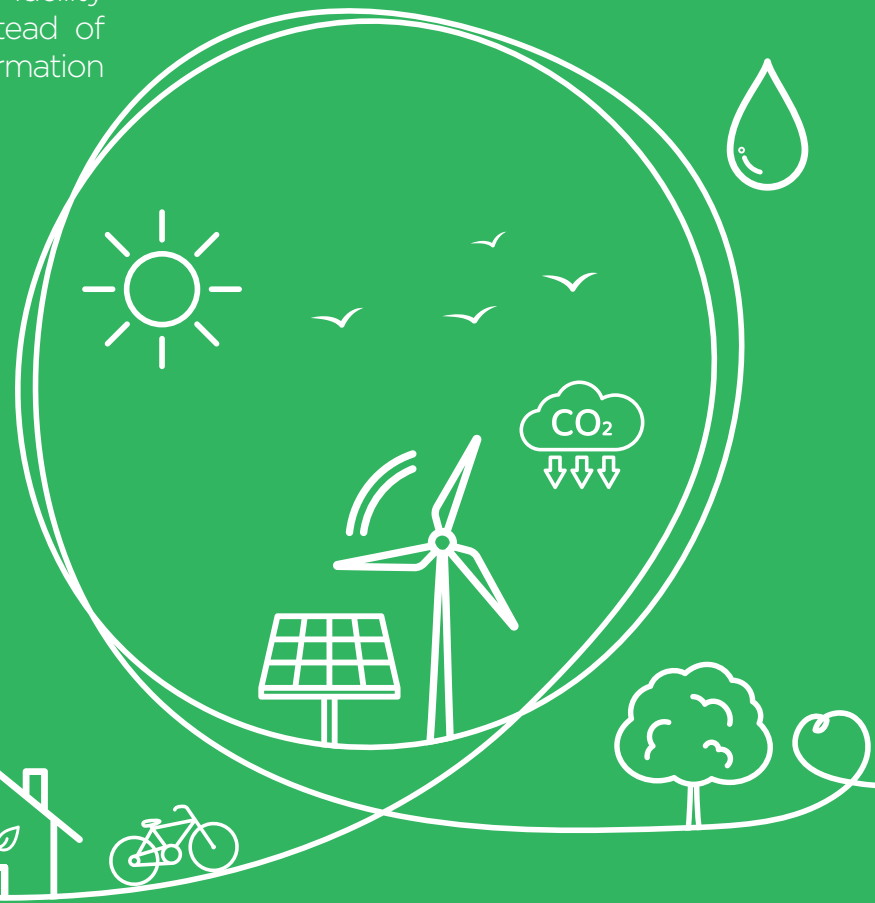
UBL Go-Green internet merchant acquiring is a step towards encouraging digital payments with a sense of security with 3-D secure authentication verified by both Visa and MasterCard Secure Code.

Go Green E-Statement

Bank statements provide a track of transactions to the customers, but to safeguard our environment, we encourage our customers to shift towards electronic statements rather than printed ones. Therefore, by saving paper, we are doing our bit in saving the planet.

Go Green SMS Alert

The Go-Green SMS Alert feature aims to reduce carbon footprints by encouraging customers to avail instant SMS alert facility for the transactions they make instead of visiting a bank branch to get information regarding their transactions.



UBL Sustainable Products

In alignment with our commitment to sustainability and environmental responsibility, UBL has implemented various initiatives and introduced a range of innovative financial products to contribute to the global fight against climate change. Notably, we have collaborated with regulators to offer subsidised financing for renewable energy projects encompassing solar, wind, biomass, biogas, and biofuel.

As part of our digital banking portfolio, we have launched several accounts tailored to diverse customer needs, fostering financial inclusion and embracing the era of digitisation.

Renewable Energy Financing:

UBL collaborated with regulators to offer subsidized financing for renewable energy projects encompassing solar, wind, biomass, biogas, and biofuel to its individual, SME and Corporate clients.

Roshan Digital Account:

Geared towards Non-Resident Pakistanis (NRPs), this account provides a seamless digital platform for investment and day-to-day banking activities.



**Invest Karo,
Grow Karo!**
Start investing today!



Asaan Digital Account:

Designed for individuals with basic banking needs, this account allows for easy and efficient digital account management.

Freelancer Digital Account (FDA):

In response to the burgeoning freelancer community, FDA is a regulatory initiative enabling freelancers to receive payments directly into their accounts, facilitating their financial needs.

Asaan Digital Remittance Account:

Offering basic banking functionalities with a digital twist, this account simplifies the process of receiving remittances within applied regulatory limits.

Digital Account:

This account serves as a quick and branch-free banking solution, ensuring accessibility and convenience for customers.

UBL Smart Account:

The UBL Smart Account is a fully digital account opening solution available via the UBL Digital App, designed to provide customers with a seamless and intuitive experience. With a monthly debit and credit limit of PKR 1 Million, this account simplifies banking while catering to diverse financial needs.

Customers can conveniently apply for a Visa debit card during the on-boarding process. Aligned with UBL's commitment to inclusivity and innovation, the Smart Account ensures faster, simpler, and more accessible banking for everyone, reinforcing UBL's mission to empower its customers with modern financial solutions.



Inclusivity is a core value, as reflected in our specially crafted accounts:

UBL Urooj Conventional Account:

Targeted towards women, this account encourages financial inclusivity and offers a 2% cashback on auto financing.



UBL Ameen Urooj:

A Shariah-based financing product tailored for women, providing a 2% cashback on auto financing.

UBL Good Citizen Account:

A current account for active tax filers. As an active tax payer, our customers can avail multiple benefits.

Branchless Banking Account/OMNI:

To promote financial Inclusion for unbanked population of the country, UBL OMNI caters to the needs of underserved community through branchless banking account with reduced transactions limit within Pakistan.



UBL Drive / Ameen Drive - Discounted Pricing:

To promote the inclusion of Persons with Disabilities (PWDs) in the financial sector, UBL offers a 0.5% discount on standard pricing for UBL Drive and Ameen Drive.



Cash Plus - Discounted Pricing:

Furthering our commitment to PWD inclusion, a 2% discount on standard pricing is extended to PWDs opting for Cash Plus.

UBL Address / Ameen Address - Waiver (50% Processing Fee):

Demonstrating our dedication to inclusivity, Persons with Disabilities (PWDs), opting for UBL Address or Ameen Address benefit from a 50% waiver on the processing fee.

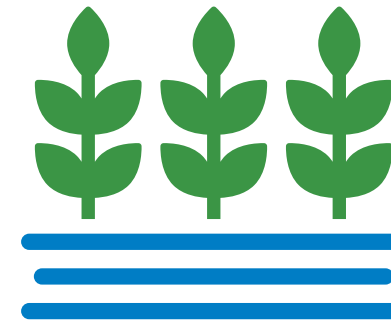
UBL Ameen Esaar Account:

One of its kind Islamic liability product that not only caters to banking requirements of consumer, but also contributes to the welfare of society. The bank allocates a certain amount from its own pocket, based on the balance maintained in the account by the customer, and distributes among four reputable NGOs in field of Health, Infant Care, Education and Employment for onwards spending among deserving people.

UBL Zindagi Account:

A unique monthly savings account tailored for senior citizens, offering competitive high-yield saving rates, ensuring financial security and well-being in their golden years.

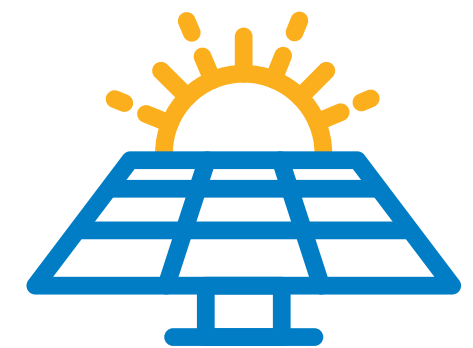
UBL's specialized financing solutions support SMEs in the agriculture and food processing sectors:



Promoting responsible business practices. By enabling growth through environmentally conscious financing, we contribute to long-term sustainability and the development of resilient local economies. These include loans for Rice Husking, the UBL Karobar Loan to grow businesses against collateral and Wheat Financing for Flour Mills.

Solar Financing:

UBL has introduced solar financing solutions for its SME clients, enabling them to transition to renewable energy and reduce their carbon footprint. This initiative supports businesses in adopting sustainable practices by providing affordable financing for solar energy systems. Through this program, UBL empowers SMEs to lower operational costs and enhance energy efficiency while contributing to environmental preservation.



These initiatives and products underscore our dedication to Environmental, Social, and Governance (ESG) principles, contributing to a sustainable and inclusive financial ecosystem.



Social

The social component of UBL's ESG & Sustainability Framework highlights our commitment to promoting strong, positive relationships with both internal and external stakeholders. As a socially responsible leader in the industry, UBL places a high value on the well-being of all individuals connected to the organization. This includes a strong focus on human capital management and the effective management of external partnerships. UBL is deeply aware of its impact on the communities in which it operates, ensuring a steadfast commitment to upholding social and ethical standards in all its practices.



Social

UBL has demonstrated strong commitment to social responsibility through a series of impactful initiatives that align with its Environmental, Social, and Governance (ESG) goals. These initiatives primarily focus on healthcare, education, women's empowerment, community welfare, and cultural promotion. Below are the key highlights of UBL's social contribution in 2024:

For Employees

UBL values its employees as its most important asset, recognizing their dedication and contribution to the bank's success. Through continuous development programs, inclusive work culture, and competitive benefits, UBL strives to empower its employees and ensure their well-being. The bank fosters an environment where employees are motivated to achieve both personal and professional growth.

Diversity, Equity and Inclusion

Women Representation in Workforce:

UBL is committed to enhancing gender diversity within its workforce, with women currently comprising 23% of its total employees. To further promote inclusion and equal opportunities, the organization has set an ambitious target to increase female representation to 45% by 2025. This goal is part of UBL's broader strategy to foster a more balanced and diverse workplace, where women have equal access to leadership roles, career growth, and development opportunities.



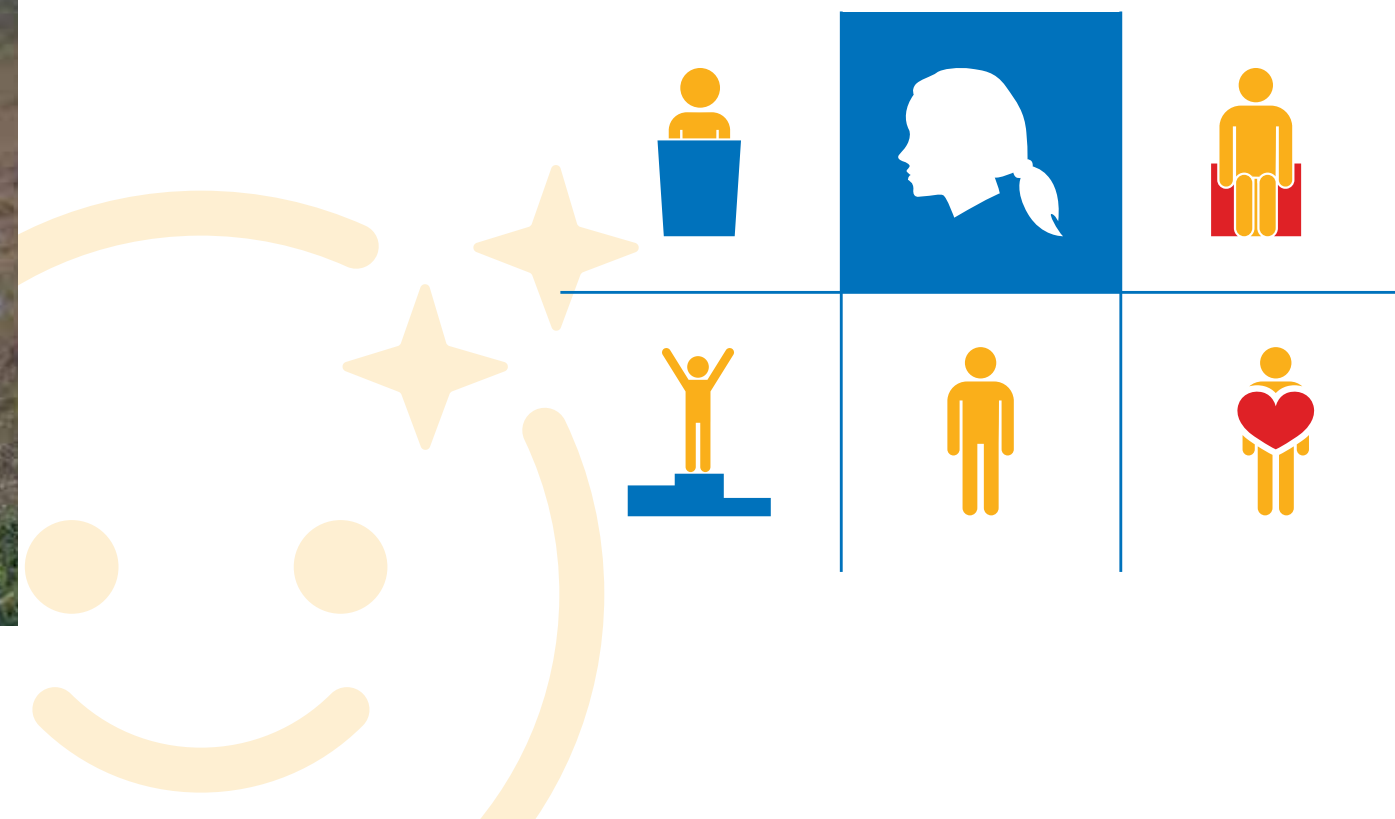
'She Rise' Women's Leadership Development Workshop:

UBL's 'She Rise' Women's Leadership Development Workshop aims to empower women at UBL through career advancement strategies, networking opportunities, and personal development. The program is designed to support women's growth within the organization, promoting gender equity in leadership roles. These interactive sessions encourage networking, share experiences, and foster a supportive community of women who are committed to excelling in their professional journeys.



Gender Champions Training:

In alignment with the State Bank's "Banking with Equity - BOE" policy, UBL regularly conducts gender sensitivity training for branch managers, fostering a culture of respect, equality, and exceptional customer service. The training emphasizes diversity and inclusion in the workplace.





International Women’s Day Celebrations:

UBL celebrated the International Women’s Day through various office events, promoting diversity, inclusion, and gender equality across the Bank while celebrating the various contributions made by the women at the Bank.

Celebrating Women Entrepreneurs:

On the occasion of International Women’s Entrepreneurship Day, UBL celebrated Women’s Entrepreneurship Week to empower female entrepreneurs. The week-long event focused on financial literacy and inclusion, with activities aimed at supporting women in business.



Extended maternity leave:

UBL has extended its maternity leave policy from 3 months to 6 months, reflecting the bank’s commitment to support the well-being of working mothers. This extension provides employees with more time to recover, bond with their new-borns, and balance family responsibilities without the pressure of returning to work prematurely.

Introduction of Valet Parking for Women Employees:

UBL has introduced a dedicated valet parking service exclusively for female employees, enhancing their convenience and safety. This initiative aims to provide a more secure and efficient parking experience, particularly for women, by offering a hassle-free option in a busy work environment. It reflects the bank’s commitment to fostering a supportive, inclusive, and empowering workplace for all employees.



Stay in Touch (SIT) Program for Women Employees:

UBL’s Stay in Touch (SIT) Program was launched to support women on maternity leave by helping them remain connected with the workplace. Through this initiative, employees on leave can stay informed about key updates, company developments, and career opportunities. The program ensures that women feel valued, supported, and prepared for a smooth transition back to work after their maternity leave.



SheConnects WhatsApp Group for Women Employees:

UBL's SheConnects WhatsApp group connects women employees, promoting financial literacy, networking and skill building, promoting a supportive community and empowering personal growth.



SheRise Email Platform for Women Employees:

SheRise is a dedicated email platform for employees to confidentially report workplace problems and harassment complaints. It ensures quick communication with HR and Ethics Committees, promoting a safe, inclusive environment. This system supports transparency, accountability, and timely resolution of issues, reinforcing UBL's commitment to employee well-being.



Diversity in Hiring and Recruitment:

UBL emphasizes hiring a diverse workforce, ensuring that all employees, regardless of their background, have equal opportunities for professional growth and career advancement.

Employee Capacity Building on Environmental and Social Risks Management:

ESG Division of UBL conducted extensive face-to-face and online training sessions for the bank's staff, both domestic and international, on Environmental & Social Risk Management (ESRM). These training sessions covered a diverse audience from various departments, including Corporate & Investment Banking Group, Islamic Banking Group, Consumer Banking Group, Compliance Group, Audit & Risk Review Group.

The training aligns with the expectations of regulatory bodies such as the State Bank of Pakistan, CBB, CBUAE, and QCB, to enhance the capacity of UBL staff in Green Banking and ESG practices. By covering the essential aspects outlined in the regulatory guidelines, circulars, and manuals, this initiative underscores the bank's commitment to encouraging a culture of sustainability and responsible banking practices.

Employee Remuneration & Benefits

Health Insurance and Performance Bonuses:

UBL provides comprehensive health insurance and performance-related bonuses, ensuring that employees feel valued and supported in both their professional and personal lives.

Medical Insurance Coverage:

UBL provides comprehensive medical insurance coverage for its active employees and their dependents (spouse and children). In addition to hospitalization coverage, the medical insurance also provides coverage for pre and post-hospitalization expenses, including diagnostic tests, consultation charges, and prescribed medicines.

Retired employees and their dependents are also provided medical facility as per the existing UBL Medical Policy, administered by the UBL Medical Services Department. This includes coverage for medicines, consultation, and lab tests.

Overall, the comprehensive medical insurance coverage is a key benefit provided by UBL to its employees to ensure they and their families have access to quality healthcare.

Marriage Grants:

Marriage grant is part of the Staff Welfare Fund and is available to permanent employees. The Marriage Grant at UBL has been increased from PKR 100,000 to PKR 200,000 for a daughter's marriage and from PKR 75,000 to PKR 100,000 for a son's marriage.

Children Care Allowance:

The Day Care Allowance at UBL is available for female staff, providing Rs. 10,000 per month per child for up to two children until they reach the age of three years during their entire service with the bank.

Extended Family Support for Employees:

All permanent employees including those on probation can avail this parents' medical facility. The coverage includes hospitalization, surgery, critical illness treatment, and other major medical expenses. The plan also covers accidental emergency treatment, day care surgeries, specialized investigations, and pre & post hospitalization expenses.

Employee Well-Being Programs:

UBL offers various well-being programs designed to promote the physical, mental, and emotional health of its employees, ensuring they are well-supported at all stages of their career.

Educational Benefits:

UBL offers educational coverage as part of their employee benefits, allowing employees to further their education and improve their skillsets to progress in their

UBL Employee Discounts and Perks:

Employees enjoy a range of discounts and perks as part of the remuneration package, which helps promote a positive work-life balance.

Solar Financing for Employees:

All UBL employees can benefit from discounted staff rates for solar financing solutions. In 2024, a total of PKR 89 million were disbursed in loans.

Employees Health and Safety

Health Checks and Awareness Campaigns:

UBL conducts regular health check-up camps and awareness campaigns on key health issues such as diabetes, hypertension, and cancer. These initiatives ensure that employees maintain a healthy lifestyle. The bank also organizes sessions with healthcare experts to educate employees on preventive measures and healthy practices.

UBL prioritizes the health and safety of its employees by providing comprehensive medical insurance coverage, which includes a monthly medical allowance for outpatient expenses. All employees and their dependents are entitled to health insurance, ensuring access to necessary medical care. Additionally, UBL offers enhanced medical facilities, supporting both active and retired employees with quality healthcare services to promote a healthy work environment.



Workplace Safety Protocols:

UBL adheres to strict workplace safety protocols, regularly reviewing and enhancing them to ensure a safe working environment for all employees. This includes measures such as fire safety drills, ergonomic workstations, and proper ventilation and lighting in the offices.

Employee Support during Health Emergencies:

The bank provides additional financial and emotional support for employees facing medical emergencies. This includes coverage for hospitalization expenses and access to medical specialists, to help employees cope with various situations.



Stress Management Programs:

Recognizing the importance of mental health, UBL implements stress management programs to support employees' emotional well-being. This includes workshops on work-life balance, mindfulness techniques, and access to professional counseling services.



Employee Accountability and Grievance Mechanism

Employee Grievance Handling System:

UBL has an effective grievance mechanism in place that allows employees to raise concerns or issues regarding workplace matters. The bank encourages open communication and timely resolution of conflicts to maintain a positive work environment.

Transparency and Fairness in Handling Grievances:

UBL ensures that all employee grievances are handled with transparency, ensuring a fair and unbiased approach in resolving conflicts within the workplace.

Regular Feedback and Accountability Sessions:

UBL conducts regular feedback sessions to assess employee performance and address any concerns, holding employees accountable for their actions while promoting a culture of continuous improvement.

Employee Code of Conduct and Compliance:

UBL's code of conduct and compliance policies ensure that employees understand their responsibilities, adhere to ethical standards, and are held accountable for their actions in the workplace.



For Customers

UBL treats its customers with respect, ensuring transparency, fairness, and a personalized banking experience. The bank is deeply committed to its community, investing in social welfare initiatives that promote education, healthcare, and economic empowerment.

Fair Treatment of Customers:

Commitment to Fair and Transparent Practices:

UBL strives to ensure that all customers are treated with fairness and respect, following ethical practices across all banking operations. This includes transparent communication, offering services without bias, and providing a positive customer experience.

Customer Feedback Mechanisms:

UBL provides multiple channels for customers to voice their feedback, ensuring that their concerns and complaints are addressed promptly. The bank ensures that feedback is used to improve services and customer relationships.

Adherence to Regulatory Standards:

UBL complies with all local and international regulations, ensuring that customers are treated fairly and receive high-quality service in line with best industry practices.

Empowering Women:

Empowering women has been at the core of the UBL Urooj platform. By the end of 2024, UBL had achieved financial inclusion for 2.3 million women, 40,000 of which include Urooj account holders. This reflects the Bank's determination to champion social progress through targeted financial services.



Women Entrepreneurship Week:

To commemorate Women Entrepreneurship Week 2024, UBL organized several events to celebrate and support female entrepreneurs. A financial awareness webinar was conducted, featuring the UBL Urooj account and the Bank's Financing to Women Entrepreneurs product, which provides tailored financial solutions for women in business. An appreciation video acknowledging the contributions of female entrepreneurs was also released. Throughout the week, cluster camps and customer engagement activities encouraged participants to connect with female-led organizations and organise seminars or engagement activities on-site.



Empower HER Finance Campaign:

As part of the Empower HER Finance Campaign, UBL continued its efforts to disburse loans to new-to-bank women entrepreneurs, utilizing the SBP Refinance and Credit Guarantee Scheme for Women Entrepreneurs.

Products & Solutions for All Urooj Account for Women:

UBL offers specialized products for women like Urooj Account, which provides benefits such as free debit cards, waiver of locker rent, and educational coverage, aimed at empowering women financially.



Inclusivity - Persons with Disabilities (PWDs):

Inclusivity also remained a key focus throughout the year. UBL has proudly introduced 35 branches designed for People with Disabilities (PWDs). These branches feature ramps, railings, talking ATMs with Morse code for vision impaired individuals, braille documents, sign language-trained staff, and more, ensuring accessibility and dignity for all customers.

PWDs were invited to these specialized branches for branch tours, financial awareness sessions, and a hi-tea event, accompanied by a giveaway presentation. In addition, UBL announced special discounts and waivers for PWDs who may want to avail Auto Loan, Home Loan, and Personal Loan from UBL branches. This initiative is a testament to our unwavering belief in providing equitable banking services to everyone.

UBL provides accessible banking solutions for persons with disabilities, ensuring that they have equal access to financial services. This includes accessible banking technology and personalized customer care.



Pioneering Initiative: Empowering Youth through Employment and Education

The bank has taken a ground-breaking step by inducting intermediate-completed students into permanent roles as OG4 staff. This innovative approach makes UBL a pioneer in the industry, providing opportunities for young talent to grow and develop.

Key Features of the Program:

Permanent Employment:

Students are offered permanent positions in the OG4 cadre, ensuring job security and stability.

Educational Financial Support and Comprehensive Benefits:

UBL provides financial assistance to support the educational pursuits of these young employees, enabling them to continue their studies while working.

Comprehensive Benefits: Employees in the OG4 cadre are entitled to a range of benefits, including competitive salaries, health insurance, and opportunities for career advancement.

This initiative not only provides employment opportunities but also invests in the future of Pakistan's youth. By supporting their educational and professional growth, UBL is contributing to the development of a skilled and knowledgeable workforce, ultimately enriching communities and driving economic growth.

Customized Financial Solutions for Low-Income, Senior Citizen and Small Businesses:

UBL offers tailored financial products to suit various customer needs, including savings and loan products for low-income individuals, senior citizens, and small business owners. The bank emphasizes inclusivity by offering solutions that cater to diverse groups, ensuring no one is left behind.

Banking Solutions for Youth and Students:

UBL provides products for young customers, including savings accounts and student loans, promoting financial literacy and inclusion from an early age.

Financial Inclusion:

UBL's Role in Promoting Financial Inclusion:

UBL is committed to expanding financial access to underbanked and unbanked populations, ensuring that all individuals, regardless of their background, have access to banking services. The bank focuses on providing affordable financial products to marginalized communities.

Mobile Banking and Digital Solutions:

The UBL Digital App is a cutting-edge mobile banking platform designed to bring financial services closer to the customers, offering unparalleled convenience and accessibility. With its user-friendly interface, the app enables customers to perform a wide range of banking tasks, including fund transfers, bill payments, and loan applications, all from the comfort of their homes. Built with advanced security features, the UBL Digital App is better, safer, and more secure than ever, making it the ultimate tool for managing finances with confidence and ease.

Financial Literacy Week:

During Financial Literacy Week 2024, UBL organized 18 Financial Literacy camps in remote locations for women customers. Additionally, four webinars were held to provide financial awareness and enhance financial literacy. UBL also hosted three women-led student ambassador programs at various universities, continuing to engage with these ambassadors and offer ongoing financial education.



Partnership with SheDev for Women Financial Literacy:

UBL partnered with SheDev Private Limited to promote financial inclusion in Gilgit-Baltistan and encourage women to enter the banking sector. UBL also sponsored the Women's Basketball League to foster sportsmanship and encourage female participation in sports.

Microfinance Products:

UBL offers microfinance loans to small businesses and individuals in rural and underserved areas, supporting them in achieving financial stability and growth.

Community:

Community Engagement Initiatives:

UBL actively participates in community development programs, focusing on areas such as health, education, and welfare. The bank regularly organizes community outreach programs to raise awareness and support various causes.

Partnership with Non-Profit Organizations:

UBL collaborates with non-governmental organizations (NGOs) to support social welfare initiatives. This includes providing financial assistance, resources, and volunteer support to community development projects.

Volunteerism:

UBL encourages employees to engage in volunteer work, supporting a range of community-focused initiatives, from environmental conservation to healthcare campaigns.

UBL's achievements in 2024 reflect our vision of driving sustainable progress through impactful initiatives. As we continue to innovate and expand, our focus remains on creating value for all stakeholders while contributing to a more inclusive and sustainable nation.



Sustainability

UBL's Board-approved Sustainability Policy Statement declares that as a responsible corporate citizen, the Bank works towards assisting the less fortunate by supporting causes and empowering communities. Focusing on the sectors of Education, Healthcare, Literature & Arts, Water Scarcity and Natural Disaster Relief, the Bank works both independently as well as in partnership with specialist organizations, to empower disadvantaged sections of the society through economic regeneration and employment creation.



Sustainability



Sustainability at UBL in 2024:

In line with UBL's dedication to the principles of ESG, the bank's sustainability efforts support initiatives that positively impact and empower communities. Throughout 2024, UBL contributed to various projects within its core sustainability focus areas—education, healthcare, and community welfare. In education, the bank sponsored scholarships for deserving students and provided essential infrastructure for the development of educational institutions. In healthcare, UBL offered free medical services to patients and donated critical medical equipment to hospitals. As part of its community welfare initiatives, the bank supported small-scale livelihood projects, vocational training, and organized a food drive to assist families during Ramzan. Additionally, UBL fostered employee involvement in community welfare efforts, with teams across Pakistan volunteering and becoming pillars of support in their communities.



Education

UBL believes that education is not a privilege but a right. Students all across Pakistan are entitled to education regardless of gender, religion, ethnicity, social class or economic background. With higher education as one of the basic foundations of its sustainability agenda, UBL works towards providing needed funds to various types and levels of educational institutions.

Major initiatives in the area of education during 2024 were for scholarships to deserving students as well as infrastructural development at educational institutions.

Giving wings to students to fulfil their educational dreams

Education is one of the core pillars of UBL's Sustainability agenda. The Bank believes in giving every person the opportunity to fulfil his or her dream of a good education and not let finances become a barrier. In 2024 UBL partnered with various educational institutions in order to provide scholarships to more than 80 deserving students. These included:



- Supporting the 'Uraan Ambassador Program' at Kiran Foundation. Through this alliance, UBL empowered over 20 individuals with the potential to achieve their dreams by gaining admission to Pakistan's top educational institutions. The program provides financial aid to deserving students, ensuring they can complete their degrees and become self-sufficient contributors to their families and communities.
- Providing good quality education to children of low-income families in Karachi by partnering with the Education Trust Nasra Schools. UBL provided full year academic scholarships to 45 students covering all their expenses related to their tuition at the Trust's various schools.
- Investing in the educational development and providing innovative training and services to 15 hearing impaired students associated with the Family Education Services Foundation, thereby empowering the recipients to gain competency and realize their full potential.

Providing essential Infrastructure to enhance the educational experience

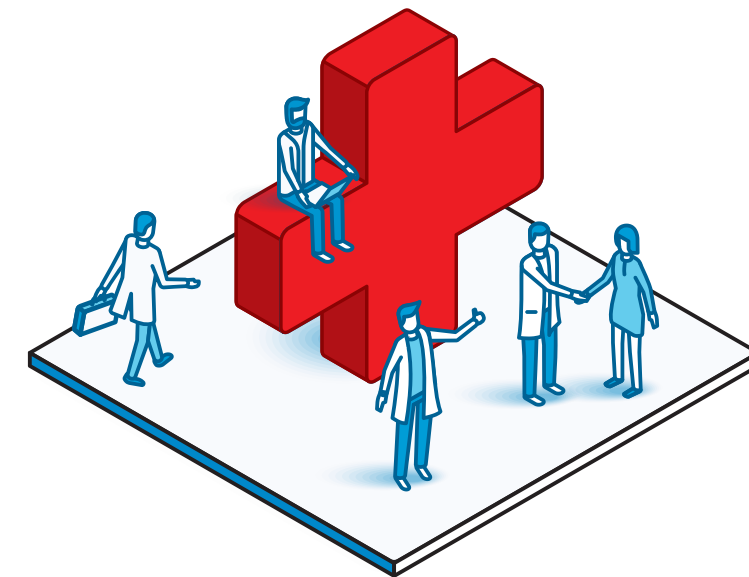
UBL firmly believes that every educational institution should not only have the proper infrastructure to provide quality education to its students, but also be able to provide to them the best possible facilities to make their academic experience uplifting and enjoyable.

- UBL contributed towards the construction of four auditoriums at the Namal College in Mianwali. These state-of-the-art auditoriums would have the capacity to sit over 200 students.
- The Bank partnered with Developments in Literacy (DIL) by providing funds for solar power for one of their schools. This allowed DIL to rebrand the powered school with the motto "Energizing Education: Empowering Minds with Solar Power". It also contributed to UBL's ESG agenda by giving back to the communities through environment preservation and promotion of natural energy.

Healthcare

In Pakistan, like the world over, obstructions to healthcare occur mostly due to the economic or financial viability of the patient, thereby making it very difficult for the disadvantaged segments of society to receive any type of medical treatment. UBL's Sustainability agenda is strongly focused on healthcare with the objective of reducing any and every barrier to its access. The bank donates compassionately to healthcare facilities across Pakistan in order to ensure that no patient in need of medical treatment is turned away due to lack of funds.

Major initiatives in the area of Healthcare include provision of much-needed medical/lifesaving equipment/vehicles to the healthcare institutions or supporting through donations given for infrastructural/operational expenses.



Affording Critical Healthcare to Patients with little means

Healthcare is as essential a need for every human as the air we breathe. The cost of provision of good quality healthcare is out of reach for millions who need it. Therefore, UBL aims to step up and join hands with healthcare institutions by helping them provide indiscriminate healthcare to all those who step through their doors.

- The Bank provided funds to Indus Hospital & Health Network to assist them in the provision of complete treatment and medical care for 25 paediatric oncology patients, provide for 7,500 Paediatric oncology outpatient department (OPD) visits and 2600 Chemotherapy Sessions during the year 2024.
- UBL partnered with the Cancer Foundation Hospital (CFH) and Roche Pakistan in efforts to provide access to deserving breast cancer patients of the CFH to Roche Pakistan's medication protocols at subsidized or nil cost, which would otherwise be completely out of their reach.
- The Bank joined hands with Afzaal Memorial Thalassemia Foundation (AMTF) to assist them in their monthly operational expenses so that they maintain a smooth flow of operations and ensure that no patient is refused treatment.
- With the assistance of UBL, the Marie Adelaide Leprosy Center (MALC) Malir Centre was able to provide Free of Charge services (Leprosy, TB, Eye, MCHC & CBID) to the inhabitants of Malir, Karachi. Through these services, MALC was able to treat the underserved people living in the area.
- The Bank donated to The Karachi Down Syndrome Program (KDSP) in order to provide year-long healthcare to individuals with Down syndrome. Around five patients were given all-inclusive healthcare for the entire year under the auspices of KDSP.

Provision of Life-Saving Medical Equipment to Healthcare Institutions

Vital medical equipment plays a crucial role in ensuring quality patient care by enabling accurate diagnosis, effective treatment, and continuous monitoring. From life-saving machines to diagnostic tools, these technologies provide healthcare professionals with the information and resources needed to make informed decisions. Reliable and advanced medical equipment improves patient outcomes, enhances safety, and supports timely interventions, all of which are essential for delivering the best possible care.

In 2024, UBL provided medical equipment to various healthcare institutions including:

- **Layton Rehmatullah Benevolent Trust (LRBT):**
Medical equipment for their LRBT Korangi Tertiary Teaching Eye Hospital, in Karachi, which treats over 1100 patients daily and conducts approximately 3064 surgeries monthly.
- **Patients Aid Foundation:**
18 electronic beds for their Neuro-trauma ICU
- **National Institute of Child Health:**
Five incubators for their ICU and five complete sets of bedside oxygen via integrated raceway.

Helping Construct Spaces that provide Care & Healing

Facilitating the building of hospitals has a profound impact on society as it improves access to essential healthcare services. It ensures that communities have the facilities needed to treat illnesses, prevent diseases, and provide emergency care. This contributes to better overall health outcomes, reduces mortality rates, and strengthens the social fabric by creating jobs and supporting local economies. UBL has always supported the construction of health facilities, especially those which go on to provide benefits to marginalized segments of society.

- In 2024, UBL contributed to **Shaukat Khanum Memorial Cancer Hospital (SKMCH)** to facilitate them in the construction of their Karachi Hospital. 75 percent of the hospital's patients are treated free of cost for various types of cancer. After their success in Lahore, they are now constructing their Karachi chapter with UBL as a contributor.
- UBL supported the **Dr. Ruth K.M. Pfau Civil Hospital, Karachi (CHK)** in the formulation of a centralized I.V. Antibiotics Dilution Laboratory. Built in a period of two years, this lab will not only ensure correct unit dose delivery of antibiotics to patients but will also help in minimizing medication errors.

Community Welfare

Community welfare plays a crucial role in supporting society by promoting the well-being of individuals and fostering social cohesion. Through its community welfare programs UBL provides financial assistance to vulnerable groups, ensuring that no one is left behind. By addressing basic needs, the Bank helps reduce poverty, inequality, and social unrest, leading to a more stable and resilient society. Furthermore, UBL's community welfare projects encourage collective responsibility and a sense of belonging, strengthening bonds within the community and ultimately contributing to a healthier, more inclusive society at large.

Building Communities One Person at a time

2024 saw UBL partake in various activities which helped build communities while simultaneously supporting inclusion and engagement.

- UBL actively supported the **Alkhidmat 'Bano Qabil' program**, which offers 100% free, advanced IT courses packed with the latest technologies to give the youth of Pakistan a head start in launching their employment and freelancing careers.
- The Bank supported 56 students for the completion of their six months' vocational courses with the **Hunar Foundation**. These students underwent vocational training across 11 campuses of Foundation, spanning 33 different courses with a duration of six months each. Among these students, 51% were female, enrolled in conventional, IT, and high-tech courses.
- UBL further supported the vocational training of 150 students at the **SOS Technical Training Institute**, under the auspices of the SOS Children's Villages Pakistan. The institute provides vocational training to underprivileged boys and girls to enable them to secure entry-level employment. Through this they can financially support their families and live with dignity. The students are children of low-income earning parents, who find it difficult to pay the full cost of the vocational training.



Reaching Out Across Pakistan as One Big UBL Family

In 2020, as the Covid-19 pandemic struck globally, a multitude of underprivileged families all across Pakistan faced an alarming situation as they lost all their livelihoods and couldn't get out of their place of residence due to the lockdowns. At that time, UBL in collaboration with Saylani Welfare International Trust (SWIT) started a ration distribution drive in the month of Ramzan, through which ration bags were distributed in 18 cities across Pakistan to needy families. More than 16,500 ration bags comprising of necessary edibles were distributed.



UBL and SWIT continued this tradition every year henceforth.

In 2021, SWIT organized a 'Sehri & Iftar Drive Campaign' in which they distributed Sehri and Iftar boxes along with dinner at different public locations by placing 'Dastar-Khawans' at the Saylani branches. UBL participated in this activity by distributing a total of 100,000 Sehri & Iftar/Dinner boxes across 23 cities in Pakistan.

In 2022, UBL once again joined hands with SWIT during Ramzan for the following:

1. Distribution of Ration Bags to 2000 families in a total of 9 cities across Pakistan.
2. Distribution of Sehri & Iftar meals to 10,000 recipients in 10 cities.
3. Distribution of Eid gifts to 580 children under the care of SWIT for Thalassemia.



In 2023, more activities were added in the Drive and covered the following:

1. 'Welcome Ramzan' event for underprivileged students who received stationery sets and dry food items for Ramzan.
2. Distribution of Ration Bags to 1000 families in a total of 7 cities across Pakistan.
3. Distribution of Sehri & Iftar meals to 15,000 recipients in 10 cities.
4. Distribution of Eid gifts to 600 children under care for Thalassemia.



Leading up to 2024 where UBL and SWIT once again joined hands to come up with a comprehensive Ramzan Drive, reaching out to people across Pakistan with the collaboration of UBL staff and SWIT volunteers. The 2024 UBL Ramzan Drive comprised of:

1. Distribution of Ration Packages to 1500 families identified in slum areas, in all the provinces.
2. Iftar Meal distribution points for general public in slum areas, in all the provinces. Around 15,000 meals will be distributed at Dastar-Khawans.
3. Distribution of Eid Gifts to 100 orphan children.
4. Presentation of Eidi Envelopes to 100 Thalassemic children.
5. Provision of Rozgar (livelihood) sources like Pop Corn & Fries Machines and Vegetable & Fruit Carts to 15 deserving people, a source through which they will start earning.

Engaging the UBL Family in Causes and Awareness Drives

Blood Donation Drive with Indus Hospital and Health Network (IHHN)

UBL as part of its Sustainability agenda organized a blood donation drive in collaboration with Indus Hospital Blood Center at the UBL Head Office in Karachi. The aim of this initiative was to help in meeting the growing need of blood donations and support the hospital's efforts in providing critical health care to those in need. The Drive brought together employees from across Karachi in order to do their part in giving back to the community and becoming 'Symbols of Hope' for those desperately in need for blood.



Breast Cancer Awareness Campaign

UBL joined the global fight against breast cancer in October. The Bank's month-long communication and awareness campaign highlighted the importance of early detection and prevention, providing valuable information to the Bank employees and the public at large. By promoting awareness and encouraging screenings, UBL strives to make a positive impact on public health.



Giving back to the society through UBL Offerings

UBL Ameen Esaan Account was launched in 2023. The account is based on the concept of contribution in society through donation/charities. Esaan Account fulfills the banking needs of customer and at the same time promotes the concept of wellbeing of society.

As per the product feature of Esaan Account, the contribution on account of allocation of Rs. 5 on daily balance of Rs. 250,000/-. As per the product mechanism this amount is to be distributed amongst four institutions that are already on boarded after comprehensive Due Diligence. These are:

1. The Citizens Foundation - The Citizens Foundation (TCF) is a professionally managed, non-profit organization set up in 1995 by a group of citizens concerned with elevating the state of education in Pakistan. It is now one of Pakistan's leading organizations in the field of formal education. UBL has been supporting TCF for many years through various Sustainability projects.



2. Akhuwat Foundation - Akhuwat is a leader in interest-free microfinance in Pakistan. Their mission is to alleviate poverty by empowering socially and economically marginalized segments of society through interest-free microfinance. They also harness their entrepreneurial potential and enhance their capacity through economic and social guidance. UBL has supported Akhuwat through Sustainability and sponsorships.

3. Indus Hospital & Health Network - Indus Hospital & Health Network (IHHN) provides quality healthcare absolutely free-of-cost to millions of deserving patients through its countrywide network of hospitals in Pakistan. Starting with only one hospital in Karachi in 2007, IHHN is now managing multiple tertiary and secondary care Hospitals, Physical Rehabilitation Centers, Regional Blood Centers, Community Health Centers, and various Public Health Programs spread across Pakistan. UBL has partnered with Indus for many projects including a donation for the complete treatment and care for 12 pediatric patients during the year 2023.



4. ChildLife Foundation - ChildLife is providing the full spectrum of medical care, from emergency rooms, to primary clinics, down to preventive practices in communities which have been untouched by healthcare services, overlooked by the public sector and unable to access private care. The Foundation has 11 state-of-the-art model emergency rooms in Pakistan. ChildLife Foundation also runs 30 primary care clinics in Karachi's slum areas. This is the first time UBL is partnering with ChildLife -due diligence to onboard the institution has been done.



Supporting Causes

Literature

As part of its Sustainability agenda, UBL is committed to promote literature and literary achievements in Pakistan. The UBL Literature & Arts Awards (ULA) is an initiative through which the Bank supports Pakistani writers and literature by awarding the best of them on an annual basis. With each successive ceremony, the ULA has come to be recognized as a benchmark of literary excellence in Pakistan.

The UBL Literature & Arts Awards' platform, pioneered by UBL and unique to any institution in Pakistan recognizes emerging talent in fourteen different literature & arts categories and the nascent love of books in the country. The UBL Literary Excellence Award was introduced by the bank in 1967 as a commitment to elevate the literary standards of the country. Discontinued after the bank's nationalization in the mid-1970's this award was re-instituted at the bank's Golden Jubilee Year - 2009. This revival was a clear indicator of UBL's progressive sustainability agenda towards providing the much needed impetus to Pakistani writers and encouraging the publication of books in Pakistan.

The reincarnated UBL Literary Awards were held in Karachi in 2010. With each successive ceremony, these awards have become a benchmark of literary success and are much appreciated by literary circles and the general public. The event is now well-recognized as UBL's contribution, in supporting and promoting literary activities in Pakistan. UBL is now a recognized corporate patron of literature in the country.

The 11th UBL Literature and Arts Awards were held in Karachi in 2024, attended in large numbers by writers, literary and media personalities, socialites, and celebrities. At every event, the celebrated awards recognize and celebrate the best of Pakistani writers and artists, honouring a longstanding commitment to arts and literature.

The various award categories received hundreds of nominations from all over Pakistan. The competition was open to all Pakistani authors who had published their original work in 2021 and 2022. Entries were shortlisted by an esteemed panel of judges. The jury members in the Urdu categories were Dr. Asghar Nadeem Syed, Dr. Arfa Syeda, Dr. Anwaar Ahmed, Ms. Kishwar Naheed and Dr. Nasir Abbas Nayyar, while jury members for the English categories included Dr. Naazir Mahmood, Dr. Aroosa Kanwal and Mr. Harris Khalique.

The winners in each category as declared at the Awards were:

- Children's Urdu Literature presented to Mr. Ahmed Adnan Tariq for 'Dastaan-e-Ameer Hamza'
- Children's English Literature presented to Ms. Marzieh Abbas for 'Nadia and Nadir Series'
- Translation into Urdu (joint awards) presented to Mr. Inam Nadeem for 'Aaina Si Zindagi' and Ms. Yasmeen Hameed for 'Janubi Asia Ki Muntakhib Nazmein'
- Urdu Poetry award presented to Mr. Mohsin Shakeel for 'Kuch Ishq Kiya'
- Pakistani Languages award given to Dr. Syed Wiqar Ali Shah for his work 'Abdul Ghani Khan - Zhwand Au Zamana' in Pushto language
- Online Literature award presented to Mr. Nayyar Mustafa for his work 'Rangon Main Sochnay Wali Larki'
- Song Lyrics Award presented to Mr. Sabir Zafar
- Drama Script presented to Mr. Hashim Nadeem for his play 'Parizaad'
- Urdu Debut presented to Mr. Ahmad Jahangir for 'Shah Darya'
- English Fiction presented to Mr. Haroon Khalid Akhtar for his work 'Liar's Truth'
- English Non-Fiction award given to Mr. Tariq Rehman for 'Pakistan's Wars: An Alternative History'
- Urdu Fiction Award presented to Dr. Aurangzeb Khan Niazi for his book 'Urdu Abad - Maholiyati Tanazur'
- Urdu Non-Fiction award given to Mr. Shaheen Abbas for his work 'Leema Yakka Ban'



The awards also included a special category to celebrate the wide reaching impact of a celebrated artist who has produced exemplary work across a long distinguished career. The prestigious 'Lifetime Achievement' award was awarded to the exemplary Ms. Zaheda Hina.

With each iteration of the award, the UBL Literature & Arts Awards support, motivate and celebrate talented Pakistani writers. The Bank recognizes the importance of arts and literature in helping society feel fulfilled, inspired and proud of its roots. It encourages budding Pakistani artists to continue producing their works in a variety of different genres, knowing that there are celebrated local platforms where they can be recognized. It is through such ventures that the literary tradition lives on and benefits the current and future generations.



Sports

UBL has long been committed to promoting sports as a cause and as a part of its sustainability agenda. The Bank believes in nurturing well-rounded, healthy individuals through the combination of quality education and sports, and this belief is embedded in its support for sporting initiatives at all levels. UBL has a rich tradition of backing sports in Pakistan. This consistent support reflects UBL's dedication to fostering athletic talent and community engagement.



UBL Sports Complex

The UBL Sports Complex, established in 1990, serves as a cornerstone of the bank's sports advocacy. Spanning over 16 acres, the complex provides world-class facilities for cricket, hockey, basketball, and tennis, offering athletes an environment conducive to excellence. The UBL Cricket Academy, located within the complex, is a prime example of the bank's commitment to grassroots cricket development. This institution has flourished as a nurturing ground for young talent, with over 800 students receiving daily training across three levels.



UBL's legacy is further strengthened by the fact that 32 of its cricketers have gone on to represent Pakistan at the international level, including six captains who have led the national team to significant victories.

Championing Athletes in Sports and Games

In 2024, UBL supported various sporting events as part of its backing of sports and a healthy, well-rounded lifestyle. These sponsored events were part of the Bank's larger cause-marketing agenda, covering a number of sports and activities while at the same time promoting inclusivity and diversity. Some of the sports/events the Bank backed included:

- **Rowing** - The 16th Annual Karachi Boat Club Inter-School Regatta. An annual event that brings together student rowers from schools across the city.
- **Futsal** - First UBL Junior Futsal League 2024 Under 10- & Under 12 and the Pakistan Futsal Cup 3.0. A sport gaining fast popularity across Pakistan - Futsal was supported by UBL through various events held for younger and older players.
- **Football** - Just Play Football Tournament. Football is one of the sports with the highest global popularity and support. UBL has backed the sport in Pakistan through various events.
- **Golf** - 2nd Caddy Tournament 2024 - RUMANZA. In the past UBL has sponsored many golfing tournaments and events.

- **Cricket** - ICAP CA Pakistan Cricket League. Other than that, UBL also backed the PBCC – Pakistan Blind Cricket World Cup, where sight-impaired players participated in a tournament held to encourage sports, healthy competition and above-all inclusivity.
- **Multiple Sports & Athletics** – Sports Festival Bahria College, Karsaz. In keeping with its Sustainability agenda, UBL sponsored this event, spread over days, to promote its support of healthy, well-rounded young individuals combining a robust mix of education and sports.
- **Weight Lifting** – UBL sponsored the participation of Mr. Ather Kamran Butt in the 2024 Classic Powerlifting Championships. Ather won four Gold Medals for powerlifting in the Open Master-2 Category (120kg+).

In the area of professional sports and sporting events, UBL announced an award to recognize the outstanding achievement of Arshad Nadeem, who won the Gold Medal for Pakistan in Javelin Throwing, at the 2024 Olympic Games. At a special ceremony held at the UBL Head Office in Karachi, the athlete was presented with a cheque to mark and appreciate his achievement.

UBL has supported cricket in Pakistan by sponsoring many high profile events that happen from time to time. As part of this, the Bank partnered with the Quetta Gladiators team for the Pakistan Super League 2024 tournament. This high profile partnership brought to fore UBL's strong association with the sport of Cricket as well as its long-standing support of a healthy lifestyle through sports.

Inclusivity

UBL is committed to fostering inclusivity and creating opportunities for underrepresented and marginalized groups. By sponsoring events that highlight the voices and talents of such individuals, groups or communities, UBL plays an active role in driving social change and empowerment. Through such sponsorships, the Bank not only encourages equal representation but also helps amplify the importance of diversity and inclusion in shaping a more equitable society. UBL backs the determination of the supported communities, as they demonstrate a clear dedication to breaking barriers and creating spaces where everyone, regardless of their background, has the opportunity to thrive.

In 2024, under its agenda to build on an all-encompassing society, UBL partnered with various entities and promoted diversity and inclusivity through many sponsored events which included:

- **KDSP Carnival 2024** - Every year Karachi Down Syndrome Program (KDSP) organises a carnival for individuals with Down Syndrome and their families, to commemorate World Down Syndrome Day. The Carnival is an all-inclusive event which features exciting games and activities for all attendees.
- **JTECH 2024** – The event held by the Jinnah University for Women, promotes technology education, offering cutting-edge facilities and a faculty of seasoned instructors dedicated to shaping the future leaders of the tech industry. This event especially catered to inspiring women in technology.
- **Children's Poster Contest: Prevention from Burn Injury** – Held under the auspices of the Friends of Burns Center the event encouraged children who have been victim of burns to partake in a poster making contest promoting inclusivity.
- **Women Law Conference 2024** - The Lobbyist hosted 7th Women Law Conference focusing on problems like gender biases, sexual harassment, finding balance between work and personal life, education, marriages, husband insecurities and many others such topics that affect women in Pakistan.
- **PSTD WIBCON** – The event held by the Pakistan Society for Training & Development, seeks to identify, recognize, and empower women of change. WIBCON brings together women who have made a difference to initiate change and inspire a movement towards progress.
- **Pakistan Hindu Council Career Fair 2024** – Promoting and advocating minorities is part of UBL's ESG and DEI agendas. By sponsoring this career fair UBL worked towards promoting interfaith harmony.
- **APHA (Association of Physically Handicapped Adults)** – APHA is the one of the largest organizations in Pakistan engaged in the welfare and rehabilitation of the persons with disabilities (PWDs) especially physically handicapped. UBL installed solar panels in their rehabilitation centre in order to help them minimize their expenses.
- **Karachi Vocational Training Center** - KVTC has been working as a special needs school in Karachi, providing the best possible learning strategies to specially-abled individuals. UBL sponsored five of their students for one month to cover their financial expenses.
- **KarMuqabla Program for Schools** - KarMuqabla is committed to commercial sustainability in order to ensure a long-term, reliable support system for the education sector. A large part of their objective is empowering schools through 'KM Empower' focusing on supporting underserved schools by providing them with access to digital resources and educational tools, ensuring a holistic impact on education and societal welfare. UBL sponsored 25 of their schools under their KM Empower program.
- **World Disability Day 2024 Commemoration** – UBL sponsored a National Anthem video exhibiting Financial Inclusion in Pakistan Inspired by SBP's policy on FI of PWDs.



Governance

At UBL, we prioritize the interests of our stakeholders in everything we do. Our commitment to good governance, transparency, accountability, and ethical behaviour guides all our actions. Integrity is a core value that shapes our work and practices, ensuring we remain true to our purpose.



Governance



Business Ethics and Transparency

As a conscientious corporate citizen UBL believes in achieving. We believe doing good, is good for business. A code of conduct is developed for Directors & Employees revised every year. SBP & Board approved guidelines for all businesses/departments is in place. Policies related to risks and controls and other aspects are ingratiated (integrated) within our working practices.

Cultural Change

UBL is fostering a cultural change towards ESG implementation through leadership commitment and employee engagement.



Data Security

Our tech-forward customer first business depends on the responsible use of data and the complex information technology systems we manage. Keeping data safe from cybersecurity risks, adhering to applicable laws and regulations, and applying sound data management practices are fundamental business tenets we live by every day.



Cyber Security

UBL has always strived to keep confidentiality of customer Information & secure banking as its foremost priority. Through our diligent efforts to mitigate the risk of cyber frauds, we aim to spread awareness to our employees and customers which helps in strengthening the human firewall to keep UBL safe from cyber-attacks and provide risk free banking experience to our valued customers.

Offensive security unit in the information security division manages penetration testing by simulating the real world hacking scenarios. The unit is responsible for establishing, implementing, maintaining and continually improving an information / cyber security management system through control design and controls validation, primarily in the domain of applications/network Penetration testing. The unit also supports other domains of information security including security monitoring and threat hunting. Moreover, in order to overcome social engineering frauds, extensive awareness campaigns are periodically launched to provide specific training and guidance on information security related matters such as phishing, identity theft, online transaction frauds, etc. through various mechanisms such as social media, website, email advisories, SMS, webinars, phishing simulation exercises, new joiner's orientation and targeted awareness sessions for executive leaderships.



Digital Fraud Prevention

In response to escalating digital and cyber threats, the bank has developed a comprehensive Digital Fraud Prevention Policy which includes Fraud Risk Recognition and Assessment, Fraud Risk Monitoring, incident management, Prevention measures, Data management & reporting as well as training and awareness measures on digital fraud prevention.

Risk Management Policies and Controls

UBL has developed a robust Risk Management Framework. Key components of the framework are Risk Appetite (Exclusion List), Credit Policy & Procedure, Information & Cyber Security Policy, Roles and Responsibilities, Procedures related to Operational Risk Management, Market & Treasury Risk Management and Liquidity Risk Management.



Governance Forums Exist for ESG Risk Management and Oversight

At UBL, multiple governance forums exist for ESG Risk Management Oversight, where ESG progress is reported, they include:

Compliance Committee of Management (CCM):

CCM oversees the management of entity wide Compliance Risks of the Bank and ensures that the management understands the compliance risks to which the Bank is exposed to and promotes a high compliance culture, and assists Bank's compliance function in discharging its duties and achievement of its objectives. It also makes recommendations, to the Board through Board Risk & Compliance Committee (BRCC) on new compliance risk measures, including measures to address non-compliance and measures to ensure that accurate and timely data is obtained.

Management Risk Committee (MRC):

The MRC has been established as a management-level committee to monitor the risk management functions within the Bank. The Bank's risk management approach shall at all times be underpinned by an integrated risk management structure to ensure that the risks are managed effectively on an entity level. The MRC plays an integral role of presenting the necessary information to the Board Risk & Compliance Committee (BRCC).

Board Risk & Compliance Committee (BRCC):

BRCC lays out the Risk Management framework through Risk Management Policies and oversees the evolution of all Risk Policies by gauging their effectiveness in the fast changing economic scenario according to the requirements of the time and challenges ahead and oversees risk management function across the bank to ensure compliance with risk management policies. On the recommendations of BRCC, Board of Directors considers matters pertaining to risk and compliance for ultimate decision making.

Stakeholder Engagement

UBL continues its engagement with internal and external stakeholders during its ESG progression. Business, Risk, Compliance, Internal Audit, Credit Risk Management and Administration & Procedure are key internal stakeholders while regulators (SBP, SECP, CBUAE, CBB and QCB), shareholders, NIBAF, IBP, PBA, and NGOs are key external stakeholders.

Compliance with Local & International Laws and Regulations

UBL ensures strict compliance with ESG regulatory standards set by authorities like SBP, as well as regulatory bodies in key international locations such as the UAE, Bahrain, and Qatar. By adhering to these regulations, UBL demonstrates its commitment to responsible banking practices, nurturing transparency, and aligning its operations with global ESG standards.

Integrating ESG risk Assurance into Audit and Compliance Monitoring

UBL has integrated ESG risk assurance into Internal Audit & Compliance Monitoring through approved Green Banking/ESG Policy to ensure that UBL is on track on its progress pertaining to Key Performance Indicators (KPIs) in line with applicable regulatory requirements.

Stress Testing and Scenario Analysis

At the policy level, UBL has incorporated ESG risks into stress testing program and will also carry out scenario analysis to ascertain how the ESG risks to which the Bank is exposed will behave in various climate change scenarios and pathways.

BASEL Principles Compliance

Banks are potentially exposed to climate-related financial risks regardless of their size, complexity or business model. Climate-related financial risk drivers can translate into traditional financial risk categories. Principles provide banks with guidance on effective management of climate-related financial risks. The principles seek to achieve a balance in improving practices related to the management of climate-related financial risks and providing a common baseline for internationally active banks, while maintaining sufficient flexibility given the degree of heterogeneity and evolving practices in this area.

In UBL, through the ESG Risk Management and Governance Framework the Bank ensures compliance with the following key requirements of the principles:

- Develop and implement a sound process for understanding and assessing the potential impacts of climate-related risk drivers on their businesses and on the environments and consider the climate-related financial risks in their overall business strategies and risk management framework
- Assign climate-related responsibilities to members and/or committees and exercise effective oversight of climate-related financial risks by the board and senior management
- Adopt appropriate policies, procedures and controls that are implemented across the entire organisation to ensure effective management of climate-related financial risks
- Incorporate climate-related financial risks into their internal control frameworks across the three lines of defence
- Identify and quantify climate-related financial risks and incorporate those assessed as material over relevant time horizons into their internal capital and liquidity adequacy assessment processes
- Identify, monitor and manage all climate-related financial risks that could materially impair their financial condition, including their capital resources and liquidity positions and ensure that their risk appetite and risk management frameworks consider all material climate-related financial risks.
- Ensure that Risk data aggregation capabilities and internal risk reporting practices account for climate-related financial risks

- Understand the impact of climate-related risk drivers on their credit risk profiles and ensure that credit risk management systems and processes consider material climate-related financial risks
- Understand the impact of climate-related risk drivers on their market risk positions and ensure that market risk management systems and processes consider material climate-related financial risks
- Understand the impact of climate-related risk drivers on their liquidity risk profiles and ensure that liquidity risk management systems and processes consider material climate-related financial risks
- Understand the impact of climate-related risk drivers on their operational risk and other risks and ensure that risk management systems and processes consider material climate-related risks
- Make use of scenario analysis to assess the resilience of their business models and strategies to a range of plausible climate-related pathways and determine the impact of climate-related risk drivers on their overall risk profile



IFRS S1&S2 Compliance

International Sustainability Standards Board (ISSB) has published International Financial Report Standards (IFRS) S1 & S2 standards for sustainability & climate-related financial disclosures. The objective of IFRS S1 is to require an entity to disclose information about its sustainability-related risks and opportunities that is useful to users of general purpose financial reports in making decisions relating to providing resources to the entity.

IFRS S2 requires an entity to disclose information about climate-related risks and opportunities that could reasonably be expected to affect the entity's cash flows, its access to finance or cost of capital over the short, medium or long term (collectively referred to as 'climate-related risks and opportunities that could reasonably be expected to affect the entity's prospects').

Following are the few initiatives that are aligned with these standards:

- **ESG Risk Management Framework Approval:**
UBL developed a comprehensive ESG Risk Management and Governance Framework to assess and manage ESG risks effectively.
- **Detailed Portfolio Risk Analysis and Materiality Assessment:**
Conducted to determine UBL's material exposure to environmental, social, and governance (ESG) risks across priority areas/activities.
- **ESG Due Diligence in Credit Risk Management:**
Integrated into the credit approval process to assess and manage ESG risks associated with Sectors/Industries.
- **Carbon Footprint Assessment:**
UBL began estimating its GHG Emissions from its domestic branch operations. This will eventually translate in to assessment of baseline emissions and setting targets.
- **Sustainable and Climate-Resilient Financing:**
 - PKR 20 billion for Engro Fertilizers—supporting sustainable agricultural practices.
 - USD 300 million short-term loan for the Government of Pakistan—enhancing fiscal resilience.
 - PKR 8 billion Standby Letter of Credit for Lucky Cement—ensuring infrastructure growth with sustainability considerations.
- **Community Engagement & Sustainable Development:**
 - **Stakeholder engagement programs** such as financial literacy webinars for women to promote responsible financial management.
 - **UBL's partnership with Akhuwat Foundation**—offering free education and vocational training for skill development.
 - **Rozgar Scheme with Saylani Welfare Trust**—providing self-employment equipment for economic empowerment.
 - **UBL's partnership with Child Life Foundation**—strengthening emergency healthcare for children to reduce climate-related health vulnerabilities.

IFC Performance Standards

International Finance Corporation (IFC) performance standards define organizations' ability to manage their sustainability risks and impacts and how they can avoid and mitigate them to operate in a more sustainable manner. At UBL, one of our major environmental and social goals is to ensure meticulous compliance with IFC performance standards, whereby we are undertaking the following key measures:

- **ESG Risk Integration into core banking activities:** Sustainable banking operations that align with international ESG frameworks to support responsible economic growth.
- **Sectoral Due Diligence:** Rigorous assessment of environmental and social risks in key industries before providing financial support.

Community Health & Safety Measures:

- Blood Donation Drive with Indus Hospital—enhancing healthcare access.
- Breast Cancer Awareness Campaign—promoting preventive healthcare.
- Emergency healthcare support for children through Child Life Foundation.
- UBL's Eid gift distribution and orphanage support programs uplift marginalized communities.

Securities and Exchange Commission of Pakistan (SECP) Guidelines

The ESG (Environmental, Social, and Governance) Disclosure Guidelines issued by the Securities and Exchange Commission of Pakistan (SECP) aim to promote transparency and accountability in corporate practices regarding environmental, social, and governance factors. The initiative encourages businesses to integrate sustainability practices into their operations, align with global standards, and contribute to long-term value creation.

- **Healthcare Initiatives**—breast cancer awareness campaigns, free medical services, and public health drives.
- **Community Support Programs**—meal distribution initiatives for underprivileged communities.
- **Financial Inclusion & Literacy Programs**—ensuring widespread access to responsible banking.
- **Financing Key Economic Sectors**—such as Engro Fertilizers & Lucky Cement, reinforcing sustainable industrial growth.
- **Green Finance Initiatives**—supporting businesses that integrate ESG principles and climate resilience into their operations.
- **Compliance with ESG Disclosure Requirements**—enhancing transparency and accountability in banking operations.

PLEDGES & COMMITMENTS

In response to the pressing global environmental crisis, UBL is actively leading efforts to combat climate change. The escalating threats of climate change have manifested in disruptive weather patterns, upsetting the delicate balance of nature with rising temperatures, intense droughts, sea-level rise, melting glaciers, and warmer oceans, causing widespread natural calamities and jeopardizing the livelihoods of millions.

We have taken proactive measures to reduce our environmental footprint by:

- **Championing Digital & Paperless Banking:** We actively promote digital banking, encouraging millions of customers to adopt eco-friendly alternatives such as online transactions, e-statements, and digital account openings, significantly reducing paper waste and carbon emissions.
- **Energy Efficiency & Remote Work Practices:** To minimize our operational energy consumption, we have embraced flexible work arrangements and energy-efficient office solutions, reducing reliance on fossil fuel-powered commuting and office energy use.
- **Sustainable Finance & Green Investments:** UBL is committed to financing projects that align with sustainable development, supporting green infrastructure, renewable energy, and businesses prioritizing environmental responsibility.
- **Environmental Awareness & Community Engagement:** Recognizing the power of awareness, we educate employees, and customers, about sustainable living practices, climate risks, and the role of financial institutions in building a resilient, low-carbon future.
- **Carbon Footprint Reduction & Resource Conservation:** Through initiatives like responsible procurement, waste reduction, and resource efficiency measures, we strive to embed sustainability across our operations.
- **Net-Zero & Environmental Reporting Commitments:** As a responsible financial institution, UBL supports Pakistan's Vision and the Paris Agreement Goals, aiming to transition towards a low-carbon economy. We are committed to setting Net-Zero Banking Targets, ensuring our lending and operational strategies align with national climate goals.

As Pakistan's leading financial institution, we understand the pivotal role the banking sector plays in shaping a greener future. Our commitment to sustainability is not just a corporate responsibility—it is a strategic imperative, ensuring that we contribute meaningfully to global climate resilience while fostering long-term economic and environmental well-being.

AWARDS & RECOGNITIONS

Islamic Product Award

UBL Ameen won Best New Islamic Product Launch of the Year Award for Ameen Esaar Account at the Global Islamic Finance Awards 2024.

Asia Banking & Finance

Asian Banking & Finance, a leading publication from Singapore, has awarded UBL on four counts in their Retail Banking and Fintech awards for Pakistan:

- Digital Transformation of the Year
- Digital Banking Award
- Mobile Banking & Payment Initiative of the Year
- Mobile App Award



Digital App Award

UBL Digital App wins "Best Mobile Bank App" Award at Pakistan Digital Awards 2024.

Global Diversity, Equity & Inclusion Benchmark (GDEIB) Awards

UBL has won seven awards at the 2024 Global Diversity, Equity & Inclusion Benchmark (GDEIB) Awards. This achievement underscores our unwavering dedication to nurture Diversity, Inclusivity, and Equality (DEI). It highlights our commitment to creating an environment where everyone has equal access to opportunities and resources and is treated with fairness, understanding and respect. The GDEIB Awards, hosted by HR Metrics, recognize organizations that meet Global DEI benchmarks, as assessed by an international jury. UBL received awards in following categories;

- Vision, Strategy and Business Impact
- Marketing and Customer Service
- DEI Communications
- DEI Learning and Development
- Services and Products Development
- Recruitment
- Community, Government Relations & Philanthropy



Effie Award

UBL Wins Silver in Finance Category at Effie Awards for UBL Freelancer Account Marketing Campaign. Effie Awards are renowned globally for recognizing marketing effectiveness and winning an Effie is a prestigious achievement. The Bank's campaign, 'U do U, Khud ki Suno', creatively addressed the freelancer lifestyle, showcasing real stories and unique benefits.



UBL named amongst Highest Tax Payers in Pakistan at Awards Ceremony

UBL was named amongst highest tax payers in Pakistan at the Tax Excellence Awards 2024 in Islamabad. This award signifies UBL's strong commitment to tax compliance and developing economic prosperity.

SAS Gold Award Ceremony recognizing innovation at UBL

The SAS Gold Awards, part of UBL's 'Start-Accelerate-Stop' initiative, provide a platform for employees to share ideas aimed at enhancing product offerings, improving customer experiences, and optimizing operational processes. The initiative encourages a culture of innovation and empowers employees to contribute towards the bank's vision of excellence. The SAS Gold Award Ceremony underscores UBL's commitment to improve a culture of innovation and continuous improvement, ensuring its position as a leader in the banking industry.



Euromoney Awards for Excellence 2024

The Euromoney Awards for Excellence 2024 declared UBL Pakistan's Best Bank for Corporate Responsibility and Pakistan's Best Bank for Diversity and Inclusion. The Bank prioritizes the well-being of people associated with us in any capacity, by adhering to strict social ethical standards. These awards highlight UBL's dedication in promoting positive societal impact by contributing back to the communities the Bank serves and operates in.

Best Trainer Award for Youth Islamic Banking Professionals

In line with their strategy for transformation, State Bank of Pakistan (SBP) has initiated an Islamic Banking capacity building program for youth professionals and Shariah scholars. As part of this program, university students and Shariah Scholars of various schools are being trained to learn Islamic Banking specific concepts and products through learned Shariah Scholars of Islamic Banking Industry.

PRI Award for "Top Bank in Pakistan Remittance Market"

UBL's Home Remittance team received the prestigious PRI Award from the State Bank of Pakistan (SBP) as the 'Top Bank in Pakistan Remittance Market' at the 2024 Pakistan Remittance Summit. This award highlights UBL's exceptional performance and unwavering leadership in the remittance market, solidifying its position as the Top Remittance Bank in Pakistan for over a decade.



STP Excellence Award 2024

UBL has been conferred with the STP (Straight Through Processing) Excellence Award 2024 by J.P. Morgan Chase. This prestigious recognition highlights UBL's exceptional performance in processing high volumes of Euro payments with remarkable accuracy and efficiency.

AMBITIONS TOWARDS 2024 – 2050

Transitioning to a Carbon-Neutral Financial Institution

Our commitment to sustainability is deeply embedded in our corporate values, and a pivotal aspect of our comprehensive Environmental, Social, and Governance (ESG) strategy is the pursuit of carbon neutrality.

As one of the leading banks in the industry, we recognize the environmental implications of our operations and are persistent in our mission to transform into a carbon-neutral financial institution by the year 2050.

Strategic Plan to Net Zero

Embarking on a transformative journey, UBL is firm in its commitment to curbing ESG risks across business portfolios, procurement practices, and internal operations.

The roadmap leading to net-zero status by 2050 underscores our dedication to robust ESG risk management and governance. The implementation of a comprehensive framework will guarantee that all facets of the Bank's operations align with predefined ESG risk parameters, staying well within UBL's established ESG risk appetite.

Assessment & Reduction Targets For Scope 1, 2 & 3 Emissions

Our commitment to responsible corporate practices extends beyond our internal operations, encompassing a comprehensive evaluation of the core business activities of our stakeholders. UBL aligns itself with businesses that share our dedication to understand and mitigate their environmental impact.

In response to the accelerating pace of environmental change, we recognize the imperative of incorporating non-financial criteria into our investment and financing decisions.

Rigorous scrutiny of our financing choices is a pivotal component of our strategy, allowing us to gauge emissions stemming from the industrial and business activities of diverse clients operating at varying scales.

The bank mandates essential documents such as Environmental Monitoring Reports, Health and Safety Policies, and Solid Waste Disposal Certificates to ensure our clients adhere to stringent environmental standards, underscoring our commitment to a sustainable future.

UBL begins assessment of its GHG Emissions, commencing with assessment of Scope 1 & 2 Emissions, with assessment of Scope 3 emissions forthcoming. Once material GHG emissions data has been obtained, UBL intends to set emissions reduction targets.

Encouraging Customers to Embrace Sustainable Banking Practices

Recognizing the pivotal role our customers play in navigating collective efforts toward a more sustainable future, we see ourselves as uniquely positioned to assist them throughout the transition process.

The bank is dedicated to facilitating a seamless transition by actively educating and encouraging customers to embrace sustainable banking practices. Our commitment extends to the introduction of more digitized banking solutions and a strong emphasis on process transformation, making banking more accessible than ever before.

Embedding Esg Principles Into Core Processes

Ensuring that ESG principles are at the core of our banking processes, considering its importance. Our commitment to ESG extends beyond mere compliance with environmental and ethical standards. It involves integrating these principles into the core of our day-to-day operations as a responsible corporate entity.

Our goal is to successfully incorporate this strategy into our banking processes promoting meaningful change throughout our organization.



ENHANCE/IMPROVE OPPORTUNITIES FOR WOMEN

UBL has embarked upon a longstanding mission to champion gender equality across all levels of its workforce, placing a particular emphasis on achieving balance in senior roles.

Gender diversity and the provision of equal opportunities stand as cornerstone objectives for our organization. Our commitment to nurture a more gender-balanced workplace involves comprehensive measures aimed at eliminating gender disparity:






- Creation of additional employment opportunities for women
- Improvement of the gender diversity ratio to ensure equal representation
- Creation of a work environment free from all forms of prejudice
- Support for women-led initiatives, fostering empowerment
- Continuous exploration of avenues to enhance inclusivity and diversity

Through these initiatives, UBL not only envisions but actively works towards creating a workplace that exemplifies and promotes gender balance, recognizing the pivotal role it plays in encouraging a more equitable and dynamic organizational culture.

Cultural shift from conventional to Sustainable thinking

In the pursuit of sustainability across its vast network of over 1500 branches and banking touchpoints and a substantial workforce, UBL is dedicated to integrate environmental governance into its procurement processes and general operations.

The bank has implemented a range of strategies to instil sustainable practices at every level:

-  Pioneering paperless banking initiatives to safeguard the environment and curb CO2 emissions
-  Mitigating negative environmental impacts within the supply chain by engaging low-impact suppliers offering eco-friendly business solutions
-  Prioritising energy conservation through the use of energy-efficient appliances and water usage limitations
-  Undertaking process transformation by embracing digitization to minimize resource wastage
-  Supporting paperless banking and digitizing various banking processes, reinforcing the bank's commitment to eco-friendly practices

By adopting these measures, UBL is not only enhancing its operational efficiency but is also actively contributing to the larger goal of sustainable and responsible business practices in the banking sector.

Contribution to United Nations Sustainable Development Goals (UN SDGs), GRI Standards and UN Global Compact

UN SDG Goals	GRI Standards	UN Global Compact	Initiative	Bank's Contribution
	GRI - 302 Energy	UN GC Principle 9: Encourage the development and diffusion of environmentally friendly technologies	Branches Converted to Solar Energy	163 branches converted from conventional energy to solar power.
	GRI - 307 Environmental Compliance	UN GC Principle 7: Businesses should support a precautionary approach to environmental challenges	Energy Conservation	All branches converted to LED lights. Awareness activities focused on energy conservation across operations.
	GRI - 301 Materials	UN GC Principle 8: Undertake initiatives to promote greater environmental responsibility	Tree Plantation Drive	UBL sponsored a tree plantation initiative on 22nd Feb 2024 in collaboration with Air Weapons Complex at Wah Cantt. Over 600 plants planted by school children.
	GRI - 301 Materials	UN GC Principle 8: Businesses should undertake initiatives to promote greater environmental responsibility	Paperless Banking	550,406 digital accounts opened in 2024 under the Digital and Paperless Banking initiatives.
	GRI - 204 Procurement Practices	UN GC Principle 9: Encourage the development and diffusion of environmentally friendly technologies	Digital Banking	Increased digitization through the UBL app to minimize paper usage and conserve energy.
	GRI - 405 Diversity and Equal Opportunity	UN GC Principle 6: The elimination of discrimination in respect of employment and occupation	Branchless Banking (Omni Account)	18080 Omni accounts opened, offering a branchless banking solution with easy deposits and withdrawals.

UN SDG Goals	GRI Standards	UN Global Compact	Initiative	Bank's Contribution
	GRI - 405 Diversity and Equal Opportunity	UN GC Principle 6: The elimination of discrimination in respect of employment and occupation	DEI Policy	UBL implemented a well-defined DEI policy, emphasizing minority inclusion and promoting religious diversity in the workforce.
	GRI - 405 Diversity and Equal Opportunity	UN GC Principle 7: Businesses should support a precautionary approach to environmental challenges	Female Representation	23% female workforce, with a goal to increase it to 45% by 2025.
	GRI - 405 Diversity and Equal Opportunity	UN GC Principle 6: The elimination of discrimination in respect of employment and occupation	Urooj Account & Financing	Specially designed financial products to empower women.
	GRI - 404 Training & Education	UN GC Principle 6: The elimination of discrimination in respect of employment and occupation	DEI Trainings	Gender sensitivity, leadership, and financial literacy programs to promote inclusivity in the workplace.
	GRI - 403 Occupational Health and Well Being	UN GC Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining	Healthcare Initiatives	Breast Cancer Awareness seminar, and blood donation drives, in partnership with Shaukat Khanum Memorial Cancer Hospital and Indus Hospital.
	GRI - 403 Occupational Health and Well Being	UN GC Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining	Employee Health & Safety	Medical insurance coverage, marriage grants, children care allowance, and extended family support for employees.
	GRI - 404 Training & Education	UN GC Principle 6: The elimination of discrimination in respect of employment and occupation	Employee Development & Training	Frontline Trainee Program (FLTP) and specialized training to create an inclusive and skilled workforce.

UN SDG Goals	GRI Standards	UN Global Compact	Initiative	Bank's Contribution
	GRI - 405 Diversity and Equal Opportunity	UN GC Principle 6: The elimination of discrimination in respect of employment and occupation	International Women's Day	Sponsorship of WIBCON 2024 to promote women entrepreneurs and financial products for women-led businesses.
	GRI - 201 Economic Performance	UN GC Principle 6: The elimination of discrimination in respect of employment and occupation	DEI Policy and Employee wellbeing	UBL implemented a well-defined DEI policy, emphasizing inclusion and diversity in the workforce. Medical insurance coverage, marriage grants, children care allowance, and extended family support for employees, ensuring that they feel valued.
	GRI - 102 Governance & Integrity	UN GC Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery	Governance & Integrity	100% of staff trained annually on risk and compliance, ensuring high standards of governance.
	GRI - 102 Governance & Integrity	UN GC Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery	Ethics & Code of Conduct	A Code of Conduct is revised annually for Directors and Employees, ensuring ethical business practices. SBP-approved guidelines are in place across all departments.
	GRI - 401 Employment	UN GC Principle 6: The elimination of discrimination in respect of employment and occupation	Board Independence & Diversity	Board diversity in expertise, knowledge, and age. Chairman and CEO are separate roles. No director serves on more than seven listed company boards.
	GRI - 102 Governance & Integrity	UN GC Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery	Regulatory Compliance	Strict adherence to ESG regulatory standards set by local authorities (SBP, SECP) and international regulatory bodies, including those in the UAE, Bahrain, and Qatar.

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