

**Rating Rationale**

Union Bank of India (UBI)	Rating Symbol*	Rating Score	Rating Action
<b>ESG Rating</b>	<b>CareEdge-ESG 1+</b>	<b>81.3</b>	<b>Assigned</b>

\* Please refer [www.careedgeesg.com](http://www.careedgeesg.com) for detailed understanding of CareEdge-ESG's rating symbols and definitions.

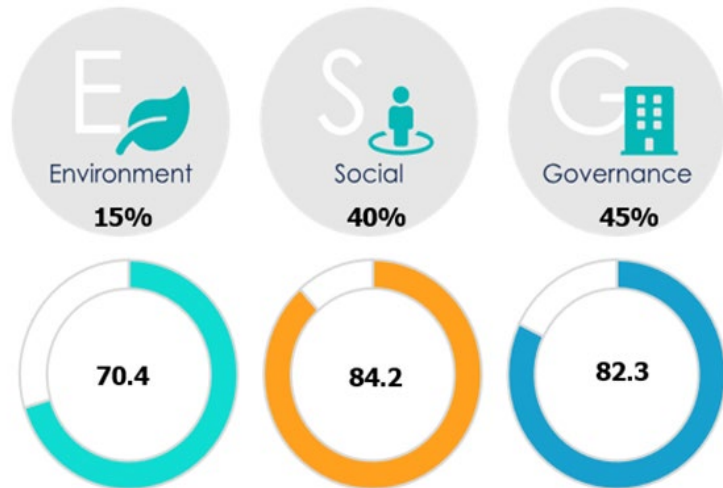
*Leadership position in managing ESG Risk through best-in-class disclosures, policies, and performance*

**ESG Score**



Data Transparency Level: **High**  
 Data Reporting Boundary: **Standalone**  
 Overall Transition Pathway Trajectory: **Strong**  
 Environment Transition Pathway Trajectory: **Adequate**  
 Social Transition Pathway Trajectory: **Strong**

**Pillar Weights & Scores**



**Rating Scale**



All scores are on the scale of 0 – 100

**CareEdge-ESG Rating Assessment Criteria**

- India & globally aligned
- Physical and Transition risk evaluation
- Comprehensive analysis

**Union Bank of India's Policy Analysis**

- Comprehensive
- Board approved
- Regularly reviewed

**Union Bank of India’s Initiatives Impact**



Adaptation



Mitigation



Resilience

ESG Disclosures		
BRSR Report	2024 – 25	2023 – 24
Integrated Annual Report	2024 – 25	2023 – 24

**Rating Rationale**

The ESG rating assigned to Union Bank of India (UBI) reflects its strong governance and social stewardship, underpinned by comprehensive regulatory compliance, robust grievance redressal mechanisms, and inclusive workforce policies. UBI maintains compliance with regulatory requirements, supported by board-approved policies on business ethics, anti-corruption, whistleblower protection, and code of conduct, many of which extend to suppliers and vendors. The score is further strengthened by its ISO/IEC 27000-certified cybersecurity framework and zero data breach record, alongside regular internal audits.

UBI’s social score is reinforced from its 98%+ consumer complaint resolution rate through a robust grievance redressal system and its proactive approach to customer satisfaction, with a CSAT score of 96.10. The social score is further augmented by comprehensive and impactful CSR initiatives through diversified CSR projects. The bank also saw a jump in its women borrowers as well as priority sector advances in FY25. The bank demonstrates a strong commitment to workforce inclusion, with differently abled employees comprising 3.57% of the total workforce, significantly above the industry median of 0.35%. The bank contributes to inclusive rural and semi-urban development, with over 80% of branches located in underserved regions. The rating is further reinforced by the diversity initiatives exhibited by a female-to-male pay ratio standing at ₹86.5 per ₹100. All these leadership initiatives have resulted in the employee turnover rate to be traditionally low thereby boosting its performance on human capital.

From a governance perspective, UBI exhibits sound oversight, regulatory compliance, and ethical conduct, underpinned by a well-structured board, strong risk management systems, transparent disclosures, and comprehensive policy coverage aligned with BRSR principles. Robust grievance redressal for investors and shareholders, disciplined remuneration practices, and strong business continuity and compliance frameworks position the bank in the top quartile of governance performance. The score is further augured by the bank demonstrating consistent transparency and timeliness in financial reporting, with comprehensive Enterprise Risk Management System, stress testing, and adherence to ISO 31000 protocols. UBI’s demonstration of strong oversight on ESG with a leadership performance on business ethics, reflected in its comprehensive code of conduct

for employees and elaborate board-approved policies in place including Anti-Money Laundering, Whistleblower protection and Anti-Corruption and Anti-Bribery (ACAB) amplifies the governance performance. UBI’s governance score is further elevated by its strong oversight on ESG through robust board-approved policies and code of conduct, their independent assessments, alignment of policies and initiatives with BRSR principles, and ISO 22301:2019 certification for business continuity management.

On the environmental front, while the banking sector’s direct footprint remains inherently limited, UBI outperforms peers through proactive climate risk integration, early adoption of PCAF for financed emissions measurement, expansion of green finance, and a net-zero commitment by 2035. The bank has recognized climate change as a material risk and has integrated climate-related considerations into its Enterprise Risk Management and ESG framework, with Board-level oversight. The Bank’s climate risk framework addresses both physical risks and transition risks and these are assessed through sectoral exposure analysis and credit decision-making, particularly for carbon-intensive sectors. Climate risk is also embedded within the Bank’s Internal Capital Adequacy Assessment Process (ICAAP), supporting regulatory compliance and informed strategic risk management. To strengthen transition risk assessment and transparency, UBI became the first major Indian bank to join the Partnership for Carbon Accounting Financials (PCAF), enabling systematic measurement and monitoring of financed emissions. In parallel, the Bank continues to expand its green finance portfolio across renewable energy, green housing, and electric mobility, facilitating portfolio rebalancing toward lower-carbon activities. Furthermore, UBI’s environmental score is underscored through its enhanced initiatives towards energy efficiency improvement and waste management stewardship. However, the Bank’s environmental score is moderated by adverse transitions in emissions intensity metrics and scope for deeper diversification of financed emissions toward low-carbon sectors. Overall, UBI’s ESG profile reflects strong social and governance foundations, with environmental performance expected to improve over the medium term as climate initiatives and green financing scale further.

Overall, UBI’s ESG rating of 81.3 reflects the bank’s leadership position in managing ESG risk through best-in-class disclosures, policies, and performance. However, the rating is limited by gaps such as lack of a dedicated human rights policy, minimal gender diversity at the Board level, low female representation in senior management, partial BRSR training coverage. The Bank’s score is further mitigated by escalated Scope 1 and 2 emission intensities. Addressing these gaps presents opportunities for UBI to further enhance its ESG performance.

**Social Score**



The social pillar is critical for the banking sector as banks interact directly with individuals, businesses, and communities, making trust and transparency central to their sustainability. Recognising this, the CareEdge-ESG model assigns a higher weightage of 40% to the social pillar. UBI’s social score of 84.2, well above the industry median of 73.3, reflects its strong performance in key themes like consumer protection and data privacy & security, and product safety and quality.

UBI demonstrates a strong commitment to consumer protection and cybersecurity through robust policies and systems that build trust and transparency. Grievance redressal is strengthened by a dedicated Consumer Grievance Portal enabling complaint tracking and real-time updates. The Bank has established a comprehensive mechanism for responding to customer complaints through CRM EDGE, a centralized platform for lead management, customer 360-degree view, and grievance handling. CRM EDGE is fully integrated with the Bank's Core Banking Solution (Finacle), ATM switch, Online Grievance Portal, UV Connect, VYOM app, WhatsApp banking, and social media platforms such as Twitter, Facebook, and Instagram, enabling all customer issues and complaints to be managed on a single platform. The system features an automated routing and escalation mechanism, wherein complaints are categorized by defined areas and sub-areas and automatically assigned to the relevant branch, regional office, zonal office, or vertical. Each complaint is owned by a designated official responsible for resolution within the prescribed turnaround time (TAT), with escalation built in to ensure timely closure. In FY25, no serious customer concerns were reported. With a CSAT score of 96.10, the organization demonstrates strong customer engagement through regular satisfaction assessments, transparent service-related communication, and clear guidance on responsible product and service usage.

On data security, UBI has a publicly disclosed data privacy policy, a 24x7 Captive Security Operations Centre, and ISO 27001:2013-certified information security systems. UBI has established a formal data privacy framework as part of its broader digital transformation and risk management strategy. The Bank recognises data privacy as a high-importance material topic and integrates it into governance, compliance, and operational controls. Cyber risk is embedded within the Bank's integrated risk management framework, covering operational, digital, and information security risks. Systems and processes are designed to safeguard customer information across digital platforms, including mobile and internet banking channels, while ensuring compliance with regulatory requirements and internal data protection standards. These measures support secure digital banking, protect customer data, and enhance operational resilience as digital adoption continues to scale across channels such as the VYOM app and other digital journeys. Importantly, no customer data breaches were reported in FY25.

UBI has established a comprehensive framework for employee welfare, inclusion, and grievance management. The Bank has board-approved POSH, Equal Opportunity, and DEI policies. During the reporting period, the Bank recorded an overall employee turnover rate of 2.95%, compared to 3.52% in the previous year. Female employee turnover stood at 2.74%, while male employee turnover was higher at 3.03%, indicating relatively greater attrition among male employees. The gender diversity profile remained stable, with the ratio of female to male employees at 0.41, broadly in line with the previous year. Ratio of female to male stands at ₹86.49 per ₹100 showing an improvement from the earlier period and reflecting progress toward narrowing the gender pay gap, although it remains lower than the industry median of ₹91.05.

The Bank incurred expenditure on employee wellbeing measures amounting to 0.38% of total revenue, reflecting continued investment in employee health and welfare initiatives and programmes such as Union SWAR to promote employee wellness and awareness around mental and physical health. With respect to workplace safety and dignity,

complaints under the Prevention of Sexual Harassment (POSH) framework were minimal, accounting for 0.06% of the total female workforce. Of the complaints received, 76.9% were upheld and all were resolved in a conclusive manner. With respect to human capital development, the Bank places strong emphasis on continuous learning, capability building, and leadership development. During FY25, Union Bank strengthened its learning ecosystem through the launch of a new Learning Management System, *Union Vidya*, enabling employees to access role-specific and future-ready training. Leadership and talent development initiatives such as the *Union Advith Leadership Development Programme* were rolled out to build managerial and strategic capabilities. The Bank also focuses on upskilling employees in emerging areas such as digital banking, risk management, cybersecurity, ESG, and customer service excellence.

UBI demonstrates a balanced approach to community support, service quality, employee health, and value chain. The Bank complies with RBI's Priority Sector Lending (PSL) norms, achieving 44.31% of its Adjusted Net Bank Credit under PSL. The share of women borrowers rose to 46.93 % in FY25 from 45.50% in FY24, reflecting progress in inclusive lending. UBI also maintains a board-approved service quality policy and a dedicated customer service committee, which monitors and enhances service standards through regular reviews and feedback. As a Public Sector Bank, Union Bank of India voluntarily allocates up to 1% of the previous year's net profits towards CSR activities through its dedicated Union Bank Social Foundation Trust (UBSFT). From an inclusion and regional development perspective, the Bank has directed CSR resources toward priority geographies, with CSR spending in Aspirational Districts as well.

UBI has put in place a structured approach to safeguard the health and safety of its employees, supported by policies, processes, and welfare initiatives. The Bank has a formal employee health and safety policy framework and undertakes various initiatives to promote physical and mental well-being across its workforce. Employees are provided with non-occupational medical and healthcare services, reflecting the bank's focus on holistic health support beyond workplace-related risks. The Bank has also established systematic processes to identify work-related hazards and assess risks on both routine and non-routine bases, helping to prevent accidents and ensure a safe working environment across branches and offices. In terms of social security, UBI extends life insurance coverage and compensatory benefits to employees and their families in the unfortunate event of death, reinforcing financial protection and employee welfare.

**Governance Score****82.3**

CareEdge-ESG has assigned a governance score of 82.3 (industry median: 63.7), reflecting UBI's strong governance practices, regulatory compliance, and robust risk management framework. The bank has demonstrated consistent transparency and timeliness in financial reporting, with comprehensive Enterprise Risk Management system, stress testing, and adherence to ISO 31000 protocols.

UBI demonstrates strong oversight on ESG with a leadership performance on business ethics, reflected in its comprehensive code of conduct for employees and elaborate board-approved policies in place including Anti-Money Laundering, Whistleblower protection and Anti-Corruption and Anti-Bribery. UBI also demonstrates a strict adherence to SEBI's requirement on prohibition of insider trading and has in place a policy on Related Party Transactions (RPTs). The bank's policies and initiatives are aligned with and encompass most of the BRSR principles. UBI also extends these strong governance practices to its channel partners and other vendors including Direct Selling Agents (DSAs'). The bank also follows ISO 22301:2019 certification which reflects its rigorous Business Continuity Management Systems. UBI undertakes an annual review of its performance and compliance with statutory requirements under the BRSR principles, ensuring their effective implementation and obtaining board approval. The bank identifies all individuals and entities directly or indirectly impacted by its operations, or contributing value to them, as key stakeholders. This includes employees, customers, investors, shareholders, regulators, value chain partners, and the communities it serves. By actively engaging with these groups and addressing their concerns and expectations, the bank strengthens transparency and supports the long-term sustainability of its operations. Stakeholder feedback and suggestions are incorporated wherever feasible, with engagement carried out through multiple channels as part of a continuous process. Further, the board of UBI is regularly updated on key developments, and inputs are actively solicited by the directors. UBI provided training on BRSR principles to 45.4% of its board members and 100% of its KMP. All board members of the bank have relevant work experience in the banking sector.

The bank has neither restated its financial reports nor delayed any financial reporting or filings in the past two fiscal years. Its external auditor has issued an unqualified opinion on the company's financial statements at the end of the year. An Investor Relations Cell has been established to serve as a grievance redressal mechanism for investors, while a separate grievance redressal mechanism for shareholders is in place, with contact details being available on the Bank's official website. The bank's proactive grievance redressal mechanism is further demonstrated by all its investors' complaints and 98% of its shareholders' complaints being resolved in the current year. UBI's strong focus on compliance, stakeholder engagement, and ethical governance evidenced by its grievance redressal mechanisms, conflict of interest management, and extension of key policies to suppliers contribute to its high governance score and positions in the top quartile.

In terms of governance structure on ESG, the bank has a management level ESG Steering committee and an operational level ESG Cell. The ESG Steering Committee reports to the board level Risk Committee. The board composition has been robust ensuring independence and compliance regarding rotation and attendance norms. UBI is also in adherence with key governance mandates, including the establishment of Audit, Risk Management, Nomination & Remuneration, and Stakeholders Relationship Committees. The Bank's remuneration structure reflects a well-governed compensation framework.

Union Bank of India demonstrates strong alignment with the BRSR framework, with its policies, targets, and initiatives covering the majority of BRSR principles, and most of these policies being approved by the Board, reflecting robust governance oversight. The Bank has a clearly articulated stakeholder engagement policy, and stakeholder consultation is actively used to identify and manage key environmental and social issues. Feedback from stakeholder engagement activities is regularly escalated to the Board, ensuring informed decision-making at the highest level. The Bank has also put in place a comprehensive ESG materiality assessment framework and materiality matrix, which prioritizes material ESG issues based on stakeholder and business impact. From a resilience and risk management perspective, Union Bank of India has established a Business Continuity Plan and a corresponding Business Continuity/Disaster Management Team to address operational disruptions.

**Environment Score**

For the banking industry, the environment pillar has less relevance as opposed to the manufacturing sector, given its low impact on emissions, energy efficiency, and waste management. Therefore, this pillar carries the least weight of 15%. With an environmental score of 70.4 UBI surpasses the industry median of 30.2, demonstrating its proactive efforts across key environmental themes. Climate change risk management and emission & energy intensity are the most important categories within this pillar. UBI recognizes climate risk as one of the eminent risks for long term resilience and sustainability. The bank aims to create a positive and sustainable impact on stakeholders by concentrating on key material aspects and accomplishing goals through environmental initiatives and corporate social activities.

The Bank has adopted a structured approach to climate change risk management by integrating climate-related risks into its overall risk management and ESG framework. The Bank has established a climate risk framework that considers both transition and physical risks while evaluating lending and investment decisions, particularly for carbon-intensive and climate-sensitive sectors. To strengthen measurement and transparency, the Bank has become the first Indian bank to join the Partnership for Carbon Accounting Financials (PCAF), enabling systematic tracking and disclosure of financed emissions. By quantifying emissions associated with its lending and investment portfolio, the Bank is able to identify high-emission exposures, monitor changes in carbon intensity over time, and assess the potential impact of transition pathways on portfolio quality and credit risk. This supports informed decision-making, improved portfolio risk assessment, and alignment with the best global practices on climate disclosures. In parallel, the Bank is expanding its green finance portfolio, financing renewable energy, energy-efficient housing, electric mobility, and other climate-positive projects, thereby supporting India's low-carbon transition while mitigating long-term climate-related credit risks. UBI has committed to achieving net-zero emissions in its own operations by 2035.

Transition risks, arising from policy changes, regulatory tightening, technological shifts, and evolving market

preferences toward low-carbon solutions are assessed primarily through the Bank's sectoral exposure analysis and lending decisions, especially for carbon-intensive and climate-sensitive sectors. In addition, the Bank actively promotes green and sustainable financing including renewable energy, green housing, electric mobility, and other climate-positive products which supports portfolio rebalancing toward low-carbon activities and reduces long-term transition risk. These measures collectively enable the bank to track, manage, and progressively mitigate transition risks while aligning its business strategy with India's climate goals and regulatory expectation. Climate risk is embedded in the bank's Internal Capital Adequacy Assessment Process (ICAAP), ensuring regulatory compliance and strategic risk management.

From GHG inventorisation perspective Scope 1 and Scope 2 have minor impact and restricted avenues towards their reduction. Scope 3 comprising financed emission accounts for majority of environmental impact created by a bank. To address Scope 1 and 2 impact, UBI undertakes various initiatives aimed at improving efficiency across operational activities. The Bank has also IGBC-certified green buildings, which contribute to reduced energy consumption and lower operational carbon intensity. The Bank has implemented broader green operations initiatives, such as large-scale tree plantation drives, waste management programs, and resource efficiency measures across branches and offices. The bank has also undertaken initiatives to increase renewable energy consumption by installing roof top solar systems at various premises. It has recorded a jump in its renewable energy consumption in FY25, contributing 1.82% (Industry median: 0.53%) to the total energy consumption. Targeting energy efficiency gains UBI has also taken initiatives to reduce overall energy consumption by retrofitting five-star rated energy-efficient electrical equipment, installing solar roof top panels, and obtaining IGBC green building certification for its head offices.

The environmental score of UBI gets constrained on account of negative transition of scope 1 emission intensity in FY25, slightly increasing from 0.11 tCO<sub>2</sub>e/employee to 0.15 tCO<sub>2</sub>e/employee in FY25. Bank's Scope 2 emissions intensity also witnessed an increment from 2.04 tCO<sub>2</sub>e/employee in FY24 to 2.25 tCO<sub>2</sub>e/employee in FY25, above the industry median of 2.02 tCO<sub>2</sub>e/employee. The bank's energy intensity was reported as 12.29 Gigajoules/employee in FY25 (higher than the industry median of 10.4 Gigajoules/employee).

UBI has exhibited leadership performance exemplified by 100% waste recovery and safe disposal. Bank has restricted single use of plastic across all its premises. The e-waste is disposed of through authorized resellers/recyclers. Other types of hard plastics are sent to government authorized recycling centres for proper disposal. The bank also practices segregation of wet and dry waste at source.

Despite these initiatives, the Bank's environmental score remains moderated by relatively higher GHG emission intensities, reflecting the current composition of its operational and financed portfolio. Opportunities exist, particularly through further scaling up green finance and diversifying financed emissions toward lower-carbon

sectors. Accelerated growth in renewable energy, energy-efficient infrastructure, and other climate-positive lending segments would support a gradual reduction in portfolio-level emissions intensity and strengthen the Bank's overall environmental performance over the medium term.

## Key Rating Drivers

### Strengths

#### **Proactive climate risk leading to improved preparedness for transition risk and long-term resilience**

UBI demonstrates a clear strength in proactively integrating climate change risk into its core risk management and ESG framework, supported by Board-level oversight, early adoption of PCAF for financed emissions measurement, and a steadily expanding green finance portfolio across renewable energy, green housing, and electric mobility. This structured and forward-looking approach has enabled the Bank to outperform the industry median on climate change risk management, reflecting enhanced preparedness for transition risks and positioning it favorably for long-term resilience.

#### **Effective grievance redressal mechanisms leading to enhanced customer-centric practices**

UBI has implemented a highly effective grievance redressal mechanism, resolving over 98% of consumer complaints. It conducts customer satisfaction surveys, educates consumers on responsible usage, and ensures transparency in service disruptions. UBI's proactive approach extends beyond customers to its broader stakeholder ecosystem. The bank fosters transparent engagement with shareholders, investors, and value chain partners, supported by a structured grievance redressal mechanism for these groups as well. This holistic framework strengthens accountability, promotes trust, and reinforces its commitment to stakeholder-centric governance.

#### **Demonstration of steadfast commitment to foster diversity, equity, inclusion, and employee well-being**

The bank demonstrates a steadfast commitment to fostering diversity, equity, inclusion, and employee well-being. It promotes diversity with a female-to-male employee ratio of 0.41 and a median pay ratio of 0.86. Employees are supported through comprehensive health, accident, and life insurance, paid paternal leave, and accessible infrastructure for differently abled individuals. Additionally, 100% of workforce grievances are resolved, reflecting a supportive and inclusive work culture.

#### **Strengthened ethical governance and responsible business conduct reinforcing integrity**

UBI upholds strong ethical standards through comprehensive set of board-approved policies including Code of Conduct, Anti-Corruption and Anti-Bribery, Whistleblower Protection, and Anti-Money Laundering, which have also undergone independent assessments for effectiveness. These policies are extended to suppliers and vendors, and the bank has zero reported incidents of corruption or anti-competitive behavior, reinforcing its commitment

to integrity and responsible business practices. Moreover, the bank's policies and initiatives align with and cover the majority of the BRSR principles, underscoring its commitment to ethical governance and responsible business conduct.

### **Robust data security framework leading to lower cybersecurity related risk**

UBI demonstrates a key strength in data security, supported by a robust cybersecurity infrastructure and a well-embedded data privacy governance framework. The Bank has established a 24x7 Security Operations Centre, maintains ISO 27001:2013 certified information security systems, and ensures 100% employee training on data privacy and cybersecurity. UBI has strengthened its cybersecurity posture through regular Vulnerability Assessment and Penetration Testing (VAPT) across its IT infrastructure, applications, and digital banking platforms. Coupled with a sustained record of zero customer data breaches, these measures reinforce strong protection of customer information, enhance digital resilience, and support sustained trust in the Bank's digital banking operations.

### **Weaknesses**

#### **Adverse transition on emission intensity metrics**

Although the Bank has established a framework to identify and manage climate-related risks, including both physical and transition risks, its environmental performance is constrained by a negative transition in emissions intensity metrics. Scope 1 and Scope 2 emissions intensity per employee have witnessed increase during the period, while Scope 3 emissions intensity, while classified as a "good to have" metric also remains high.

#### **Lack of standalone policy on human rights and assessment of human rights practices**

While elements of human rights are addressed through the Officer Employees' (Conduct) Regulations, 1976, the Bank does not have a separate, formally articulated human rights policy or strategy. Although responsibility for addressing human rights issues is defined, human rights requirements are integrated into business agreements, and mechanisms exist to prevent adverse consequences for complainants in discrimination and harassment cases, the absence of a standalone policy limits strategic alignment with evolving best practices. Further, no branches or offices were assessed for human rights practices during the period, indicating a gap in monitoring and assurance, which moderates the Bank's overall human rights management framework.

#### **Gender diversity gap in senior management**

UBI maintains a moderate female-to-male employee ratio of 41:100 yet lacks female representation in senior management and has further scope of enhancing female representation in the board, going beyond the mandated requirements. This represents a structural weakness, as diverse leadership teams are proven to drive better

decision-making, innovation, and stakeholder confidence. The absence of adequate gender diversity at the top levels not only limits inclusive growth but may also impact the Bank’s alignment with global ESG and governance best practice.

**Key ESG Parameters of Union Bank of India**

Parameters	Unit	2025-26	Industry Median
<b>Environment</b>			
Scope 1 intensity	tCO2e/employee	0.15	0.15
Scope 2 intensity	tCO2e/employee	2.26	1.89
Renewable energy consumption	% (of total energy consumption)	1.82%	0.53%
Energy intensity	GJ/employee	12.29	10.40
<b>Social</b>			
Employee turnover	%	3%	5%
Female to male employees’ ratio	per 100 male employees	41	38
Female to male employees’ median pay	per Rs.100 of male employees' median pay	86	91
Health & safety complaints	#	0.00	0
POSH complaints upheld over reported	X/Y	10/13	-
<b>Governance</b>			
No. of Female in board	#	1	1
% board members trained on BRSR	%	45.45%	85.00%
% KMPs trained on BRSR	%	100.00%	100.00%

Data source: company information, public sources, CareEdge-ESG research & analysis

NR = Not Reported | MT = metric tons | GJ = gigajoules

**Rating Sensitivities**

**Positive Factors:**

- Strengthening diversity initiatives
- Increase in green finance portfolio
- Human rights policies and training to value chain partners
- Reducing emission intensities
- 

**Negative Factors**

- Occurrence of data breaches
- Reduced emphasis on sustainable finance
- Regulatory lapses leading to reputational damage
- Reduced focus on human capital development

### Analytical approach

**Rating boundary:** CareEdge-ESG has considered standalone data of UBI for assessment. The same is in line with their disclosure in BRSR.

### Methodology/Criteria

For detailed understanding of the criteria and methodology used by CareEdge-ESG, please refer to the methodology document available on [www.careedgeesg.com](http://www.careedgeesg.com)

### About the company and industry

Union Bank of India, incorporated in 1919 and headquartered in Mumbai, is one of the largest and leading public sector banks of the country. It operates under the broad industry of banking and financial services, offering a comprehensive suite of products that include retail banking, corporate banking, financial services, loans, wealth management, and investment solutions to a wide range of customers across India and overseas. Over the years, Union Bank has expanded through strategic consolidations and technological advancements, which significantly increased its reach, customer base, and balance sheet size. Today, the bank boasts a vast network of over 8,600 domestic branches, over 8,000 ATMs, and a workforce exceeding 74,000 employees. It also maintains a presence overseas with branches in Dubai (UAE) and Sydney (Australia), and a banking subsidiary at London (UK).

Union Bank plays an important role within the Indian banking industry, a sector central to economic development, financial inclusion, and credit delivery. Public sector banks like Union Bank are instrumental in mobilising savings, extending priority sector and rural credit, and supporting Government-led financial inclusion initiatives. They remain pivotal to India's financial architecture, contributing significantly to lending activities, economic growth, and the stability of the financial ecosystem. Moreover, Union Bank is committed to sustainability, by embedding environmental, social, and governance (ESG) principles into its core banking operations and credit strategies. Through initiatives related to achieving carbon neutrality in its own operations and transitioning its credit portfolio toward sustainable and green finance opportunities, the bank demonstrates its commitment to advancing green banking and responsible financial practices, contribute to environmental conservation, and promote inclusive growth.

### Source of information

While assigning the ratings, CareEdge-ESG has considered publicly available information such as annual reports of the company and other policies, sustainability reports, certifications, BRSR reports, additional information and comments provided by the company.

**Status of non-cooperation with previous ERP:** Not applicable

**Rating history for last three years:**

Sr. No.	Name of Product	Current Rating		Rating history		
		Rating	Score	Date(s) & Rating(s) assigned in 2024-25	Date(s) & Rating(s) assigned in 2023-24	Date(s) & Rating(s) assigned in 2022-23
1	ESG Rating	CareEdge-ESG 1+	81.3	-	-	-

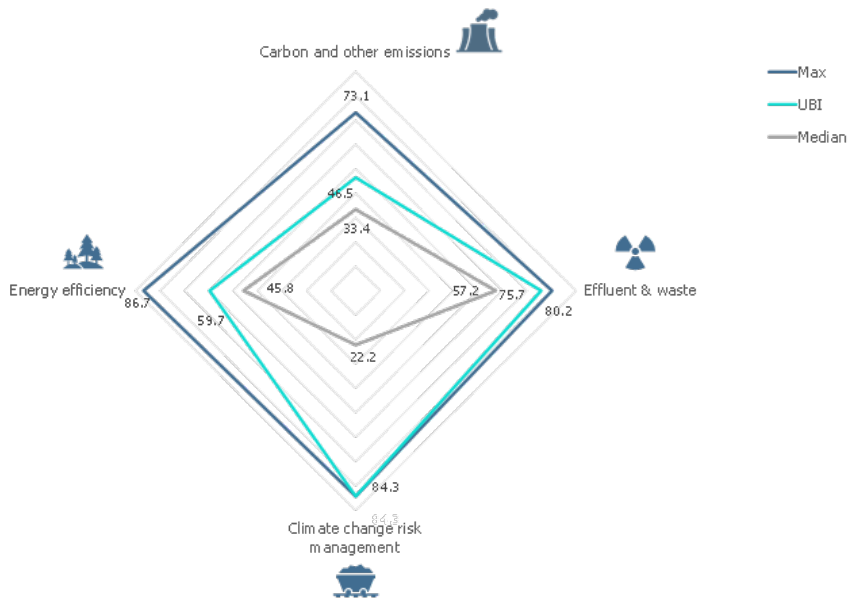
**Annexure: Graphical summary of key rating drivers<sup>2</sup>**

**Hierarchy:** While arriving at pillar level scores for UBI, CareEdge-ESG has assigned theme weights based on relative importance and sectoral hierarchy as depicted in the exhibit below.

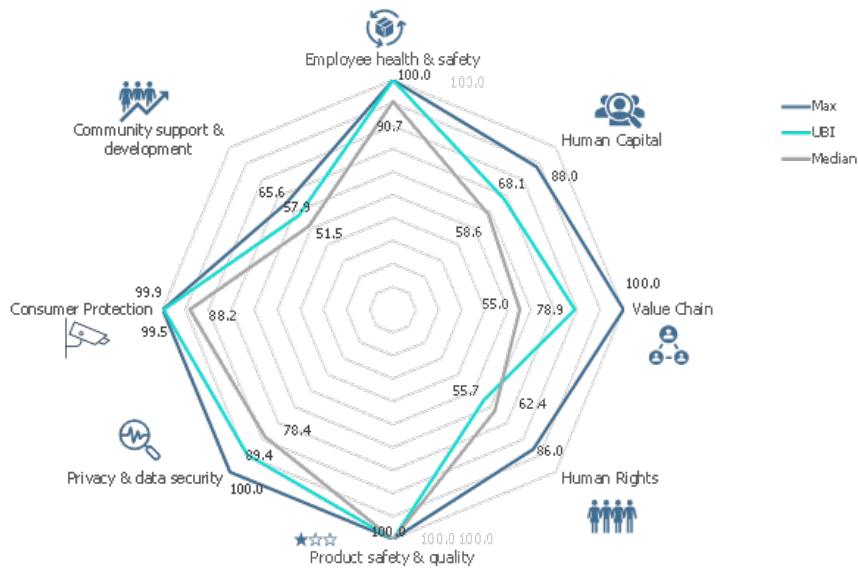
Materiality	Environment	Social	Governance
HIGH	Climate Change Risk Management	<ul style="list-style-type: none"> <li>Customer protection</li> <li>Privacy &amp; data security</li> </ul>	<ul style="list-style-type: none"> <li>Oversight on ESG</li> <li>Business Ethics</li> </ul>
	<ul style="list-style-type: none"> <li>Carbon and other emissions</li> <li>Energy Efficiency</li> </ul>	<ul style="list-style-type: none"> <li>Human Capital</li> <li>Human rights</li> </ul>	<ul style="list-style-type: none"> <li>Board Functioning</li> <li>Reporting, filling &amp; disclosures</li> </ul>
LOW	Waste	<ul style="list-style-type: none"> <li>Community support &amp; development</li> <li>Employee Health &amp; Safety</li> <li>Product Safety &amp; Quality</li> <li>Value Chain</li> </ul>	<ul style="list-style-type: none"> <li>Board Composition</li> <li>Remuneration</li> </ul>

<sup>2</sup> Comprehensive analytical insights, inferences and benchmarking is provided in CareEdge-ESG’s detailed ESG Report

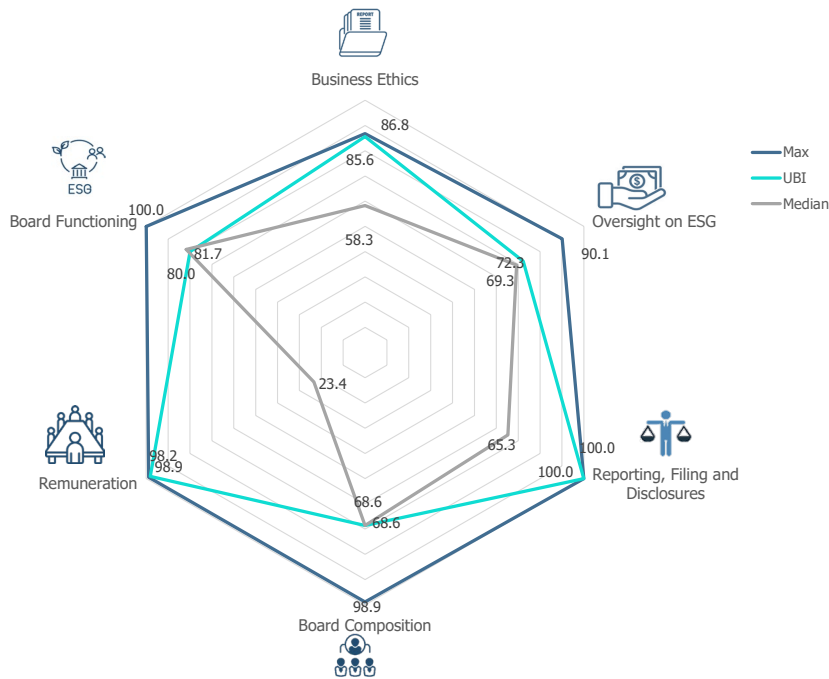
**Environment Pillar:** UBI's theme-wise performance and industry benchmarks



**Social Pillar:** UBI's theme-wise performance and industry benchmarks



**Governance Pillar:** UBI’s theme-wise performance and industry benchmarks



**Summary of Pillar & Theme Scores:**

Theme	Union Bank Of India	Industry Median
Carbon and other emissions	46.5	33.4
Climate change risk management	84.3	22.2
Waste	75.7	57.2
Energy Efficiency	59.7	45.8
<b>Total Environment Score</b>	<b>70.4</b>	<b>30.2</b>
Product safety & quality	100.0	100.0
Consumer Protection	99.5	88.2
Human Rights	55.7	62.4
Human Capital	68.1	58.6
Employee health & safety	100	90.7
Privacy & Data Security	89.4	78.4
Value Chain	78.9	55.0
Community support & development	57.9	51.5
<b>Total Social Score</b>	<b>84.2</b>	<b>73.3</b>
Reporting, Filing and Disclosures	100	65.3
Remuneration	98.2	23.4
Business Ethics	85.6	58.3
Board Functioning	80.0	81.7
Board Composition	68.6	68.6
Oversight on ESG	72.3	69.3
<b>Total Governance Score</b>	<b>82.3</b>	<b>63.7</b>
<b>Total ESG Score</b>	<b>81.3</b>	<b>61.7</b>

### Contact

Nikunj Dube	Director & Head – ESG Ratings	Nikunj.dube@careedge.in	+91 – 72191 09995
Sanghamitra Sarma	Analyst	Sanghamitra.sarma@careedge.in	+91 – 22 – 6837 4400

### Media Contact

Mradul Mishra	Director – Media Relations	Mradul.mishra@careedge.in	+91 – 22 – 6754 3596
---------------	----------------------------	---------------------------	----------------------

### Relationship Contact

Saikat Roy	Chief Executive Officer	Saikat.Roy@careedge.in	+91 – 84528 15872
------------	-------------------------	------------------------	-------------------

### CARE ESG Ratings Limited

Corporate Office: A Wing – 1102 / 1103, Kanakia Wall Street, Andheri Kurla Road, Chakala, Andheri (East), Mumbai – 400 093 Phone: +91 - 22 - 6837 4400  
I CIN: U66190MH2016PLC285575

### About:

CareEdge is a knowledge based analytical group that aims to provide superior insights based on technology, data analytics and detailed research. CARE ESG Ratings Limited (CareEdge-ESG) is one of the India's pioneer ESG rating provider fostering sustainability with ESG insights. With an aim of being a catalyst of change for a sustainable future with the most credible ESG assessments, CareEdge-ESG provides a 360-degree appraisal for the ESG performance benchmarking cum transition enabling ESG risk mitigation and enhanced decision-making capabilities for all stakeholders.

### Disclaimer:

The ratings issued by CARE ESG Ratings Ltd (CareEdge-ESG) are opinions about an issuer, regarding its ESG profile and relative position in managing ESG Risk through disclosures, policies and performance and are not recommendations or suggestion, directly or indirectly to any user, to buy, sell, make or hold any investment, loan or security or to undertake any investment strategy with respect to any investment, loan or security or any issuer. These ratings do not convey suitability of an investment or adequacy of market price for the investor. They shall not form the basis for any investment decisions or analysis and shall not be substitute for the skill, judgement and caution to be exercised by the user of such ratings while making business and investment decisions. CareEdge- ESG gives no representations or warranties regarding the use of these ESG Scores and related materials and/or their fitness for a particular purpose. The agency does not constitute an audit on the rated entity. CareEdge-ESG has based its ESG ratings/score based on information obtained from reliable and credible sources. CARE-ESG does not, however, guarantee the accuracy, adequacy, or completeness of any information and is not responsible for any errors or omissions and the results obtained from the use of such information. CARE ESG reserves the right to change the ESG ratings/ score from time to time in accordance with the methodologies, policies and procedures. CareEdge ESG rating/ scoring report and any related material are meant for informational and reference purpose only and shall not be modified, reverse engineered, reproduced, or distributed, in whole or in part, for commercial purpose, in any form or by any means, or stored in a database or retrieval system. No part of the ESG rating/ score report or any other related material shall be quoted or used without CareEdge ESG's prior written consent, as an input or constituent for deriving results, outputs, inferences which have not been independently verified or validated by CareEdge, for commercial purpose or otherwise. The ESG scores / ratings have been issued by CareEdge ESG for use by users in the jurisdiction of India in accordance with the applicable regulations. Any usage of the ESG rating by the entity rated shall be for internal reference purpose, reference of investors or for usage on the webpage of the rated entity and / or in the annual report or similar usage, however in each case with appropriate source credit to CareEdge ESG. Most entities who are rated by CareEdge-ESG have paid a fee, based on the complexity of rating assignment. CareEdge-ESG or its subsidiaries/associates/promoter may also be involved with other commercial transactions with the entity. CareEdge-ESG is not responsible for any errors and states that it has no financial liability whatsoever to the users of the ratings of CareEdge-ESG.

© 2026, CARE ESG Ratings Limited, a wholly owned subsidiary of CARE Ratings Limited. All Rights Reserved.

This content is being published for the purpose of dissemination of information. Any use or reference to the contents on an "as-is" basis is permitted with due acknowledgement to CARE ESG Ratings Limited. Reproduction or retransmission in whole or in part is prohibited except with prior written consent from CARE ESG Ratings Limited.