

## Diversity & Inclusion (D&I) Guidelines at AU Bank

### Introduction:

**Diversity** is the collective mix of differences and similarities that includes individual and organizational characteristics, values, beliefs, experiences, backgrounds, preferences, and behaviours. In other words, Diversity refers to the traits and characteristics that make people unique.

**Inclusion** is creating work environment in which all individuals are treated fairly and respectfully, have equal access to opportunities and resources, and can contribute fully to the organization's success. In nutshell, Inclusion refers to the behaviours and social norms which ensures people feel welcome.

### Purpose of the Document:

The purpose of this note is to support & facilitate an inclusive environment that embraces diversity of all kinds that makes us different at AU Bank. These differences can include gender, marital or family status, age, disabilities, ethnicity, nationality, geography, experiences, socio-economic background, cultural background, perspectives & other areas of potential difference. This document will be a reference and guiding factor for driving D&I effectively.

### **Diversity & Inclusion at AU Bank –**

AU is a diversified organisation with its presence across geographies. We have diverse talent working together towards a common goal for the Institution at large. We are a young organisation with a strong growth trajectory and our focus as an institution is to work towards creating a work environment of acceptance, respect & understanding where in everyone feels part of the organisation.

We as an organization are growing multi-fold and we are continuously expanding our network in different geographies and states. Currently, we are operating across country with more than 20,000 employees, with different backgrounds which itself invites lots of diversity in the organisation. Today we are working in an environment with large mix of employees in terms of gender, language, socio-economic background, religion, culture, and potential differences.

The diversity in the organization increases with the increase in the network and expansion of branches in different geography where the need of inclusivity arises for any growing organization to build a sustainable business model.

We at AU understand and acknowledge that everyone is unique & we recognize these individual differences so that everyone feels as a part of One team, and we have taken various steps to embrace Diversity and Inclusion.

### **Few sample statistics to substantiate the above –**

With almost 20,000 plus employees in the Bank, we have a mix of employees in terms of their vintage with the Bank, gender, different geographies, industries, and age brackets.

At AU, we acknowledge that having a workplace where different perspectives are valued and embraced goes a long way to foster productivity and engage talent. Hence, we believe in fostering a more inclusive organisation culture by the following practices:

### **Inclusion Practices at AU Bank**

- **Recruitment Policy:** We at AU Bank are committed to ensuring our workforce is representation of our customers so we can better anticipate their needs. Since we serve diverse customers in various geographies, we try and ensure to hire 'son of soil' who can understand their needs irrespective of religion, caste and creed. Also, we give equal opportunity depending upon the role to work and grow for specially - abled employees.
- **Performance Management System (PMS)** – We assess our employees based on their potential and performance. Accordingly, based on merit the employees are promoted as per the Bank policy and deserving employees are elevated without any discrimination.
- **Engagement** – At AU we have employees following different religions. To embrace this diversity, we celebrate all festivals through which we try and create an engaging work environment. Also, we drive various engagement activities including celebration of employees' birthdays to increase spirit of camaraderie among each other.
- **Townhall and various participatory communication channels** – Through Townhalls and various communication channels we provide an open platform to our employees where they can have a two-way dialogue with leaders and get clear line of sight towards Bank's progress. This helps us in creating a transparent communication and belongingness irrespective of the hierarchy and levels. Also at AU, employees are timely appreciated for their stellar performance through Town Hall and various other forums making it engaging work environment
- **Grievance Redressal Mechanism** – We understand that everyone is unique and are different, however these differences at time create grievances which is related to individual, system, or process. At AU, there is clear and transparent framework for addressing such grievances and same are handled with high sensitivity and without any biasness, following the laid down policies. POSH is one such platform to address grievances of our employees related to harassment at work and towards hostile work environment.
- **Whistle Blower Mechanism** – We work in a transparent & healthy work environment where in we encourage employees irrespective of grade to raise a red flag or speak up against any wrongful doing at the Bank premises.
- **Customer Focus-** We at AU put our customer first in everything we do. We welcome and service all kind of customers and vendors with diverse background to cater to their specific needs. We do not differentiate any customers and support them timely with their financial needs & services.
- **Leave policy** – A range of leave options are available to AU employees to ensure they have appropriate options for time off work. This includes Privilege leave, Parental leave, Marriage, Bereavement leave, which is over and above the public holidays and Mandatory leave.
- **Code of Conduct** – AU is committed to not only complying with its regulatory obligations, but also acting ethically and responsibly. Our Code of Conduct sets out the minimum standards of behaviour and conduct expected of all AU Bank employees, contractors and consultants associated with the Bank.

**However, at this stage we felt the need to have a focussed group which can support, monitor, and drive various D&I initiatives to build more inclusive and supportive environment. Hence, we are proposing formation of a D&I Committee**

### **Diversity and Inclusion (D&I) Committee:**

Diversity and Inclusion Committee is chaired by MD & CEO – Mr. Sanjay Agarwal.

The other members of the committee consist of a mix of employees representing different segments namely, gender, disability, grade and vintage in the Bank. This committee has been made diverse to identify and establish agendas which covers all aspects.

Following is the list of members who are part of the Diversity & Inclusion committee at AU Bank formed in August 2021.

- a. Executive Director (WTD)
- b. Chief of Staff
- c. Head of HR
- d. Group Head Liability
- e. Chief of Wheels
- f. Head of Commercial Banking
- g. Head of Credit Card Business
- h. Chief Information Officer
- i. Lead Financial and Digital Inclusion (Senior Women member)
- j. Assistant Vice President Human Resources (Senior Women member)
- k. Assistant Vice President CSR (Member from Specially abled group)

Each year the D&I Committee establishes objective, and goals as nominated by the Management. Based on the agenda, the role of D&I Committee is to promote, drive, monitor and measure impact. Also, the role of Committee is to create strategic accountability for results, provide governance, oversight on diversity efforts, and ensure that the policy and strategy is followed in true spirit on the ground. Committee is also responsible for advising leadership team on the company's Diversity and Inclusion needs and the progress on initiatives throughout the organization.

Though the committee will be responsible to govern the Diversity and Inclusion for the Bank, Human resources department will remain the prime custodian and will be drive upon the agenda as decided by the D&I committee.

### **Purpose of D&I Committee is to:**

- Embrace diversity and inclusion and act as driver to drive innovation and growth
- Recommend, and help to execute programs, approaches, and strategies that will help AU Bank to leverage D&I as a competitive advantage

### **Broad Roles and Responsibilities of the Committee are:**

- Identify standards, best practices, and related frameworks governing D&I across competition
- Create synergy between department on Diversity and Inclusion action plans and initiatives
- Visibly recognize and communicate diversity and inclusion best practices achievements throughout the Bank
- Identify and address emerging issues that can impact Bank's Diversity & Inclusion culture