



# Human Resources Policies, & Important Circulars

October 2024

## COVERAGE

- ✓ **Master Policy on Learning & Development**
- ✓ **Policy on Performance Management System**
- ✓ **Rewards & Recognition**
- ✓ **Implementation of framework for Job Family**
- ✓ **Succession Planning**
- ✓ **POSH Policy**
- ✓ **Equal Opportunity Policy**
- ✓ **Policy on Diversity, Equity And Inclusion**
- ✓ **Union Ratna**
- ✓ **Union SWAR**
- ✓ **Launch of EKAM**
- ✓ **Milestone Award**
- ✓ **Code of Ethics**

The Master Policy constitutes the following EIGHT sections, namely:

- A. Training
- B. Job Family Grooming Plan
- C. Induction Program
- D. e-learning
- E. Virtual Training
- F. Capacity Building & Reimbursement / Incentives for Courses / Certifications
- G. Internship
- H. Apprenticeship

## Training Mission

*"To Promote a Culture of Continuous Learning for the Development of the Individual and the Bank"*

## Learning & Development Structure

The training system consist of the Learning & Development Division at Central Office, 9 Union Learning Academies (ULAs) and 9 Zonal Learning Centers (ZLCs).

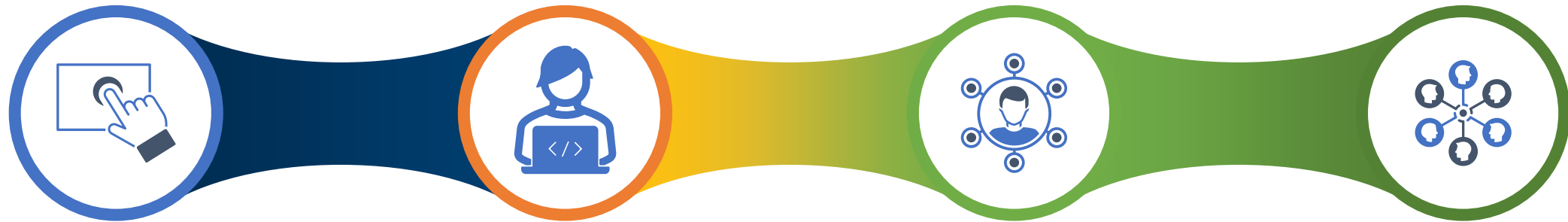
- 1 Leadership Academy at Bengaluru
- 2 ULA of Sales & Marketing at Bhopal
- 3 ULA of Corporate & Treasury at Gurgaon
- 4 ULA of Strategy and Finance at Gurgaon
- 5 ULA of Operational Excellence at Hyderabad
- 6 ULA of Rural & FI at Hyderabad
- 7 ULA of Credit & Policy at Lucknow
- 8 ULA of Risk Excellence at Bengaluru
- 9 ULA of Digital Transformation at Powai

There are **nine Zonal Learning Centres (ZLCs)** viz.

- i. ZLC Bengaluru
- ii. ZLC Lucknow
- iii. ZLC Hyderabad
- iv. ZLC Bhopal
- v. ZLC Powai
- vi. ZLC Gurgaon
- vii. ZLC Mangalore
- viii. ZLC Bhubaneswar
- ix. ZLC Visakhapatnam

Erstwhile Staff College will continue as an integrated unit accommodating the various knowledge reserves as well as L&D activities/ initiatives of our Bank and renamed as **Union Bank Knowledge Centre.**

## The Training Nomination Process



01

Employee Self  
Nomination

02

Nomination through  
Performance  
Management  
System

03

Regional Office,  
Vertical, ZO  
nomination

04

Supervisory Staff  
Nomination

## Important Publications from Training System

**Gyan Deepika**

Half yearly Hindi journal to promote Bank's culture and usage of Official Language through poems, motivational stories, articles etc.

**The Vidya Times**

Bi-monthly magazine to create awareness amongst staff about latest developments within banking with special focus on our Bank

**Banking Updates**

Monthly Magazine with news bytes from financial newspapers

**Union Radio**

Audio learning clips broadcasted daily based on circulars released upto 5:00 PM

**Union Podcast**

Short audio/video bytes on varied banking topics especially on Bank's new products, processes and initiatives

**Forex Forum**

Monthly publication covers latest developments in forex including pertinent guidelines

**Weekly Instant News (WIN)**

Compilation of articles and News selected from reputed financial dailies

**UGC**

Union Gist of Circulars (UGC) consists of summary of circulars published during week. It is being circulated on every Friday to create awareness

## META - Mega Experiential Training Action

- The objective of META is to design learner centric training/ learning interventions for employee and organizational benefits, promote digital/ alternate channels of learning with optimization of resources, introduce global best practices in the learning process and promote a culture of continuous learning
- META Learning is having 4 pillars
  - ✓ Query Based Training Sessions: This is a demand specific self-enrolment initiative of the training system, and it is designed to respond the field functionary's concerns and align the training with the actual requirement of the participants.
  - ✓ Staggered Training Program: A comprehensive training program shall be developed in line with regular training programs and the sessions of these programs shall be conducted in a staggered manner.
  - ✓ Union Manch: Under this initiative, Staff members shall be encouraged to share their unique success stories, blogs based on their field/ work experience.
  - ✓ UBIQUE: This is a creative problem-solving technique that involves generating a large number of ideas in a short amount of time. The goal of brainstorming (Hackathon) is to encourage free-flowing, non-judgmental thinking to come up with as many ideas as possible, even if they seem unconventional or unlikely.



## Gyan Kasauti

- ZLC Bengaluru, with technical support from DIT, conducts Union Gyan Kasauti every week
- To improve the knowledge level of employees in various areas in banking

## Union Trendsetter

- Performance Linked Learning Reward & Recognition” in form of;
  - Overseas Training for the Top Performing Zonal Heads & Regional Heads.
  - Inland Training from Indian Premier Management Institute for Branch Heads & Other Unit Heads.

## Sparks

- Identification of Sparks among the participants attending the training program
- Persons identified are further groomed for higher challenging assignments.
- The details of Sparks thus identified are shared with the **L&D Division at Central Office and respective ZOs/ROs** for further nurturing/grooming.

## Learning & Development Advisory Council

- The L&D Advisory Council shall be the apex body that defines overall training and development functions in the Bank
- The MD & CEO will be the Chairperson of the LAC.
- All Executive Directors, Chief General Managers, GM/Head L&D, General Managers from selected verticals at Central Office & ULA Heads shall be members of the committee.
  - MD & CEO / ED in-charge of HR is authorized to nominate the vertical GMs in this council.
- GM/Head L&D (Convenor and Member Secretary) convene the meetings of the LAC at half yearly periodicity in consultation with the Chairperson of the LAC.
- The committee decide the training priorities as per the impending business needs of the Bank, review of training strategies and look into the infrastructure needs of the ULAs.

## E-Learning

### Mandatory E-Learning

- It has been made mandatory to complete at least twenty (20) courses / modules in a financial year by all officers from Scale I to Scale VI.
- Within these twenty mandatory courses / modules, following ten mandatory courses /modules, are common for all officers:
  - i. Knowledge of KYC AML
  - ii. Cyber Security Awareness
  - iii. Responsible use of Social Media
  - iv. Prevention, Prohibition and Redressal of Sexual Harassment of Women at the Workplace
  - v. Preventive Vigilance
  - vi. Risk Management in Bank
  - vii. Climate Risk
  - viii. EASE Reforms
  - ix. Ethics in Banking
  - x. Strategic Initiatives of the Bank

## E-Learning

- Five courses / modules will be based on the respective Job families / roles of the officers. five courses/modules will be other than the above-mentioned courses /modules and as per the choice of the officer.
- All officers in Scale I to Scale VI cadre will be required to complete at least 5 e-learning courses / modules on quarterly basis as per the following timelines:

By 30th June	Minimum 05 courses / modules
By 30th September	Minimum 10 courses / modules
By 31st December	Minimum 15 courses / modules
By 31st March	Minimum 20 courses / modules

- Weightage of 5 marks is given in the APAR for completion of the prescribed 20 e-learning courses / modules.
- The staff members will have to secure a minimum of 60% marks in the tests for these courses to be considered as “PASS”.

## Virtual Training: Key aspects of training design

- I. **Short Duration Virtual Training Programs (SD-VTP):** Training programs of duration less than 4 hours preferably at branch/office location. The trainees need to attend training program in place wherein conducive learning environment is available and he/ she may disengage with job functions for the relevant duration.
- II. **Long duration Virtual Training Programs (LD-VTP):** Training programs duration of 4 hours and above preferably at conducive learning environment viz. home or other location wherein trainee may disengage with routine work/ customers.
- III. **Flexible Virtual Training Programs:** Virtual Training Programs can also be conducted as per convenience of Trainees & Trainers during non-working days. Compensatory leave to be granted to Trainees and Trainers in lieu of structured full day virtual training held on non-working days.

## Apprenticeship

- Apprenticeship Training consists of Basic Training and On-the-Job-Training/ Practical Training at workplace in the Organization.
- It was made mandatory for the employers who have a workforce of 30 employees or above to engage apprentices.
- As per rules, the period of apprenticeship training for optional trade shall be minimum of Six Months to a Maximum of Three Years.
- The competent authority for approval of issuance of notification for engagement of Apprentice shall be MD&CEO.
- The Apprentices shall be assessed on quarterly basis. After completion of apprentices training under NAPS, apprentices will need to go through an assessment test. The assessment will be conducted jointly by the Bank and BFSI SSC (Banking, Financial Services and Insurance Sector Skill Council). The certificate will be awarded to apprentices who pass the assessment jointly by the Bank and the BFSI SSC.

## Key Terminologies

**Appraisee** - An officer of Union Bank of India whose performance has to be appraised.

**Appraiser**- The immediate reporting authority that appraises the performance of reportees and track their development during the performance cycle. The Appraising Authority will be minimum one scale higher than the Appraisee.

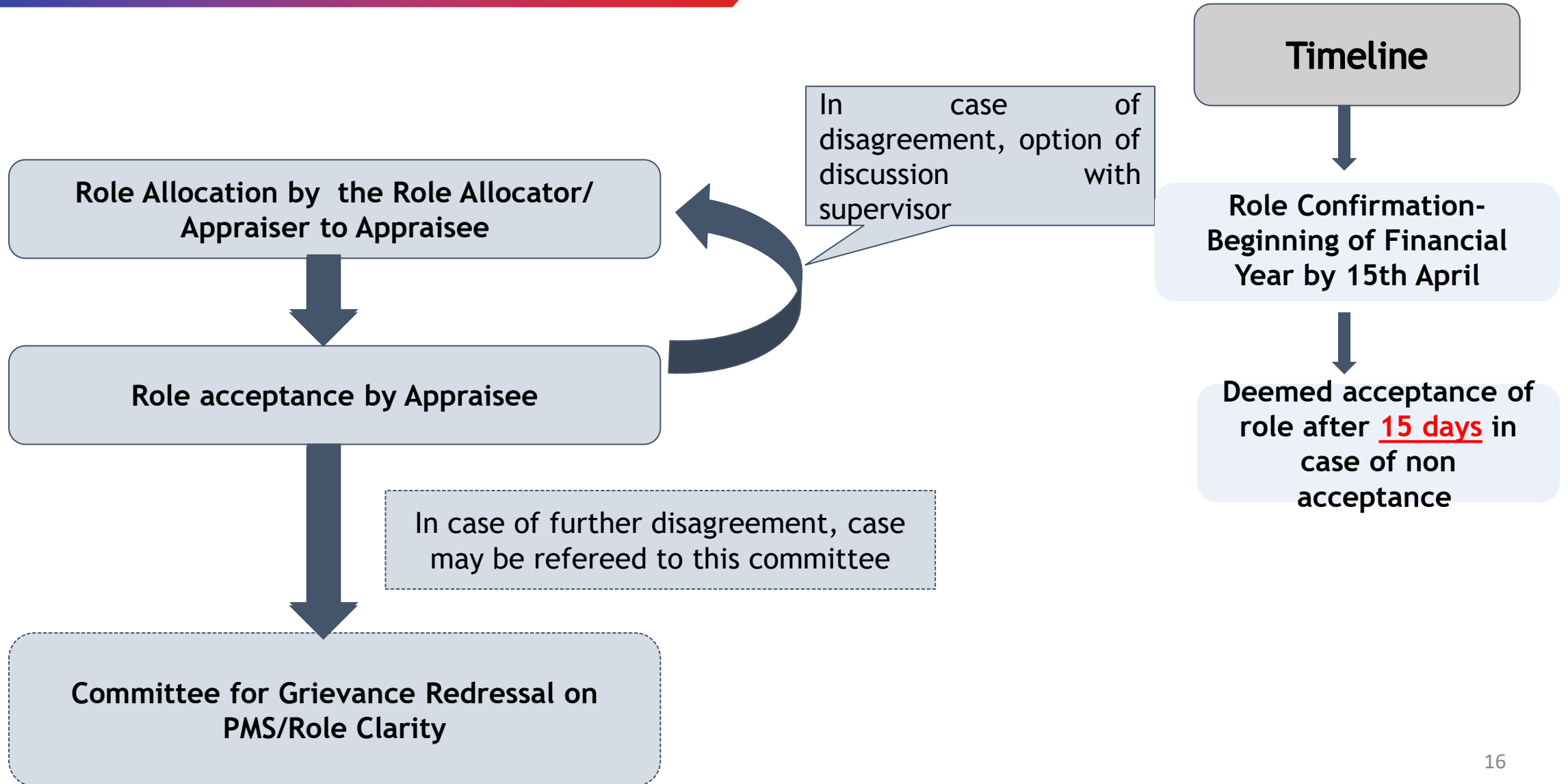
**Reviewer**- The ultimate authority that provides an overview of the performance of indirect reportees. Reviewing Authority will be minimum one scale higher than the Appraising Authority.

**Role Allocator**- The authority allocates the role under the role clarity tool for the reportees. The Role Allocator Authority will be minimum one notch higher than the Appraisee.

**Cohort**- Each employee shall be mapped to a cohort, a homogenous group of individuals performing similar functions, for the purpose of deriving relative scoring and rating. The cohort shall be formed based on consideration of unit type, business size, location, focus area, scale and/or any other relevant business parameters.

**Validator**- The authority that shall verify and confirm data related issues in case an appraise raises an exception quarterly or annual appraisal.

## Process Flow (Phase 1- Role Allocation)





## Role Allocation

Role Allocation in case an officer is performing multiple roles:

Sr No	Type of Branch/Unit	No. of roles which can be assigned
1	Branches	<ul style="list-style-type: none"> <li>Maximum <b>3</b> roles where the strength of the branch officers is more than <b>3</b> ( including the Branch manager)</li> <li>Maximum <b>5</b> roles where the strength of the branch officers is up to <b>3</b> ( including the Branch manager)</li> </ul>
2.	CO (including annexes)	Maximum <b>2</b> roles
3.	RO/ ZO/ Specialized Units and CPCs (i.e. RLP, MLP, ALP)	Maximum <b>3</b> roles

- ▶ This shall be followed by Role Acceptance by the employee if he/she agrees with the roles allocated by the allocator. The officers shall be required to accept the role within 15 days from the date of allotment.
- ▶ The employee may opt for the “Discuss with Supervisor” option in case he/she does not concur with the role allocated. The “discussion with supervisor” shall be completed within 7 days of raising such request by the appraisee.
- ▶ In case of further disagreement between the role allocator and the employee, the case may be referred to a Committee for Grievance Redressal pertaining to role allocation.

## Process Flow (Phase 1- Role Allocation)

Committee for Grievance Redressal on Role Allocation:

For employees posted at	Committee Members
Office (Up to Scale IV) (Branch includes General Banking Branches, CPCs and SUs and other such Units under the RO Jurisdiction)	<ol style="list-style-type: none"> <li>1. Deputy Regional Head (in case Officers and Deputy Regional Head are in the same scale, then Regional Head)</li> <li>2. Operations Head at Regional Office</li> <li>3. HR Head at Regional Office (Convener)</li> <li>4. Any other senior Chief Manager / Senior Manager posted at Regional Office, as nominated by the RH. Regional Head to constitute this Committee and <b><u>quorum shall be of 3 members.</u></b></li> </ol>
ZO (Up to Scale VI) & Branch/RO Employees in Scale V & VI	<ol style="list-style-type: none"> <li>1. Deputy Zonal Head (In case the officer and Deputy Zonal Head are in the same scale, then Zonal Head)</li> <li>2. Operations Head at Zonal Office.</li> <li>3. HR Head at Zonal office (Convener)</li> <li>4. Any other senior AGM / Chief Manager posted at ZO, as nominated by the Zonal Head. Zonal Head to constitute this Committee and <b><u>quorum shall be of 3 members.</u></b></li> </ol>

## Process Flow (Phase 1- Role Allocation)

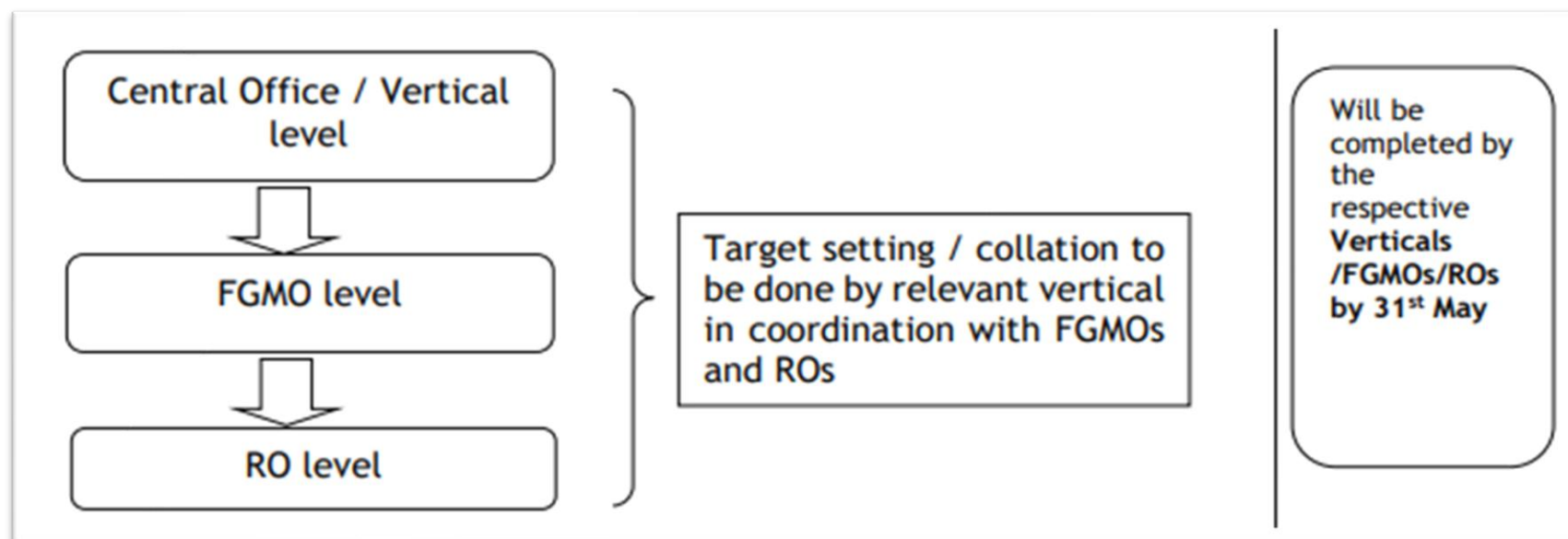
Committee for Grievance Redressal on Role Allocation:

For employees posted at	Committee Members
Central Office (Up to Scale VI)	<ol style="list-style-type: none"><li>1. GM HR</li><li>2. DGM HR</li><li>3. AGM PMS</li><li>4. CM Role Clarity Tool (Convener)</li></ol> <p>CGM HR to constitute this Committee and <u>quorum shall be of 3 members.</u></p>
Central Office Scale VII & VIII	Any such grievance from the Chief General Manager/ General Manager cadre is not envisaged, however, if need be, a note will be placed before the MD & CEO for Approval.

## Process Flow (Phase 2- Target Setting / Collation)

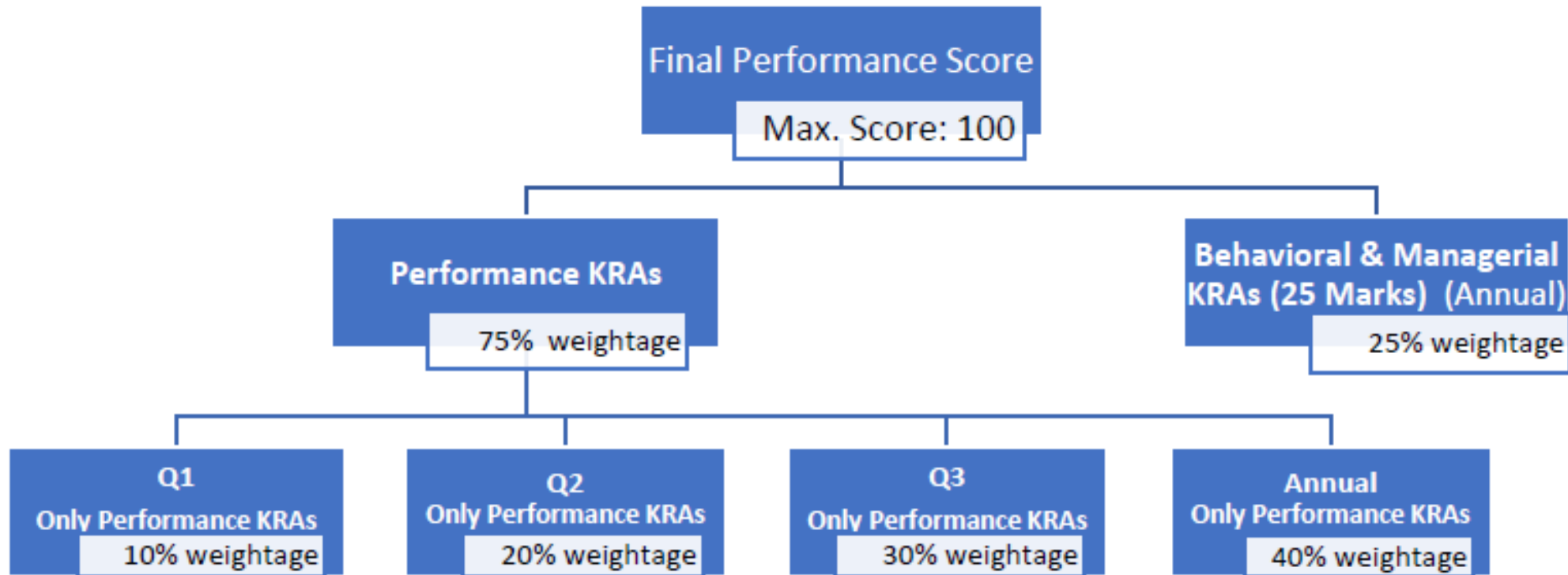
Target setting exercise shall be carried with the help of two digital tools i.e.

- ✓ Target Setting Tool: for allocation of targets pertaining to Core business parameters (system - linked Measurable Performance KRAs) and shall be driven by Strategy Vertical.
- ✓ Target Collation Tool: for allocation of target pertaining to other business and non - business parameters (both System & Non-system linked Measurable Performance KRAs) shall be driven by HR Vertical.



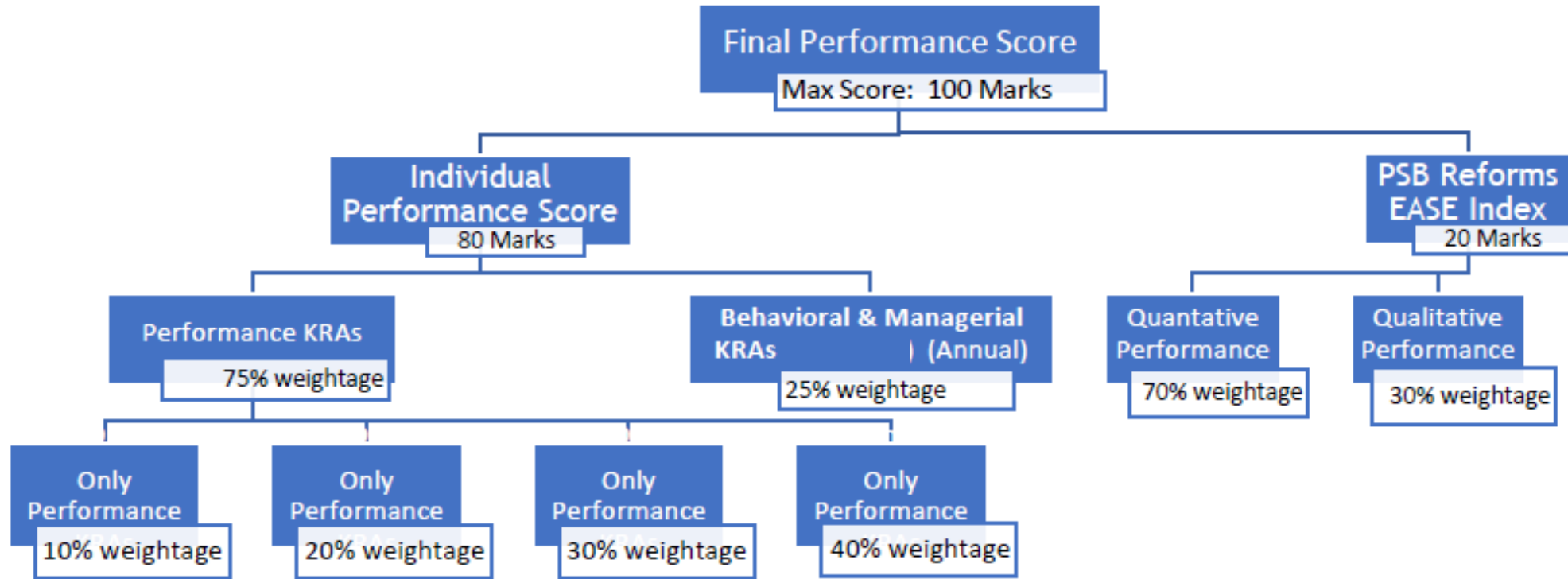
## Final Performance Score (JMGS-I to SMGS –IV )

The Final performance Score for each individual shall be pro-rated based on performance based on performance of the Appraisee across quarters under:



## Final Performance Score (SMGS-V to TEGS –VIII )

For Officers from SMGS-V to TEGS-VIII: As per directives of DFS, 20% weightage is to be give to performance under EASE index, in the overall performance appraisal, within which 70% is assessed on Bank’s achievement under EASE Agenda and 30% is assessed upon efforts put in by appraise for achievement on EASE agenda.



## Period Worked

- An officer will be eligible for Quarterly Performance Appraisal only if he/she has worked for minimum 30 days during the relevant quarter in that particular role.
- The Officer/Executive will be eligible to fill separate quarterly performance appraisal for all roles wherein he/she has worked for minimum 30 days during the quarter.
- An officer will be eligible for Annual Performance Appraisal only if he/ she has worked for minimum 30 days during the last quarter for any particular role.
- The employee will be required to fill separate annual performance appraisal for all roles wherein he/ she has worked for minimum 30 days during the last quarter.
- In case he/she has not served for 30 days in any of the roles in the last quarter, the latest role where he/she has served at least 30 days shall be taken into consideration.
- Additionally, final performance score shall be generated only in case the employee has served at least 90 days across all roles combined during the year.

## Cohort-Based Grading in PMS

- The average of top 5% employee having highest score in each cohort will be benchmarked as top performance with 100 percentile score and accordingly relative performance of other employees shall be derived based on the benchmark score in the same cohort.
- MD & CEO is authorized to approve the criteria in each cohort which will be benchmarked as top performance with 100 percentile score.
- The relative score so derived after Cohorting shall be treated as the final APAR score and the employee shall be rated accordingly.

Sr. No	Rating	Relative Score Range
1	Outstanding	≥ 90 to 100
2	Very Good	≥ 80 to < 90
3	Good	≥ 75 to < 80
4	Fair	≥ 60 to < 75
5	Average	< 60
6	Below Average	Falls under Bottom 1% performers and scored less than 40





In the R&R structure, there are **three rewards**.

- Ace Performer Award
- Pinnacle Performer of the Quarter
- Spotlight Shining Star

## **Ace Performer Reward:**

- It is a **performance-based** reward provided for achievement of business excellence.
- It is measured based on the objective PMS scores for performance KRAs.
- The rewards shall be provided to the top 5% of officers of each cohort
  - Monthly for the Zonal and Dy. Zonal Heads, Regional and Dy. Regional Heads, Branch & Dy. Branch Heads, and Heads Specialized Units (RLP, MLP, MCB, LCB, SAMB, ARB, CRC, ALP etc)
  - Quarterly for all other officers
- An employee can get rewarded a maximum number of 3 times in a year.
- Only domestic Branches are eligible for reward under the scheme.

Reward points will be awarded to achievers in Ace Performer Reward category as under:

Position	Zonal Head	Dy. Zonal Head/ Regional Head	Dy. Regional Head
Golden Ace Performer Reward	72,000	60,000	54,000
Silver Ace Performer Reward	60,000	50,000	45,000
Bronze Ace Performer Reward	48,000	40,000	36,000

Position	Branch Head & Heads of Specialized Unit			
	Scale 1-2	Scale 3-4	Scale 5-6	Scale 7-8
Golden Ace Performer Reward	18,000	36,000	54,000	72,000
Silver Ace Performer Reward	15,000	30,000	45,000	60,000
Bronze Ace Performer Reward	12,000	24,000	36,000	48,000

Position	Dy. Branch Head and All other officers			
	Scale 1-2	Scale 3-4	Scale 5-6	Scale 7-8
Golden Ace Performer Reward	15,000	30,000	45,000	60,000
Silver Ace Performer Reward	12,500	25,000	37,500	50,000
Bronze Ace Performer Reward	10,000	20,000	30,000	40,000

Each reward point provided to the employee will be worth INR 0.50

## Pinnacle Performer of the Quarter Reward

- It is a nomination-based reward
- The Vertical/Zonal/Regional/Branch Heads can nominate the employees of their Vertical/ Zone/ Region/ Branch respectively.
- This reward will be given to employees based on various factors, including but not limited to fraud detection, loss minimization, living the competency, exhibiting extraordinary collaboration, exceptional achievement in the quarter, etc.
- Only domestic Branches are eligible for reward under the scheme
- Three employees from a unit will be nominated every quarter.
  - If a unit has less than 10 officers, then maximum 1 officer will be nominated.
  - For a unit with less than 20 officers, then maximum 2 officers will be nominated.
- Category Wise reward points for this category of reward are
  - Golden Pinnacle Performer - 4,000 each
  - Silver Pinnacle Performer - 3,000 each
  - Bronze Pinnacle Performer - 2,000 each

## Spotlight Shining Star

- It is a unit-based reward given to an entire unit
- The reward has been specifically designed to for additional achievement of certain KRAs/parameters
- Covers all field units (GBB, CPC, SU) to whom the selected KRAs/parameters are allocated.
- The reward shall be handed out after the end of each month
- The winners will be identified based on the performance of that specific parameter in the campaign
- A unit can win this reward any number of times in a financial year
- 2,000 reward points are given for officers in the winning units
- Only domestic field units are eligible for reward under the scheme

## JOB FAMILY

A Job Family is a group of jobs that involve work in the same general occupation. These jobs have requirements for related knowledge, skill sets, and abilities, leading to ease in competence-wise deployment of employees. There are 9 Job Families in our Bank.

1 RAM Credit

2 Operations

3 Sales & Marketing and Relationship Management

4 Treasury, Forex & Corporate Banking

5 Credit Monitoring, Collections & Recovery

6 Risk, Audit, Compliance and Legal

7 Strategy and Finance & Accounts

8 Information Technology

9 Human Resources

There are 9 Main Job Families within which 7 Job Families are consisting of sub-Job Families as under:

## 1. RAM Credit

- Retail
- Agriculture
- MSME
- RAM - General

## 2. Operations (Branch Operations, Back Office and Operations Department)

## 3. Sales & Marketing and Relationship Management

## 4. Treasury, Forex & Corporate Banking (includes International Banking)

- Treasury
- Forex
- Corporate Banking
- Treasury, Forex & Corporate Banking - General

## 5. Credit Monitoring, Collections & Recovery

- Credit Monitoring
- Collections & Recovery
- Credit Monitoring, Collections & Recovery - General

## 6. Risk, Audit, Compliance and Legal

- Risk
- Audit
- Compliance
- Legal
- Risk, Audit, Compliance and Legal - General

## 7. Strategy and Finance & Accounts

- Strategy
- Finance & Accounts
- Strategy and Finance & Accounts - General

## 8. Information Technology

- Other Than CISO
- CISO
- Information Technology- General

## 9. Human Resources (also includes Vigilance)

- Other than L&D
- Learning & Development (L&D)
- Human Resources - General

## Additional Information pertaining to Job Family

- ❑ Field leadership roles up to scale VI such as those of Branch Managers & Dy. Branch Managers of General Banking Branches, Regional Heads, Dy. Regional Heads & Dy. Zonal Heads shall be divided into either of RAM Credit, Operations, Sales & Marketing and Relationship Management and Credit Monitoring, Collections & Recovery job families only.
- ❑ Specialists such as IT, HR, RDO, etc., forms part of the relevant job families as usual and shall continue in their respective career tracks for 5 years. Upon completion of 5 years in their parent field they shall be given exposure to a minimum of 1 and maximum of 2 field roles.
- ❑ All roles in specialized branches shall be classified under the respective functional job families, for example: MLP, RLP Branches come under RAM Credit, SAM Branches shall come under Credit Monitoring, Collections & Recovery, whereas LCBs shall come under Treasury, Forex & Corporate Banking.



## Determining Eligibility pertaining to Job Family

- I. Job Family shall be applicable to all officers of the Bank up to **scale VI**, having completed 5 years of service in the Bank. In the case of promotee officers, those who have completed two years in officer cadre and a minimum of 5 years of service in the Bank shall be eligible.
- II. **Scale I to IV:** Job Family allotment for officers in scales I to IV shall be done on the basis of scores generated against each employee for each job family, taking into account parameters as under:
  - **Bank Extrinsic:** These parameters are employee specific and constitute (a) qualifications/certifications and (b) employee preference;
  - **Bank Intrinsic:** These parameters pertain to the employee's relationship with the bank and constitute (a) experience / previous job roles and (b) past performance.
- III. **Allotment Before completion of 5 years of service:**
  - Though the employees will get an option to give their preferences for job family selection after completion of 5 years in the services of the Bank, however in some cases, top performers with well-defined skill sets which are beneficial for the Bank, may be selected for specific job families, even before completion of 5 years of service.
  - The Competent Authority for such decisions shall be CGM-HR, with the recommendations of the FGMs / Vertical Heads being mandatory.

## Movement Flexibility

### I. On Completion of 4 Years' Tenure:

- Once a generalist officer completes 4 years in their allotted job family, they shall have the option to move from their allotted job family to another job family.
- However, if an employee is in any of the following 7 main job families, one can opt to remain in the main job family and switch to another sub job family.
  - i. RAM credit
  - ii. Treasury, Forex & Corporate Banking
  - iii. Strategy and Finance & Accounts
  - iv. Risk, Audit, Compliance and Legal
  - v. Credit Monitoring, Collections & Recovery
  - vi. Information Technology
  - vii. Human Resources
- Specialist Officers shall be given an option for exposure to a minimum of 1 and maximum of 2 field roles (preferably as Dy. Branch Head /Dy. Regional Head as 1st preference followed by Branch/Regional Head role) upon completion of 5 years in their parent field.

## Movement Flexibility

### I. Before Completion of 4 Years' Tenure:

- Bank reserves the right to move an employee from their allotted JF to another JF even before the completion of their 4-year term, based on business exigencies/individual performance.
- In the case of executives in scales V & VI, as part of the larger succession planning process, for leadership development, or for the purpose of giving field exposure, etc., job family can change before completion of 4 years.

### II. Special Provision for Top Performers:

- The Top 5% of performers in each job family shall be duly recognized and selected for exposure at other job families for their all-round development in preparation for future leadership positions, even before completion of 4 years in their allotted job family, subject to discretion of the Bank.

- Strategy for passing on leadership roles to identified prospects, who might be possible successors for key positions that fall vacant due to retirement or otherwise.
- Mitigates the risks associated with critical positions falling vacant, and ultimately strengthens brand identity.
- Ensure that the Bank has a ready-to-go second line of leadership to take over critical positions when the need arises.
- Key positions as per EASE Agenda are:
  - GM/CGM Risk
  - GM/CGM Compliance
  - GM/CGM Treasury
  - GM/CGM IT/Digital
  - GM/CGM HR
  - GM/CGM Corporate Credit
  - GM/CGM Recovery
  - Chief Financial Officer [CFO]
- Three (3) potential candidates shall be identified for each of the identified key positions, to form the ‘talent pool’ for the purpose of succession planning.

- **Talent Identification Committee** select high potential candidates for the ‘talent pool’
  - This Committee shall comprise of the following members:
    - a) Chief General Manager - HR (Chairman)
    - b) General Manager -HR (**Convenor**)
    - c) General Manager -Strategy
    - d) General Manager - MSME
    - e) General Manager - L&D
  - The Committee shall have a **minimum quorum of 3 members**
- In order to ensure that **formulation of succession plan and its implementation** is seamless and successful, a **Committee for 'Succession Management' (SMC)** shall be formed consisting of the following members:
  - a) Executive Director overseeing the function of HR (Chairman);
  - b) All other Executive Directors (EDs) of the Bank;
  - c) Chief General Manager - HR (Convenor)
  - d) Any two other senior most CGMs
- The Committee shall have a **minimum quorum of 4 members**

## POSH Policy

Prevention, Prohibition and Redressal of Sexual Harassment at Workplace and Redressal of Complaints of Sexual Harassment

### Understanding What is Sexual Harassment

Sexual Harassment includes and is not limited to any one or more of the following unwelcome acts and behavior (direct or implied) against an individual or group of individuals:

- a. Physical contact and advances of sexual nature;
- b. Demand or request for sexual favors;
- c. Making sexually colored remarks;
- d. Showing pornography;
- e. Communications or invitations of sexual nature or import;
- f. Any other unwelcome sexually determined behavior or acts, including physical, verbal or non-verbal conduct of a sexual nature

## Scope & Applicability

- Workplace includes any Department of the Central Office, Zonal Offices, Regional Offices, Branches or any unit or any division within the Department, any business location of the Bank, any other site away from the Bank's premises, where Bank's business is carried on in any form.
- Any social, business or other meetings, seminars, workshop or functions where a female / male / transgender employee of the Bank is subjected to sexual harassment by an employee of the Bank.
- The POSH Policy is applicable to complaints of sexual harassment by female/male/transgender employees, who are employed in permanent/ temporary/ on adhoc/daily wage basis, including a contract worker.
- Policy applies to resources employed/engaged by the Bank directly or through a contractor, probationer, trainee, apprentice or co-worker.

## SHRC at Central Office

SHRC at Central Office will enquire into the complaints of sexual harassment against any employee, including officers in Top Executive Grade Scale VI and above posted anywhere in India in any capacity and all other employees, irrespective of scale and cadre posted at the various Verticals/ Departments of Central Office under the jurisdiction of Central Office.

## SHRC at Zonal Office

SHRC at FGMO will enquire into the complaints of sexual harassment against any employee, in Senior Management Grade Scale V posted anywhere either as Branch Head or otherwise within the administrative control of FGMO and other employees, irrespective of scale and cadre posted at FGMO.

## SHRC at Regional Office

SHRC at Regional Office will enquire into the complaints of sexual harassment against any employee up to Senior Management Grade Scale IV posted anywhere under the administrative control of the Region in any capacity.



## Periodicity

- The SHRC Committee will meet **at least half yearly** or earlier if a complaint of serious nature warranting immediate action is received.
- Presiding Officer and Member Secretary /Convener would decide on the seriousness of the complaint for such an emergency meeting.

## Quorum

- **Minimum 3 Members** of the Committee shall be the quorum including Presiding Officer.

## How to Complain

- Complaints can be sent by email to the respective Nodal Officer /Presiding Officer of the respective SHRC and marked to POSH email id **posh@unionbankofindia.bank** with details of the place of posting of the complainant.
- When sent in post, The envelope should be addressed to the respective SHRC and necessarily be super scribed **'Complaint under POSH'**.

## Complaint Process - Timelines

- Any aggrieved men/woman/transgender may make, **in writing**, a complaint of sexual harassment at workplace to the proper SHRC within a **period of three months** from the date of incident. SHRC may extend the time limit, if circumstances warrant
- On receipt of complaint, SHRC shall send one of the copies received from the aggrieved person to the employee against whom the complaint is made (Respondent) within a period of **seven working days**.
- The Respondent shall file reply to the complaint within period not exceeding **10 working days** from the date of receipt of documents from the SHRC
  - If the reply of respondent is not received within the stipulated period, SHRC will proceed further in the matter
- SHRC should ordinarily complete inquiry and make its formal recommendations within **45 days of receipt** of complaint or within such extended time if warranted by the issues involved in the complaint. **In all cases inquiry has to be completed within a period of 90 days from the receipt of complaint.**

- SHRC should submit recommendations within a period of **10 working days** of completion of inquiry. Also, it should provide copies of the inquiry report along with its recommendations to both the parties, **within 10 working days of completion of inquiry.**
- MD & CEO/ ED HR/ Chief General Manager (HR) or Zonal Head or Regional Head, as the case, may be should take action on the report of the Committee within a period of **60 days** from the date of its receipt of inquiry report.
- When monetary compensation to the complainant by way of deduction from the salary and other emoluments of the respondent is recommended by the SHRC and in case the **respondent fails to pay** the sum, the SHRC may forward the order for recovery of the sum to the RO/ZO/CO who will act upon the recommendations of SHRC **within 60 days.**

## Appeal

Any person including the Respondent, complainant, the witness who is aggrieved by the recommendations of SHRC may file an appeal before the **Appellate Authority against acceptance of the recommendations** **within 90 days** from the date of the recommendations.

Aggrieved Party	Appellate Authority
Award Staff and Officers upto Scale III	General Manager (HR)
Executive in Scale IV or V	Chief General Manager (HR)
Executive in Scale VI & above	Executive Director

In accordance with Rights of Person with Disabilities Act 2016 and the Rights of Persons with Disabilities Rules, 2017, Union Bank of India will strive to ensure the equal opportunity for persons with disabilities.

## **Applicability**

Covers all persons with disabilities in the bank

## **Chief Grievance Officer/ Liaison Officer**

In the rank of General Manager

## **Inclusion Cell**

- At HR Department in Central Office
- At each Zonal Office

## **Union Access Team**

- At DIT, Central Office
- Conducts regular assessments of digital platforms, develops and coordinate training programs to raise awareness on accessibility issues

Employees have the right to work in an environment free from the demoralizing effects of biasness, harassment, bullying or any other conduct.

## Reporting Mechanisms:

Bank encourages employees to raise their concerns/ grievances / raise alarm against any kind of discrimination or malpractices taking place within the bank with

- HR Apke Dwar portal
- Whistle blower policy
- Reporting mechanism laid down policy on prevention, prohibition and redressal of sexual harassment at workplace
- Equal opportunity policy etc.

An employee may make a report either **orally or in writing** to HR department.

Committee Structure for Career Counselling & Business Development opportunity establishes the Empower Her and Power Him Committees aiming towards providing a platform for employees to express their concerns freely.

- **Employee Recognition Scheme w.e.f. July 2023**
- The scheme is intended to identify & recognize selected outstanding performers in **Scale IV to VIII Officers/ Executives** who continue to perform extra ordinary till the last day of their service, despite not being promoted in the next higher cadre because of limited vacancies in comparison to eligible candidates in respective cadre.

## **Eligibility Criteria:**

- Officers / Executives (Scale-IV to Scale VIII) who have completed **minimum three years after reaching maximum scale of pay** in their respective scale including stagnation increment, if any as on last day of the preceding financial year, they are superannuating.
- Officials should have completed **minimum 20 years of service in the Bank.**
- **Average Performance Appraisal Scores of 85 and above in the last three financial years.**

## Union Ratna

### Rewards

The Amount of Rewards shall **attract Govt. Taxes as per IT Norms.**

If A is lesser than B, then B will be payable

If A is greater than B but lesser than C, then A will be payable

If A is greater than both B & C, then C will be payable

Scale	Methodology (A)*	Minimum Amount of Reward# (One time during Superannuation) (B)*	Maximum Amount of Reward# (One time during Superannuation) (C)*
IV	Three Times of Last stagnation increment in the scale of pay (Presently Rs. 2730) X No. of months of service after receiving the last increment / stagnation increment.	Rs.3.00 lacs	Rs.5.00 lacs
V	Three Times of Last stagnation increment in the scale of pay (Presently Rs. 2970) X No. of months of service after receiving the last increment / stagnation increment.	Rs.4.00 lacs	Rs.6.00 lacs



## Union Ratna

### Rewards

Apart from one-time monetary reward, Certificate of Appreciation and Union Ratna Memento to be given to awardee.

VI	Three Times of Last stagnation increment in the scale of pay (Presently Rs. 2970) X No. of months of service after receiving the last increment / stagnation increment.	Rs.6.00 lacs	Rs.8.00 lacs
VII	Three Times of Last stagnation increment in the scale of pay (Presently Rs. 3220) X No. of months of service after receiving the last increment / stagnation increment.	Rs.8.00 lacs	Rs.10.00 lacs
VIII	Three Times of Last stagnation increment in the scale of pay (Presently Rs. 4400) X No. of months of service after receiving the last increment / stagnation increment.	Rs.10.00 lacs	Rs.12.00 lacs



- With this intention to provide for the holistic wellbeing of employees, Bank has launched an ‘Employee Assistance Program (EAP) - Union SWAR’
- **SWAR - Supporting Wellness and Resilience**
- The facilities offered under Union SWAR are categorized as follows: -
  1. Physical Wellness Initiatives (for employees)
    - Yoga Sessions
    - Virtual Consultation with Nutritionists / Dieticians
    - Virtual Consultation with General Physician
  2. Mental Wellbeing Initiatives (for employees & their dependents)
    - Meditation Sessions
    - Virtual/face-to-face Counselling sessions (Anonymous & Confidential)
  3. Awareness and Sensitization Workshops
- A dedicated mobile app and portal providing access to services, book appointments/slots, 24\*7 helpline support, chatbots etc.

- The scope and activities of Union Prerna are renamed to “EKAM”
- “EKAM” stands for **Empowering employees through Knowledge, Analytics and Mentorship**
- Tag line is "Together We Grow"
- EKAM - a term derived from Sanskrit meaning one'. It symbolizes the banks dedication to a unified, integrated approach in all its HR endeavors.
- The EKAM Mobile App has been developed with many built in features like performance reviews of employees, performance review of team members, rewards points, community connect platform for employees and access to relevant training for upskilling of employees.

- Bank introduced 'Milestone Award' in lieu of existing Schemes for grant of 'Silver Jubilee Award/Life Time Achievement Award' and 'Memento on Superannuation'.
- The Milestone Award is bifurcated into three (3) categories depending on the years of service completed by an employee in the Bank and the same is as under:

Award Name	Details	Amount/ Grams of Silver
Crystal Award	On completion of 15 years of service	Amount equivalent to 100 gm of Silver (925 Silver)
Silver Jubilee Award	On completion of 25 years of service	Amount equivalent to 150 gm of Silver (925 Silver)
Award on Superannuation	To the employees superannuating from the services	Amount equivalent to 250 grams of Silver (925 Silver)

## Objective

- To ensure that the girl children of the employees are vaccinated towards Cervical Cancer.

## Eligibility

- All permanent employees having girl children in the age group of 9 to 14 years are eligible to claim reimbursement towards vaccinating their girl children (in the age group of 9 to 14 years of age).
- No restriction on the number of the girl children.

## Maximum Limit for Reimbursement

- The reimbursement can be claimed for 2 dosage of vaccination
- The reimbursement (for 2 dosage) can be claimed by an employee only once for a girl child within the eligible age group only

- Bank board approved maiden Code of Ethics for Union Bank of India during September 2024.
- Applies to all individuals and entities associated with Union Bank of India, including Employees, Consultants, Vendors, Agents, and other stakeholders who represent or conduct business with the bank.
- Our core values are encapsulated in the acronym ETHICS:
  - E - Excellence:** Delivering the highest quality of service to our customers, continuously improving our processes, and fostering innovation.
  - T - Transparency:** Ensuring that our actions and decisions are open, clear, and understandable to foster an environment of accountability and integrity, where stakeholders can have confidence in our operations.
  - H - Humanity:** Prioritizing the well-being and dignity of all individuals, treating everyone with empathy, compassion, and respect.
  - I - Integrity:** Integrity means doing the right thing, even when no one is watching. We adhere to the highest ethical standards and ensure that our actions are consistent with our values.
  - C - Customer Centricity:** Our customers are at the heart of everything we do. We prioritize their needs and work tirelessly to provide exceptional service.
  - S - Sustainability:** Sustainability involves responsibly managing our resources to ensure long-term success and positive impact. Sustainability ensures that we contribute positively to the world while achieving our goals.

**Best Wishes for your exam and success  
in promotion process!!**

**लिखित परीक्षा और पदोन्नती प्रक्रिया में सफलता  
हेतु हार्दिक शुभकामनाएँ !!**

**Thank You!!**

**धन्यवाद!!**