

Material ESG Factor	Boundary	Priority	Our Strategic Objectives	Our Value Creation	Interested Stakeholders	How We Responded to Stakeholder Expectations in 2019
Drive Growth Sustainably						
Economic contributions	▲	Critical	<ul style="list-style-type: none"> Contribute economically to the progress of our communities 	<ul style="list-style-type: none"> Paying our fair share of taxes Creating jobs in communities Delivering consistent returns for our investors Facilitating trade and industry, and building the financial resilience of our stakeholders 		<ul style="list-style-type: none"> Published a Responsible Tax Management Statement on our Group website Created jobs for more people by increasing hiring across the Group by seven per cent in comparison with 2017 Distributed \$76 billion in payments that flowed to our stakeholders including colleagues, suppliers, investors, authorities and local communities. This represented a more than nine per cent increase compared with 2018
Risk-focused organisational culture	■	Critical	<ul style="list-style-type: none"> Embed ESG risk in our approach to risk management 	<ul style="list-style-type: none"> Maintaining a robust risk management framework to protect the interests of our stakeholders Ensuring that we remain nimble to seize business opportunities as they arise 		<ul style="list-style-type: none"> Implemented a Group Risk Culture and Conduct Risk Framework Incorporated risk culture into the UOB Code of Conduct mandatory e-learning module
Responsible financing	■	Very Important	<ul style="list-style-type: none"> Integrate social and environmental considerations into our credit evaluation and approval processes 	<ul style="list-style-type: none"> Addressing ESG issues when making lending decisions 		<ul style="list-style-type: none"> Discontinued new financing of coal-fired power plant projects and prohibited the project financing of greenfield thermal coal mines Discontinued new financing of greenfield palm oil plantations to address the risk of deforestation and loss of biodiversity Developed, in collaboration with The Association of Banks in Singapore and the World Wide Fund for Nature (WWF), an industry-wide e-learning module on responsible financing for our colleagues
Climate change transition and opportunities	■	Very Important	<ul style="list-style-type: none"> Support our customers in their transition to a lower-carbon and climate-resilient economy 	<ul style="list-style-type: none"> Managing the risks and opportunities related to climate change and global warming Collaborating with our stakeholders to limit global warming Helping our customers take steps toward becoming more resilient to the expected effects of climate change 		<ul style="list-style-type: none"> Pledged our support for the Taskforce on Climate-related Financial Disclosures (TCFD) Conducted qualitative identification and assessment of climate change-related risks in our loan portfolio Developed a roadmap towards enhancing our climate change-related disclosures in alignment with the recommendations of the TCFD
Supporting customers in sustainable development	■	Very Important	<ul style="list-style-type: none"> Develop and provide sustainable financing and impact investment solutions 	<ul style="list-style-type: none"> Helping customers to identify and to address sustainability-related risks and opportunities in their businesses Supporting new and viable business opportunities that contribute to one or more of the 17 UN SDGs Connecting customers to investment opportunities that create a positive impact 		<ul style="list-style-type: none"> Increased financing for renewable energy, energy efficiency, green transport infrastructure, water and waste management by 94 per cent compared with the previous year Launched U-Solar, Asia's first integrated solar energy platform, across Southeast Asia Launched The Unlimited to help companies in Singapore identify and hire more persons with disabilities UOB Venture Management (UOBVM) became Singapore's first signatory to the International Finance Corporation's Operating Principles for Impact Management

▲ Impact Outside the Organisation ■ Impact Within and Outside the Organisation ● Impact Within the Organisation

Customers
 Investors and Analysts
 Colleagues
 Governments and Regulators
 Suppliers
 NGOs
 Community