



KBZ GROUP CORPORATE SOCIAL RESPONSIBILITY POLICY

KBZ's vision is to be a national and regional benchmark for outstanding business performance and corporate citizenship. Its tradition of responsible business practice, social accountability, compliance with all applicable laws and respect for the rights of all stakeholders has been the corner stone of the Group's success.

KBZ has a history of philanthropy and support for communities within its areas of activity as well as further afield. This policy outlines how KBZ intends to continue these activities through a strategic CSR programme.

STAKEHOLDER MAPPING

Our stakeholder mapping indicates we have a broad range of individuals and groups with vested interests in our business activities. These stakeholders include, but are not necessarily limited to:

- Employees
- Local Communities in our spheres of operation
- Customers
- Local Government
- National Government
- Regional/Global interests
- The Environment
- Shareholders
- Suppliers
- Trade Unions
- The people of Myanmar of all ethnicities
- NGOs and INGOs

As an employer of more than 80,000 staff with a wide range of products and services, we are consciously aware of our duty to give back to the society in which we thrive on the back of our success.



TRAINING AND INSTILLING OUR VALUES

Our induction process for new staff includes training in our Code of Conduct and all our more detailed sub-policies. All our policies are important and it is vital that our CSR policy is well understood by all our staff. We are regularly updating our existing staff across all our subsidiaries through training or refresher processes to ensure staff policies are successfully implemented.

STRATEGY & FOCUS

We look to leverage our in-house expertise to concentrate our CSR work in areas where we can be most effective. However, we are not restricted to this philosophy and will continue our philanthropic contributions. We believe both are part of our obligation as a responsible corporate citizen in a newly emerging country. This is what grants KBZ its social license to operate.

Our projects are implemented independently or in collaboration with local or international partners. Our strategy is fundamentally defined by our motto 'The Strength of Myanmar'. Our primary focus is inclined towards (but not restricted to) certain sectors:

- Rural Development
- Poverty Alleviation/Livelihoods
- Health & Welfare
- Education
- Microfinance
- Financial Service Provision
- Environmental Issues
- Agricultural Development
- Scholarship Schemes
- Women's Empowerment/Equal Opportunities
- Disaster Relief and Recovery
- Culture and State Affairs



IMPLEMENTATION

We carry out all our projects with the greatest sincerity to try to utilize our position and strengths to contribute positively in a manner that benefits all stakeholders. We monitor and report on all our projects in the public domain. We follow up on any issues raised to resolve challenges that may arise. We welcome feedback.

We look for opportunities to work with more similar minded organisations. We have a central CSR team supplemented by consultants that sits under senior management to direct our internal processes, but we have also worked in tandem with a broad number of partners and will continue to do so.

We strongly encourage volunteering within our teams to engage in these projects, not just for team building purposes, but also to strengthen a sense of self-worth, knowing that our efforts are giving something back to Myanmar society.

MONITORING, REPORTING & SUSTAINABILITY

The efficacy of any CSR programme can only be assessed with careful monitoring of outcomes. KBZ revisits project sights to establish effectiveness of investment, progress made, impact and the need, if necessary, for further support. In a challenging environment, this is especially important, as is close communication with any partners. Any indication of misused funds will be investigated and dealt with according to legal procedures. We aim to ensure all parties benefit as intended from our CSR and philanthropic ventures.

Project results need to be reported in the public domain. This is important to demonstrate both our goodwill and our professionalism. Reporting on successes and failures are of equal value in ensuring our CSR programme moves in the right direction.



KBZ GROUP

Please refer to the KBZ Code of Conduct and its Whistle-blowing policy for more information.

DISASTER RELIEF

KBZ will continue to support Myanmar nationals of all ethnicities in the event of natural disasters such as floods, droughts, cyclones or any other such tragedies. This is a contribution that we consider an obligation as proud and responsible members of the Myanmar community.

STEERING COMMITTEE/ADVISORY PANEL

The Board of Directors and Executive Committee will ultimately direct CSR policy. A steering committee will directly take regular management of CSR issues. This will consist of:

Daw Nang Lang Kham, Director
U Nyo Myint, Senior Managing Director
Daw Yu Wai Maung, Head of CSR
U Sett Hlaing, Head of Legal Services
Mr Nigel Blackwood, Consultant

POLICY REVIEW

This policy will be reconsidered and amended at a minimum on an annual basis or more regularly as deemed appropriate.

CONTACT

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