



BSN CLIMATE CHANGE CHARTER





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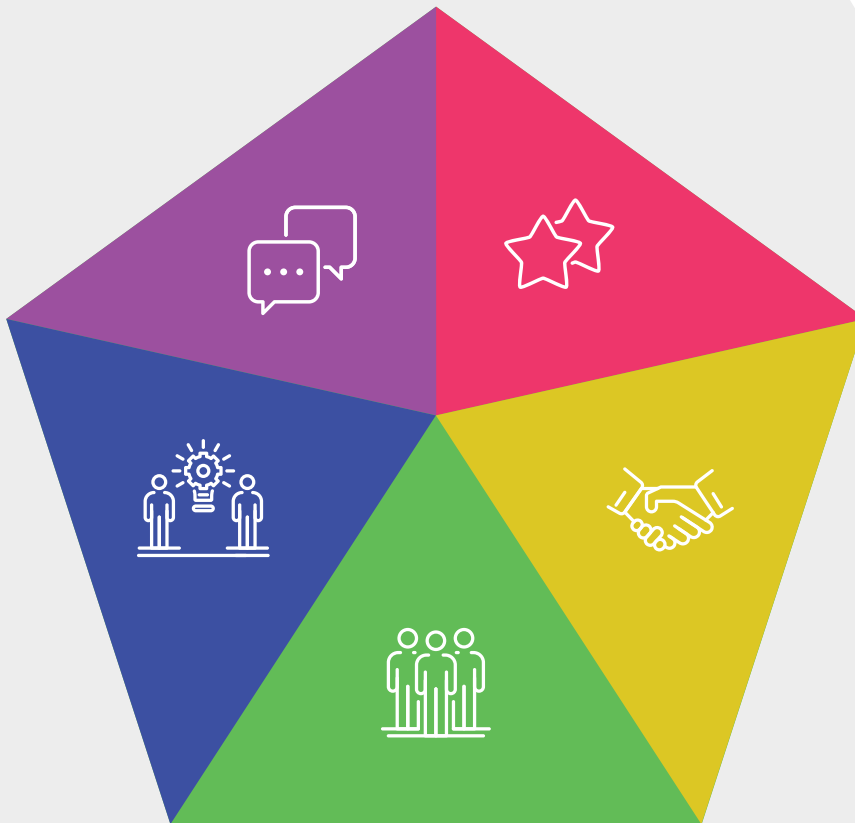


BACKGROUND

As a responsible corporate citizen and given the effects of climate change on the physical environment and human wellbeing along with the potential to pose adverse economic impact, Bank Simpanan Nasional (BSN) acknowledges climate change as a key risk surrounding our business and operating environment.

BSN aims to integrate environment, social and governance (ESG) principles into our business strategies and operations as our commitment towards sustainable practices while creating and delivering value to our stakeholders and our financial inclusion mandate.

CLIMATE CHANGE - STRUCTURE



Business and Operations

- Good Governance and Ethical
- Efficient use of Energy, Technology and Automation

Customers

- Fair in Pricing, Ethical in Sales Practice and Protecting Customers' Rights
- Financial Inclusion

Our Staff

- Dynamic and Diverse
- Safety at Work

Our Business Partners

- Strengthening Partnerships
- Promoting Environment Sustainability

Transparency and Disclosure

- Interaction and Communications
- Privacy and Ethical Data

PILLAR 1 : BUSINESS AND OPERATIONS

We aim to be sustainable in all that we do whilst preserving good governance and ethical practices. Starting with our internal operations, we will work towards adopting more productive and efficient use of energy, technology and automation. This will be expanded into our business strategies and risk appetite by embedding ESG principles into our drive for greater financial inclusiveness and our corporate vision of ‘No Malaysian Left Behind’.

These business and operational imperatives will be driven by a key performance indicator (KPI) based framework comprising both near term and long term measurable and targets.





PILLAR 2 : CUSTOMERS

We aspire to serve all Malaysians regardless of gender, race, age and socio-economic background. We aim to be fair in pricing, ethical in our sales practices and, ensure that their rights as customers are protected. More importantly we aim to support the financial inclusion agenda especially for the underserved with financial products and services that meet their needs and help make their lives better.



PILLAR 3 : OUR STAFF

We are committed to build a dynamic, diverse, inclusive and safe workplace for our staff, promoting and instilling good sustainability practices. This includes inculcating awareness among our staff on the importance of climate changes and conservation through, among others, contributing to the communities that we operate in through ESG Corporate Social Responsibility (CSR) initiatives apart from developing and improving our internal operations towards reducing, reusing and recycling. We will also better align our corporate values of Commitment, Agility, Respect and Ethical (CARE) to the principles of ESG.





PILLAR 4 : OUR BUSINESS PARTNERS

We will invest and strengthen our partnership in business partners who have priorities in sustainable development and commit to incorporating ESG factors in their business practices. Whether in our investment appetite or through the procurement of goods and services, our expectations towards our partners are set out in our BSN Code of Business Ethic. Where there is a further opportunity to close gaps, we will endeavour to promote sustainable practices among our suppliers and service providers.



PILLAR 5 : TRANSPARENCY AND DISCLOSURE

We commit to keep our stakeholders informed on the development and impact of BSN's sustainability initiatives and contributions towards sustainable development. We undertake to disclose ESG related information in our annual report with information that is in accordance with best practices in the financial services industry and as required by Bank Negara Malaysia.

