



HUMAN RIGHTS POLICY



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1. Introduction

Bank of Baroda (Bank or BOB) recognizes that human rights are universal and inherent to all human beings. Everyone is entitled to their human rights without discrimination. Everyone around the world deserves to be treated with respect and equality. These rights are all interconnected, indivisible and tied to one another. Freedom of association, privacy, good health, liberty, security including having a decent standard of living are considered fundamental rights.

The Bank hopes to promote socioeconomic development through inclusive growth. The Bank's Human Rights policy lays out common set of values that apply to its corporate policies to assure that the Bank does not support or tolerate infringement of human rights under any circumstances. The Bank has established a robust, efficient, fair, open and transparent grievance redressal procedure to track, monitor and respond to reports of human rights breaches and offer an effective solution to the aggrieved parties. This is consistent with the Bank's mission of being committed to augmenting stakeholders' value through concern, care and competence. The Bank's stakeholders include our employees, Board members, customers, shareholders, regulators, suppliers and communities.

2. Scope and Commitment

This policy statement embodies the Bank's values and principles as it strives to adhere to relevant policies and regulations pertaining to human rights. The Policy and its elements are universally applicable across Bank of Baroda's domestic and international operations and value chain partners. The Bank will ensure to train and create awareness amongst all employees on human rights and also engage with all stakeholders to raise awareness.

The Bank has also laid down established set of rules/ principles as per the Bank's Code of Conduct and Code of Ethics, prescribing the conforming and non- conforming behaviors for its employees.

3. Approach

The Policy is based on the foundation of the fundamentals of the Universal Declaration of Human Rights, inclusive of those in the International Bill of Rights and Declaration of Fundamental Rights at work (1998) as per the International Labour Organization as well as the United Nations Guiding Principles on Business and Human Rights and the National Guidelines on Responsible Business Conduct.

4. Key Objectives

4.1 Diversity, Equity and Inclusion

The Bank is committed to foster an inclusive workplace free from harassment or discrimination based on gender identity, marital status, age, race, colour, national or social origin, religion, disability, sexual orientation, or any other status covered by local laws or regulations in its area of operations.

The Bank believes in diverse ideas and perspectives and therefore cultivates an environment where all employees can contribute, develop and utilize their talents optimally. The Bank understands that each individual is unique and recognizes, accepts and celebrates these differences as diverse competencies and ensures that all its policies and practices are fair and provides equal possible outcomes for every individual.



The Bank has implemented a fair compensation model and an equal opportunity policy and ensures that all the employment decisions are based on merit and administrative or business needs.

The Bank promotes various measures towards embracing diversity, equity and inclusion like facilitating provisions for women in deployment and in leave matters including maternity benefits and sabbatical leave, strong mechanism for redressal of grievances, providing facilities and opportunities for persons with disabilities, celebrating cultural and ethnic diversity, encouraging and recognizing the variety and uniqueness of perspectives by having diverse committees and teams, promoting good physical and mental health and augmenting employee experience through an all-inclusive employee engagement policy and an employee assistance programme.

The Bank has also put in place a comprehensive Diversity, Equity and Inclusion (DEI) framework in order to pursue the DEI agenda of the Bank in a calibrated manner.

4.2 Freedom of Association and Collective Bargaining

The Bank upholds all applicable human rights laws while promoting the right to freedom of association, worker participation and collective bargaining for all employees and assures that all relevant labour regulations are followed.

The Bank maintains harmonious Industrial Relations with the recognized unions established by its employees and engages with them at regular intervals to enhance working conditions and ensure fair remunerations.

4.3 Women Safety

The Bank is always committed towards providing a safe and secure work environment for women and has zero tolerance for harassment of any kind at the workplace. The Bank has a well-established Prevention of Sexual Harassment (POSH) policy and guidelines with comprehensive redressal mechanisms to safeguard the welfare of its women employees.

The Bank offers a comprehensive range of benefits and policies specifically created to address their personal requirements at different stages of their lives, in an effort to promote an inclusive work environment.

4.4 Workplace Health and Safety

The Bank believes that access to a Healthy and Safe workplace is a basic right of all employees and it ensures a secure, hygienic, humane, and accessible workplace for all employees, including people with disabilities across all its offices.

The Bank aims to provide and maintain a safe, healthy and productive workplace for all employees by recognizing and mitigating risks of accidents, injuries and other health and safety hazards. It ensures that all relevant mock drills are conducted as a part of emergency response and preparedness procedures.

The Bank provides a healthy and safe environment free from all forms of substance abuse. Use and/or distribution of prohibited drugs and alcohol at work is not tolerated. Also, possession and/or use of weapons, ammunition or firearms, unless deemed necessary as part of one's role (such as a member of the Bank's security personnel) is strictly prohibited.



4.5 Prohibition of Child and Forced Labour

The Bank prohibits use of child labour, forced labour or any form of involuntary labour, paid or unpaid across its operations and does not tolerate any type of modern slavery, such as forced labour or human trafficking, throughout its operations.

4.6 Minimum Wage, Hours and Benefits

The Bank believes in fair, on-time and transparent payment of remuneration and fees to all its employees and value chain partners for the services rendered by them. It strictly abides by all relevant wage regulations, including those governing local and national minimum wage, overtime, and benefits that are required by law. The working hours are in line with those that are decided through various settlements and legislation.

5. Grievance Redressal Mechanism

The Bank is committed towards effective and timely resolution of grievances to the satisfaction of all stakeholders and has put in place a well-defined Grievance Redressal mechanism for reporting and resolution of any kind of grievances including human rights violations. The Bank's dedicated Online Complaint Management system is available on its website for external stakeholders and an internal portal called Baroda Samadhan is available for employees for reporting and resolution of any such issues.

The Bank's 24x7 contact centre is also available for registering any such grievances and physical complaint and suggestion boxes are also available across all branches.

The Bank has robust Whistleblower Policy/Guidelines and vigil mechanism to report grievances/concerns which are available for all stakeholders.

6. Governance and Review of Policy

This Policy shall be in force for a period of 3 years till 31.12.2025. The Bank will periodically undertake a Human Rights Due Diligence to identify, prevent, mitigate and account for adverse human rights impacts. A review of this Policy may also be undertaken before the due date, if there is any change in the regulatory guidelines or in the Bank's internal guidelines.

The Policy shall be reviewed/ amended after obtaining the approval of the Strategic Advisory Committee of the Board on HR. Any guidelines on Human Rights issued by ILO/ Government and the Bank from time to time will automatically be part of this Policy.

7. Policy Linkage

- Bank of Baroda Officer Employees' (Conduct) Regulations, 1976
- Bank of Baroda Officer Employees' (Discipline and Appeal) Regulations, 1976
- Settlement on Disciplinary Action & Procedure thereof dated 10th April, 2002
- Code of Ethics
- Equal Opportunity Policy
- Prevention of Sexual Harassment (POSH) policy
- Whistleblower Policy and Guidelines

