Annexure III

8. Specify the reason(s), if the company has failed to spend two per cent of the average net profit as per sub section (5) of section 135.

The Bank has earmarked 2% of the average net profit towards the CSR obligation in accordance with the applicable provisions of the Companies Act, 2013. Further, the Board approved projects include other than on going and ongoing projects spread over one plus three years as permissible. Accordingly, the prescribed budget / funds have been fully allocated to the other than ongoing as well as ongoing projects. The funds so allocated to ongoing projects will be spent in the succeeding years and these have been deposited into a dedicated "Unspent Account" as required under the Companies Act, 2013 and rules made thereunder. Consequently, the CSR obligation of 2% of the average net profit in accordance with the applicable provisions of the Companies Act, 2013 has been fully allocated by the Bank.

R. Subramaniakumar
(Managing Director & CEO)
(DIN: 07825083)

Ranjana Agarwal
(Chairperson of CSR Committee)
(DIN: 03340032)

Place: Mumbai
Date: July 17, 2026

Business Responsibility and Sustainability Report

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1. **Corporate Identity Number (CIN) of the Listed Entity -** L65191PN1943PLC007308

2. **Name of the Listed Entity -** RBL Bank Limited

3. **Year of incorporation -** 1943

4. **Registered office address -** 1st Lane, Shahupuri, Kolhapur-416001, Maharashtra, India

5. **Corporate address -** One World Center, Tower 2B, 6th Floor, 841, Senapati Bapat Marg, Lower Parel (W), Mumbai-400013, Maharashtra, India

6. **E-mail -** investorgrievances@rbl.bank.in / secretarial@rbl.bank.in

7. **Telephone -** +91 22 4302 0600

8. **Website -** https://www.rbl.bank.in/

9. **Financial year for which reporting is being done -** FY 2025-26

10. **Name of the Stock Exchange(s) where shares are listed –** Bombay Stock Exchange Limited (BSE) & National Stock Exchange of India Limited (NSE)

11. **Paid-up Capital -** ₹ 6,18,11,14,040/-as on 31 March, 2026.

12. **Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report –** Mr. Amit Pandya, Head E&S Risk; Tel: +91 22 43020600; email: investorgrievances@rbl.bank.in

13. **Reporting boundary -** Disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together)- The Report presents information about the standalone operations of the Bank across various business verticals.

14. **Name of assurance provider -** CNK & Associates LLP

15. **Type of assurance obtained -** Reasonable Assurance of BRSR Core disclosures

II. Products/services

16. **Details of business activities (accounting for 90% of the turnover):**

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1.	Financial and insurance Service	Banking activities by Central, Commercial and Saving banks	100%

17. **Products/Services sold by the entity (accounting for 90% of the entity's Turnover):**

S. No.	Product/Service	NIC Code	% of total Turnover contributed
1	Monetary intermediation of commercial banks, saving banks, postal savings bank and discount houses	64191	100%

III. Operations

18. **Number of locations where plants and/or operations/ offices of the entity are situated:**

Location	Number of plants	Number of offices	Total
National	Not Applicable	22 (offices) and 602 (branches)	624
International	Not Applicable	Nil (offices) and 1* (branch)	1

*GIFT City IBU

19. **Markets served by the entity:**

a. Number of locations

Locations	Number
National (No. of States)	The bank has a total network of 603 branches (including IBU); 1,339 business correspondent branches (of which 258 banking outlets) and 415 ATMs spread across 28 Indian states and Union Territories.
International (No. of Countries)	The Bank has 1 International Financial Services Unit (IFSC) Banking Unit (IBU) at the Gujarat International Finance Tec-City IFSC (GIFT City) to meet the requirements of offshore banking operations from India.

b. **What is the contribution of exports as a percentage of the total turnover of the entity?**

Given the nature of the banking business, this is not applicable.

Business Responsibility and Sustainability Report

c. A brief on types of customers

The Bank offers specialized services for individuals and corporates (Large, Medium, Small & Micro) under five business verticals namely: Corporate Banking, Commercial Banking, Branch & Business Banking, Retail Assets and Treasury & Financial Markets Operations. The Bank is also a preferred banking partner for various Government entities and Public Sector Undertakings.

IV. Employees

20. Details as at the end of the Financial Year:

a. Employees and workers (including differently abled):

	S. No.	Particulars	Total (A)	Male		Female	
				No. (B)	% (B / A)	No. (C)	% (C / A)
		EMPLOYEES					
RBL	1	Permanent (D)	13,146	10,192	78%	2,954	22%
	2	Other than permanent (E)	170	132	78%	38	22%
	3	**Total employees (D + E)**	**13,316**	**10,324**	**78%**	**2,992**	**22%**
RFL	1	Permanent (D)	9,711	9,009	93%	702	7%
	2	Other than Permanent (E)	Nil	Nil	Nil	Nil	Nil
	3	**Total employees (D + E)**	**9,711**	**9,009**	**93%**	**702**	**7%**
		WORKERS					
	4	Permanent (F)	Not Applicable				
	5	Other than permanent (G)					
	6	**Total workers (F + G)**					

b. Differently abled Employees and workers:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
	Differently abled Employees					
1	Permanent (D)	24	21	88%	3	13%
2	Other than Permanent (E)	–	–	–	–	–
3	**Total differently abled employees (D + E)**	**24**	**21**	**88%**	**3**	**13%**
	Differently abled Workers					
4	Permanent (F)	Not Applicable				
5	Other than Permanent (G)					
6	**Total differently abled workers (F + G)**					

21. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	10	2	20%
Key Management Personnel	4	1	25%

22. Turnover rate for permanent employees and workers

	FY 2025-26			FY 2024-25			FY 2023-24		
	Male	**Female**	**Total**	Male	Female	Total	Male	Female	Total
Permanent Employees	25.76%	33.16%	27.4%	32.51%	35.47%	33.1%	42.77%	49.98%	44.4%
Permanent Workers	Not Applicable			Not Applicable					

V. Holding, Subsidiary and Associate Companies (including joint ventures)

23. (a) Names of holding / subsidiary / associate companies / joint ventures - Bank has a wholly owned subsidiary, viz. RBL FinServe Limited. It works as a last-mile distributor of comprehensive financial services and products for the Bank, in particular loans and savings products to low-income households and micro entrepreneurs.

S. N.	Name of the holding/subsidiary / associate companies/ joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	RBL Finserve Limited	Subsidiary	100%	Yes

VI. CSR Details

24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes

(ii) Turnover (in ₹) 10,481 Crore

(iii) Net worth (in ₹) 16,014 Crore

VII. Transparency and Disclosures Compliances

25. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No/ NA) (If Yes, then provide web-link for grievance redress policy)	FY 2025-26 Current Financial Year			FY 2024-25 Previous Financial Year		
		Number of complaints filed during the year	**Number of complaints pending resolution at close of the year**	**Remarks**	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes	0	0	Refer footnote 5 below	0	0	Refer footnote 5 below
Investors (other than shareholders)	Yes [1]	0	0	–	0	0	–
Shareholders	Yes [2]	6	0	–	4	0	–
Employees and workers	Yes [3]	8	0	–	9	0	–
Customers	Yes [4]	45,450	1,286	–	79,295	3,898	Restated complaints number based on re−classification of request & query into complaints for FY 25.
Value Chain Partners	Not Applicable	Not Applicable			Not Applicable		
Others (Please Specify)							

[1] https://www.rbl.bank.in/investor-grievance-redressal?tabName=investor-grievance-redressal

[2] https://www.rbl.bank.in/personal-banking/demat?tabName=grievance-redressal

[3] This is an internal policy and is available to all employees on the Bank intranet.

[4] https://webassets.rbl.bank.in/document/Bank%20Policies/GrievanceRedressalPolicy.pdf and Customer Grievance Redressal Mechanism - Register Your Complaint | RBL Bank

[5] The grievances of the community are received over official emails and calls. As per Bank's Policy for redressal of an external stakeholder grievance or for influencing public policy and voicing its opinion; it should be done in a (i) responsible manner, (ii) ensuring fairness while voicing opinion, and (iii) promoting greater public good. Basis investigation & findings appropriate actions are initiated, and the grievances of the community are resolved by the CSR team of the bank.

Business Responsibility and Sustainability Report

26. Overview of the entity's material responsible business conduct issues

Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
Please refer sections on 'Materiality Assessment', 'External Environment', Risk Management' and 'Business Continuity Plan' of the Integrated Report for FY 2025-26.					

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
	See Note 1	See Note 2	See Note 3	See Note 4	See Note 5	See Note 6	See Note 7	See Note 8	See Note 9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
c. Web Link of the Policies, if available	The Bank policies have been developed basis best practices and in line with the regulatory requirements. Few policies are available on Bank's website at Bank Policies | RBL Bank and some policies are internal to the bank and are accessible to all internal stakeholders on Intranet. (Refer to notes below for further details).								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Not Applicable								
4. Name of the national and international codes/ certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	Not Applicable								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	1. Portfolio level caps for high carbon-emitting sectors. 2. Adopted a Coal Policy to reduce financing for coal based thermal power generation to zero by FY2033-34 3. To achieve carbon-neutral status from own operations by FY 2033-34.								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	The Bank has implemented exposure limits for carbon-intensive sectors including: Thermal Power Generation (coal and gas); Oil and Gas; Iron and Steel; Cement; Aluminum; Coal Mining; and Lime in FY 2023-24 and there has been a declining trend in exposure to these sectors leading us towards the target.								
Governance, leadership and oversight									
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure): Please refer messages from MD&CEO and Executive Director from the Annual Integrated Report FY 2025-26.									

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
	See Note 1	See Note 2	See Note 3	See Note 4	See Note 5	See Note 6	See Note 7	See Note 8	See Note 9
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	The Board has overall responsibility for oversight of the bank's Sustainability & ESG strategy. The MD & CEO and the Committees of the Board review the strategy of the Bank that includes the issue of Business Responsibility and updates the board quarterly on the performance.								
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	The bank has a specific ESG Committee at executive level that reviews the sustainability performance and reports to the Risk Management Committee of the Board (RMCB) on a quarterly basis.								

10. Details of Review of NGRBCs by the Company:

Subject for Review	Review of principles undertaken by Director/ Committee of the Board or any other Committee and frequency
Performance against above policies and follow up action	The ESG Committee of the Bank meets and reviews all ESG-related agendas on a quarterly basis. Further, the policies of the bank are reviewed on an annual basis by respective committee/Board as applicable.
Compliance with statutory requirements of relevance to the principles and rectification of any non-compliances	The Bank is in compliance with the extant regulations, as applicable.

	P1	P2	P3	P4	P5	P6	P7	P8	P9
11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	No, however, all bank policies are in line with regulatory guidelines.								

12. If answer to question (1) above is "No" i.e. not all Principles are covered by a policy, reasons to be stated:

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)	Not applicable								
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
The entity does not have the financial or/human and technical resources available for the task (Yes/No)									
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)									

Notes:

Note 1 : Principle 1- Ethics & Transparency: RBL Bank has the following policies that guide the Bank to attain ethical, transparent and accountable means of doing business:

- Policy on Ethical Conduct
- Code of Ethics and Conduct for Board and Senior Management
- Policy for determination of material information and events
- Related Party Policy
- Policy on determining Material Subsidiaries

Business Responsibility and Sustainability Report

- Business Continuity Management Policy
- Whistleblower Policy
- Dividend Distribution Policy
- Policy on appointments & compensation to non-executive directors
- Investor Charter – IPOs & FPOs
- Code of Practices and Procedures for Fair Disclosure of UPSI
- KYC-AML-CFT Policy
- Fair Practice Code for RBL Bank

In addition to above, RFL has developed a Fraud Risk Management Policy and Disciplinary Action Policy which mandates and drives the ethical conduct in RFL. This is approved by RFL' s Board and is circulated to RFL's staff members.

Note 2: Principle 2 - Product Responsibility: The Bank complies with regulations governing its products and services and has taken initiatives to promote inclusive growth, environmental sustainability and safety through following policies:

- Sustainability Policy
- E&S Risk Policy
- DSA Code of Conduct
- Citizens' Charter

Note 3: Principle 3 - Human Resources: RBL Bank's policies for its employees are based on Indian regulations, international best practices and RBI guidelines:

- Employee Remuneration
- Anti-Sexual Harassment Policy
- Employee Grievance Redressal
- Employees Code of Conduct
- Compensation and Protection Policy
- Employees Leave Policy
- Employee Loan Policy
- Employee Suggestion Scheme
- Maternity Leave Policy
- Mandatory Leave Policy.
- Management Disciplinary Action Policy

RFL has similar HR and POSH policies. All policies are available on Bank's intranet which is accessible to Bank's employees.

Note 4: Principle 4 - Responsive to all Stakeholders: RBL Bank respects the interests and be responsive to all its stakeholders through below mentioned policies:

- Investor Charter – IPOs & FPOs
- Customer Grievance Redressal Policy
- Sustainability Policy
- E&S Risk Policy
- CSR Policy

Further, bank's Credit Policy for Financial Inclusion (FI) Business guides Bank's efforts towards marginalized and vulnerable population. The Credit Policy follows RBI master-circular on PSL sector lending and MSME Act. It has been approved by the Bank's Board and is available on the intranet.

Note 5: Principle 5 - Respect for Human Rights: Below policies and codes adopted by the Bank addresses the requirements of this principle and emphasizes fair employment practices, diversity, fair competition, prohibition of harassment & intimidation and promotes safety of the employees at the workplace:

- Policy on Ethical Conduct
- Anti-Sexual Harassment Policy
- Fair Practice Code for RBL Bank

The Bank also has Supplier's Standard which covers aspects like responsible business practice – including ensuring human rights along the Bank's value chain. This standard is a part of all tender documents and mandatory for Bank's goods/service suppliers to follow.

Further, the Bank follows the Code of Commitment based on the standards issued by the Banking Codes and Standards Board of India (BCSBI) which covers aspects like good and fair banking practices, transparency in services and products, high operating standards and cordial relationship with customers.

Note 6: Principle 6 - Protect Environment: The bank endeavors to respect and make efforts to protect and restore the environment through below mentioned policies:

- Sustainability Policy
- E&S Risk Policy

Note 7: Principle 7 - Public Policy: when engaging in influencing public and regulatory policy, the bank does so in a manner that is responsible and transparent through:

- Policy on Ethical Conduct
- Code of Practices and Procedures for Fair Disclosure of UPSI
- Policy for determination of material information and events
- E&S Risk Policy

Bank's Environmental & Social (E&S) Risk Policy dictates that when the Bank engages with external stakeholder like regulators, trade associations, industry bodies etc. for redressal of a grievance or for influencing public policy and voicing its opinion; it should do so in a (i) responsible manner, (ii) ensuring fairness while voicing opinion, and (iii) promoting greater public good.

Note 8: Principle 8 - Inclusive Development:

- Sustainability Policy
- CSR Policy
- MSE Policy

In addition, Bank's Credit Policy for Financial Inclusion (FI) Business guides Bank's Financial Inclusion efforts. FI activities are aimed towards improving the quality of life of poor women/folk in rural and semi-rural areas of India, by honing their entrepreneurial skills. The bank's financial inclusion efforts are supported by financial literacy (FL) training of clients. This, in the long run, helps them to access mainstream finance, break free from the shackles of poverty and avoid loan sharks.

Note 9: Principle 9 – Customer Responsibility: The Bank has the following policies oriented towards its customers –

- Grievance Redressal Policy
- Privacy Policy
- Citizen Charter(s)
- Code of Bank's commitment to Customers
- Customer Compensation and Protection Policy
- Customer Rights Policy
- Comprehensive Deposit Policy
- Policy on Collection of Dues and Repossession of Securities
- KYC-AML-CFT Policy
- Fair Practice Code
- Policy on Outsourcing Financial Services
- Credit Policy
- Information Security Policy

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SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

The Bank is currently disclosing information sought under the mandatory "Essential" indicators of this section.

PRINCIPLE 1 Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.

Essential Indicators

1. Percentage coverage by training and awareness programmes on any of the Principles during the financial year:

Segment	Total number of training and awareness programs held	Topics/ principles covered under the training and its impact	% of persons in respective category covered by the awareness program
Board of Directors	2	Know Your Customer (KYC) & Anti-Money Laundering (AML)	20%
Key Managerial Personnel	3	Information & Cybersecurity Awareness, Prevention of Sexual Harassment (POSH), Business Continuity Management (BCM), Compliance Culture, Risk and Governance, Know Your Customer (KYC) & Anti-Money Laundering (AML), Senior Leadership Capability Building	75%
Employee other than BoD and KMPs	849	Role based KYC & AML; IT & Cyber Security, Data Protection & Data Privacy; Risk based internal audit; Compliance Management; Fraud Risk Management; Code of Conduct, POSH and Gender Sensitization; Operational Risk Management; Climate Risk; Environmental and Social Risk Assessment; Business Continuity Management (BCM); Employee Benefits, New Employee Orientation	96%
Workers	Not Applicable	Not Applicable	Not Applicable

2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):

Monetary

	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In ₹)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	Nil				
Settlement	Nil				
Compounding fee	Nil				

Non-Monetary

	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment	Nil			
Punishment	Nil			

3. Of the instances disclosed in Question 2 above, details of the Appeal/ Revision preferred in cases where monetary or non-monetary action has been appealed.

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
Not Applicable	

4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy.

   The bank has Board approved 'Code of Conduct/ Ethical Conduct'[5] Policy which covers all employees. The code defines bribery and corruption as potential misconduct, and has defined procedures for reporting, documenting, and disciplinary actions to be taken in case of violation of code. The Whistle Blower Policy[6] also covers 'Graft/Bribery/Corruption'.

5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption:

	FY 2025-26	FY 2024-25
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Not Applicable	Not Applicable

6. Details of complaints with regard to conflict of interest:

	FY 2025-26		FY 2024-25	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	–	Nil	–
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	–	Nil	–

7. Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.

   Nil

8. Number of days of accounts payables ((Accounts payable *365) / Cost of goods/services procured) in the following format:

	FY 2025-26	FY 2024-25
Number of days of accounts payables	30.96	46.49

Note: Numerator consists of expenses payable (including provisions). The denominator for the above KPI represents 'purchases' made from vendors forming part of Schedule 16 and additions to fixed assets as per Schedule 10 of the Standalone Audited Financial Statements of the Bank. **An independent reasonable assurance has been carried out by CNK & Associates LLP on the above disclosure.**

5 The Policy on 'Code of Conduct' is available on bank's intranet portal and is accessible to all employees and link for Ethical Conduct is policy-ethical-conduct.pdf

6 Whistle Blower Policy

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9. Open-ness of business

Provide details of concentration of purchases and sales with trading houses, dealers and related parties along-with loans and advances & investments, with related parties in the following format:

Parameter	Metrics	FY 2025-26	FY 2024-25
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	Not Available	
	b. Number of trading houses where purchases are made		
	c. Purchases from top 10 trading houses as % of total purchases from trading houses		
Concentration of Sales	a. Sales to dealer / distributors as % of total sales	The Bank does not make any sales to dealers / distributors.	
	b. Number of dealers / distributors to whom sales are made		
	c. Sales to top 10 dealers / distributors as % of total sales to dealer / distributors		
Share of RPTs in	a. Purchases (Purchases with related parties as % of Total Purchases)	Nil	
	b. Sales (Sales to related parties as % of Total Sales)		
	c. Loans & advances given to related parties as % of Total loans & advances*	0.00001%	Nil
	d. Investments in related parties as % of Total Investments made*	0.45%	0.45%

*Refer to the Bank's disclosures on Related Party Transactions (RPT) provided in Schedule 18 sub point 13, RPT relevant to the required disclosures have been considered for reporting in the table above. The bank does not maintain data on purchases from trading houses. The Bank does not make any sales to dealers / distributors. **An independent reasonable assurance has been carried out by CNK & Associates LLP on the above disclosure.**

PRINCIPLE 2 Businesses should provide goods and services in a manner that is sustainable and safe

Essential Indicators

1. Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.

	FY 2025-26	FY 2024-25	Details of improvements in environmental and social impacts
R&D	NIL		
Capex			

Given the nature of business of the Bank, the relevance of the above is largely restricted to information technology (IT) capex.

2. a. Does the entity have procedures in place for sustainable sourcing?

   b. If yes, what percentage of inputs were sourced sustainably?

   Bank being a service industry, our primary inputs by value are software and services, hence this is not applicable.

3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.

   Given the nature of the business, the Bank does not have 'physical' product offerings in the normal course of its operations and hence reclamation of products is not applicable.

4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.

   The Bank does not have 'physical' product offerings in the normal course of its operations and hence Extended Producer Responsibility is not applicable given the nature of business.

PRINCIPLE 3 Businesses should respect and promote the well-being of all employees, including those in their value chains

Essential Indicators

1. a. Details of measures for the well-being of employees:

% of employees covered by

Category	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity benefits		Daycare Facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent											
Male	10,192	10,192	100%	9,855	97%	NA	NA	10,192	100%	NA	NA
Female	2,954	2,954	100%	2,925	99%	2954	100%	NA	NA	NA	NA
Total	**13,146**	**13,146**	**100%**	**12,780**	**97%**	**2,954**	**22%**	**10,192**	**78%**	**NA**	NA
Other than Permanent employees											
Male	132	110	83%	110	83%	NA	NA	110	83%	NA	NA
Female	38	35	92%	35	92%	38	100%	NA	NA	NA	NA
Total	**170**	**145**	**85%**	**145**	**85%**	**38**	**22%**	**110**	**65%**	**NA**	NA

b. Details of measures for the well-being of workers:

% of workers covered by

Category	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity benefits		Daycare Facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent + Other than Permanent workers											
Male	Not Applicable										
Female											
Total											

c. Spending on measures towards well being of employees and workers (including permanent and other than permanent) in the following format-

	FY 2025-26	FY 2024-25
Cost incurred on well-being measures as a % of total revenue of the company	0.24%	0.31%

An independent reasonable assurance has been carried out by CNK & Associates LLP on the above disclosure.

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2. Details of retirement benefits:

Benefits	FY 2025-26			FY 2024-25*		
	No.of employees covered as a % of total employees	**No.of workers covered as a % of total workers**	**Deducted and deposited with the authority (Y/N/N.A.)**	No.of employees covered as a % of total employees	No.of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	99.81%	Not Applicable	Y	99.80%	Not Applicable	Y
Gratuity	98.72%		Y	98.54%		Y
ESI	Not Applicable			Not Applicable		
Others –please specify	Not Applicable			Not Applicable		

*Data has been reinstated for FY2024-25 basis revised logic

3. Accessibility of Workplaces

Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.

Accessible offices and branches is a priority for the bank. Most of our offices and branches are located in modern buildings with ramps, wheelchair accessible parking and lifts etc.

4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.

RBL Bank's Code of Conduct Policy's 'Non-Discrimination' provision set out to maintain a working environment free from any discrimination and harassment. It endeavors equal employment opportunity without discrimination or harassment, of whatsoever nature, on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, age, disability, marital status, national or ethnic origin, or any physical or other characteristics that are unrelated to inherent job requirements or other characteristics protected by law.

The Ethical Code of Conduct is available on bank's website[7] and the Code of Conduct Policy is internal to the bank and is available on Bank's intranet portal accessible to all employees.

5. Return to work and Retention rates of permanent employees and workers that took parental leave.

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	99.81%	78.33%	Not Applicable	
Female	96.59%	81.06%		
Total	**98.73%**	**79.24%**		

6. Is there a mechanism available to receive and redress grievances for the following categories of employees and worker? If yes, give details of the mechanism in brief.

	Yes/No	(If Yes, then give details of the mechanism in brief)
Permanent Workers	Not Applicable	
Other than Permanent Workers		
Permanent Employees	Yes	The Bank has grievance redressal policy basis which employees can send/log in their complaints and seek resolution. Besides this, the employees are encouraged to reach out their supervisors and HR BPs for any other complaints/ grievance.
Other than Permanent Employees	Yes	For other than permanent employees, either grievance is received by supervisor/Business or via HR or via vendor and is dealt suitably.

7. Membership of employees and workers in association(s) or Unions recognized by the listed entity:

Category	FY 2025-2026			PY 2024-2025		
	Total employees/ workers in respective category (A)	**No.of employees / workers in respective category, who are part of association(s) or Union (B)**	**% (B / A)**	Total employees / workers in respective category (C)	No.of employees /workers in respective category,who are part of association(s) or Union (D)	% (D / C)
Total Permanent Employees*	13,316	366	2.75%	14,265	377	2.64%
Male	10,324	337	3.26%	11,016	346	3.14%
Female	2,992	29	0.97%	3,249	31	0.95%
Total Permanent Workers	Not Applicable			Not Applicable		
Male						
Female						

*Total employees here include permanent and other than permanent employees

7 https://drws17a9qx558.cloudfront.net/document/Footer%20-%20Ploicy%20on%20Ethical%20Conduct/policy-ethical-conduct.pdf

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8. Details of training given to employees and workers:

Category	FY 2025-26					FY 2024-25				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
Employees										
Male	10,324	7,291	71%	9,911	96%	11,016	Not Available		8,683	79%
Female	2,992	2,992	100%	2,855	95%	3,249			2,650	82%
Total	**13,316**	10,283	77%	**12,766**	**96%**	14,265			11,333	79%
Workers										
Male	Not Applicable					Not Applicable				
Female										
Total										

Note: The bank is committed to providing a safe and secure working environment for its employees. Regular drills and training in first aid, fire safety and personal safety are conducted together with periodic checks on the physical and mental health of employees. It includes all available male and female employees including all support staff present during the time when training is being conducted.

9. Details of performance and career development reviews of employees and workers:

Category	FY 2025-26			FY 2024-25		
	Total (A)	No. (B)	% (B/ A)	Total (D)	No.(E)	% (E / D)
Employees						
Male	10,324	6,774	65.6%	11,016	5,621	51.0%
Female	2,992	1,993	66.6%	3,249	1,654	50.9%
Total	**13,316**	**8,767**	**65.8%**	14,265	7,275	51.0%
Workers						
Male	Not Applicable			Not Applicable		
Female						
Total						

10. Health and safety management system:

a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage such system?

Yes.

The bank is committed to providing a safe and secure working environment for its employees. Regular drills and training in first aid, fire safety and personal safety are conducted together with periodic checks on the physical and mental health of employees.

b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?

As part of the bank's physical security management, physical safety audits and hazard identification exercises including branch/ office security, safety and fire safety/ evacuation procedures are carried out by the Physical Security team.

c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)

Yes, The bank has processes in place for employees to report work-related hazards and to remove themselves from such risks by reaching out to their managers, HR, and/or the security manager. The bank's incident management / support system such as ITSM tickets, feedback session at branches, fire drill training, etc serve as multiple opportunities and/or processes to report and solve any hazards related issues.

d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No) - Yes

11. Details of safety related incidents, in the following format:

Safety Incident/Number	Category	FY 2025-26	FY 2024-25*
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0.03	0.03
	Workers	Not Applicable	Not Applicable
Total recordable work-related injuries	Employees	1	1
	Workers	Not Applicable	Not Applicable
No. of fatalities	Employees	0	0
	Workers	Not Applicable	Not Applicable
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	Not Applicable	Not Applicable

* The bank has started capturing this data since Feb'25, FY24-25 disclosure is reported accordingly.

An independent reasonable assurance has been carried out by CNK & Associates LLP on the above disclosure.

12. Describe the measures taken by the entity to ensure a safe and healthy work place.

The Branch Managers / Office In charges are informed about conduct of the security, safety, fire safety and evacuation drill well in advance for information of all staff for maximum participation and attendance during the training and mock drill.

The Security team demonstrates in detail all security safety equipment installed in branch/office, the use of Fire Extinguishers, panic and security alarms to deal with in case any untoward incidents in branch/office, the team delivers the information and SOP in a very effective and simple way so that maximum staff have all basic information about branch security and safety.

The Bank has organized various webinars on topics such as mental wellbeing, health awareness etc. Further, in addition to the above, medical health check-up camps are also organized.

13. Number of Complaints on the following made by employees and workers:

	FY 2025-26			FY 2024-25		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	Not Available			Not Available		
Health & Safety						

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14. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	Not Available
Working Conditions	Not Available

15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health & safety practices and working conditions

Security training of Branches/Offices/Vendors sites were organized by the Security Unit during the year as a proactive measure.

PRINCIPLE 4: Businesses should respect the interests of and be responsive to all its stakeholders

Essential Indicators

1. Describe the processes for identifying key stakeholder groups of the entity.

Please refer Section on the Stakeholder Engagement of Integrated Annual Report.

2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group	Channels of communication	Frequency of engagement	Purpose and scope of engagement including key topics and concerns raised during such engagement
Please refer Section on the Stakeholder Engagement of Integrated Annual Report.				

PRINCIPLE 5 Businesses should respect and promote human rights

Essential Indicators

1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:

Category	FY 2025-26			FY 2024-25		
	Total (A)	No. of employees/ workers covered (B)	% (B/A)	Total (C)	No. of employees/ workers covered (D)	% (D/C)
Employees						
Permanent	13,146	9,913	75%	14,057	7,505	53%
Other than permanent	170	23	14%	208	48	23%
Total Employees	13,316	9,936	75%	14,265	7,553	53%
Workers						
Permanent	Not Applicable			Not Applicable		
Other permanent						
Total Workers						

2. Details of minimum wages paid to employees and workers, in the following format:

Category	FY (25-26)					PY (24-25)				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B /A)	No. (C)	% (C /A)		No. (E)	% (E /D)	No. (F)	% (F /D)
Employees										
Permanent	13,146	0	0	13,146	100%	14,057	0	0	14,057	100%
Male	10,192	0	0	10,192	100%	10,840	0	0	10,840	100%
Female	2,954	0	0	2,954	100%	3,217	0	0	3,217	100%
Other than Permanent	170	0	0	170	100%	208	0	0	208	100%
Male	132	0	0	132	100%	176	0	0	176	100%
Female	38	0	0	38	100%	32	0	0	32	100%
Workers										
Permanent	Not Applicable					Not Applicable				
Other Permanent than										

3. Details of remuneration/salary/wages

a. Median remuneration / wages:

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)#	6	₹ 26,00,000	2	₹ 26,00,000
Key Managerial Personnel	3	₹ 2.75 Cr	1	₹ 1.53 Cr
Employees other than BoD and KMP	10,189	₹ 7,56,204	2,953	₹ 6,60,000
Workers	Not Applicable			

*The above table contains permanent employees

Remuneration of Managing Director & CEO and Executive Director is mentioned against the category of Key Managerial Personnel. Remuneration for Non-Executive Directors includes only fixed remuneration and for Part-Time Chairman, the remuneration paid is as approved by Reserve Bank of India. During FY2025-26, a fixed remuneration of ₹26,00,000 p.a.was paid to the non-executive directors for FY2024-25 (on a pro-rated basis for those who were directors for part of FY2024-25). For Part-time Chairman (Mr. Chandan Sinha), during FY2025-26, the aforesaid fixed remuneration of ₹26,00,000 p.a. was paid on a pro-rated basis for the period from April 1, 2024 upto August 2, 2024 and consequent to his appointment as Part-Time Chairman effective August 3, 2024 with the approval granted by RBI, he was paid a remuneration of ₹27,00,000 per annum on a pro-rated basis for the period from August 3, 2024 upto March 31, 2025. The sitting fees paid for Board/Committee meetings is not included in the above table.

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b. Gross wages paid to females as % of total wages paid by the entity, in the following format:

	FY 2025-26	FY 2024-25
Gross wages paid to females (Gross wages paid to females as % of total wages)	17.93%	17.55%

*The above table contains permanent employees and non-permanent employees. **An independent reasonable assurance has been carried out by CNK & Associates LLP on the above disclosure.**

4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)

Yes, the Bank's Whistleblower and Grievance Redressal Polices specifies roles and responsibilities of people responsible to address such issues. Besides, the employees' Code of conduct policy explicitly provides for protecting human rights.

5. Describe the internal mechanisms in place to redress grievances related to human rights issues.

The Bank's Whistleblower and Grievance Redressal Policies provide mechanisms to address such issues. Besides, the employees' Code of conduct policy explicitly provides for protecting human rights.

6. Number of Complaints on the following made by employees and workers:

	FY 2025-26			FY 2024-25		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	8	1	-	9	0	-
Discrimination at workplace	0	0	No complaints	0	0	No complaints
Child Labour	0	0	No complaints	0	0	No complaints
Forced Labour/Involuntary Labour	0	0	No complaints	0	0	No complaints
Wages	0	0	No complaints	0	0	No complaints
Other human rights related issues	0	0	No complaints	0	0	No complaints

7. Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:

	FY 2025-26	FY 2024-25
i) Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	8	9
ii) Female employees / workers	2,992	3,249
iii) Complaints on POSH as a % of female employees / workers	0.27%	0.28%
iv) Complaints on POSH upheld	4	6

An independent reasonable assurance has been carried out by CNK & Associates LLP on the above disclosure.

8. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.

The Banks has a "Prevention of Sexual Harassment Policy" which clearly prohibits harassment. The Bank during the investigation/ enquiry proceedings attempts to protect the complainant and ensures that he/she should not face negative consequences after raising the complaint.

9. Do human rights requirements form part of your business agreements and contracts? (Yes/No)

Yes

10. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	Given the nature of industry this is Not Applicable
Forced/involuntary labour	Given the nature of industry this is Not Applicable
Sexual harassment	We have 1.62% locations assessed /Inspected by statutory bodies. (notices under various acts)
Discrimination at workplace	
Wages	
Others – please specify	

11. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 10 above.

Nil, since no such adverse risks/concerns identified during assessment.

PRINCIPLE 6: Businesses should respect and make efforts to protect and restore the environment

Essential Indicators

1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:

Parameter	Units	FY 2025-26	FY 2024-25
From renewable sources sources			
Total electricity consumption (A)~	GJ	10,132	9,188
Total fuel consumption (B)	GJ	–	–
Energy consumption through other sources (C)		–	–
Total energy consumed from renewable sources (A+B+C)~	GJ	10,132	9,188
From non-renewable sources			
Total electricity consumption (D)~	GJ	79,098	72,734
Total fuel consumption (E)~	GJ	1,056	995
Energy consumption through other sources (F)	GJ	–	–
Total energy consumed from non-renewable sources (D+E+F)~	GJ	80,154	73,729
Total energy consumed (A+B+C+D+E+F)~		90,286	82,917
Energy intensity per rupee of turnover* (Total energy consumed / Revenue from operations)		4.89	4.65
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)^ (Total energy consumed / Revenue from operations adjusted for PPP)		99	96
Energy intensity in terms of physical Output	(GJ / Average Employees)	6.52	5.86

~The bank amended its methodology for estimating its energy consumption using "Spend Based approach to estimate environmental footprint" as recommended under SEBI's Circular on Industry Standards on Reporting of BRSR Core in association with FICCI, ASSOCHAM and CII dated December 20, 2024. The amendments have been applied retrospectively to the corresponding data points for FY 2024-25, and the data has been restated. Accordingly, the total energy consumption for FY 2024-25, has increased by 35,224 GJ.

*Turnover in crore rupees is used for a readable number

^PPP conversion rate used is 20.34 for FY2025-26 USD as published by The International Monetary Fund (IMF)

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Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? If yes, name of the external agency.

Yes, CNK and Associates LLP

2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.

   No

3. Provide details of the following disclosures related to water, in the following format:

Parameter	FY 2025-26	FY 2024-25
Water withdrawal by source (in kilolitres)		
(i) Surface water	–	–
(ii) Groundwater	–	–
(iii) Third party water	1,71,245	1,75,218
(iv) Seawater / desalinated water	–	–
(v) Others	–	–
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)*	**1,71,245**	1,75,218
Total volume of water consumption (in kilolitres) ^	34,249	35,044
Water intensity per rupee of turnover~ (Total water consumption / Revenue from operations)	1.86	1.96
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)# (Total water consumption / Revenue from operations adjusted for PPP)	37.74	40.57
Water intensity in terms of physical output	2.48	2.48

*The Bank calculates water withdrawal, using an estimate of 45 liters of water consumption per head per working day for offices, as per guidelines published by the Central Ground Water Authority (CGWA) and relevant adjustments with respect to calculation of number of working days.

^ Further, Water discharged is considered as 80% of the water withdrawn from source based on Central Pollution Control Board (CPCB) database report dated December 24, 2009. Therefore, it is assumed that of the total water withdrawal, only 20% is consumed.

~Turnover in crore rupees is used for a readable number

#PPP conversion rate used is 20.34 for FY2025-2026 USD as published by the International Monetary Fund (IMF).

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? If yes, name of the external agency.

Yes, CNK and Associates LLP

4. Provide the following details related to water discharged:

Parameter	FY 25-26	FY 24-25
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
(ii) To Groundwater		
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
(iii) To Seawater		
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
(iv) Sent to third-parties		
- No treatment*	1,36,996	1,40,174
- With treatment – please specify level of treatment	Nil	Nil
(v) Others		
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
Total water discharged (in kilolitres)	1,36,996	1,40,174

*Water discharged is considered as 80% of the water withdrawn from source based on CPCB database report dated December 24, 2009 and reported as water sent to third parties.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? If yes, name of the external agency.

Yes, CNK and Associates LLP

5. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.

   The Bank does not generate industrial wastewater. The Bank's facilities are all connected to municipal wastewater collection systems or to the facility-owner's wastewater treatment systems hence, the wastewater generated by the Bank's activities are therefore directed on to the municipal wastewater collection systems or facility-owner's wastewater treatment systems where it is treated appropriately as per the discretion of the municipal agencies/ facility owner (third parties)

6. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:

Parameter	Please specify unit	FY 25-26	FY 24-25
NOx	The Bank reports on GHG emissions for its operations. Given the nature of the banking business, details of air emissions other than GHG is not applicable to the Bank.		
SOx			
Particulate matter (PM)			
Persistent organic pollutants (POP)			
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)			
Others – please specify			

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Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? If yes, name of the external agency.

No

7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:

Parameter	Unit	FY 25-26	FY 24-25
Total Scope 1 emissions (Break-up of the GHG into CO_2, CH_4, N_2O, HFCs, PFCs, SF_6, NF_3, if available) *	Metric tonnes of CO_2 equivalent	74	70
Total Scope 2 emissions (Break-up of the GHG into CO_2, CH_4, N_2O, HFCs, PFCs, SF_6, NF_3, if available) *	Metric tonnes of CO_2 equivalent	15,593	14,694
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	tCO_2/₹ Crore	0.85	0.83
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP) ^	tCO_2/USD Mn.	17.27	17.09
Total Scope 1 and Scope 2 emission intensity in terms of physical output	tCO_2/Average No. of employees	1.13	1.04

*The bank amended its methodology for estimating its Scope1 and Scope 2 emissions using "Carbon Accounting Proxy- Spend Based Methodology" as recommended under SEBI's Circular on Industry Standards on Reporting of BRSR Core in association with FICCI, ASSOCHAM and CII dated December 20, 2024. The amendments have been applied retrospectively to the corresponding data points for FY 2024-25 and the data has been restated. Accordingly, the total Scope 1 and Scope 2 emissions for FY 2024-25, have increased by 5,362 metric tonnes of CO2.

^PPP conversion rate used is 20.34 for FY2025-2026 USD as published by the International Monetary Fund (IMF)

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? If yes, name of the external agency.

Yes, CNK and Associates LLP

8. Does the entity have any project related to reducing Greenhouse Gas emission? If Yes, then provide details.

Yes, the bank has undertaken many initiatives for reducing GHG emissions within its operations. A few notable initiatives and their potential impacts are summarized below.

Green buildings: Three of our largest offices by carpet area – Corporate Office, Airoli and NOC Goregaon (all in Mumbai Metropolitan Region) are situated in certified green buildings. This is about 56% of the carpet area among our all the regional offices (barring branches) and 17% of all carpet area, inclusive of all India branches. With a monthly electricity consumption of approximately 2495 MWh, this initiative will help avoid emissions of 1,770 metric tonnes of CO_2 in FY26.

Solar roof top in branches: The bank has installed solar panels in its 23 branches, generating about 319 MWh of solar power and thus avoiding GHG emissions of 227 metric tonnes of CO_2. In addition, the bank finances various renewable energy, other emission reduction projects and electric vehicles etc. These in turn also help reduce the total GHG emissions. The third-party data centers used are also Green Certified and use significant renewable energy for their operations.

Further, the bank has also undertaken a voluntary goal of being carbon neutral within its own operations by FY 2034 through use of energy efficiency and renewable energy. In Q3 FY23, Bank's Board has approved a Coal Policy. Accordingly, the exposure to coal based thermal power generation will be restricted to 2.5% of total exposure, with ultimate objective of reducing it to zero by FY 2034.

9. Provide details related to waste management by the entity, in the following format:

Parameter	FY 25-26	FY 24-25
Total Waste generated (in metric tonnes)		
Plastic waste (A)	–	–
E-waste (B)	7.6	Not Available
Bio-medical waste (C)	–	–
Construction and demolition waste (D)	–	–
Battery waste (E)	–	–
Radioactive waste (F)	–	–
Other Hazardous waste. Please specify, if any. (G)	–	–
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	–	–
Total (A+B + C + D + E + F + G + H)	**7.6**	**Not Available**
Waste intensity per rupee of turnover (Total waste generated /Revenue from operations)	0.000	Not Available
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	0.008	Not Available
Waste intensity in terms of physical output	0.001	Not Available
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled (E-waste)	7.6	Not Available
(ii) Re-used	–	–
(iii) Other recovery operations	–	–
Total	**7.6**	**Not Available**
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	–	–
(ii) Landfilling	–	–
(iii) Other disposal operations	–	–
Total	**–**	**–**

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? If yes, name of the external agency.

Yes, CNK and Associates LLP

10. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.

Not applicable as the entity is into banking services hence there is no usage of hazardous or toxic chemicals. However, the Bank has been working towards sustainable management of waste generated from day-to-day operations.

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11. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details in the following format:

S. No.	Location of operations/ offices	Type operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
Not Applicable			

12. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
Not Applicable					

13. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format: Yes

S. No.	Specify the law / regulation / guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
The Bank complies with all applicable laws. There have been no instances of non-compliance with respect to the above-mentioned regulations.				

PRINCIPLE 7 Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent

Essential Indicators

1. a. Number of affiliations with trade and industry chambers/ associations. 9

   b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to.

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers associations (State/National)
1	Association of Mutual Funds in India	National
2	Micro Finance Institutions Network	National
3	Indian Banks Association (IBA)	National
4	Secondary Loan Market Association	National
5	Confederation Of Indian Industry	National
6	Data Security Council of India	National
7	Fixed Income Money Market and Derivatives Association of India	National
8	Foreign Exchange Dealers Association of India	National
9	Federation of Indian Chamber of Commerce and Industry	National

2. Provide details of corrective action taken or underway on any issues related to anti- competitive conduct by the entity, based on adverse orders from regulatory authorities.

Sr. No.	Name of authority	Brief of the case	Corrective action taken
Nil	Nil	NA	NA

There have been no cases of anti-competitive conduct by the bank.

PRINCIPLE 8 Businesses should promote inclusive growth and equitable development

Essential Indicators

1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.

Name and brief details of project	SIA Notification No.	Date of Notification	Whether conducted by independent external agency (Y/N)	Results communicated in public domain(Y/N)	Relevant Web link
Refer Bank's website for Project wise impact assessment reports @ Corporate Social Responsibility | RBL Bank					

2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format:

S.N.	Name of project for which RR is ongoing	State	District	No. of project affected families (PAFs)	% of PAFs covered by R&S	Amount paid to PAFs in the FY (In ₹)
Not applicable						

3. Describe the mechanisms to receive and redress grievances of the community.

   The grievances of the community are received over official emails and calls. Basis investigation & findings appropriate actions are initiated, and the grievances are resolved by the CSR team of the bank.

   As per RBL Bank's Environment & Social Risk Policy, when the Bank engages with external stakeholders for redressal of a grievance or for influencing public policy and voicing its opinion; it should do so in a (i) responsible manner, (ii) ensuring fairness while voicing opinion, and (iii) promoting greater public good.

4. Percentage of input material (input to total inputs by value) sourced from suppliers:

	2025-26	2024-25
Directly sourced from MSMEs/ small producers*	12.5%	13.0%
Sourced directly from within the district and neighbouring districts	95%	93%

* Data on Vendors from Vendor management system has been considered, MSME tagging as defined by Ministry of MSME has been considered, no separate tagging for 'small' vendors was available in bank's system. **An independent reasonable assurance has been carried out by CNK & Associates LLP on the above disclosure.**

5. Job creation in smaller towns - Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the following locations, as % of total wage cost:

Location	FY 2025-26	FY 2024-25
Rural	2.06%	2.20%
Semi-Urban	7.36%	8.23%
Urban	10.92%	10.89%
Metropolitan	79.66%	78.68%

(Place to be categorized as per RBI Classification System - rural / semi-urban / urban / metropolitan). **An independent reasonable assurance has been carried out by CNK & Associates LLP on the above disclosure.**

Business Responsibility and Sustainability Report

PRINCIPLE 9 Businesses should engage with and provide value to their consumers in a responsible manner

Essential Indicators

1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.

   The Bank has established a robust and structured mechanism for redressal of customer grievances, with due consideration and adherence to principles of fairness, customer empathy, building trust and adherence to regulatory framework.

   a) Recording of customer grievances: The Bank has provided multiple channels to its customers to register grievances including but not limited to Branches, Contact center, Email ids, Website, Chatbot and Social media platforms.

   b) The Bank acknowledges the receipt of complaints received through all the above channels.

   c) Resolution of complaints: All complaints recorded in the CRM are assigned to the respective units to be resolved within the defined TAT.

   d) Internal Ombudsman: All rejected/ partially rejected complaints are automatically referred to IO for his decision before communicating to the customers.

   e) Response to the customer: The resolution is duly communicated to the customer including the decision taken by Internal Ombudsman.

   f) Escalation process: The Bank has provided an escalation matrix for customer grievances, through multiple channels - such as Regional Nodal Officer (RNO), Principal Nodal Officer (PNO) and Senior Management. Customer grievances received through channels such as the Office of the Banking Ombudsman, CPGRAMS, INGRAMS etc. are also duly recorded.

   The Bank conducts the root cause analysis of all complaints to identify and address the underlying cause. Further, the Bank adheres to regulatory requirements for reporting complaints and presents comprehensive reports to the Customer Service Standing Committee (CSSC) and the Customer Service Committee of the Board (CSCB).

2. Turnover of products and/ services as a percentage of turnover from all products/service that carry information about:

	As a % of total turnover
Environmental and social parameters relevant to the product	Given the nature of the banking business, this is not applicable
Safe and responsible usage	
Recycling and/or safe disposal	

3. Number of consumer complaints in respect of the following:

	FY 2025-26		Remarks	FY 2024-25		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	374	1286	–	746	3971	Restated complaints number based on re-classification of request & query into complaints for FY 25.
Advertising	–			–		
Cyber-security	–			–		
Delivery of essential services	–			–		
Restrictive Trade Practices	–			–		
Unfair Trade Practices	193			1,192		
Other	44,883			77,357		

4. Details of instances of product recalls on account of safety issues

	Number	Reason for recall
Voluntary Recalls	Given the nature of the banking business, this is not applicable	
Forced Recalls		

5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.

   Cyber security: Yes, the Bank has a Board approved Cyber Security Policy and Information Security Policy. Both the policies are internal to the bank and are not available in public domain.

   Data Privacy: Yes, Link: Bank's Privacy Policy

6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services.

   Initiatives undertaken:

   a. Enhanced customer journeys with a focus on clear and comprehensive disclosure of product features, pricing, terms and conditions, customer consent, and communication protocols.

   b. Strengthened onboarding processes and controls for updating customer demographic details, specifically mobile numbers and email IDs, to ensure data accuracy and integrity.

   c. Conducted regular training programs for frontline teams on approved sales scripts, highlighting regulatory expectations and the implications of mis-selling.

   d. Empowered frontline teams with capabilities for instant card upgrades, downgrades, and cancellations to improve turnaround time and overall customer experience.

   e. Implemented enhanced post-issuance due diligence calls by the Contact Centre for life insurance sales to reinforce customer understanding and consent.

7. Provide the following information relating to data breaches:

   a. Number of instances of data breaches- Nil

   b. Percentage of data breaches involving personally identifiable information of customers- Nil

   c. Impact, if any, of the data breaches - Not Applicable

   An independent reasonable assurance has been carried out by CNK & Associates LLP on the above disclosure.

CNK & Associates LLP
Chartered Accountants

Independent Reasonable Assurance Report on Business Responsibility Sustainability Report Core KPIs of RBL Bank Limited for FY 2025-26

To the Board of Directors
RBL Bank Limited
Mumbai, Maharashtra, India

We have undertaken to perform a reasonable assurance of RBL Bank Limited's Business Responsibility Sustainability Report (BRSR) Core Key Performance Indicators (KPIs) vide Engagement Letter dated 09th June 2026 in accordance with the criteria stated below. This is included in BRSR of the company for the financial year ended 31st March 2026.

Criteria

The criteria used by the Company to prepare the Identified Sustainability Information is as per the guidelines issued by Securities and Exchange Board of India (SEBI) in accordance with the circulars:

- Master Circular No. SEBI/HO/CFD/PoD2/CIR/P/0155 captioned, "Master circular for compliance with the provisions of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 by listed entities", dated November 11, 2024
- SEBI/HO/CFD/CFD-PoD-1/P/CIR/2025/42 dated 28th March 2025

and clarifications issued for the same.

This engagement was conducted by a multidisciplinary team including assurance practitioners, social, governance and environmental experts.

Identified Sustainability Information

The identified Sustainability Information for the financial year ended 31st March 2026 is summarized below as per Appendix 1 to this report;

The reasonable assurance was carried out on standalone basis for the period April 1, 2025 – March 31, 2026;

Our reasonable assurance engagement was with respect to the year ended 31st March 2026 information only unless otherwise stated and we have not performed any procedures with respect to earlier periods or any other elements included in the BRSR and, therefore, do not express any conclusion thereon.

Management's Responsibility

The Company's management is responsible for selecting or establishing suitable criteria for preparing the Identified Sustainability Information, considering applicable laws and regulations, if any, related to reporting on BRSR Core KPIs, identification of key aspects, engagement with stakeholders, content, preparation and presentation of the Identified

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Sustainability Information in accordance with the criteria. This responsibility includes design, implementation and maintenance of internal control relevant to the preparation of BRSR and the measurement of Identified Sustainability Information, which is free from material misstatement, whether due to fraud or error.

Inherent Limitations

The absence of a significant body of established practice on which to draw to evaluate and measure non-financial information allows for different, but acceptable, measures and measurement techniques and can affect comparability between entities.

Our independence and Quality Control

We have maintained our independence and confirm that we have met the requirements of Code of Ethics issued by Institute of Chartered Accountants of India (ICAI) and have the required competencies and experience to conduct this assurance engagement and;

The firm applies Standard on Quality Control (SQC) 1, "Quality Control for Firms that Perform Audits and Reviews of Historical Financial Information, and Other Assurance and Related Services Engagements" issued by the ICAI and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards, and applicable legal and regulatory requirements.

Our Responsibility

Our responsibility is to express a reasonable assurance conclusion, as applicable and given in the Appendix 1 to this report on the Identified Sustainability Information based on the procedures we have performed and evidence we have obtained;

We conducted our engagement in accordance with the Standard on Sustainability Assurance Engagements (SSAE) 3000, "Assurance Engagements on the Identified Sustainability Information", issued by the ICAI. This standard requires that we plan and perform our engagement to obtain reasonable assurance about whether the Identified Sustainability Information are prepared, in all material respects, in accordance with the reporting criteria. A reasonable assurance engagement involves assessing the risks of material misstatement of the Identified Sustainability Information whether due to fraud or error, responding to the assessed risks as necessary in the circumstances;

The procedures we performed were based on our professional judgment and included inquiries, observation of processes performed, inspection of documents, evaluating the appropriateness of quantification methods and reporting policies, analytical procedures and agreeing or reconciling with underlying records.

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Basis of Opinion:

Given the circumstances of the engagement, in performing the procedures listed above, we:

- Obtained an understanding of the Identified Sustainability Indicators and related disclosures;
- Obtained an understanding of the assessment criteria and their suitability for the evaluation and / or measurements of the Identified Sustainability Indicators;
- Made enquiries of Company's Management, including those responsible for Environment, Social, Governance (ESG), and those with responsibility for managing the Company's BRSR;
- Obtained an understanding and performed an evaluation of the design of the key systems, processes and controls for managing, recording and reporting on the Identified Sustainability Indicators including at the sites and corporate office visited;
- Based on that understanding, the risks that the selected information may be materially misstated and determining the nature, timing and extent of further procedures;
- Checked the consolidation for various sites and corporate offices under the reporting boundary (as mentioned in the BRSR) for ensuring the completeness of data being reported;
- Based on above understanding and the risks that the Identified Sustainability Indicators may be materially misstated, determined the nature, timing and extent of further procedures;
- Performed substantive testing on a sample basis of the Identified Sustainability Indicators at corporate head office, to verify that data had been appropriately measured with underlying documents recorded, collated and reported;
- Assessed records and performed testing including recalculation of sample data;
- Reviewed records and performed testing including recalculation of sample data;
- Assessed the level of adherence to the 'Guidance note for BRSR format' issued by Securities and Exchange Board of India (SEBI) followed by the Company in preparing the BRSR Core KPIs;
- Assessed the BRSR Core KPIs for detecting, on a test basis, any major anomalies between the information reported in the BRSR on performance with respect to agreed indicators and relevant source data/information and;
- Obtained representations from Company's Management.

Exclusions:

Our assurance scope excludes the following and therefore we do not express a conclusion on the same:

- To provide a limited assurance conclusion;
- Operations of the Company other than those mentioned in the "Scope of Assurance" as per the above referred Engagement Letter dated 09th June 2026;
- Aspects of the BRSR and the data/information (qualitative or quantitative) other than the Identified Sustainability Information;

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- Data and information outside the defined reporting period i.e., Financial Year 2025 – 26 and
- The statements that describe expression of opinion, belief, aspiration, expectation, aim, or future intentions provided by the Company and

Emphasis on Matter (EOM)

Without modifying our conclusion, we draw attention to the following matter:

Principle 6, Question 9 of Essential indicator relating to waste management- The Company currently maintains data only for electronic waste (e-waste) and does not have a mechanism to capture data relating to other categories of hazardous and non-hazardous waste. Accordingly, the waste generation and disposal disclosures are limited to e-waste, leading to understatement of the total waste generated and disposed of by the Company during the reporting period.

Principle 6, Question 7 of Essential indicator relating to Scope 1 and Scope 2 emissions- The Company currently does not have a mechanism in place to capture, monitor and consolidate data relating to fire extinguisher refilling/replacement and HVAC refrigerant refilling across its operations. Accordingly, emissions arising from these sources have not been considered while computing Scope 1 (direct) GHG emissions. As a result, the reported Scope 1 GHG emissions may be understated to the extent of emissions attributable to fire extinguisher refilling/replacement and fugitive refrigerant emissions from HVAC systems that have not been captured during the reporting period.

Further, the Company does not maintain a mechanism to segregate fuel expenditure or fuel consumption by fuel type (i.e., petrol and diesel) for its owned vehicles. Accordingly, in the absence of a fuel-wise bifurcation and in line with the principle of conservatism, the entire fuel expenditure has been assumed to relate to diesel, and the applicable diesel energy conversion and emission factors have been used for the estimation of energy consumption and Scope 1 GHG emissions. Since diesel has a higher calorific value and emission factor than petrol, this assumption may result in an overstatement of the reported energy consumption and Scope 1 GHG emissions to the extent that the actual fuel consumption includes petrol.

Opinion on the Reasonable Assurance

Based on the procedures we have performed and the evidence we have obtained, the Identified Sustainability Information for the financial year ended 31st March 2026 (as stated in Appendix 1) are prepared in all material respects, in accordance with the criteria.

Terms on Use, Responsibility and Liability

Our reasonable assurance report and conclusion have been prepared and addressed to the Board of Directors of RBL Bank Limited at the request of the company solely, to assist company in reporting on Company's core KPIs sustainability performance and activities. Accordingly, we accept no liability to anyone other than the company. Our deliverables

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should not be used for any other purpose or by any person other than the addresses of our deliverables. The firm neither accepts not assumes any duty of care or liability for any other purpose or to any other party to whom our deliverables are shown or into whose hands it may come without our prior consent in writing.

For C N K & Associates LLP
Chartered Accountants
Firm Registration Number: 101961 W/W – 100036

Himanshu Kishnadwala
Partner
Membership Number: 037391

Date: 17-07-2026
Place: Mumbai
UDIN: 26037391JSWPMC1536

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Appendix 1: Identified Sustainability Information

Sr No.	Indicator Number	Name of Indicator	Type of Assurance
1	Section C - Principle 6 -Q7	Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the given format	Reasonable
2	Section C - Principle 6 -Q3	Provide details of the following disclosures related to water withdrawal, in the given format	Reasonable
3	Section C - Principle 6 -Q4	Provide the following details related to water discharged	Reasonable
4	Section C - Principle 6 -Q1	Details of total energy consumption (in Joules or multiples) and energy intensity, in the given format	Reasonable
5	Section C - Principle 6 -Q9	Provide details related to waste management by the entity, in the given format	Reasonable
6	Section C - Principle 3 - Q1c	Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the given format	Reasonable
7	Section C - Principle 3 - Q11	Details of safety related incidents, in the given format	Reasonable
8	Section C - Principle 5 - Q3b	Gross wages paid to females as % of total wages paid by the entity, in the given format	Reasonable
9	Section C - Principle 5 - Q 7	Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the given format	Reasonable
10	Section C - Principle 8 -Q4	Percentage of input material (inputs to total inputs by value) sourced from suppliers	Reasonable

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11	Section C - Principle 8- Q 5	Job creation in smaller towns - Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the given locations, as % of total wage cost	Reasonable
12	Section C - Principle 9 - Q 7	Provide the following information relating to data breaches: a. Number Of instances of data breaches b. Percentage of data breaches involving personally identifiable information of customers c, Impact, if any, of the data breaches	Reasonable
13	Section C - Principle 1 - Q 8	Number of accounts payables (Accounts Payable * 365) / cost of goods/services procured) in the given format.	Reasonable
14	Section C - Principle 1 - Q 9	Open-ness of business Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along with loans and advances & investments, with related parties, in the given format	Reasonable

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Independent Auditor's Report

To the Members of RBL Bank Limited

REPORT ON THE AUDIT OF THE STANDALONE FINANCIAL STATEMENTS

Opinion

1. We have audited the accompanying Standalone Financial Statements of RBL Bank Limited ('the Bank'), which comprise the Standalone Balance Sheet as at 31 March 2026, the Standalone Profit and Loss Account, and the Standalone Statement of Cash Flows for the year ended on that date, and notes to the Standalone Financial Statements, including a summary of the significant accounting policies and other explanatory information ('the Standalone Financial Statements').

2. In our opinion and to the best of our information and according to the explanations given to us, the aforesaid Standalone Financial Statements give the information required by the Banking Regulations Act, 1949, as well as the Companies Act, 2013 ('the Act') and circulars and guidelines issued by the Reserve Bank of India ('the RBI'), in the manner so required for banking companies and give a true and fair view in conformity with the Accounting Standards prescribed under section 133 of the Act, read with the Companies (Accounting Standards) Rules, 2021 ('AS') and other accounting principles generally accepted in India, of the State of Affairs of the Bank as at 31 March 2026, and its profit and its Cash Flows for the year ended on that date.

Basis for Opinion

3. We conducted our audit in accordance with the Standards on Auditing ('SAs') specified under section 143(10) of the Act. Our responsibilities under those SAs are further described in the Auditor's Responsibilities for the Audit of the Standalone Financial Statements section of our report. We are independent of the Bank, in accordance with the Code of Ethics issued by the Institute of Chartered Accountants of India ('ICAI') together with the ethical requirements that are relevant to our audit of the Standalone Financial Statements under the provisions of the Act, and the Rules thereunder, and we have fulfilled our other ethical responsibilities in accordance with these requirements and the Code of Ethics. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Key Audit Matters

4. Key audit matters are those matters that, in our professional judgment were of most significance in our audit of the Standalone Financial Statements of the current year. These matters were addressed in the context of our audit of the Standalone Financial Statements as a whole, and in forming our opinion thereon, and we do not provide a separate opinion on these matters.

   We have determined the matters described below to be the key audit matters:

Key Audit Matter	How the matter was addressed in our audit
Information Technology (IT) Systems and controls over financial reporting	
As the Bank operates on Core Banking Solution across its branches and asset centres, the reliability and security of Information Technology ("IT") systems plays a key role in the business operations. Since large volume of transactions are processed daily, the IT controls are required to ensure that applications process data as expected and that changes are made in an appropriate manner. IT infrastructure is critical for smooth functioning and accurate accounting and financial reporting process. Due to the pervasive nature and complexity of the IT environment, we have ascertained key IT systems used in financial reporting process and its related controls as a key audit matter.	In assessing the controls over the IT systems of the Bank, we involved our technology specialists to understand the IT control environment, IT infrastructure and IT systems. We conducted an assessment and identified key IT systems that are critical for accounting and financial reporting process and are relevant for our audit and tested their internal controls. In particular: • We obtained an understanding of the Bank's IT control environment and key changes during the audit period that may be relevant to the audit; • We tested the design, implementation and operating effectiveness of the Bank's General IT controls over the key IT systems that are critical to accounting and financial reporting. This included evaluation of Bank's controls for user access management, program change management, database management, network operations, incident management and other IT operations performed by the Bank during the period of audit; • We tested key automated and manual business cycle controls and logic for system generated reports relevant to the audit; and