

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@rblbank.com
7. **Telephone** - +91 22 4302 0600
8. **Website** - www.rblbank.com
9. **Financial year for which reporting is being done** - FY 2024-25
10. **Name of the Stock Exchange(s) where shares are listed** – BSE Limited (BSE) & National Stock Exchange of India Limited (NSE)
11. **Paid-up Capital** - ₹ 6,07,87,60,590/- as on 31 March, 2025.
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 ESG; Tel: +91 22 43020600; email: investorgrievances@rblbank.com
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** - Not Applicable
15. **Type of assurance obtained** - Not Applicable

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 560 (branches)	582
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 561 branches (including IBU); 1,472 business correspondent branches (of which 296 banking outlets) and 412 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.

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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)	14,057	10,840	77%	3,217	23%
2	Other than permanent (E)	208	176	85%	32	15%
3	Total employees (D + E)	14,265	11,016	77%	3,249	23%
RFL 1	Permanent (D)	12,538	11,479	92%	1,059	8%
2	Other than Permanent (E)	Nil	Nil	Nil	Nil	Nil
3	Total employees (D + E)	12,538	11,479	92%	1,059	8%
	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)	36	32	89%	4	11%
2	Other than Permanent (E)	Nil	Nil	Nil	Nil	Nil
3	Total differently abled employees (D + E)	36	32	89%	4	11%
	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	11	2	18%
Key Management Personnel	4	1	25%

22. Turnover rate for permanent employees and workers

	FY 2024-25			FY 2023-24			FY 2022-23		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	32.51%	35.47%	33.1%	42.77%	49.98%	44.4%	46.44%	50.06%	48.90%
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 (RFL)	Subsidiary	100%	Yes

VI. CSR Details

24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes
- (ii) Turnover (in ₹) 10,269 crores.
- (iii) Net worth (in ₹) 14,930 crores.

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 2024-25 Current Financial Year			FY 2023-24 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 Note 7 below	0	0	Refer Note 7 below
Investors (other than shareholders)	Yes ¹	0	0	–	0	0	–
Shareholders	Yes ²	4	0	–	7	0	–
Employees and workers	Yes ³	10	0	–	6	0	–
Customers	Yes ⁴	79,280	3,897	–	82,789	3,971	Numbers restated basis revised logic
Value Chain Partners		Not Applicable			Not Applicable		
Others (Please Specify)	Not Applicable	Not Applicable			Not Applicable		

¹ <https://www.rblbank.com/investor-grievance-redressal>

² <https://www.rblbank.com/static-pages/investor-grievance-redressal-mechanism>

³ This is an internal policy and is available to all employees on HR Portal of the Bank.

⁴ <https://drws17a9qx558.cloudfront.net/document/Bank%20Policies/GrievanceRedressalPolicy.pdf>

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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 2024-25.					

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	Policies like Bank's CSR policy, Policy on Ethical Conduct, Business Continuity Management Policy, Whistleblower Policy, Dividend Distribution Policy, Anti Sexual Harassment Policy, Sustainability Policy, Environment and Social Risk Policy, Grievance Redressal, Privacy, Customer Protection Policy, Customer Rights Policy, Code of Bank's Commitment to Customer, Code of Bank's Commitment to Micro and Small Enterprises etc. broadly covers the NGRBC Principles and are available online on Bank's website (https://www.rblbank.com/bank-policies).								
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.	<ol style="list-style-type: none"> 1. Rolled out tighter portfolio 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. Finalized a Carbon Neutrality Plan, aiming to achieve carbon-neutral status from its operations by FY 2033-34. 								

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
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 (who is also Chairman of the ESG Executive Committee) from the Annual Integrated Report for FY 2024-25.									
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 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 the 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 – RBL Bank has the following policies, viz. Policy on Ethical Conduct, Whistleblower Policy, Anti Money Laundering Policy, Vigilance and Fraud Policy, Code of Bank's Commitment to Customers, Employee's Code of Conduct, Policy on dealing with Related Party Transactions,

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Fair Practice Code, Insider Trading Code, Staff Accountability Policy, Customer Rights Policy, Grievance Redressal Policy for stakeholder, and Code of Practices and Procedures for Fair Disclosure of Unpublished Price Sensitive Information (UPSI). These policies guide the Bank to attain ethical, transparent and accountable means of doing business.

These policies have been approved by the Bank's Board or Board level committees like the Audit Committee/ Risk Management Committee (RMC)/ Customer Service Committee (CSC) / Nomination and Remuneration Committee (NRC) to ensure compliance with these policies. These policies are rolled out by Bank's Vigilance, Compliance, Secretarial, Human Resources departments and Customer Support groups.

All policies are uploaded on Bank's Intranet, while policies relating to external stakeholders (like Whistleblower Policy, Fair Practice Code, Grievance Redressal Policy) are displayed on the Bank's website <https://www.rblbank.com/pdf-pages/bank-policies>.

Further, RFL has developed a Fraud Risk Management Policy and Staff Accountability 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 – The Bank complies with regulations governing its products and services and has taken initiatives to promote inclusive growth and environmental sustainability.

The Bank agricultural business division has a dedicated line of credit for financing energy efficient agricultural practices like drip/micro irrigation practices, installation of solar pump-sets, and installation of solar home solution in off grid area to promote water and energy efficiency. Details of this program could be found at <https://www.rblbank.com/sustainability-framework>. This line is administered by Bank's retail agri-banking group and is guided by Bank's Sustainability Policy.

In addition, the Bank's Environmental and Social (E&S) Risk policy (subserving of Bank's Sustainability Policy) mandates that all large wholesale credit cases are evaluated for associated environmental and social risks. This assessment is carried out by the Bank's E&S risk team. This helps the Bank to lend sustainably.

Note 3 – RBL Bank's policies for employees revolve around the following HR policies - Employees Code of Conduct, Compensation and Protection Policy, Employees Leave Policy, Employee Loan Policy, Grievance Redressal Policy, Employee Suggestion Scheme, Staff Accountability Policy, Maternity Leave Policy, Anti-Sexual Harassment Policy, and Mandatory Leave Policy. Some policies are based on Indian regulations (viz. Maternity Leave Policy, Anti-Sexual Harassment Policy etc.), some are based on International best practices while some policies (viz. mandatory leave policy) follow RBI's guidelines. RFL has similar HR and POSH policies.

All policies have been approved by the Bank's Board. All policies are uploaded to the Bank's intranet and available for review by Bank's employees.

Note 4 – Bank's Credit Policy for Financial Inclusion (FI) Business guides Bank's efforts towards marginalized and vulnerable population. This 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. RBL Bank's development banking and financial inclusion activities are listed on Bank's webpage, <http://rblbank.com/Developmental-Banking-and-Financial-Inclusion.aspx>. RFL, being a wholly owned subsidiary and exclusive BC partner for the Bank, is governed by the Parent company.

The Bank undertakes activities focused at providing education, preventive healthcare, women empowerment and sustainable livelihood related activities in poor, marginalized and vulnerable sections of the society through its structured CSR programmes. These are guided by Bank's Corporate Social Responsibility (CSR) Policy. The policy is available at the weblink below <https://www.rblbank.com/api/v1/doc/document/Social%20Responsibility%20Policy/csr-policy-rbl-bank.pdf>. The CSR policy has been approved by the Bank's Board and its activities are governed by CSR Committee of the Board in compliance with Sec. 135 of Companies Act, 2013. The bank's CSR Department looks after implementation of the CSR policy. In addition to this RFL undertook CSR activity focusing on livelihood enhancement in accordance with the activities mentioned in Schedule VIII of the Companies Act, 2013 by organizing Animal Health Camps. The CSR activity is guided by RFL's Corporate Social Responsibility (CSR) Policy. The policy is available on https://www.rblfinserve.com/assets/images/pdf_doc/Corporate%20Social%20Responsibility.pdf. The CSR policy has been approved by the Board of RFL, and its activities are governed by the Board in compliance with Section 135 of Companies Act, 2013.

Note 5 – The Code of Conduct adopted by the Bank addresses the requirements of this principle. The Code emphasizes fair employment practices & diversity, fair competition, prohibition of harassment & intimidation and safety of the employees at the workplace. The Code of Conduct/Ethical Code is approved by the Bank's Board and is displayed on Bank's intranet for reference of the employees. The Human Resource department looks after the Code of Conduct.

Similarly, for suppliers, the Bank 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.

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. The Code to the Bank's Commitment to Customer is available at <https://www.rblbank.com/codes-and-policies/bcsbi-codes>.

Note 6 – Bank’s Sustainability Policy governs the Bank’s environment related activities, including reviewing environmental and social risk associated with wholesale lender’s operations and practices. It has been approved by the Bank’s Board.

The Environmental, Social and Governance (ESG) Committee of the Bank, headed by the Bank’s Executive Director, oversees the implementation and roll out of the policy across the Bank. The Bank has an Environmental and Social (E&S) Risk Department which manages the day-to-day implementation of the Sustainability Policy. The Policy is available on the Bank website at <https://drws17a9qx558.cloudfront.net/document/Bank%20Policies/sustainability-policy.pdf>. Please refer to the following page for more details on Bank’s Sustainability Framework <https://www.rblbank.com/sustainability-framework>.

Note 7 – 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. The policy has been approved by the Bank’s Board and is available on Bank’s website at <https://drws17a9qx558.cloudfront.net/document/Bank%20Policies/e-and-s-risk-policy.pdf>.

Note 8 - The Bank has a Corporate Social Responsibility (CSR) Policy. The CSR policy has been approved by the Bank’s Board and its activities are governed by CSR Committee of the Board in compliance with Sec. 135 of Companies Act, 2013. The policy is available on the bank’s website <https://www.rblbank.com/api/v1/doc/document/Social%20Responsibility%20Policy/csr-policy-rbl-bank.pdf>. A separate CSR Team is present, which looks after the implementation of CSR-related activities across the Bank. The Bank has special emphasis in education of underprivileged children, promoting preventive healthcare, women empowerment and promoting sustainable livelihood.

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 - The Bank has the following policies oriented towards its customers – Grievance Redressal Policy, Privacy Policy, Code of Bank’s commitment to Customers, Customer Compensation and Protection Policy, Customer Rights Policy, Policy on Outsourcing of Financial Services, Credit Policy, Information Security Policy, Citizen Charter(s), Comprehensive Deposit Policy, and Policy on Collection of Dues and Repossession of Securities and Privacy Policy. These policies have been approved by the Bank’s Board and different sub-committees of the Board look after the implementation of the policies. Some of these policies are available on Bank’s website <http://rblbank.com/BankPolicies.aspx>.

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

- 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	5	IT & Cyber Security, Governance and Assurance, Know Your Customer (KYC) & Anti-Money Laundering (AML) and Corporate Governance	55%
Key Managerial Personnel	6	Information & Cybersecurity Awareness, Prevention of Sexual Harassment (POSH), Business Continuity Management (BCM), Compliance Culture, Risk and Governance, Stakeholder Engagement, Role-Based Risk Management	75%
Employee other than BoD and KMPs	104	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	93%
Workers	Not Applicable	Not Applicable	Not Applicable

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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 INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	9	Reserve Bank of India ('RBI')	₹ 61.40 lakh (Rupees Sixty-one Lakh Forty Thousand only)	Penalty of ₹ 61.40 lakh (Rupees Sixty-one Lakh Forty Thousand only) has been imposed in exercise of powers conferred on RBI under the provisions of Section 47A(1) (c) read with Section 46(4)(i) of the Banking Regulation Act, 1949 ('Act'). The subject penalty is imposed for noncompliance with Master Direction - Know Your Customer (KYC) Direction, 2016, issued by Reserve Bank of India. RBI imposed the above penalty due to: A. Non-obtaining a prescribed officially Valid Document (OVD) while opening certain credit card accounts and B. Allotment of multiple Customer Identification Codes to certain customers instead of a Unique Customer Identification Code (UCIC) for each customer.	No
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 Policy⁶ 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 2024-25	FY 2023-24
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 2024-25		FY 2023-24	
	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 2024-25	FY 2023-24
Number of days of accounts payables	Given the nature of the banking business, this is not applicable	

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 <https://s3.ap-south-1.amazonaws.com/rbl-website-prod-bucket/document/pdfs/whistle-blower-policy.pdf>

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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 2024-25	FY 2023-24
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	Given the nature of the banking business this is not applicable	
	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	Given the nature of the banking business this is not applicable	
	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)	Given the nature of the banking business this is not applicable	
	b. Sales (Sales to related parties as % of Total Sales)		
	c. Loans & advances given to related parties as % of Total loans & advances*	0.00%	0.00%
	d. Investments in related parties as % of Total Investments made*	0.45%	0.49%

*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

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

Essential Indicators

- 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 2024-25	FY 2023-24	Details of improvements in environmental and social impacts
R&D	Not Applicable		
Capex			

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

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

Not Applicable

- 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.

No

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:

Category	Total (A)	% of employees covered by									
		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	10,840	10,840	100%	10,494	96.81%	NA	NA	10,840	100%	NA	NA
Female	3,217	3,217	100%	3,186	99.04%	3217	100%	NA	NA	NA	NA
Total	14,057	14,057	100%	13,680	97.32%	3217	22.89%	10,840	77.11%	NA	NA
Other than Permanent employees											
Male	176	151	85.80%	151	85.80%	NA	NA	151	85.80%	NA	NA
Female	32	29	90.63%	29	90.63%	32	100%	NA	NA	NA	NA
Total	208	180	86.54%	180	86.54%	32	15.38%	151	72.60%	NA	NA

In the above table NA: Not Applicable

Employees in consulting role are not covered in Health Insurance Policy

* Employees in consulting role, IBA staff are not part of Accidental Insurance policy

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

Category	Total (A)	% of workers covered by									
		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	Not Applicable										
Total	Not Applicable										

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

	FY 2024-25	FY 2023-24
Cost incurred on well-being measures as a % of total revenue of the company*	0.28%	0.21%

* This includes component such as insurance premium and payment towards employee wellness initiatives. The Bank has organized various webinars on the topics such as mental wellbeing, health awareness etc. Further, in addition to the above, medical health check-up camps for its employees were also organized.

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2. Details of retirement benefits:

Benefits	FY 2024-25			FY 2023-24*		
	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	99.80%	Not Applicable	Y	99.74%	Not Applicable	Y
Gratuity	98.54%		Y	97.81%		Y
ESI	Not Applicable			Not Applicable		
Others –please specify	Not Applicable			Not Applicable		

*Data has been reinstated for FY2023-24 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 website⁷ and the Code of Conduct Policy is internal to the bank and is available on Bank’s intranet portal and is 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	100%	76%	Not Applicable	
Female	95%	82%		
Total	98%	78%		

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

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, the Bank has grievance redressal policy and mechanism where 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.

	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 2024-2025			PY 2023-2024		
	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*	14,265	377	2.64%	12,475	388	3.11%
Male	11,016	346	3.14%	9,675	356	3.68%
Female	3,249	31	0.95%	2,800	32	1.14%
Total Permanent Workers	Not Applicable			Not Applicable		
Male						
Female						

*Total employees here include permanent and other than permanent employees

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8. Details of training given to employees and workers:

Category	FY 2024-25					FY 2023-24				
	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	11,016	Refer Note Below		8,683	79%	9,675	Refer Note Below		7,135	74%
Female	3,249			2,650	82%	2,800			2,266	81%
Total	14,265			11,333	79%	12,475			9,401	75%
Workers										
Male	Not Applicable					Not Applicable				
Female	Not Applicable					Not Applicable				
Total	Not Applicable					Not Applicable				

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. The training is not gender specific; it includes all available male and female employees including all support staff present during the time when training is being conducted.

Security trainings of 582* Branches/Offices /Vendors site were organized by the Security Unit during FY 2024-25. Details are as below:

S . N.	Quarter	FY 2024-25		FY 2023-24	
		Branches, Offices and Vendor Sites Covered	Total No of Employees / Sub Staff attended Training	Branches, Offices and Vendor Sites Covered	Total No of Employees / Sub Staff attended Training
1	Q1	135	3,380	107	3,297
2	Q2	104	1,228	117	1,053
3	Q3	141	3,655	110	2,989
4	Q4	202	1,881	183	1,982
	TOTAL*	582	10,144	517	9,321

* The totals above indicate instances of 'trainings organized' and 'employees/vendors trained' during the year. This is not unique count of branches/offices/vendor sites/employees.

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

Category	FY 2024-25			FY 2023-24		
	Total (A)	No. (B)	% (B/ A)	Total (D)	No.(E)	% (E / D)
Employees						
Male	11,016	5,621	51.0%	9,675	4,592	47.5%
Female	3,249	1,654	50.9%	2,800	1,430	51.1%
Total	14,265	7,275	51.0%	12,475	6,022	48.3%

Category	FY 2024-25			FY 2023-24		
	Total (A)	No. (B)	% (B/ A)	Total (D)	No.(E)	% (E / D)
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?

Given the nature of business, this is not directly applicable. The bank's security officer, BCM team and HR Business Partners regularly share good practices during strikes and any local unrests, cash handling etc.

- c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N) – Not Applicable

- 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 2024-25	FY 2023-24
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	Nil	Nil
	Workers	Not Applicable	Not Applicable
Total recordable work-related injuries	Employees	Nil	Nil
	Workers	Not Applicable	Not Applicable
No. of fatalities	Employees	Nil	Nil
	Workers	Not Applicable	Not Applicable
High consequence work-related injury or ill-health (excluding fatalities)	Employees	Nil	Nil
	Workers	Not Applicable	Not Applicable

Nil. Given the nature of business, we do not deal in/with any hazardous activities causing such incidents

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. This training is not gender specific, we include all available male and female staff including all support staff.

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The Security team demonstrated 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 2024-25			FY 2023-24		
	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						

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 Annual Integrated 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 Annual Integrated Report.				

PRINCIPLE 5: Businesses should respect and promote human rights

Essential Indicators

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

Category	FY 2024-25			FY 2023-24		
	Total (A)	No. of employees/workers covered (B)	% (B/A)	Total (C)	No. of employees/workers covered (D)	% (D/C)
Employees						
Permanent	14,057	7,505	53%	12,202	8,607	71%
Other than permanent	208	48	23%	273	51	19%
Total Employees	14,265	7,553	53%	12,475	8,658	69%
Workers						
Permanent	Not Applicable			Not Applicable		
Other permanent						
Total Workers						

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

Category	FY 2024-25					FY 2023-24				
	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	14,057	0	0	14,057	100%	12,202	0	0	12,202	100
Male	10,840	0	0	10,840	100%	9,442	0	0	9,442	100
Female	3,217	0	0	3,217	100%	2,760	0	0	2,760	100
Other than Permanent	208	0	0	208	100%	273	0	0	273	100
Male	176	0	0	176	100%	233	0	0	233	100
Female	32	0	0	32	100%	40	0	0	40	100
Workers										
Permanent	Not Applicable					Not Applicable				
Other Permanent than										

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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)	9	Not Available	2	Not Available
Key Managerial Personnel	3	INR 2.76 Crore	1	INR 1.39 Crore
Employees other than BoD and KMP	10,837	INR 6,84,540	3216	INR 5,99,436
Workers	Not Applicable			

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

	FY 2024-25	FY 2023-24
Gross wages paid to females (Gross wages paid to females as % of total wages)	17.54%	17.51%

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 2024-25			FY 2023-24		
	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	9	0	-	6	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

The data FY2023-24 has been reinstated.

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

	FY 2024-25	FY 2023-24
i) Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	9	6
ii) Female employees / workers	3249	2800
iii) Complaints on POSH as a % of female employees / workers	0.28%	0.21%
iv) Complaints on POSH upheld	6	4

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

The Bank 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 11 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 2024-25	FY 2023-24
From renewable sources and non-renewable sources			
Total electricity consumption (A)	GJ	45,965	44,450
Total fuel consumption (B)	GJ	1,728	1,671
Energy consumption through other sources (C)		Not Applicable	Not Applicable
Total energy consumed (A+B+C)	GJ	47,693	46,121
Energy intensity per rupee of turnover* (Total energy consumed / Revenue from operations)		4.64	5.07
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)^ (Total energy consumed / Revenue from operations adjusted for PPP)		96	116
Energy intensity in terms of physical Output	(GJ / Total Employees)	3.34	3.70

*Turnover in crore rupees is used for a readable number

^PPP conversion rate used is 20.66 for FY2024-2025 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.

No

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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 2024-25	FY 2023-24
Water withdrawal by source (in kilolitres)		
(i) Surface water	Not Applicable	Not Applicable
(ii) Groundwater	Not Applicable	Not Applicable
(iii) Third party water	1,76,529	1,54,378
(iv) Seawater / desalinated water	Not Applicable	Not Applicable
(v) Others	Not Applicable	Not Applicable
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)*	1,76,529	1,54,378
Total volume of water consumption (in kilolitres) ^	35,306	30,876
Water intensity per rupee of turnover~ (Total water consumption / Revenue from operations)	3.44	3.40
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)# (Total water consumption / Revenue from operations adjusted for PPP)	71.03	77.75
Water intensity in terms of physical output	2.48	2.48

*In FY 2024-25, the Bank amended its methodology for estimating water withdrawal, using an estimate of 45 litres 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. The amendments have been applied retrospectively to the corresponding data points for FY 2023-24 and the data for water withdrawal has been restated. Accordingly, the water withdrawal for FY 2023-24, has increased by 50,636 KL.

^ 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. The data in the above table for FY 2023-24 has been restated in order to ensure consistency with the methodology followed in the current financial year.

~Turnover in crore rupees is used for a readable number

#PPP conversion rate used is 20.66 for FY2024-2025 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.

No

4. Provide the following details related to water discharged:

Parameter	FY 2024-25	FY 2023-24
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	Nil	Nil
- No treatment		
- With treatment – please specify level of treatment		
(ii) To Groundwater	Nil	Nil
- No treatment		
- With treatment – please specify level of treatment		

Parameter	FY 2024-25	FY 2023-24
(iii) To Seawater	Nil	Nil
- No treatment		
- With treatment – please specify level of treatment		
(iv) Sent to third-parties		
- No treatment*	1,41,224	1,23,503
- With treatment – please specify level of treatment		
(v) Others	Nil	Nil
- No treatment		
- With treatment – please specify level of treatment		
Total water discharged (in kilolitres)	1,41,224	1,23,503

*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. The data for FY 2023-24 has been aligned using same approach.

Further, the Bank's facilities are all connected to municipal wastewater collection systems or to the facility-owner's wastewater treatment systems. The wastewater generated by the Bank's activities are therefore directed at 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).

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

No

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. 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 24-25	FY 23-24
NOx			
SOx			
Particulate matter (PM)			
Persistent organic pollutants (POP)			
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)			
Others – please specify			

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.

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

No

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

Parameter	Unit	FY 2024-25	FY 2023-24
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	120	116
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	9,282	9,145
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 /INR Crore	0.92	1.02
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.	18.92	23.32
Total Scope 1 and Scope 2 emission intensity in terms of physical output	tCO ₂ /No. of employees	0.66	0.74
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	tCO ₂ /sq ft. carpet area	8.1	8.3

^PPP conversion rate used is 20.66 for FY2024-2025 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.

No

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

Yes, the bank has 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 51% of the carpet area among our all the regional offices (barring branches) and 17% of all carpet area, inclusive of all India branches.

The 8th floor of NOC, Goregaon office is using 100% renewable energy from September 2022. Similarly, CO, Parel and Airoli are also on 100% renewable energy. With a monthly consumption of 2.16 lakh units, this initiative will help avoid emissions of 1,575 tCO₂ annually.

Solar roof top in branches: The bank has installed solar panels in its 24 branches, generating about 268 MWh of solar power and thus avoiding GHG emissions of 195 tCO₂. 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 taken 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 2024-25	FY 2023-24
Total Waste generated (in metric tonnes)		
Plastic waste (A)	Not applicable	Not applicable
E-waste (B)*	Refer note below	Not applicable
Bio-medical waste (C)	Not applicable	Not applicable
Construction and demolition waste (D)	Not applicable	Not applicable
Battery waste (E)	Not applicable	Not applicable
Radioactive waste (F)	Not applicable	Not applicable
Other Hazardous waste. Please specify, if any. (G)	Not applicable	Not applicable
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	Not applicable	Not applicable
Total (A+B + C + D + E + F + G + H)	Not applicable	Not applicable
Waste intensity per rupee of turnover (Total waste generated /Revenue from operations)	Not applicable	Not applicable
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	Not applicable	Not applicable
Waste intensity in terms of physical output	Not applicable	Not applicable
Waste intensity (optional) – the relevant metric may be selected by the entity	Not applicable	Not applicable
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	Not applicable	Not applicable
(ii) Re-used	Not applicable	Not applicable
(iii) Other recovery operations	Not applicable	Not applicable
Total	Not applicable	Not applicable
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	Not applicable	Not applicable
(ii) Landfilling	Not applicable	Not applicable
(iii) Other disposal operations	Not applicable	Not applicable
Total	Not applicable	Not applicable

Given the nature of banking business, waste-streams are limited to paper, packaging material and sewage. Hence this requirement is not applicable. Further, the electronic waste is given to authorized recyclers. During FY24-25, the bank has disposed a total of 5110 assets through authorised recycler for managing its e-waste.

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

No

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 in to 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. Not Available
- 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	Indian Banks Association	National
2	Indian Merchant Chamber (IMC)	National
3	Confederation of Indian Industries (CII)	National
4	Federation of Indian Chamber of Commerce and Industries (FICCI)	National
5	International Market Assessment India Private Limited (IMA)	National
6	Maharashtra Economic Development Council	State
7	Association of Mutual Funds in India	National
8	Fixed Income Money market and Derivative Association (FIMMDA)	National
9	Foreign Exchange Dealers Association of India	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. Not Available

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
Not Applicable					

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 INR)
Not applicable						

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

Yes, basis investigation & findings disciplinary actions are initiated.

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

	FY 2024-25	FY 2023-24
Directly sourced from MSMEs/ small producers	Not Applicable	Not Applicable
Directly from within India		

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 2024-25	FY 2023-24
Rural	2.28%	2.23%
Semi-Urban	8.42%	8.71%
Urban	11.18%	9.82%
Metropolitan	78.12%	79.23%

(Place to be categorized as per RBI Classification System - rural / semi-urban / urban / metropolitan)

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.

- 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.
- The Bank acknowledges the receipt of complaints received through all the above channels.
- Resolution of complaints: All complaints recorded in the CRM are assigned to the respective units to be resolved within the defined TAT.

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- 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 2024-25		Remarks	FY 2023-24		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	746	3897	-	1529	3971	Numbers have been restated basis revision in reporting logic. All proven mis-sell complaints are now considered under Unfair Trade Practices.
Advertising	-			-		
Cyber-security	-			-		
Delivery of essential services	-			-		
Restrictive Trade Practices	-			-		
Unfair Trade Practices	1182			389		
Other	77352			80871		

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

	Number	Reasons 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) Enhancements in customer journeys with reference to detailing product features, pricing, T&C, consent and communications
 - (b) Strengthening process related to customer onboarding and changes to demography details with reference to mobile and email id updation
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