

September 21, 2023

The BSE Limited

Corporate Relationship Department.
P J. Towers,
Dalal Street,
Mumbai - 400 001

SCRIP CODE: **543066**

SECURITY: **Equity Shares/Debentures**

Dear Sirs,

Re: Business Responsibility and Sustainability Report for FY 2022-23

Please find enclosed herewith the Business Responsibility and Sustainability Report (BRSR) of the Company for the Financial Year ended March 31, 2023, the said report already forms part of the Annual Report of the Company for FY 2022-23 (page no. 112) which was duly submitted to the Stock Exchanges and is available on the website of the Company.

You are requested to take the same on record.

Thanking you,

Yours faithfully,

For SBI Cards and Payment Services Limited

Payal Mittal Chhabra

Company Secretary & Compliance Officer

Encl.:aa

SBI Cards and Payment Services Ltd.

DLF Infinity Towers, Tower C,
12th Floor, Block 2, Building 3,
DLF Cyber City, Gurugram - 122002,
Haryana, India

Tel.: 0124-4589803
Email: customercare@sbicard.com
Website: sbicard.com

Registered Office:
Unit 401 & 402, 4th Floor, Aggarwal Millennium Tower,
E 1,2,3, Netaji Subhash Place, Wazirpur, New Delhi - 110034
CIN - L65999DL1998PLC093849

Annexure -5 to the Board's Report

Business Responsibility & Sustainability Report For FY 2022-23

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1.	Corporate Identity Number (CIN) of the Listed Entity	L65999DL1998PLC093849
2.	Name of the Listed Entity	SBI Cards and Payment Services Limited
3.	Year of Incorporation	1998
4.	Registered office address	Unit 401 & 402, 4 th Floor, Aggarwal Millennium Tower E-1,2,3, Netaji Subhash Place, Wazirpur, New Delhi 110 034, India;
5.	Corporate Address	2 nd Floor, Tower-B, Infinity Towers, DLF Cyber City, Block 2 Building 3, DLF Phase 2, Gurugram, Haryana 122 002, India;
6.	E-mail ID	investor.relations@sbicard.com;
7.	Telephone	+91 (124) 458 9803.
8.	Website	www.sbicard.com
9.	Financial Year for which reporting is being done	2022-23
10.	Name of the Stock Exchange(s) where shares are listed	BSE Ltd. and National Stock Exchange of India Ltd.
11.	Paid Up-Capital (As on March 31, 2023)	₹ 9,46,07,43,890/-
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Ms. Sonia Nagpal E-mail: esg.sbic@sbicard.com Office: +91 124 4589903
13.	Reporting boundary - Are the 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).	Standalone Basis. The Company does not have any subsidiaries.

II. Products/services

14. 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.	Credit Card	We are publicly listed pure-play credit card issuer in the country	100%

15. 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.	Credit Card	Division 64 & 66 Activities through Credit Cards	100%

III. Operations

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

Location	Number of plants	Number of offices	Total
National	0	22	22
International	0	0	0

17. Markets served by the entity:

a. Number of locations

Locations	Number of offices
National (No. of States)	28 States & 8 Union Territories
International (No. of Countries)	0

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

5.55%

c. A brief on types of customers

SBI Card, a subsidiary of the State Bank of India, is the second largest credit card issuer in the country. With more than 1.68 Cr cardholders, we offer financial access with our wide range of value-added payment products and services that fulfil transactional and short-term credit requirements. Our focus on delivering a diverse portfolio of credit cards enables us to support cashless and contactless digital payments in India while ensuring complete safety and transparency of transactions. One of the key factors in this success has been our endeavor to build and enhance a diverse product mix. SBI Card caters to a varied spectrum of cardholders ranging from “super-premium”, “premium” cardholder category to the “affluent”, “mass affluent”, “mass” and “new to credit” categories.

IV. Employees

18. Details as at the end of 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						
1.	Permanent (D)	3,907	2,861	73.23%	1,046	26.77%
2.	Other than Permanent (E)	32,922	14,862	45.14%	18,060	54.86%
3.	Total employees (D + E)	36,829	17,723	48.12%	19,106	51.87%
WORKERS						
4.	Permanent (F)	NA	NA	NA	NA	NA
5.	Other than Permanent (G)	NA	NA	NA	NA	NA
6.	Total workers (F + G)	NA	NA	NA	NA	NA

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)	4	2	50%	2	50%
2.	Other than Permanent (E)	0	0	-	0	-
3.	Total differently abled employees (D + E)	4	2	50%	2	50%
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)	NA	NA	NA	NA	NA
5.	Other than permanent (G)	NA	NA	NA	NA	NA
6.	Total differently abled workers (F + G)	NA	NA	NA	NA	NA

19. Participation/Inclusion/Representation of women:

	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	9 (Including MD & CEO)	1	11.11
Key Management Personnel	3 (Including MD & CEO)	2	66.67

20. Turnover rate for permanent employees and workers

Name	FY 2022-23 (Turnover rate in current FY)			FY 2021-22 (Turnover rate in previous FY)			FY 2020-21 (Turnover rate in the year prior to previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	25.53%	30.04%	26.77%	24.9%	30.7%	26.5%	13.4%	14.7%	13.8%
Permanent Workers	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.

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

21. (a) Names of holding / subsidiary / associate companies / joint ventures

S. No.	Name of the holding/ subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity as on March 31, 2023	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	State Bank of India	Holding	69.02 (includes shareholding held by subsidiaries of SBI)	No

VI. CSR Details

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

(i) Turnover (in ₹): 14,285.67 Cr. (FY 2022-23)

(ii) Net worth (in ₹): 9,902 Cr. (FY 2022-23)

VII. Transparency and Disclosures Compliances

23. 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) (If Yes, then provide web-link for grievance redress policy)	FY 22-23 Current Financial Year			FY 21-22 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaint filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	No	0	0	-	0	-	-
Investors (other than shareholders; Includes NCD holders)	Yes	0	0	-	0	0	-
Shareholders	Yes (https://www.sbicard.com/en/who-we-are/unclaimed-dividend.page)	640	21	Number of Complaints pending as on 31.3.2023 were subsequently resolved in the next quarter. Further, the number of Complaints referred herewith also includes queries, requests etc. received from the shareholders.	532	20	Number of Complaints pending as on 31.3.2022 were subsequently resolved in the next quarter. Further, the number of Complaints referred herewith also includes queries, requests etc. received from the shareholders.
Employees & Workers	Yes (https://www.sbicard.com/sbicard-en/assets/docs/pdf/who-we-are/notices/code-of-conduct-guidelines.pdf)	114	0	Categories of complain are 1.Sexual Harassment 2.Behavioral 3.Data Security 4.Financial 5. Insider Trading violation	53	0	Categories of complain are 1.Sexual Harassment 2.Behavioral 3.Data Security 4.Financial
Customers	Yes (https://www.sbicard.com/en/grievance-redressal-policy.page)	Gross Inflow – 6,49,121 Gross Complaints – 3,43,923 Net Complaints (Subset of Gross Inflow) – 7,167	Gross Inflow – 3,225 Gross Complaints - 2,724 Net Complaints (Subset of Gross Inflow) – 78		Gross Inflow – 7,33,546 Net Complaints (Subset of Gross Inflow) – 11,777	Gross Inflow – 8,983 Net Complaints (Subset of Gross Inflow) – 1,410	

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 22-23 Current Financial Year			FY 21-22 Previous Financial Year			Remarks
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaint filed during the year	Number of complaints pending resolution at close of the year	Remarks	
Value Chain Partners	Yes (https://www.sbicard.com/sbicard-en/assets/docs/pdf/who-we-are/notices/code-of-conduct-guidelines.pdf)	0	0	0	0	0	0	
Other (please specify)	-	-	-	-	-	-	-	

24. 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)
1.	Climate Change	O	Climate change is a global phenomenon impacting businesses across the world, affecting livelihoods, causing casualties, and disrupting local economies. Hence, SBI Card will make efforts to combat climate change and its impact and to conduct its operations with enhanced emphasis on its environmental footprint.	-	Risk Management (Positive)
2.	Energy Consumption	O	SBI Card understands the impact of purchased electricity resulting in significant GHG emissions. To establish as an environmental steward, conscious steps would be taken to limit the use of energy from non-renewable resources.	-	Risk Management (Positive)
3.	Waste reduction & recycling	O	SBI Card has already undertaken several initiatives in past to eliminate waste such as transitioning to e-statements, etc. There is scope to enhance efforts in this space to build stronger sustainable operations.	-	Cost Efficiency (Positive)
4.	Colleague Attraction & Retention/ Future Workforce	O	While SBI Card is on the path of expanding its business footprint and diversify its product offering, thus attraction and retention of talent is crucial to its business sustenance and growth.	-	Cost Efficiency, revenue generation, risk management (Positive)
5.	Colleague Health & Safety	O	In line with the above material topic and recent pandemic incident, employee's health & safety is imperative for business sustenance and growth.	-	Risk management (Positive - reputation)

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)
6.	Employee Learning & Development	O	Over the years, SBI Card has already undertaken several initiatives towards employee's growth professionally and personally by offering various platforms for continuous learning and development of both technical and non-technical skills. SBI Card aims to be a market leader in human capital and skill development.	-	Cost Efficiency, revenue generation (Positive)
7.	Employee Engagement & Welfare	O	Being service provider fostering customer loyalty, creating a conducive work environment to promote participation of employees is important to organizational performance and stakeholder value.	-	Revenue Generation, Cost efficiency, risk management (Positive)
8.	Consumer Financial Protection	R	It is imperative for SBI Card to treat its customers fairly. Empowering the customers with the required information to protect themselves from any fraudulent practice is important. In addition, with the surge of pandemic, deterioration in customer credit health has emerged as key risk factors	SBI Card is leveraging innovative strategic options like asset sale, greater dependence on digital and new machine learning models for mitigating these risks.	Risk Management; Revenue Generation (Negative)
9.	Inclusion & Diversity	O	Being an equal opportunity employer, no discrimination based on race, age, gender, etc. is exercised. Company continues to maintain an inclusive work culture allowing each employee to do their best.	-	Revenue Generation (Positive)
10.	Business Ethics/ Transaction Integrity	R	Regulatory risk and increased competition due to entry of new age players has made it important for company to keep a close watch to analyze and take actions as and when required to meet the challenges in credit category.	SBI Card has formulated various policies including Risk management, compliance policy, credit policy, information & cybersecurity policy, etc. to delineate comprehensive architecture for managing risks prudently. Risk function strives to identify and analyze new/ emerging risks.	Risk Management (Negative)
11.	Anti-corruption & bribery	R	To ensure highest standards of compliance, it is important to continually strengthen its position against bribery and corrupt practices and comply with all applicable rules and regulations.	With a strong and robust Compliance program in place, all areas of compliance including anti-corruption and bribery are managed under a shared framework of prevention, detection and response.	Risk Management (Negative)
12.	Responsible Digitization/ IT Deployment & Automation	O	In line with our key business goal of enhancing customer experience and increased operational efficiency, SBI Card is continuing its journey on digitization, use of Robotics and AI.	-	Cost efficiency; revenue generation; risk management (Positive)
13.	Innovative technologies & products	O	In line with the above material topic, innovation in terms of emerging technologies and products is key to create value for customers and other stakeholders.	-	Cost efficiency; revenue generation; risk management (Negative)

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)
14.	Risk Management & compliance	R	With an unwavering focus on ethical business conduct, SBI Card evaluates the significance of all risks that it faces like credit risk, operational risk, liquidity risk, regulatory risk, reputation risk and strategic risk which have a material adverse impact on its business and operations. Thus, making it important to strengthen its risk management structure	SBI Card has formulated various policies including Risk management, compliance policy, credit policy, information & cybersecurity policy, etc. to delineate comprehensive architecture for managing risks prudently. Risk function strives to identify and analyze new/ emerging risks.	Risk management (Negative)
15.	Responsible Selling Practices	R	In lines with Reserve Bank of India guidelines, it is mandatory to provide complete and relevant information about the card at all stages and at all customer touchpoints to avoid regulatory and reputational risk.	SBI Card's sales representatives keep prospective customers well informed by sharing "Most Important Terms & Conditions" along with product information. Adhering to the Fair practice code, comprehensive understanding of card type and its features is given to customer empowering him to make a choice. While they are being onboarded, additional contact is established to re-iterate all relevant details as specified above.	Risk Management; revenue generation (Negative)
16.	Data privacy & security	R	With an increase in cybersecurity incidents of data thefts and financial frauds in banking and financial sector, SBI Card has given top-most priority to strengthen its information and cybersecurity framework across people, processes, and technology within the company.	All customer and organizational data along with information assets are protected with multilayered security. SBI Card is equipped to prevent, detect, withstand, and respond to cybersecurity attacks or insider threats with security controls implemented across layers. Company remains in complete compliance with RBI's cybersecurity mandate for NBFCs	Risk management (Negative)

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

The National Guidelines for Responsible Business Conduct (NGRBC) brought out by the Ministry of Corporate Affairs advocates nine principles referred as P1-P9 as given below:

P1	Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable
P2	Businesses should provide goods and services in a manner that is sustainable and safe
P3	Businesses should respect and promote the well-being of all employees, including those in their value chains
P4	Businesses should respect the interests of and be responsive to all its stakeholders
P5	Businesses should respect and promote human rights
P6	Businesses should respect and make efforts to protect and restore the environment
P7	Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent
P8	Businesses should promote inclusive growth and equitable development
P9	Businesses should engage with and provide value to their consumers in a responsible manner

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 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
b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	-	Y	Y
c. Web Link of the Policies, if available	Refer to the Table 1 below								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	-	Y	Y
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Y	Y	Y	Y	Y	Y	-	Y	Y
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.	ISO 31000	-	-	-	-	-	-	-	ISO 27001
5. Specific commitments, goals, and targets set by the entity with defined timelines, if any.	1. P-5: SBI Card commits to ensure health and safety of it's employees, contractors, customers and suppliers by providing and maintaining a safe working environment and comprehensive wellness measures. 2. P-6: Procuring energy efficient technologies, recycled and environment-friendly products 3. P-6: Establishing a strong management system to assess climate risks and opportunities and to taking appropriate actions								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	1. Using energy efficient technologies in the office premises, and authorized vendors for waste recycling 2. Including Environment and Social risks in the risk management process								
Governance, leadership, and oversight									
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements									
<p>We are dedicated towards making the company socially and environmentally responsible. SBI Card strives for a continuous desire to become a well-governed model organization for varied talent with an environmentally conscious, inclusive workplace and community strategy to utilize technology for good, reflects the Company's ESG roadmap.</p> <p>Refer to SBI Card's Impact Page for information about our ESG related challenges, targets and achievements. - https://www.sbicard.com/sbi-card-en/assets/docs/html/personal/esg/index.html</p>									
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies).									
Mr. Rama Mohan Rao Amara, Managing Director & CEO									
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.									
Yes. At the apex, SBI Card has a Corporate Social Responsibility and ESG Committee at the Board level to oversee the ESG performance and review meetings are conducted on a quarterly basis. SBI Card also has Sustainability & Business Responsibility Committee (SBRC) comprising of MD & CEO, CPO, COO, EVP & Head – Open Market & Corporate Sales.									

10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee										Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9	
	Performance against above policies and follow up action	Y	Y	Y	Y	Y	Y	N	Y	Y	Annually								
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	Y	Y	Y	Y	Y	Y	N	Y	Y	Annually									

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.

P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
No, SBI Card has not conducted any independent assessment/evaluation of the working of its policies by any external agency.								

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

Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
The entity does not consider the principles material to its business (Yes/No)	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	Yes*	N.A.	N.A.
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	Yes*	N.A.	N.A.
The entity does not have the financial or/human and technical resources available for the task (Yes/No)	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	Yes*	N.A.	N.A.
It is planned to be done in the next financial year (Yes/No)	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	No*	N.A.	N.A.
Any other reason (please specify)	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	-	N.A.	N.A.

*SBI Card does not engage in any public policy advocacy or any lobbying through private/public associations.

Table 1: Web-link of policies

Principle 1	<ul style="list-style-type: none"> Code of Conduct for the Company's Board of Directors and Senior Management Team: https://www.sbicard.com/sbi-card-en/assets/docs/pdf/who-we-are/notices/code-of-conduct-for-board-and-smt.pdf Related Party Transactions Policy: https://www.sbicard.com/sbi-card-en/assets/docs/pdf/who-we-are/notices/rpt-policy.pdf Corporate Governance Code: https://www.sbicard.com/sbi-card-en/assets/docs/pdf/who-we-are/notices/corporate-governance-code.pdf Vigil Mechanism Policy: https://www.sbicard.com/sbi-card-en/assets/docs/pdf/who-we-are/notices/vigil_mechanism_policy.pdf Fair Disclosure of UPSI: https://www.sbicard.com/sbi-card-en/assets/docs/pdf/who-we-are/notices/code-of-practices-and-procedure-for-fair-disclosure-of-UPSI.pdf Policy For Determination Of Materiality Of Events/ Information And Disclosure: https://www.sbicard.com/sbi-card-en/assets/docs/pdf/who-we-are/notices/policy-for-determination-of-materilaity-of-events-information-and-disclosure-thereof-to-the-stock-exchange.pdf Fair Practice Code: https://www.sbicard.com/sbi-card-en/assets/docs/pdf/footer/fair-practice-code/fair-practise-code.pdf SBI Card has additional policies conforming to this Principle. These policies are internal documents and not accessible to the public.
Principle 2	<ul style="list-style-type: none"> Fair Practice Code: https://www.sbicard.com/en/fair-practice-code.page Code of Conduct Guidelines: https://www.sbicard.com/sbi-card-en/assets/docs/pdf/who-we-are/notices/code-of-conduct-guidelines.pdf
Principle 3	<ul style="list-style-type: none"> Policy for Prevention, Prohibition and Redressal of Sexual Harassment of Women at Workplace: https://www.sbicard.com/sbi-card-en/assets/docs/pdf/who-we-are/notices/POSH.pdf Code of Conduct Guidelines: https://www.sbicard.com/sbi-card-en/assets/docs/pdf/who-we-are/notices/code-of-conduct-guidelines.pdf SBI Card has more policies conforming to this Principle. Few of such policies are advanced education policy, leave policy, equal opportunity policy for transgenders, CLA policy, card lease policy. These policies are internal documents and not accessible to the public.

Principle 4	<ul style="list-style-type: none"> Code of Conduct for the Company's Board of Directors and Senior Management Team: https://www.sbicard.com/sbi-card-en/assets/docs/pdf/who-we-are/notices/code-of-conduct-for-board-and-smt.pdf Business Responsibility & Sustainability Policy: https://www.sbicard.com/sbi-card-en/assets/docs/pdf/who-we-are/notices/sustainability-and-business-responsibility-policy1.pdf Corporate Social Responsibility Policy: https://www.sbicard.com/sbi-card-en/assets/docs/pdf/who-we-are/notices/csr_policy_sbicpsl.pdf
Principle 5	<ul style="list-style-type: none"> Code of Conduct Guidelines: https://www.sbicard.com/sbi-card-en/assets/docs/pdf/who-we-are/notices/code-of-conduct-guidelines.pdf Policy for Prevention, Prohibition and Redressal of Sexual Harassment of Women at Workplace: https://www.sbicard.com/sbi-card-en/assets/docs/pdf/who-we-are/notices/POSH.pdf
Principle 6	<ul style="list-style-type: none"> Business Responsibility & Sustainability Policy: https://www.sbicard.com/sbi-card-en/assets/docs/pdf/who-we-are/notices/sustainability-and-business-responsibility-policy1.pdf Code of Conduct for the Company's Board of Directors and Senior Management Team: https://www.sbicard.com/sbi-card-en/assets/docs/pdf/who-we-are/notices/code-of-conduct-for-board-and-smt.pdf
Principle 7	<ul style="list-style-type: none"> NA
Principle 8	<ul style="list-style-type: none"> Corporate Social Responsibility Policy: https://www.sbicard.com/sbi-card-en/assets/docs/pdf/who-we-are/notices/csr_policy_sbicpsl.pdf
Principle 9	<ul style="list-style-type: none"> Grievance Redressal Policy: https://www.sbicard.com/sbi-card-en/assets/docs/pdf/footer/fair-practice-code/customer-grievance-redressal-customer-liability-for-unauthorised-card-transaction-policy.pdf Code of Conduct Guidelines: https://www.sbicard.com/sbi-card-en/assets/docs/pdf/who-we-are/notices/code-of-conduct-guidelines.pdf

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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 & Awareness Programmes held	Topics/ principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	8	Principle 1, 9	100%
Key Managerial Personnel	25	Principle 1, 2, 3, 4, 5, 6, 8, 9	100%
Employees other than BoD and KMPs	25	Principle 1, 2, 3, 4, 5, 6, 8, 9	100%
Workers	NA	NA	NA

- 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 ended on March 31, 2023, 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):

	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (in ₹)	Brief of the Case	Has an Appeal been preferred. (Yes/No)
Monetary					
Penalty/ Fine					
Settlement					There are no such cases
Compounding fee					
Non-Monetary					
Imprisonment					
Punishment					There are no such cases

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.

Code of Conduct which is part of the Compliance Policy of the Company covers the aspects of anti-corruption and anti-bribery, and the same is applicable to all employees, suppliers, contractors, third parties representing the Company and consultants of the Company.

Link to related policies have been furnished above under “Management and Process Disclosures”

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 22-23 (Current Financial Year)	FY 21-22 (Previous Financial Year)
Directors	NIL	NIL
KMPs	NIL	NIL
Employees	NIL	NIL
Workers	NIL	NIL

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

	FY 22-23 (Current Financial Year)		FY 21-22 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	-	0	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	0	-	0	-

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.

During FY 2022-23 no such issues were received by the company. Thereby, this is not applicable.

Leadership Indicators

1. Awareness programmes conducted for value chain partners on any of the principles during the financial year:

Total number of awareness programmes held	Topics/ principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
5	5	24%

2. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/No) If Yes, provide details of the same.

Yes, there is a process to take annual confirmation from the Directors on the policy/ code.

Please refer to the policy link for more information - <https://www.sbicard.com/sbi-card-en/assets/docs/pdf/who-we-are/notices/code-of-conduct-for-board-and-smt.pdf>

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.

	Current Financial Year	Previous Financial Year	Details of improvements in environmental and social impacts
R&D	NA	NA	NA
Capex	36%	35%	This Expense includes projects that have enabled Digitization of various processes & also provided improvised Customer Experiences like STP New Cust. Journey, Testing Automation, Digital KYC Ecosystem, Introduced new features on WhatsApp channel like Cross sell, RPA (Robotics automation) for process like card delivery and Fraud Block curing, etc.

- Does the entity have procedures in place for sustainable sourcing? (Yes/No)
 SBI Card being a NBFC is engaged in delivering financial services to its customers. Since it is not a product-based company, it does not require material purchase for operations. Although SBI Card believes in a sustainable growth and considers sustainable sourcing practices for its day-to-day operations consumption. The Company procures paper and plastic from local and authorized vendors after considering the environmental footprint of the materials being used. Additionally, for procurement of equipment, SBI Card ensures that energy efficiency standards are considered.
 - If Yes, what percentage of inputs were sourced sustainably?
 N.A.

- 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.
 SBI Card provides Credit Cards as a product to its customers. The customers are advised to safely dispose the card plastic on its cancellation.

- 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.
 Not Applicable. Since SBI Card is not engaged in the manufacture, sale, transition, storage, and processing of e-waste or electrical and electronic equipment including its components, consumables, and spare parts, Extended Producer Responsibility is not applicable to us.

Leadership Indicators

- Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?

NIC Code	Name of Product /Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No) If yes, provide the web-link.
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SBI Card has initiated the process of conducting Life Cycle Assessment for the credit cards. The process is expected to complete in FY2023-24.

- If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products / services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same.

Name of Product/ Service	Description of the risk/ concern	Action Taken
Basis the outcome of our on-going Life Cycle Assessment, we shall be able to identify any significant social or environmental concern arising from our products. Post assessment, SBI Card would accordingly be formulating procedures to mitigate the identified concerns, if any.		

3. Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).

Indicate input material	Recycled or re-used input material to total material	
	FY 22-23 Current Financial Year	FY 21-22 Previous Financial Year
Not Applicable		

4. Of the products and packaging reclaimed at end of life of products, amount (in metric -tonnes) reused, recycled, and safely disposed, as per the following format:

	FY 22-23 Current Financial Year			FY 21-22 Previous Financial Year		
	Re-Used	Recycled	Safely Disposed	Re-used	Recycled	Safely Disposed
Plastics (including packaging)	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
E-waste	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Hazardous waste	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Other waste	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.

5. Reclaimed products and their packaging materials (as percentage of products sold) for each product category.

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
	Not. Applicable

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		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent employees											
Male	2,861	2,861	100	2,861	100	0	0	2,861	100	2,861	100
Female	1,046	1,046	100	1,046	100	1,046	100	0	0	1,046	100
Total	3,907	3,907	100	3,907	100	1,046	26.8	2,861	73.2	3,907	100
Other than Permanent employees											
Male											
Female											
Total											

- 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		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent workers											
Male											
Female											
Total											
Other than Permanent workers											
Male											
Female											
Total											

2. Details of retirement benefits, for Current FY and Previous Financial Year.

Benefits	FY 22-23 Current Financial Year			FY 21-22 Previous Financial Year		
	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	100%	0	Y	100%	0	Y
Gratuity	100%	0	Y	100%	0	Y
ESI	4.24%	0	Y	8.16%	0	Y

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.

Yes. We have made our premises/offices accessible to differently able employee by making infrastructural improvements.

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.

SBI Card believes in providing equal opportunities to people with Disabilities and it has provisions to ensure the same. Aligning with this belief, we will be reviewing our existing policies in-light of Rights of Persons with Disabilities Act, 2016 in the next financial year.

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%	73.79%	N.A.	N.A.
Female	100%	48.86%	N.A.	N.A.
Total	100%	65.81%	N.A.	N.A.

*We have recently begun with Women Rehiring program wherein we are contacting our Ex- women employees and providing them an opportunity to rejoin SBI Card.

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	Not Applicable
Permanent Employees	Yes* SBI Card provides a safe and supportive workplace. This is accomplished by providing our Employees with a reliable and well-established grievance resolution procedure. An anonymous 24*7 online portal is available for permanent employees to raise concerns/ grievances or share ideas. In addition to this, employees can make a complaint by writing an email to Ombuds. The subsequent mechanism post receiving an employee complaint email is stated below: <ul style="list-style-type: none"> • An enquiry is initiated based on the initial evaluation of the complaint • The investigators are appointed for investigating the case • The identity of the complainant is kept confidential and safeguarded at all stages of the inquiry • The inquiry report is submitted ahead for decision-making as per Corrective Action Policy
Other than Permanent Employees	Yes (with their respective employers)

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

Category	FY 22-23 (Current Financial Year)			FY 21-22 (Previous Financial Year)		
	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	0	0	0	0	0	0
Male	0	0	0	0	0	0
Female	0	0	0	0	0	0
Total Permanent Workers	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Male	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Female	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.

8. Details of training given to employees and workers:

Category	FY 22-23 Current Financial Year					FY 21-22 Previous Financial Year				
	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	2,861	2,861	100%	2,861	100%	2,712	2,712	100%	2,712	100%
Female	1,046	1,046	100%	1,046	100%	1,062	1,062	100%	1,062	100%
Total	3,907	3,907	100%	3,907	100%	3,774	3,774	100%	3,774	100%
Workers										
Male										
Female										
Total										

*Percentage of employees trained on skill upgradations comprises of eligible population only.

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

Category	FY 22-23 Current Financial Year			FY 21-22 Previous Financial Year		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	2,858	2,713	94.93%	2,708	2,482	91.65%
Female	1,045	1,009	96.56%	1,058	969	91.59%
Total	3,903	3,722	95.36%	3,766	3,451	91.64%
Workers						
Male						
Female						
Total						

*Employee joined on or before 31st December are eligible for Performance Management System for the FY

10. Health and safety management system:

- Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage such system?
No.
- What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?
Not Applicable.

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. SBI Card employees are insured, and They have access to Mfine application for medical consultations.

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

Safety Incident/ Number	Category	FY 22-23	FY 21-22
		Current Financial Year	Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Workers	N.A.	N.A.
Total recordable work-related injuries	Employees	0	0
	Workers	N.A.	N.A.
No. of fatalities	Employees	0	0
	Workers	N.A.	N.A.
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	N.A.	N.A.

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

Employee health

- Providing safe and hygienic workplace by cleaning and sanitizing the workplace daily.
- Providing better air quality in office premises by periodic cleaning and sanitization of AC air filters.
- Providing masks for employees and visitors to prevent spread of contagious diseases.
- Providing full fledged medical center at sites wherein employee strength is greater than 500.
- Deployed oxygen generating indoor plants to improve indoor air quality.
- Multiple wellness/ yoga/ meditation sessions are being organized.
- A wellness program i.e., Life 2.0 has been introduced within the organization to ensure well-being of employees.
- Preventive annual health check-up of employees.
- Medclaim facility for employees and their dependents.
- Inhouse state of the art Gymnasium facility at Gurgaon office.
- Regular communication through various medium to enhance awareness on health and hygiene.

Employee safety

- All our offices are guarded to ensure safety of our employees.
- We have 24x7 CCTV surveillance to monitor any suspicious activity.
- All our offices are compliant with dual exits for safe evacuations during emergency.
- Sufficient numbers of Fire extinguishers are placed in all our offices.
- Fire detection and control systems are installed.

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

	FY 22-23 (Current Financial Year)			FY 21-22 (Previous Financial Year)		
	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	0	0	0	0	0	0
Health & Safety	0	0	0	0	0	0

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	40.90
Working Conditions	40.90

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.

Not applicable as no safety related incidents have been reported in past. However, we continuously monitor the workplace safety standards to avoid any such incidents.

Leadership Indicators

1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N).

Yes, SBI Card has provision of Group Term Life Insurance for all its employees.

2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.

We have a detailed process wherein every month we seek challans and contribution statements of statutory payments (like EFP, ESIC, LWF, PT etc.) from value chain partners and, we do perform sample audit.

3. Provide the number of employees / workers having suffered high consequence work-related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 22-23 (Current Financial Year)	FY 21-22 (Previous Financial Year)	FY 22-23 (Current Financial Year)	FY 21-22 (Previous Financial Year)
Employees	0	0	0	0
Workers	0	0	0	0

4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/ No)

No.

5. Details on assessment of value chain partners:

% of value chain partners (by value of business done with such partners) that were assessed	
Health and safety practices	0
Working Conditions	0

6. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from assessments of health and safety practices and working conditions of value chain partners

No such assessments are being conducted.

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.

For stakeholder engagement, a robust mechanism, guided by principles of inclusion, materiality, and responsiveness, for the identification and prioritization of stakeholders was adopted and implemented. We classified stakeholder groups based on their significance to the business and their role in the upstream and downstream processes, as well as their relationships in the internal and external environments. The following steps were adopted to identify the relevant stakeholder groups:

- Step 1: We brainstormed internally with management (all levels) to develop criteria for stakeholders by answering key questions like
 - a) Who are the people/groups/institutions that are interested in our core operations?
 - b) Who are the potential beneficiaries of our core operations and other activities?
 - c) Who may be adversely impacted by our core operations?
 - d) Who can impact our organizational activities? Who has the power to influence our activities esp. core operations?
- Step 2: Based on developed criteria, we identified people/ entities (both internal and external to the organization) that have influence on or have been impacted by the core operations and other activities
- Step 3: For each identified group, we determined the mode of engagement (discussions, written communication, stakeholder meetings, sustainability report) and frequency of engagement.
- Step 4: We segregated the stakeholders based on level of impact, frequency of interactions, mode of communication level of interest in the core operations, level of influence on operations etc.
- Step 5: We mapped the stakeholder groups along with their mode and frequency of engagement and obtained consensus from senior management on the identified stakeholder groups.
- Step 6: We also aim to refine this process to be developed into a 'stakeholder engagement plan' which will serve as the blueprint for future communications and engagement.

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 (Yes/No)	Channels of Communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website, other)	Frequency of Engagement (Annually/ Half Yearly/ Quarterly/ Others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customers	No	Face to Face interactions, Email, Phone, Website	As mandated by business requirements	-
Employees	No	Internal Meetings; Skip Sessions, Internal E-mails; Townhalls	Quarterly	
Regulatory Bodies	No	Email, Phone, Meetings	As and when required	
Suppliers	No	Email, Phone, Meetings	As and when required	
Investors	No	Meetings, Email	Quarterly	
Shareholders	No	Meetings, Email	Quarterly	

Leadership Indicators

1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.

We have a dedicated ESG support email id publicly displayed on our website for everyone including all our stakeholders where they can reach us for any feedback. Till date no such concern/feedback has been received.

2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity

Yes, stakeholder consultation is used to support the identification and management of environmental, and social topics. We have a dedicated ESG support email id publicly displayed on our website for everyone including all our stakeholders where they can reach us for any issues. Feedback received during our regular connect with stakeholders (not limited to the frequency mentioned above) is internally reviewed by the management and necessary amendments are made to the policy/procedures as and when required.

3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalized stakeholder groups.

Please refer to our CSR page for engagements with identified vulnerable/marginalized stakeholder groups - <https://www.sbicard.com/sbi-card-en/assets/docs/html/personal/csr/index.html>

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 Total (A)	FY 22-23 Current Financial Year			FY 21-22 Previous Financial Year		
	No. of employees/ workers covered (B)	% (B/A)	Total (C)	No. of employees workers covered (D)	% (D/C)	Total (C)
Employees						
Permanent	3,907	3,907	100	3,774	3,774	100
Other than permanent	0	0	0	0	0	0
Total Employees	3,907	3,907	100	3,774	3,774	100
Workers						
Permanent						
Other than permanent						Not Applicable
Total Workers						

Note: Code of Conduct which is part of the Compliance Policy of the Company covers the fair employment guidelines. Code of Conduct training is provided to all eligible employees-100% of our full-time employees across the organization are covered.

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

Category	FY 22-23 Current Financial Year					FY 21-22 Previous Financial Year				
	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	3,907	0	0%	3,907	100%	3774	0	0%	3774	100%
Male	2,861	0	0%	2,861	100%	2,712	0	0%	2,712	100%
Female	1,046	0	0%	1,046	100%	1,062	0	0%	1,062	100%
Other than Permanent	32,156	11,449	35%	20,707	64.4%	33,985	13,603	40.02%	20,382	59.97%
Male	18,546	6,150	33%	12,396	67%	19,710	7479	38%	12,231	62%
Female	13610	5299	39%	8,311	61%	14,275	6124	43%	8,151	57%
Workers										
Permanent										
Male										
Female										Not Applicable
Other than Permanent										
Male										
Female										

*Includes the resigned employees of March'21 also who were paid full & final salary at the end of the month

3. Details of remuneration/salary/wages, in the following format:

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category (₹)	Number	Median remuneration/ salary/ wages of respective category (₹)
Board of Directors (BoD)	4	25,00,000	1	25,00,000
Key Managerial Personnel	1	1,03,45,436	2	1,25,55,672.8
Employees other than BoD and KMP	2,861	7,30,100	1,044	5,04,909
Workers	N.A.	N.A.	N.A.	N.A.

Note: In the category "Board of Directors" information pertaining only to Independent Directors has been disclosed as no remuneration is being paid by the Company to the Non-executive Nominee Directors.

Further, details pertaining to Managing Director and CEO has been considered under the Category "Key Managerial Personnel"

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)

SBI Card complaint management is governed under Corrective Action Policy. Under CAP provisions, ICRC* & EDAC** are responsible for addressing any grievance with respect to employee complaints including human rights. (*Internal Complaints & Escalations Review Committee) & (**Employee Disciplinary Action Committee)

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

Grievance Redressal Mechanism is in place for the employees of SBI Card. The established policy for ensuring redressal of complaints is made available to all our employees on intranet.

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

	FY 22-23 Current Financial Year			FY 21-22 Previous Financial Year		
	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	2	0		1	0	
Discrimination at workplace	0	0	-	0	0	-
Child Labour	0	0	-	0	0	-
Forced Labour/Involuntary Labour	0	0	-	0	0	-
Wages	0	0	-	0	0	-
Other human Rights related issues	0	0	-	0	0	-

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

Complainant's identity is kept confidential & ensures privacy at all levels of investigation

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

Yes. All our agreements/contracts have a stated clause wherein the third party is required to confirm that they comply with and abide by local and other applicable laws/legal requirements, regulations and any additional SBICPSL's standards relating to labor, environment, health and safety, intellectual property rights and improper payments, etc.

9. Assessments for the year:

% of your plants and offices that were assessed (by entity or statutory authorities or third parties)	
Child Labour	N.A.
Forced/ Involuntary Labour	N.A.
Sexual Harassment	None
Discrimination at Workplace	None
Wages	N.A.
Others – please specify	N.A.

10. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above

Not Applicable

Leadership Indicators

1. Details of a business process being modified / introduced as a result of addressing human rights grievances/complaints

No such complaints received where policy amendment is required.

2. Details of the scope and coverage of any Human rights due diligence conducted

No Human rights due diligence conducted.

3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?

Yes, all our offices/premises are accessible to differently abled visitors.

4. Details on assessment of value chain partners:

% of value chain partners (by value of business done with such partners) that were assessed	
Sexual Harassment	N.A.
Discrimination at Workplace	N.A.
Child Labour	N.A.
Forced/ Involuntary Labour	N.A.
Wages	N.A.
Others – please specify	N.A.

5. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above.

Not Applicable

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	FY 2022 – 23 Current Financial Year	FY 2021 – 22 Previous Financial Year
Total electricity consumption (A)	13,893.92 GJ	12,449.83 GJ
Total fuel consumption (B)	0	0
Energy consumption through other sources (C)	0	0
Total energy consumption (A+B+C)	13,893.92 GJ	12,449.83 GJ
Energy intensity per rupee of turnover (Total energy consumption/turnover in rupees)	97.25 Joules per unit (₹) of turnover	110.16 Joules per unit (₹) of turnover
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

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

N.

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.

Not Applicable

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

Parameter	FY 2022 – 23 Current Financial Year	FY 2021 – 22 Previous Financial Year
Water withdrawal by source (in kiloliters)		
(i) Surface water	0	-
(ii) Groundwater	0	-
(iii) Third party water	25,002.23	
(iv) Seawater / desalinated water	0	-
(v) Others (drinking water)	1,223.24	866.30
Total volume of water withdrawal (i + ii + iii + iv + v)	26,225.47	866.30
Total volume of water consumption (in kiloliters)	26,225.47	866.30
Water intensity per rupee of turnover (Water consumed / turnover)	0.000000611 per unit (₹) of turnover	-
Water intensity (optional) – the relevant metric may be selected by the entity	-	-

* Note: The water is provided by builders, however we have started the process of measuring the water consumption from FY2022-23

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

N.

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

Not Applicable

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

Parameter	Please specify unit	FY 2022 – 23 Current Financial Year	FY 2021 – 22 Previous Financial Year
NOx	µg/m3		
SOx	µg/m3		
Particulate matter (PM)	µg/m3		
Persistent organic pollutants (POP)	-	Not Applicable	
Volatile organic compounds (VOC)	-		
Hazardous air pollutants (HAP)	-		
Others – please Specify	-		

Note: Considering the nature of our business, the emissions such as ozone-depleting substances (ODS), Nitrogen oxides (NOX) and Sulphur oxides (SOX) and other air emissions are relatively not materially significant.

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

Parameter	Unit	FY 2022 – 23 Current Financial Year	FY 2021 – 22 Previous Financial Year
Total Scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes Of CO2 equivalent	Not Applicable	Not Applicable
Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes Of CO2 equivalent	2740.19	2732.265
Total Scope 1 and Scope 2 emissions per rupee of turnover	-	0.0000019 tonnes of CO2 per rupee of turnover	0.0000024 tonnes of CO2 per rupee of turnover
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	-		

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

N

7. Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details.

No

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

Parameter	FY 2022 – 23 Current Financial Year	FY 2021 – 22 Previous Financial Year
Total Waste Generated (in metric tonnes)		
Plastic waste (A)	3.48263	0
E-waste (B)	2.40804	5.4329
Bio-medical waste (C)	0.02464	0
Construction and demolition waste (D)	0	0
Battery waste (E)	31.809	0
Radioactive waste (F)	0	0
Other Hazardous waste. Please specify, if any. (G)	0	0
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e., by materials relevant to the sector) (Food Waste)	75.90273	29.85
Total (A+B + C + D + E + F + G + H)	113.62	35.28
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	31.81	29.3129
(ii) Re-used	-	-
(iii) Other recovery operations	52.43	
Total	84.24	29.3129
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	0	0
(ii) Landfilling	0	0
(iii) Other disposal operations	26.98	5.97
Total	26.98	5.97

We have started the process of measuring the waste generation from FY2022-23

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

N

9. 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.

- The plastic waste is disposed through building management team of the building owner.
- E- waste is disposed through authorized vendors who have been certified in handling E-waste. The vendor segregates (IT/Mobile/CD/CE/PCB), dismantles, separates ferrous, non-ferrous, glass & plastic. It is followed by extraction of base and higher base metals and refinement of metals into 99.9% purity.
- Hazardous waste is not generated through any processes.
- Other recyclable waste i.e., paper, food waste etc. is disposed through building management team of the building owner. They have defined treatment process depending on type of waste.

10. 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 of 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			

11. 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					

12. 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:

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
Not Applicable				

Leadership Indicators

1. Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources, in the following format:

Parameter	FY 2022 - 23 Current Financial Year	FY 2021 - 22 Previous Financial Year
From renewable sources		
Total electricity consumption (A)	As we operate out of leased buildings, this information is not available	
Total fuel consumption (B)		
Energy consumption through other sources (C)		
Total energy consumed from renewable sources (A+B+C)	0	0
From non-renewable sources		
Total electricity consumption (D)	13,893.92 GJ	12,449.83 GJ
Total fuel consumption (E)	0	0
Energy consumption through other sources (F)	0	0
Total energy consumed from non-renewable sources (D+E+F)	13,893.92 GJ	12,449.83 GJ

2. Provide the following details related to water discharged:

Parameter	FY 2022 – 23 Current Financial Year	FY 2021 – 22 Previous Financial Year
Water discharge by destination and level of treatment (in kiloliters)		
(i) To Surface water		
- No treatment		
- With treatment – please specify level of treatment		
(ii) To Groundwater		
- No treatment		
- With treatment – please specify level of treatment		
(iii) To Seawater		
- No treatment		Not Applicable
- With treatment – please specify level of treatment		
(iv) Sent to third parties		
- No treatment		
- With treatment – please specify level of treatment		
(v) Others		
- No treatment		
- With treatment – please specify level of treatment		
Total water discharged (in kiloliters)		

Note - SBI Card is operating from leased and co-working offices. The water is provided by building owners and thus SBI Card doesn't control water discharge within the building.

3. Water withdrawal, consumption and discharge in areas of water stress (in kiloliters):

For each facility / plant located in areas of water stress, provide the following information:

- (i) Name of the area
- (ii) Nature of operations
- (iii) Water withdrawal, consumption and discharge in the following format:

Parameter	FY 2022 – 23 Current Financial Year	FY 2021 – 22 Previous Financial Year
Water withdrawal by source (in kiloliters)		
(i) Surface water		
(ii) Groundwater		
(iii) Third party water		
(iv) Seawater / desalinated water		
(v) Others		
Total volume of water withdrawal (In kiloliters)		
Total volume of water consumption (In kiloliters)		
Water intensity per rupee of turnover (Water consumed / turnover)		Not applicable
Water intensity (optional)- the relevant metric may be selected by the entity		
Water discharge by destination and level of treatment (in kiloliters)		
(i) Into Surface water		
- No treatment		
- With treatment – please specify level of treatment		
(ii) Into Groundwater		
- No treatment		
- With treatment – please specify level of treatment		

Parameter	FY 2022 – 23 Current Financial Year	FY 2021 – 22 Previous Financial Year
(iii) Into Seawater		
- No treatment		
- With treatment – please specify level of treatment		
(iv) Sent to third parties		
- No treatment		
- With treatment – please specify level of treatment		Not applicable
(v) Others		
- No treatment		
- With treatment – please specify level of treatment		
Total water discharged (in kiloliters)		

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

N

4. Please provide details of total Scope 3 emissions & its intensity, in the following format:

Parameter	Unit	FY 2022 – 23 Current Financial Year	FY 2021 – 22 Previous Financial Year
Total Scope 3 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	51,794	-
Total Scope 3 emissions per rupee of turnover	kg CO2	0.00036	-
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity		-	-

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

N

5. With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

Not Applicable

6. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Various initiatives have been taken by SBI Card to conserve energy and reduce water & paper consumption.	<ol style="list-style-type: none"> CFL bulbs have been replaced with LED lights LED light sensors installed at SBI card offices All conventional lamp-based projectors have been replaced with LED displays, resulting in low power consumption and less E-waste generation. Timely upgradation of HVAC units, UPS, and other electronic devices to ensure lower electrical consumption. Automatic VRV units installed in our offices (wherever possible), resulting in lower consumption of electricity. Weekly cleaning of AC air filters to reduce electrical consumption. Installed sensor-based taps to reduce water wastage. Instead of standees and posters, we use digital medium of displaying internal communication resulting in reduction of paper consumption. 	Reduction in Electricity, water and Paper consumption.

7. Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.

The entity has business continuity and disaster management plan. The business continuity focuses on keeping the business operations running during a disaster by conducting function specific BIA (business impact analysis) to understand and assess possible vulnerabilities to create short-term and long-term strategy for maintenance of business operations. Whereas disaster management focuses on recovery, restoration of data and IT infrastructure after a disaster. The plan helps SBI Card to return to full functionality after a disaster.

8. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard.

- None of the processes in SBI Card generate hazardous wastes. Whatever garbage (waste) is generated, same is measured and disposed through building management team of builder/landlord.
- E-waste is disposed through authorized vendors certified to handle E-waste
- Other recyclable waste like paper, plastic etc. is disposed through builder and builder has a separate waste treatment process depending on the waste type.

9. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.

We have not conducted assessments for our value chain partners for their environmental impact.

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.

4 nos. of associations

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 (IBA)	National
2	Confederation of Indian Industry (CII)	National

In addition, we also associate with two more associations by way of participating in their meetings and various forums:

- The Associated Chambers of Commerce and Industry of India (ASSOCHAM)
- Federation of Indian Chambers of Commerce & Industry (FICCI)

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

Name of Authority	Brief of the case	Correction Action Taken
No cases reported to regulators/law enforcement agencies/judicial institutions on corruption and conflict of interest.		

Leadership Indicators

1. Details of public policy positions advocated by the entity:

S.No.	Public Policy Advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of review by Board (Annually/ Half Yearly/ Quarterly/ Others – pls specify)	Web link, if available
Not Applicable as SBI Card does not engage in any Public Advocacy.					

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.

S. No.	Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No)	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. No.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In ₹)
Not Applicable						

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

SBI Card has established mechanism to receive community complaints by email communications for any community grievance. SBI Card has a diverse and multi-dimensional approach to get feedback from the communities via holding community meetings, periodic and active engagement with key stakeholders to understand if they have any views, issues, complaints and grievances related to the interventions. Email address of CSR team (csrpehel@sbicard.com) is present on the official CSR page of the Company.

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

	FY 2022-23 Current Financial Year	FY 2021-22 Previous Financial Year
Directly sourced from MSMEs/ small producers	5%	7%
Sourced directly from within the district and neighboring districts	33.3%	26.3%

Leadership Indicators

1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above):

Details of negative social impact identified	Corrective action taken
N.A.	N.A.

2. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:

S. No.	State	Aspirational District	Amount Spent (In ₹)
1	Haryana	Nuh	2,99,55,309
2	Madhya Pradesh	Khandwa	30,29,366
3	Uttarakhand	Haridwar	10,09,789
4	Uttar Pradesh	Bahraich	10,09,789
5	Rajasthan	Barmer	37,36,218
6	Maharashtra	Osmanabad	40,39,155
7	West Bengal	Nadia	20,19,577
8	Uttar Pradesh	Chandauli	17,05,712
9	Assam	Barpeta	8,23,498
10	Rajasthan	Karauli	2,76,83,035

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No)

No

- (b) From which marginalized /vulnerable groups do you procure?
N.A.
- (c) What percentage of total procurement (by value) does it constitute?
N.A.

4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge:

S. No.	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/No)	Benefit shared (Yes/ No)	Basis of calculating benefit share
Not Applicable				

5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.

Name of Authority	Brief of the case	Corrective Action Taken
Not Applicable		

6. Details of beneficiaries of CSR Projects

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable & marginalized groups
1	Project to provide awareness and implementation of source segregation of waste in the location of intervention; funding and technical guidance in establishing decentralized wet waste processing unit, monitoring & evaluation framework for sustainable waste management, data capture methods for the generated and processed waste. The project has four components: Source Segregation Implementation, Resource Recovery, Better Visual Cleanliness, and Integrating/ inclusion of waste workers into formal waste management.	16,300	
2	To improve the mental wellbeing and resilience among adolescents and young married women through community led approach in GOI's RMNCH+A strategy.	30,216	
3	Enhancing learning outcomes by improving access to technology and empowering students across 11 schools of Delhi and Gurgaon.	8,103	
4	Extension of the project mentioned in point 3. In Phase 2 of the project, support has been extended to 40 more Schools in Haryana to enhance learning outcomes by improving access to technology and empowering students.	29,440	
5	Initiative to enable youth with disability to live financially independent lives through vocational skill building and placement support creation. Through concerted efforts in the direction of skill building and employment support, trainees would get employed, and sustain themselves via quality performance.	250	All our CSR projects are for vulnerable and marginalized communities
6	Training total of 513 eligible candidates under 4 different job roles related to COVID-19 Frontline Workers which were launched by the Hon'ble Prime Minister on 18 th June 2021	513	
7	Initiative to create water security for 9 villages in Nuh District, Haryana. To tackle this, 15 rainwater harvesting structures will be constructed and 50 farmers will be equipped with water efficient irrigation technique. TBS will also mobilize local communities for participatory water resources management.	1,403	
8	Initiative to increase the employability opportunity and positively impact livelihood of 763 women candidate. TSSC will establish a Skill Centre at Government Girls' College, Sector 15, Gurugram and training will be provided on two Telecom sector job roles.	Approx 600 candidates are undergoing training.	
9	Employability Training program to equip young adults on the Autism spectrum, who have finished higher secondary school education with the skills required to be employable such as Life Skills, Communication Skills and Social Skills.	23	

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable & marginalized groups
10	Phase 2 of the project involves setting up of one MRF of 10 MTD in association with Greater Noida Authority and two MRF of 2 MTD each with East Delhi Municipal Corporation	3,000	
11	Initiative for skill development of deaf youth through professional job-related skills and successfully enabling them to be employed.	448	
12	Project to strengthen infrastructure and processes at 10 sub centers of primary healthcare system through telemedicine support in Nuh, Haryana	32,789	
13	Extension of five mobile primary health care units providing doorstep delivery of medical facilities to the underprivileged in Delhi, Gurugram, Nuh and Agra (Uttar Pradesh)	85,003	
14	Providing Home based management of COVID- 19 through tele-consultation facility, home visit by general physician and by providing medicines and basic equipment's to track COVID 19 symptoms.	65,203	
15	Project to train 360 youth in three healthcare job roles in residential mode in Haryana and Assam. Candidates will be trained in theory, practical and on the job training in healthcare facilities such as primary health centers, hospital, clinics and diagnostic facilities etc	360	
16	Project to develop rainwater harvesting structure in 40 police stations of Gurugram district.	The project envisages to an annual groundwater recharge potential of approx. 60,000,000 kiloliters through RWH structures in 40 police stations	
17	Initiative to ensure sustainable water secure communities through rainwater harvesting. The project will enhance the capacity of the indigenous communities in water conservation and management. The project will ensure water security for drinking and irrigation with indigenous communities in the project area for sustainable development and livelihood generation and implement an efficient model of water consumption in agriculture with farmers	522	
18	Project to install solar PV in 20 government schools in Delhi and Haryana. The project objective is to substitute existing consumption of electricity with clean and green electricity and to enhance the learning outcomes and improve attendance.	Envisaged to impact 14,500 students in the 20 schools where the solar panels will be established which will help improve energy sufficiency of the school (as per the proposal shared by YUVA)	All our CSR projects are for vulnerable and marginalized communities
19	Skill building of children from low-income background in writing, composing, recording and music production along with focus on life skills and mental health	5,903	
20	Mantra for Advance Sustainable Solution (MASS). Under the project aims to establish a 50 TPD MRF plant in Ghaziabad and additionally set up 100 Aerobins (waste generations points) across 25 RWAs. The project is planned to enhance management of solid and plastic waste in Ghaziabad along with IEC activities for spreading awareness in public.	The project initiated in Q4 of FY 22-23. The project envisages to impact over 10,000 waste workers and Approx. 18,000 MT of waste shall be segregated at the MRF and shall be sent to respective recyclers/co-processors	
21	Promoting sustainable solutions to the farm stubble burning problem. Farmers in 20 villages of Karnal district in Haryana will be supported, encouraged & trained to give up the conventional practice of stubble burning and use suitable tools and technologies for managing the residual straw in an environment friendly manner, especially through adopting largescale in-situ recycling of straw. The project also includes undertaking 13750 plantation across 20 villages adopted under the existing project.	7,180	
22	Design, supply, erection, and commissioning of 300 kWp Grid tied Solar PV plants at 2 government hospitals in Delhi	Infra based project (solar panels installed)	
23	Expanding ICU facility by providing critical medical equipment for Child Heart Care in Sai Sanjeevani Hospital in Palwal, Haryana, who are providing free of cost quality health care services to underprivileged children	Infra based project (Healthcare equipment). The number of heart surgeries conducted during project duration is 354.	

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable & marginalized groups
24	Development of resilience in students of classes 6 th -8 th enrolled in NCR schools through an audiovisual program based on bio-psycho and socio-cultural model of well-being and support for Mental Health E-Magazine "Mansik Swasthya Patrika"	500	
25	Install of Oxygen generation plant (OGP) in COVID Care Centre's developed for COVID care in Delhi and LMO Tanks at Rajiv Gandhi Super Specialty Hospital, Delhi followed by relocating/handover of the OGP's to authorities.	OGP: -2 OGP's of 300 litres per minute has been set up in two Government Hospitals LMO: -1 LMO of 10 KL tank is installed in Hospital	
26	To plant a total of 30,000 tree saplings of different variety in the Aravalli Hills, Gurugram with the aim to enhance green cover. The plantation will help with carbon sequestering leading to better environment.	All the sustainable infrastructure has been created for this project like- Solar based borewell, water uplifting facilities, ponds etc. through this infrastructure, mortality rate of the sampling will be very less and so far, 30,174 tree saplings has been planted with geo tagging facilities. Approx 48,909 tonnes of oxygen produced per year and approx. 200000 liters of water absorbed per year	
27	Setting up 25 ATL/ Robotics Lab/STEMS in Government Schools across Delhi-NCR & Haryana. The labs include educational kits and equipment on - science, electronics, robotics, sensors and 3D printers and computers. These Tinkering labs will be implemented in Government schools to help children understand concepts of Coding, Science and Mathematics by practical applications.	Approx 8,975 students 50 Teachers	All our CSR projects are for vulnerable and marginalized communities
28	Empowering people with locomotive disorder by providing customized and detachable mobility solutions, consisting of a combination of wheelchair and scooter. The solution can also be used as a scooter and separately as a wheelchair as per the requirement and situation	154	
29	Providing critical medical equipment to the 40 bedded mother and child hospital in Palwal to address maternal, child mortality and morbidity issues.	44 critical equipment provided 45 Child deliveries done till February 2027 antenatal visits done till February. 269 gynecology visits done till February.	
30	Project for elderly people with an aim to serve and save the lives of the abandoned, destitute and homeless elderly via supporting 200 uniquely identified elderly beneficiaries by providing with food, medical care and recreational activities at SHEOWS old age home	200	
31	Providing 2,600 relief kits to families affected by the assam flood. The relief kits included basic grocery and hygienic items	10,400	
32	The project aims to design, supply, erect and commission 450 KwP grid tied solar PV plant in civil hospital, sector 10 at government college for girls, sector 14, Gurugram, Haryana.	Infra based project (solar panels installed)	
33	Rural livelihood support-based tree plantation program to support farmers in adopting alternate farming for sustainable livelihood in aspirational districts.	73,500 plantations completed till March. Once the targeted plantation of 110,000 is achieved it will lead to 55,000 tons of CO2 will be sequestered in the life span and approx. 326 acres area will be greened.	

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable & marginalized groups
34	Installation of 620 KwP in 4 districts/sub-districts hospitals of Rajasthan	Solar plant has been just setup in sub district hospital and district hospital in Rajasthan of total capacity of 320 kWh till March. Solar plants of capacity 300 kWp will be installed in other 2 district hospitals in next financial year. This will lead to generation of 8,68,000 kWh electricity and will contribute to avoid 335 tonnes of CO2	
35	Under phase 2- Establishing 25 tinkering labs in government schools across Assam, Punjab and UP. The labs include educational kits and equipment on – science, electronics, robotics, sensors and 3D printers and computers.	15 Tinkering Labs have been setup in Assam and UP schools till March. 10 labs will be setup in Punjab in next financial year. This will help in training of approx. 150 students and 3 teachers from each school in the field of science, robotics, sensors etc.	All our CSR projects are for vulnerable and marginalized communities
36	This project aims to provide 3500 relief kits in flood affected areas of Telangana. The relief kits will include basic grocery and hygienic items that will sustain for a month	14,000	
37	Need assessment for rejuvenation of Kasan Lake, Manesar, Haryana.	IN FY 22-23, Need Assessment study has been undertaken to assess and design a larger project.	

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.

SBI Card has a Grievance Redressal Policy to ensure consumer complaints are addressed and it is available on our website to inform our customer about the mechanism for redressal. Customer can register their Grievances & feedback at below mentioned channels

- 1- Calling our helpline
- 2- Email
- 3- Webform (Website & Mobile App)
- 4- Social media
- 5- Walking Desk Locations
- 6- Escalation channels (Nodal officer, Principle Nodal officer & CS head)
- 7- reaching out to Banking Ombudsman appointed by RBI

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

	As a percentage to Total Turnover
Environmental and social parameters relevant to the product	N.A.
Safe and responsible usage	100%
Recycling and/or safe disposal	N.A.

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

	FY 22-23 (Current financial Year)		Remarks	FY 21-22 (Previous Financial Year)		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	0	0		0	0	
Advertising	Gross Inflow – 32,647 Gross Complaints – 24,430 Net Complaints (Subset of Gross Inflow) - 2,164	Gross Inflow – 227 Gross Complaints – 197 Net Complaints (Subset of Gross Inflow) - 15		Gross Inflow – 30,323 Net Complaints (Subset of Gross Inflow) - 1,616	Gross Inflow – 377 Net Complaints (Subset of Gross Inflow) – 24	
Cyber-security	0	0		0	0	
Delivery of essential services	0	0		0	0	
Restrictive Trade Practices	0	0		0	0	
Unfair Trade Practices	0	0		0	0	
Other	Gross Inflow – 616,474 Gross Complaints – 319,493 Net Complaints (Subset of Gross Inflow) - 5,003	Gross Inflow – 2,998 Gross Complaints – 2,527 Net Complaints (Subset of Gross Inflow) - 63		Gross Inflow – 7,03,223 Net Complaints (Subset of Gross Inflow) – 10,161	Gross Inflow – 8,606 Net Complaints (Subset of Gross Inflow) – 1,386	

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

	Number	Reason for Recall
Voluntary Recall	N.A.	N.A.
Forced Recall	N.A.	N.A.

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.

SBI Card has given top-most priority to strengthen its information and cybersecurity framework across people, processes, and technology within the company and it remains in complete compliance with RBI's cybersecurity mandate for NBFCs.

Board approved Information & Cyber Security Policy is in place to ensure integrity & security of data. There are laid down norms for data transfer, data storage, and physical, logical access & cyber security procedure. Logging and reporting of cyber security incidents is done. The IT Security practices are audited frequently to ensure strict compliance. Even vendors, to whom various jobs (viz, data entry, verification etc.) have been outsourced, are required to the Company's Information & Cyber Security 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.

Since advertising related and other consumer complaints are unique and varies case to case, accordingly corrective actions were taken and necessary system enhancements were completed. There was no penalty or action taken by regulatory authorities.

Leadership Indicators

1. Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available).

We have proactively established a Digital Journey for customers, starting from Sourcing to Decisioning, Carding to Onboarding, Digital Marketing to Servicing and Collections.

We are very active across all digital platforms and even during the lockdown, our 24x7 digital self-service channels fulfilled our customers' requirements digitally. Our Mobile App was rated 4.6/5 on iOS and 4.4 on Android, the highest rating for a credit card app. It ensured a unique end-to-end digital onboarding journey for users and Sales24 surfaced as a fully integrated digital platform for credit cards. We also Launched the E-Card as our proprietary instant e-credit card to facilitate 'no touch' payments.

2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.

SBI Card has a Board approved Fair Practice Code that has been adopted and implemented in accordance with RBI guidelines, which reflects Company's commitment to fairness, transparency and honesty when offering products and services and while dealing with customers. The Code is available to all employees on the intranet and accessible to the public on the Company website.

3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.

Communication via various modes like IVR, website, mobile app are done when required. Process disruption might be informed via SMS

4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)

Since we are into the business of issuance of Credit Card and activities which are incidental thereto, we would like to clarify and state that the information pertaining to such products are not on the product label per-se but at multiple customer touchpoints like website, application forms, welcome kits etc. which are in public domain. In terms of the guidelines laid by the Reserve Bank of India, SBI Card provides complete and relevant information about the cards at all stages and at all customer touchpoints. Each interaction with the customer throughout their journey is clear and transparent. At the point of Sales, our representatives keep prospective customers well informed by sharing "Most Important Terms and Conditions" (MITC) along with product information as per regulatory requirements. Since we also believe in complete trust, fairness and transparency and also adhere to a Fair Practice Code which is also in public domain, the comprehensive understanding of card type and its features is given to the customer empowering him to make a choice.

SBI credit card applicants give their consent on the product information and the "Most Important Terms and Conditions" by signing the application forms. While they are being onboarded as a customer, we contact them to re-iterate all relevant details as specified above. Along with the SBI Credit Card, we send a Welcome Kit to the customers comprising of card related brochures, features information accompanied with "Most Important Terms and Conditions" (MITC) and cardholder agreement.

In addition, complete details of all our card variants are available on the website including product features, service charges and applicable fees. We continually create awareness on good practices and engage our customers through e-mails, SMS alerts and social media platforms like website, mobile app, Facebook, etc.

Yes, SBI Card is a customer focused organization that measures Customer Experience through internal Transactional CSAT process covering various touch points i.e Website, Mobile app , IVR, helpline & Service request closures. Customer feedback request is initiated on interactions over aforementioned channels basis logics built in system to measure customer experience level and consider customer inputs for driving process improvements.

5. Provide the following information relating to data breaches:

a. Number of instances of data breaches along-with impact

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

There has not been any substantiated data breach concerning customer privacy in last financial year

For and on behalf of the Board

Dinesh Khara
Chairman
DIN: 06737041

Place: Mumbai
Date: July 10, 2023