

August 04, 2023

SBIL/CS/NSE-BSE/2324/94

Assistant Vice President  
Listing Department,  
National Stock Exchange of India Limited,  
Exchange Plaza,  
Plot No. C/1, G Block, BKC,  
Bandra (East), Mumbai 400051  
NSE Symbol: SBILIFE

General Manager  
Listing Department,  
BSE Limited,  
Phiroze Jeejeebhoy Towers,  
Dalal Street,  
Mumbai 400001  
BSE Scrip Code: 540719

Dear Sir / Madam,

**Subject: Business Responsibility and Sustainability Report for FY 2022-23**

Pursuant to amendment to Regulation 34(2)(f) of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed herewith Business Responsibility and Sustainability Report for FY 2022-23, which forms an integral part of the Integrated Annual Report for the FY 2022-23.

The same is hosted on Company's website at [www.sbilife.co.in](http://www.sbilife.co.in)

We request to you to kindly take the above information on record.

Thanking You,

Yours faithfully,

**Vinod Koyande**  
Company Secretary  
ACS No. 33696

Encl: A/a

# Empowering **Life**, Driven by Values



# Business Responsibility & Sustainability Reporting (BRSR)

## SECTION A: GENERAL DISCLOSURES

### I. Details of the listed entity

1.	Corporate Identity Number (CIN) of the Listed Entity	L99999MH2000PLC129113
2.	Name of the Listed Entity	SBI Life Insurance Company Limited
3.	Year of incorporation	October 11, 2000
4.	Registered office address	Natraj, M. V. Road, Western Express Highway Junction, Andheri (East), Mumbai – 400 069
5.	Corporate address	Natraj, M. V. Road, Western Express Highway Junction, Andheri (East), Mumbai – 400 069
6.	E-mail	<a href="mailto:investor@sbilife.co.in">investor@sbilife.co.in</a>
7.	Telephone	+91 22 6191 0000
8.	Website	<a href="https://www.sbilife.co.in/">https://www.sbilife.co.in/</a>
9.	Financial year for which reporting is being done	01 April 2022-31 March 2023
10.	Name of the Stock Exchange(s) where shares are listed	BSE Limited and National Stock Exchange of India Limited
11.	Paid-up Capital	₹ 10.01 billion
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Mr. Sangramjit Sarangi President & CFO Contact 022 61910281 <a href="mailto:investorrelations@sbilife.co.in">investorrelations@sbilife.co.in</a>
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

### 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 (FY2022-23)
1	Financial and insurance Service	Life Insurance	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	Life Insurance	65110	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	NA	992	992
International	NA	NIL	NIL

17. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	35*
International (No. of Countries)	NIL

\*includes 28 states and 7 Union Territories

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

NIL



## Business Responsibility & Sustainability Reporting (BRSR) (Contd.)

### c. A brief on types of customers

SBI Life is one of the most trusted life Insurance companies in India. Serving millions of families and organizations across India, SBI Life has a diverse range of products which caters to individual as well as group customers through Protection, Pension, Saving, Health, Child Education, Wealth creation and Retirement solutions.

Driven by a customer centric approach, the Company is focused on need-based selling with an objective to make insurance inclusive and accessible pan India and helping customers to protect and provide for their life, health, family and assets through its varied products.

The Company has 34 individual & 9 group products which cater to the mass, affluent, high net worth individuals (HNI), rural, urban & social segments based on various life stages of the customer. The Company has issued 21,97,656 policies in FY23, covering 20.6 million lives. The Company focuses on all segments of the society and has catered to the life insurance needs of 1.1 million lives in the social sector.

With the organizational goal of "Insurance for all" the needs of all the sections of the society are met. It provides protection plans for customers who financially want to protect their families in case of any unforeseen circumstances, ULIP products for those who want to avail the benefits of market linked returns along with Insurance coverage, Guaranteed products for customers who need assured long term returns, online plans for digitally savvy customers and retirement plans for customers who want to build corpus to live comfortably in old age. The company also caters to the weaker sections and low-income groups. The Company offers products such as Grameen Bima, Pradhan Mantri Jeevan Jyoti Bima Yojana, Grameen Super Suraksha, Group Micro shield policies which have affordable premiums for the insurance coverage, flexibility to pay premiums and easy onboarding processes as their key characteristics. The Company is also contributing to the objective of financial inclusion by providing social security and higher levels of well-being by customizing its products and offerings and increasing its coverage of the backward areas.

On the Corporate side, the Company offers corporate solutions to organizations that include employer-employee plans, superannuation scheme, leave encashment solutions and retirement benefit schemes of gratuity.

## 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)
<b>Employees</b>						
1.	Permanent (D)	20,787	16,830	80.9%	3,957	19.04%
2.	Other than Permanent (E)					
3.	Total employees (D + E)	20,787	16,830	80.9%	3,957	19.04%
<b>Workers*</b>						
4.	Permanent (F)					
5.	Other than Permanent (G)			NIL		
6.	Total workers (F + G)					

\*The company does not have any workers as defined in the guidance note issued by SEBI

#### b. Differently abled Employees and workers

S.No.	Particulars	Total (A)	Male		Female	
			No. (B)	%(B/A)	No. (C)	%(C/A)
<b>Differently abled employees</b>						
1.	Permanent (D)	17	16	94.1%	1	5.9%
2.	Other than Permanent (E)	-	-	-	-	-
3.	Total differently abled employees (D + E)	17	16	94.1%	1	5.9%
<b>Differently abled workers</b>						
4.	Permanent (F)					
5.	Other than permanent (G)			NIL		
6.	Total differently abled workers (F + G)					

## 19. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	8	1	12.5%
Key Management Personnel	3*	0	0%

\*KMP's are as defined under the provisions of Section 203 of the Companies Act 2013.

## 20. Turnover rate for permanent employees and workers

	FY 2022-23*			FY 2021-22*			FY 2020-21*		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	26.9%	29.3%	27.3%	23.6%	23.3%	23.6%	18.3%	15.3%	17.8%
Permanent Workers	-	-	-	-	-	-	-	-	-

\*The above number for turnover rate includes both sales and non-sales employees.

## 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 Company/Joint Venture	Indicate whether holding/Subsidiary/Associate/Joint Venture	% of shares held	Does the entity participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	State Bank of India	Holding Company	55.45%	No

## VI. CSR Details

## 22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No) - Yes

(ii) Turnover (in ₹) - ₹ 673.16 billion

(iii) Net worth (in ₹) - ₹ 130.16 billion

## 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 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	No	0	0	NA	0	0	NA
Investors (other than shareholders)	NA	0	0	NA	0	0	NA
Shareholders	Yes, <a href="https://www.sbilife.co.in/website-investor-faqs">https://www.sbilife.co.in/website-investor-faqs</a>	116	0	NA	77	0	NA
Employees and workers	Yes, <a href="https://www.sbilife.co.in/en/about-us/investor-relations">https://www.sbilife.co.in/en/about-us/investor-relations</a>	8	0	NA	5	0	NA
Customers	Yes, <a href="https://www.sbilife.co.in/en/grievances">https://www.sbilife.co.in/en/grievances</a>	4,463	0	NA	3,607	0	NA
Value Chain Partners	Yes*	0	0	NA	0	0	NA
Other (please specify)							

\* Available on Intranet



## Business Responsibility & Sustainability Reporting (BRSR) (Contd.)

### 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	Purposeful products and services	Opportunity	Insurance mechanism drives social mobility and lack of its accessibility may hinder an individuals or families transition from the situation of economic vulnerability. Various products and services can help the Company contribute to the objective of financial inclusion. Group insurance, inclusive insurance, microinsurance product offerings may help the policyholders to access the products at a lower premium. Other features of purposeful products also include easy accessibility, flexible plans for payment of premium and customizations. The Company also understands that products and services are driven by customers and therefore to ensure wider outreach and deeper penetration, the focus is on digitalization and financial awareness. By ensuring accessibility of products and services and following the ESG trends, will help the Company to understand the evolving market dynamics and design new products in the future that are aligned to the requirements of ESG.		Positive Providing purposeful products and services to our customers can amplify positive environmental and social impacts created by the Company. On one hand it can drive higher productivity among the workforce while on the other hand it provides the customers with wide a range of products and services. It also improves the reputation of the company among investors, shareholders and provides a competitive edge.
2	Financial Inclusion	Opportunity	Financial inclusion is essential for promoting economic growth, reducing poverty and inequality, fostering stability, empowering individuals, and creating a more inclusive and sustainable society. It ensures that everyone has the opportunity to participate fully in the economy and improve their quality of life.		Positive With a focus on financial inclusion for allowing lower-income groups of society to gain access to the products that enable them to protect their life and savings, the Company offers various insurance products such as PMJJBY, Grameen Bima and Grameen Super Suraksha policies, in order to protect the most economically vulnerable section of the society. It aids them to save for the future, invest in education and business opportunities, and build financial resilience.

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)
3	Customer Service and Satisfaction	Opportunity	<p>Success of any business depends on its ability to satisfy customers. Further for insurance companies, the turnaround time of the claim settlement process, the ability to obtain products with flexible premium payment options, and features catering to personal needs is very important. The ability to process applications of prospective customers, resolving the complaints and using online calculators and tools are important aspects of customer service and satisfaction which can aid in improving customer retention and satisfaction. Reflecting sustainability in every aspect of the brand, positive outcomes concerning organization's attractiveness to customers is extremely important. Customer's identification with the Company, satisfactions with its products and services and models of sustainable business management can improve customer loyalty and enhance willingness to recommend and refer the products and services to other customers.</p>		<p>Positive Positive customer experience impacts the financial performance and reputation of the Company. It helps to increase customer retention and establish long term customer relationships. It will also help the Company to distinguish itself as customer centric brand</p>
4	Employee centricity	Opportunity	<p>Employee centricity is an important pillar for the Company's growth. The business and sustainability performance of the Company can be achieved by providing a conducive environment for employees to demonstrate their skills, provide opportunities to upskill, rewarding the employees and ensuring access to wellness programs. Further, employee diversity, retention programs and the regular feedback mechanisms makes the work environment safe, inclusive and ensures positive business outcomes</p>	-	<p>Positive Employee centricity has positive implications on the reputation and financial performance of the Company. It helps in enhanced employee retention, improve work satisfaction and productivity and lower hiring costs. It also helps the Company to identify employees for leadership roles and strengthens the leadership breadth. Lower turnover, higher productivity and employee satisfaction also improve the reputation of the Company amongst all stakeholder groups.</p>



## Business Responsibility & Sustainability Reporting (BRSR) (Contd.)

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)
5	Cyber Security and Customer Privacy	Risk	Data security is crucial because the Company has access to the private information required for financial transactions. Further, with increase in the number and volume of digital transactions, there is an added risk of information security. Cybersecurity and customer privacy have a crucial role in pushing the business towards sustainable practices. Further, cases of cybersecurity incidents may affect the social sustainability therefore it is important to upskill the employees, make the customers and other stakeholders aware of the risks and the necessary action in case of lapses.	The Company has an Information and Cybersecurity Policy, Data Governance Policy and Acceptable Usage Policy which are available on the intranet. The Company has developed an in-built governance mechanism for the implementation of the policies. The Company has developed plans for cybersecurity breaches, and incident response. Further the Company has strengthened its Security Operation Centre (SOC) to monitor the IT devices, websites, mobile applications, and other domains on a 24*7 basis. SOC detects cyber threats quickly and generates analytics. The Company provides awareness training to its employees on cybersecurity measures.	Negative The Company understands the negative implications of lapses in cybersecurity and customer privacy. Loss or breach of customer data can directly impact the financial performance and the Company may lose customers. Based on complaints of the customers and other key stakeholders, the legal and regulatory risks may further increase. Further, the reputation of the Company may be impacted in the long run.
6	Environmental Impact	Risk	Use of natural resources is inevitable. But it is important to understand and estimate the environmental footprint of the business operations and the entire value chain. This can help the Company to identify initiatives to reduce the overall environmental footprint. It can also help to identify ways to implement the concept of recycling and reuse for water and waste. Biodiversity loss can pose a considerable threat to mankind and therefore mechanisms to preserve, restore and regenerate biodiversity is important.	The Company is taking steps to ensure monitoring of its water footprint, waste management processes and initiatives on biodiversity. Once the baseline assessment is complete, the Company intends to identify initiatives and develop a roadmap to reduce the overall environmental footprint	Negative Adverse impact of the environment on the Company and vice versa can impact the business operations and raise issues of legal and economic relevance. As a trusted life insurance Company in India, it is our responsibility to monitor and manage the environmental footprint and work towards reducing it.

The above table indicates high priority material topics. The list of material topics identified by the Company are provided in the [Annual Report](#) and [ESG Report](#) (FY2022-23).



**The National Guidelines for Responsible Business Conduct (NGRBCs) as prescribed 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.

**SECTION B: MANAGEMENT AND PROCESS DISCLOSURES**

**This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.**

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
<b>Policy and management processes</b>									
<b>1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)</b>	Y	Y	Y	Y	Y	Y	N	Y	Y
<b>b. Has the policy been approved by the Board? (Yes/No)</b>	Y	Y	Y	Y	Y	Y	-	Y	Y
<b>c. Web Link of the Policies, if available</b>	<a href="#">Yes</a> (Other Policies are available on the Company Intranet)								
<b>2. Whether the entity has translated the policy into procedures. (Yes/No)</b>	Y	Y	Y	Y	Y	Y	-	Y	Y
<b>3. Do the enlisted policies extend to your value chain partners? (Yes/No)</b>	Y	N	Y	Y	Y	Y	N	N	Y
	Our value chain partners are contractually obligated to comply with requirements pertaining to safety and healthy environment, prohibition of child labour and forced labour, non-discrimination, employment conditions, provision of wages and working hours.								
<b>4. Name of the national and international codes/certifications/labels/standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g. SA 8000, OHSAS, ISO, BIS) mapped to each principle.</b>									
Principle 1	ISO 31000:2018, ISO - 27001:2013								
Principle 2									
Principle 3	ISO 29990:2010								
Principle 4	ISO 9001:2015, ISO 10002:2018								
Principle 5									
Principle 6	ISO 22301:2019 (Business Continuity Management)								
Principle 7									
Principle 8									
Principle 9	ISO - 27001:2013(Security Awareness and ISO 22301:2019 (Business Continuity Management) ISO 10002:2018								



## Business Responsibility & Sustainability Reporting (BRSR) (Contd.)

---

**5. Specific commitments, goals and targets set by the entity with defined timelines, if any.**

P1. The Company takes its role as a responsible corporate citizen seriously, and it is dedicated to establishing a strong governance framework while continually adopting and enhancing the highest operating standards. Emphasizing the importance of transparency and sustainability in its operations, the Company is actively engaged in developing and revising policies to ensure these objectives are met.

P2 & P9. The Company is committed towards its purpose of securing the financial needs of every Indian with adequate insurance coverage while also upholding the obligations towards society and the environment. The Company offers a wide range of insurance products and services and intends to expand the product line, with a focus on financial inclusion to enable lower-income groups of society to have access to the products that allow them to protect their savings.

P3. The Company believes in hiring the best talent based on merit and encourages an inclusive work environment. It does not discriminate against anyone based on their gender, race/caste, religion/beliefs, marital status, disability, or any other category.

The Company supports upskilling the workforce to align with the evolving business environment and promote holistic development of its employees

P4. The Company is focusing on ensuring technology enabled business continuity by adopting and working towards integrating the existing systems and enhancing the capabilities to improve efficiency and making the journey of all the stakeholders seamless. Digitization enables enhancing the stakeholders experience with the Company.

P5. The Company strives to support and advance the acknowledgment of fundamental human rights as outlined in the United Nations Global Compact and the United Nations Guiding Principles on Business and Human Rights endorsed by India. It actively works towards promoting and upholding these rights.

P6. The Company is dedicated to minimising its environmental impact by actively reducing greenhouse gas emissions, waste generation, and water consumption. Additionally, it engages in plantation activities to further contribute to environmental conservation efforts.

P8. Through its CSR initiatives, the Company acknowledges its responsibility in enhancing the quality of life of communities by identifying critical focus areas like education, healthcare, emancipation of women and diligently works towards meeting its commitments and objectives.

---

**6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.**

The Company has touched more than 20 million lives in FY2022-23 through its products and services. Based on the commitments set at the beginning of FY22-23, we monitored our performance and identified further areas of improvement.

P1. As part of its commitment, the Company has implemented a robust governance structure and consistently improved its operating standards. Through policy development and revision; disclosures on financial and non-financial reporting the objective of transparency was met in all aspects.

P2 & P9. By prioritizing financial inclusion, the Company has successfully introduced a range of microinsurance products and expanded market penetration. Customer centricity and promoting financial awareness remain integral aspects of our operations. To ensure this, the Company provided training to its employees and distribution partners, equipping them with the necessary skills to effectively engage with customers.

P3. Company has enhanced its hiring process and strategy by leveraging analytics to gain valuable insights. Notably, the representation of women in the Company has improved during the last fiscal year, and it is actively prioritizing diversity across various dimensions beyond gender. The Company has adopted a Diversity, Equity, and Inclusion Policy as a forward-looking step.

P4. The Company is rapidly advancing in digitalization and technology upgrades, closely monitoring initiatives such as employee upskilling, system integration, and other relevant measures. These efforts have led to reduced paper usage, enhanced analytics through machine learning and artificial intelligence, and improved overall business performance.

P5. We actively endeavour to promote and support the recognition of human rights in business. We are working on human rights by incorporating fair and non-discriminatory practices in our policies and operations, ensuring equal treatment and protection for all stakeholders. Additionally, the Company was engaged in various outreach programs to promote education and awareness on human rights issues.

P6. The Company is actively engaged in environmental restoration efforts while striving to minimize its own operational impact on the environment. An ESG Policy has been adopted, along with a governance mechanism to monitor performance, conduct baseline assessments, and drive process improvements. The Company now monitors energy consumption, GHG emissions, and waste generation data, while also implementing measures for water conservation, waste management, and regular plantation activities. Moreover, the Corporate Office is in an IGBC certified building, further ensuring a reduced environmental footprint.

P8. While the Company has defined its CSR focus areas, it also undertakes interventions in other areas. Furthermore, the Company conducts impact assessments of its CSR projects and obtains external assurance. In addition to meeting regulatory requirements, the Company actively engages with NGO partners to better understand the needs of beneficiaries and enhance the implementation of projects.

**Governance, leadership and oversight**

**7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)**

As we develop and grow, it's of paramount importance to take care of the environment in which we operate. Being a responsible corporate citizen, we have taken the responsibility to safeguard our environment and its resources in every possible way. We have always believed and stressed all our efforts towards a holistic and inclusive growth, which creates opportunities for all, while protecting our planet, people and society.

Taking this a step forward towards our sustainability goal, we have successfully embarked our journey towards ESG compliance by embedding ethics and sustainability in our core values along with identifying, mitigating and managing Environmental, Social and Governance (ESG) risks and material issues. We have in place an ESG Policy and an ESG Governance Framework to help us chart the path on our Sustainability Journey. We will also have a Stakeholders Relationship and Sustainability committee from FY24 which will monitor and review our initiatives and their impact. As a next step, we are in the process of releasing our first Sustainability Report this year.

We believe these positive steps demonstrate our commitment towards Sustainability and will inspire confidence and faith in our stakeholders. We are committed to fulfilling our responsibility to the society and the environment.

As one of India's leading private life insurers, we are committed to delivering need-based solutions that address the ever-evolving consumer needs while contributing towards realising the nation's ambition of 'Insurance for all' by 2047.



## Business Responsibility & Sustainability Reporting (BRSR) (Contd.)

<b>8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy/policies</b>	Name: Mr. Mahesh Kumar Sharma Designation: Managing Director & CEO DIN: 08740737
<b>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.</b>	Yes. CSR Committee chart, monitor and review Company's commitment to sustainability. From FY24, Stakeholders Relationship & Sustainability Committee will be responsible for ESG Framework of the company.

### 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 (except for P7)								
Policies wherever stated have been approved by the Board/Committee of the Board/Senior management of the Company or as required by extant regulations.																		
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	The Company abides by all relevant regulatory notification requirements. The Company is therefore in compliance with the statutory requirements																	

<b>11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide the name of the agency.</b>	<b>P1</b>	<b>P2</b>	<b>P3</b>	<b>P4</b>	<b>P5</b>	<b>P6</b>	<b>P7</b>	<b>P8</b>	<b>P9</b>
	Yes, Ernst & Young (EY) has carried out independent assessment/evaluation of all policies on a yearly basis.								

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

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)	-	-	-	-	-	-	Y	-	-
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	-	-
The entity does not have the financial or/human and technical resources available for the task (Yes/No)	-	-	-	-	-	-	N	-	-
It is planned to be done in the next financial year (Yes/No)	-	-	-	-	-	-	N	-	-
Any other reason (please specify)									

## SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

This section is aimed at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorized as “Essential” and “Leadership”. While the essential indicators are expected to be disclosed by every entity that is mandated to file this report, the leadership indicators may be voluntarily disclosed by entities which aspire to progress to a higher level in their quest to be socially, environmentally, and ethically responsible.

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

#### Essential Indicators

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

Segment	Total number of training and awareness 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	Board meets and strategy meets were held in FY23 to update the members of the board about Company performance, legal and regulatory aspects of life insurance, actuarial aspects, risk related issues, emerging trends, opportunities, Economic, Social & Governance (ESG) aspects and other matters. For additional details please refer note below.	100%
Key Managerial Personnel	8		100%
Employees other than BoD and KMPs	28	<p>Providing training to the employees on various regulations, guidelines is very important to mitigate the enterprise risk. New employees joining the Company also go through an induction and orientation programme covering training on various topics. Other than the regulatory requirements, the employees are also required to mandatorily attend training or awareness programmes on business practices, health and safety, cybersecurity, customer relationship, and various others. Few training interventions have been mentioned below covering the 9 NGBRC principles.</p> <ul style="list-style-type: none"> <li>● AML KYC CFT Guidelines</li> <li>● Sales Quality &amp; Code of Conduct</li> <li>● IRDAI Product Regulations</li> <li>● Phishing Threats</li> <li>● Compliance Awareness</li> <li>● Insights into Financial Leakage &amp; it's Prevention</li> <li>● Business Continuity management</li> <li>● Special Training Program on Cardiopulmonary Resuscitation for employees of Corporate Office &amp; central processing center so that they can handle any medical emergencies</li> <li>● Specific modules of Risk management &amp; Information Security in all the Induction programs</li> </ul> <p>The Company also conducts a skill assessment process to understand the impact of the training.</p>	99.34%
Workers			NA

Note: Familiarization Programme - <https://www.sbilife.co.in/en/about-us/investor-relations>



## Business Responsibility & Sustainability Reporting (BRSR) (Contd.)

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

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

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

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

Case Details	Name of the regulatory/enforcement agencies/judicial institutions
	NA

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

The Company has an [Anti-Bribery and Anti-Corruption Policy](#) with zero tolerance approach and is applicable to all the employees, directors and any other person associated with the Company. The Policy covers the aspects of Bribe in any form, donations, and gifts which the employees or the persons associated with the Company shall not accept, receive, or offer to customers, potential customers, public officials, vendors, or any other person. More details about the Policy can be accessed on the Company website. According to a clearly stated Code of Conduct, every employee of the Company is expected to conduct themselves in a way that upholds the highest standards of both professional and personal integrity, honesty, ethics, and legal conduct. The [Code of Conduct & Ethics for Directors & Senior Management applies](#) to all Directors (executive and non-executive), Senior Management, and all functional heads.

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 2022-23 Current Financial Year	FY 2021-22 Previous Financial Year
Directors		NIL
KMPs		NIL
Employees		NIL
Workers		NIL

6. Details of complaints regarding conflict of interest:

	FY 2022-23 Current Financial Year		FY 2021-22 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.**

NA

**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
25	The distributors who are vital in the value chain of an insurance company has been provided training on need based selling, ethical selling, AML KYC CFT guidelines, Code of conduct and several other programs	97%

Note: Value chain partners considered here are life mitra (agent), Certified Insurance Facilitator (CIF), Specified Person (SP)

**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, the Company has formulated and adopted a [Code of Conduct & Ethics for Directors and Senior Management](#) in accordance with the Listing Regulations (SEBI, LODR, 2015). In terms of said Code, the Directors and Senior Management must refrain from and disclose any association or activity that could potentially put their personal interests at conflict with the Company's business interests. Directors and Senior Management must inform the Board of any circumstances that might be or appear to be conflicts of interest. The Company receives an annual declaration from its Board members on code of conduct and ethics for Directors and Senior Management.

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

**Essential Indicators**

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

	FY 2022-23 Current Financial Year	FY 2021-22 Previous Financial Year	Details of improvements in environmental and social impacts
R&D	-	-	With the establishment of over 1250 Virtual servers on 80 Host Servers, power and storage usage were reduced while maximising compute and storage. Additionally, capital expenditures are made throughout the year with the goal of expanding digital footprints and lowering carbon footprints.
Capex	-	-	

**2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)**

No

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

NA

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

NA

**4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes/No).**

If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.

Extended Producer Responsibility is not applicable to the Company's activities.



## Business Responsibility & Sustainability Reporting (BRSR) (Contd.)

### Leadership Indicators

1. 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.
NA					

2. 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
NA		

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 reused input material to total material	
	FY 2022-23 Current Financial Year	FY 2021-22 Previous Financial Year
NA		

4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed of.

	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)						
E-waste						
Hazardous waste						
Other waste						
NA						

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
NA	

### 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								Day Care facilities	
		Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Number (F)	% (F/A)
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)		
<b>Permanent employees</b>											
Male	16830	16830	100%	16830	100%	-	-	16830	100%	-	-
Female	3957	3957	100%	3957	100%	3957	100%	-	-	-	-
Total	20787	20787	100%	20787	100%	3957	19.04%	16830	80.96%	-	-
<b>Other than Permanent employees</b>											
Male											
Female											
Total											
NA											



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)
<b>Permanent workers</b>											
Male											
Female						NA					
Total											
<b>Other than Permanent workers</b>											
Male											
Female						NA					
Total											

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

Benefits	FY 2022-23 Current Financial Year			FY 2021-22 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%	-	Y	100%	-	Y
Gratuity	100%	-	Y	100%	-	Y
ESI	19.6%	-	Deposited with authority	18.2%	-	Deposited with authority
Others – please specify	-	-	-	-	-	-

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

SBI Life ensures inclusive environment for all its employees. The Company has taken various steps to ensure safety and comfort of the differently abled employees.

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

Yes

The Company is an equal opportunity employer and treats all the employees at par. The Human Rights Policy and Diversity, Equity, and Inclusion Policy has been implemented by the organization. The policies ensure there is no discrimination made during the hiring and retention of employees.

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

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	85%	NA	NA
Female	99%	76%	NA	NA
<b>Total</b>	<b>100%</b>	<b>82%</b>	<b>NA</b>	<b>NA</b>



## Business Responsibility & Sustainability Reporting (BRSR) (Contd.)

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

Yes

(If Yes, then give details of the mechanism in brief)	
Permanent Workers	NA
Other than Permanent Workers	NA
Permanent Employees	<p>Yes</p> <p>We have an HRIS tool (Swayam) which allows employees to submit their grievances to the HR Department. Also, we have various employee connect programs where employees can interact with the leadership group and submit their feedback/queries/grievances. The town halls, process of sending emails to HR and operations review meetings also allows the employees to raise their concerns and grievances.</p> <p>Additionally, the Company also has a Whistleblower Policy which enables the employees to raise grievances regarding events of misconduct, corrupt business practice, violation of laws among others.</p> <p>Grievances relating to the HR process and complaints regarding sexual harassment are forwarded to the Human Resource department for investigation and resolution.</p>
Other than Permanent Employees	NA

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

Category	FY 2022-23 Current Financial Year			FY 2021-22 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)
<b>Total Permanent Employees</b>						
- Male						NIL
- Female						
<b>Total Permanent Workers</b>						
- Male						NIL
- Female						

### 8. Details of training given to employees and workers:

Category	FY 2022-23 Current Financial Year					FY 2021-22 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)
<b>Employees</b>										
Male	16,830	16,830	100%	16,830	100%	15,380	15,380	100%	15,380	100%
Female	3,957	3,957	100%	3,957	100%	3,135	3,135	100%	3,135	100%
<b>Total</b>	<b>20,787</b>	<b>20,787</b>	<b>100%</b>	<b>20,787</b>	<b>100%</b>	<b>18,515</b>	<b>18,515</b>	<b>100%</b>	<b>18,515</b>	<b>100%</b>
<b>Workers</b>										
Male										
Female										NA
<b>Total</b>										

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

Category	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
	Total(A)	No. (B)	% (B/A)	Total(C)	No. (D)	% (D/C)
<b>Employees</b>						
Male	16,830	16,830	100%	15,380	15,380	100%
Female	3,957	3,957	100%	3,135	3,135	100%
<b>Total</b>	<b>20,787</b>	<b>20,787</b>	<b>100%</b>	<b>18,515</b>	<b>18,515</b>	<b>100%</b>
<b>Workers</b>						
Male						
Female						NA
<b>Total</b>						

## 10. Health and safety management system:

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

Yes.

SBI Life is governed by a well-defined policy towards creation and maintenance of infrastructure and work environment in its various offices. We also have a robust security system in all our branch offices, with enhanced biometric based entry and exit at our corporate office and CPC at Mumbai. Basic needs such as provision of a clean, well-ventilated workspace, fire safety and hygienic washrooms etc., supported by access to safe drinking water is ensured for all offices across the country. Adherence to the various infrastructural & other requirements for a proper and safe work environment is ensured by the Audit and Inspection department during their planned branch audits. The Company implements the following measures to ensure occupational health and safety –

1. Office Ambience Policy
2. Electrical & Fire Safety Audits
3. Safety Audits
4. Mass Awareness Programs
5. Self-assessment of all offices
6. Health and Wellness Program
7. EHS Policy with workplace safety, health and environment, excellence checklist

Regular fire drills and sanitisation of all the offices are conducted. The corporate office has an additional management system in place which includes a floor marshal for each floor, a doctor on the premises for immediate medical support among others. The premises have fire hydrants, smoke and fire detectors, public announcement systems and escape routes. A record of the fire extinguishers is also maintained. As a best practice, the emergency evacuation team for each office conducts mock drills under the supervision of office heads. To ensure health and safety of employees, maintenance of air conditioners, office furniture, rodents and pest control are also taken up as part of annual maintenance contracts in line with the business continuity management guidelines.

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

Third party audits are conducted on an annual basis for electricity and fire safety. The audit includes infrastructure and fire safety systems, safety switches, electrical wiring and joint systems. Based on the audit, the action plan is developed for low, medium, and high risk and the action is taken within 30 days. Additionally, the security guard deployment, CCTV surveillance and mock drills also ensure identification of work-related hazards.



## Business Responsibility & Sustainability Reporting (BRSR) (Contd.)

**c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks.**

NA

**d. Do the employees/workers of the entity have access to non-occupational medical and healthcare services?**

Yes. Other than the occupational health and safety management in place, the Company also provides access to medical and healthcare services to the employees. Such services are part of the Medclaim Facility which may be non-occupational in nature and the insurance amount varies depending on the employee category. The employee can avail of this facility and may also include family members additionally as beneficiaries. Additionally, the Company provides free annual health check-ups to eligible employees, along with online sessions on Yoga, mindfulness, nutrition, etc.

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

Safety Incident/Number	Category	FY 2022-23	FY 2021-22
		Current Financial Year	Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	NIL	NIL
	Workers	-	-
Total recordable work-related injuries	Employees	NIL	NIL
	Workers	-	-
No. of fatalities	Employees	NIL	NIL
	Workers	-	-
High consequence work-related injury or ill-health (excluding fatalities)	Employees	NIL	NIL
	Workers	-	-

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

The well-being, health, and safety of the Employee are of paramount importance to the Company. The Company assesses health, safety, and environmental parameters on a very strict basis. Periodic fire drills, fire safety sessions and road safety sessions are conducted in branches for educating all employees. Electrical Preventive Maintenance Schedule (PMS) of major equipment is done periodically to ensure conformance with fire safety standards. All the offices are equipped with fire extinguishers and emergency exits. Fire drills are conducted twice a year to ensure the employees are apprised of the process. To ensure a healthy workplace, the Company has provided first aid boxes at all offices. The employees are provided executive health checkups annually to promote preventive health care. To drive meaningful employee engagement various physical and virtual wellness sessions are conducted. Awareness sessions on cancer prevention, heart health, mental health, etc are also organized. Special events are also designed which include activities such as marathons, workout sessions to promote a sense of wellness and belonging and also to boost their morale. Additionally monthly free meal coupons are issued to all employees at Head office (HO) & Central Processing Centre (CPC).

**13. Number of complaints on the following made by employees and workers**

	FY 2022-23 Current Financial Year			FY 2021-22 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						NIL
Health & Safety						NIL

**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	100%
Working Conditions	100%

**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.**

NA

## 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. The Company provides Group Term Insurance for all the employees and provides accident coverage and permanent disability coverage to the employees. Additionally, in case of death, all stock options immediately vest in the employee's successors, in line with the Company's Employee Stock Option Scheme.

Also, in case of death, retiral benefits like PF/Gratuity amounts are paid to nominees expeditiously.

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

The Company ensures appropriate ESIC, PF Deductions and other employee related statutory deductions are made by value chain partners (vendors) to the respective government body within the allotted time.

All value chain partners (vendors) share equal responsibility in complying with the contractual agreements established with the Company. To ensure adherence to these agreements, the Company has implemented statutory and internal audit policies and procedures. These policies and procedures are designed to monitor and assess the compliance of value chain partners with the terms outlined in their respective contracts. By enforcing these measures, the Company aims to maintain a high level of accountability and quality across its value chain. The Company's commitment to enforcing these policies and procedures underscores its dedication to fostering strong partnerships with its vendors. By upholding the principles of transparency and accountability, the Company strives to create a collaborative and reliable ecosystem that benefits all parties involved.

### 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 2022-23 Current Financial Year	FY 2021-22 Previous Financial Year	FY 2022-23 Current Financial Year	FY 2021-22 Previous Financial Year
Employees				
Workers				NIL

### 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)

Yes. The Company has a retirement plan that recognizes the achievements and contributions of superannuated staff. Employees have facilities of upskilling and reskilling during their tenure with the Company. The experience that retiring employees have acquired in a variety of fields through learning and developing and the day-to-day functional activities enable them in their professional engagement after retirement. Training interventions such as Think Like CEO, Agile Leadership in Action, General Management Program, and other technical training have helped the retiring employees to enhance their skills and knowledge which helps them to successfully transit in their next phase of life.

The Company also conducts specific programs such as Healthfulness & Wellbeing in Golden Years for the senior employees who are on the verge of retirement. The goal of this initiative is to promote overall well-being for the employees' and their partners. Some of the objectives of this program are financial well-being, psychological and physical health, relationship management, estate management planning.

### 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 conditions	
Working conditions	NA

### 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.

NA



## Business Responsibility & Sustainability Reporting (BRSR) (Contd.)

### 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.

Stakeholder analysis is crucial for the insurance sector because it helps understand the different groups of stakeholders, their influence and contribution towards the business and also because their opinions can have an immense impact on cost, benefit, and service indicators.

The Company has mapped its key stakeholder groups, including its internal and external stakeholders.

The internal stakeholders include employees, business partners while the external stakeholders include clients, stockholders, investors, regulators, rating agencies, communities/NGO partners, value chain partners.

##### 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
Employees	No	Website, notice board, town hall meetings, functional meetings, internal newsletters, emailers, social media and through intranet	Others-daily	These interactions are meant to keep staff members informed about the organization's vision and values, various initiatives and developments. We also reach out to all employees to inform them of various policies, Company milestones and progress of the respective function, risks in the external environment such as cyber threats, climate change which are all part of emerging risks.
Customers	No	Branch Office, Call centre, website and social media, email, advertisement, SMS	Others-daily	New products and features, update on services, complaints, grievances, latest initiatives adopted for benefit of customers
Suppliers	No	Meetings, newsletter, website, SMS, email	Need basis	feedback to enhance their services and foster collaborative relations.
Distributors/ Intermediaries	No	Meetings, SMS, Email, Website and Newsletter	Others-daily	New products and features, update on services, latest initiatives adopted for benefit of customers, performance appraisal, understanding concerns/problems, if any
Investors and Shareholders	No	Website, meetings, emails, stock exchanges	Quarterly and need basis	Providing pertinent data, Company progress, various initiatives, and Company strategy, business and operational performance, shareholder meetings, etc.
Government and regulatory authorities	No	Newspaper advertisements, quarterly result announcement, statutory advertisements, shareholders awareness, website, conferences, meetings, etc.	Quarterly and need basis	Such engagements serve to inform and update various regulatory bodies about the various developments occurring within the organization, to meet the compliance requirement, discussions on policy, regulation and development of sector
NGOs and local community	Yes	Focused group discussion, community meetings, meetings with community heads	Quarterly and need basis	To understand the requirements of the communities, understand their views and challenges. To help improve the CSR programmes/projects

#### 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.

The process of consultation with the various stakeholder groups and the feedback provided to the Board varies. The Board and the various Committees and its members are periodically updated on diverse topics which covers feedback from various stakeholders.

For consultation with **government and regulatory bodies** meetings, conference, discussion in forums and emails are some of the used modes. Based on the consultation or discussion papers released by various regulatory bodies, the Company responds or provides its views on the same in a stipulated timeline.

The Board has 8 Committees, and the members of the Committees take informed decisions based on consultations with the stakeholders. All the Board Committees-Audit Committee, Investment Committee, Risk Management Committee, Policyholder Protection Committee, Nomination and Remuneration Committee, CSR Committee, Profits Committee, Stakeholder Relationship Committee have a defined role and charter in place.

In case of face-to-face meetings or conferences, the minutes of such discussions or sessions are recorded and discussed with the Board for further action.

For consultation with **NGO partners**, the CSR team of the Company conducts meetings on a need basis to understand the gaps in the need assessment studies, impact of the CSR studies and the challenges or benefits that the communities are receiving from the CSR programmes/projects. The NGO partners conduct consultations with the communities as focused group discussions on the environmental and social aspects or to obtain feedback. Based on the discussions, the NGO partners provide overall feedback to the CSR team who collate the information and discuss with the Board during CSR Committee meetings. Based on the discussion, further actions are discussed and implemented through the NGO partners.

The Company interacts with its **customers** related to complaints, new initiatives, new services, and product offerings as well as through surveys, SMS, call center, advertisement, and social media platforms. Customer analytics is used to draw insights from the surveys and feedback and taken up during Board meetings for improvements in the services.

The Company values its **employees** and therefore the consultation to address employee grievances and concerns, employee feedback, employee ideas on reducing the environmental footprint are compiled. Further the question-and-answer sessions during the town hall meetings are all collated and discussed by the HR team internally and accordingly taken up with the Board for further deliberation.

The primary means of interaction with **investors and shareholders** is through grievance channels, quarterly meetings, and conferences. Recently discussions have also been held on the topics of sustainability and the procedure to embed the same. The minutes of the meetings are noted and later reviewed along with the Board to determine any necessary action.

**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.

Communities are primarily engaged through focused group discussions and one on one basis on certain occasions. The views and opinions of the beneficiaries and communities at large are discussed by the NGO partners to improve the project related activities, obtain feedback on CSR initiatives, and understand the improvements due to implementation of projects. The NGO partners collate this information and discuss with the CSR team of SBI Life. In case of a major support required on the CSR projects or for further need assessment studies, the CSR Head discusses this further with the Board level CSR Committee. Based on feedback received from the Committee, the activities are modified in the project implementation stage. One such instance was additionally providing market linkages to women who received skill training on sewing and tailoring as part of one of the livelihood projects of CSR. Based on the consultations and feedback of the beneficiaries, the activity was discussed with the CSR team and taken up by the NGO partner. This empowered the women to become financially secure and independent.

Based on the employee feedbacks during the various engagement activities conducted by HR and Management service department, inputs on topics like water conservation, electricity usage, waste management, etc were received and implemented.

The customer base is huge at SBI Life, and the inputs received by customers are valuable for the Company. As part of the listening mechanism, various modes are used to capture insights. Online feedback, social media posts, distribution partner feedback, customer satisfaction survey, NPS score survey are used to capture explicit feedback while behavioral analytics is being used to capture implicit feedback. To obtain immediate feedback, customer feedback forms, suggestion boxes, feedback post call center conversation, NPS links to capture unbiased inputs from customers. One such remarkable instance was a national survey conducted on financial immunity 2.0 to understand the expectations of customers and understand their grievances. To add value to the process of product design and implementation, along with research, competition benchmarking, voice of customers (VOC) methods adopted through various touchpoints for internal and external customers are also used. The ideas are discussed and tested among existing customer groups and potential customers and their feedback is evaluated for further action.



## Business Responsibility & Sustainability Reporting (BRSR) (Contd.)

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

CSR activities are undertaken to address unmet needs of underserved communities and empower them to help realise their potential. Employee volunteering activities like Daan Utsav, blood donation etc. contributing to community welfare. Further, the NGO partners communicate and engage with the communities regularly.

- i) One such instance has been engaging with the women of Madarpur village in Bharatpur, Rajasthan. The women belong to low-income families and receive support on skill training for sewing and tailoring. The concerns of the women are discussed in detail. Through the Srijan Sansthan initiative, the Company provides access to market places and empowers them to become financially secure.
- ii) Project TARA Girls for education & holistic development of underprivileged girl children: The Company supports the activities of TARA Girls, an NGO working towards holistic development of girls. As part of the engagement, the NGO partner interacts with the beneficiaries' group, teachers, special educator, counselor, and the Child Welfare Officer to understand the areas of improvement in the physical infrastructure and the quality of education. Based on the interactions, personalized learning plans are designed for girls with special needs and routine health checkups were initiated. This helps in the treatment of existing diseases and improves the physical health of girls. Improvement in learning levels are also noticed among girls with special needs due to advanced support provided by teachers and the counselors.
- iii) Ensuring a healthy new life and childhood through 1000 days approach Action Against Hunger: Project Navodaya aims at addressing community-based malnutrition. The project focuses on the detection, treatment, and in training mothers in the prevention of malnutrition. As part of the project, it was observed that the frontline workers were undertrained, mothers unaware of the implications of undernutrition on the child and various other socio-economic barriers. Due to the CSR intervention and inputs from the NGO partner, quarterly and need based refresher trainings are conducted for frontline workers including Anganwadi workers (AWWs), Accredited Social Health Activists (ASHAs), Auxiliary Nurse and Midwife (ANM). Sensitization and counseling sessions were also conducted for Pregnant women (PW), Lactating Women (LW), caretakers of below 2 years children to uptake health- based services with Government health based front-line workers.
- iv) In another initiative, the CSR team discussed with the NGO partners of Lucknow to understand the requirement of installing critical respiratory equipment to support babies born with under-developed lungs. This helped to provide support to the hospital with infrastructure and the newborn babies with the treatment.

### Principle 5: Businesses should respect and promote human rights

#### Essential Indicators

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

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. of employees/workers covered (B)	% (B/A)	Total (C)	No. of employees/workers covered (D)	% (D/C)
<b>Employees</b>						
Permanent	20,787	20,787	100%	18,515	18,515	100%
Other than permanent						
<b>Total employees</b>	<b>20,787</b>	<b>20,787</b>	<b>100%</b>	<b>18,515</b>	<b>18,515</b>	<b>100%</b>
<b>Workers*</b>						
Permanent						
Other than permanent						
<b>Total workers</b>						

\*There are no workers employed by the Company



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

Category	FY 2022-23					FY 2021-22				
	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)
<b>Employees</b>										
Permanent	20,787	-	-	20,787	100%	18,515	-	-	18,515	100%
Male	16,830	-	-	16,830	100%	15,380	-	-	15,380	100%
Female	3,957	-	-	3,957	100%	3,135	-	-	3,135	100%
Other than permanent										
Male										NA
Female										
<b>Workers</b>										
Permanent										
Male										
Female										NA
Other than permanent										
Male										
Female										

## 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)	-	-	-	-
Key Managerial Personnel	3	75,65,008	-	-
Employees other than BoD and KMP	16,828	4,81,745	3,957	3,84,007
Workers				

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

Yes. EVP - Human Resources and Management Service is responsible for addressing the human rights issues and its resolution along with the Business Heads at Head Office as well as at Regional Offices.

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

Human Rights Policy outlines our commitment towards our value and provides a framework to treat the employees with respect. To address the grievances related to human rights, the Company has a publicly available Whistle blower policy and policy on Prevention of Sexual Harassment (POSH), which enables the employees to file complaints about instances of misconduct, dishonest business practices, and legal violations, among other things. The Company also conducts townhalls meetings and employee forum to raise any concern, grievances and feedback on various issues.



## Business Responsibility & Sustainability Reporting (BRSR) (Contd.)

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

	FY 2022-23 Current Financial Year			FY 2021-22 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	8	0	-	5	0	NIL
Discrimination at workplace	NIL	NIL	NIL	NIL	NIL	NIL
Child Labour	NIL	NIL	NIL	NIL	NIL	NIL
Forced Labour/Involuntary Labour	NIL	NIL	NIL	NIL	NIL	NIL
Wages	NIL	NIL	NIL	NIL	NIL	NIL
Other human rights related issues	NIL	NIL	NIL	NIL	NIL	NIL

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

To prevent adverse consequences and any repercussions to the complainant in discrimination and harassment cases, the Company has robust procedures in place. The identity of the Whistle Blower, who makes the complaint in good faith, will be protected and shall be kept confidential, except as otherwise required by law and to the extent possible while allowing investigation to proceed. The Company also conducts regular training and sensitization workshops to bring about changes in perception, spread awareness about the process of filing complaints and the ways to keep information confidential. The internal complaints Committee is also trained and instructed to deal with the investigation in a fair and disciplined manner.

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

Yes. The human rights requirements are included in the business agreements/contracts as and when it is required.

### 9. Assessments of the year

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	NA
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	
Others – please specify	

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

NA

### Leadership Indicators

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

The processes of various functions have been modified to address the human rights complaints. Regular awareness and training sessions are conducted, while in some cases the policy and the implementation processes have been modified to address the grievances. Various policies have also been drafted and approved by the Board this year to address the grievances and increase the coverage to include vendors and suppliers as well.

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

NIL

#### 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

The Company HO can be accessed easily by differently abled persons. The premises allow wheelchair access and have ramps to ensure that visitors with special needs feel safe and at ease.

#### 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	
Discrimination at workplace	
Child labour	
Forced/involuntary labor	NIL
Wages	
Others – please specify	

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

NA

### 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)	22344.44 GJ	-
Total fuel consumption (B)	1244.54 GJ	-
Energy consumption through other sources (C)	NIL	-
Total energy consumption (A+B+C)	23588.98 GJ	-
Energy intensity per rupee of turnover (Total energy consumption/turnover in rupees)	3.5*10 <sup>-8</sup> GJ/₹	-
Energy intensity (optional) – the relevant metric may be selected by the entity		

\*In the previous fiscal year, the Company did not monitor data on energy consumption. However, considering that there have been no significant changes in the scale of the Company's physical infrastructure and branch operations during that period, it is assumed that the data for energy consumption would be similar, with minor deviations.

GJ- Gigajoule

**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.**

No

#### 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.

NA

#### 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)
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water		This section has limited applicability as the water usage is mainly for self-usage at our offices/employees. Since our branches operate out of leased facilities, currently there is no mechanism to track the domestic water consumption. However, water conservation measures are taken by the Company. The head office has a rainwater harvesting system and the water collected is used for the cooling towers for air conditioning. Also, many water saving initiatives have been undertaken including sensor-based taps etc.
(ii) Groundwater		
(iii) Third party water (Municipal water supplies)		
(iv) Seawater/desalinated water		
(v) Others		
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>		
<b>Total volume of water consumption (in kilolitres)</b>		
<b>Water intensity per rupee of turnover (Water consumed/turnover)</b>		
<b>Water intensity (optional) – the relevant metric may be selected by the entity</b>		



## Business Responsibility & Sustainability Reporting (BRSR) (Contd.)

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.

No

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

NA

### 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		NA	NA
SOx			
Particulate matter (PM)			
Persistent organic pollutants (POP)			
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)			
Others - Ozone Depleting Substances (HCFC - 22 or R-22)			

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.

No

### 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)
<b>Total Scope 1 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	tCO <sub>2</sub> e	86.73	-
<b>Total Scope 2 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	tCO <sub>2</sub> e	4902.24	-
<b>Total Scope 1 and Scope 2 emissions per rupee of turnover</b>	tCO <sub>2</sub> e/₹	7.41*10 <sup>-9</sup>	-
<b>Total Scope 1 and Scope 2 emission intensity</b> (optional) - the relevant metric may be selected by the entity			

\*In the previous fiscal year, the Company did not monitor data energy consumption. However, considering that there have been no significant changes in the scale of the Company's physical infrastructure and branch operations during that period, it is assumed that the data for energy consumption would be similar, with minor deviations.

tCO<sub>2</sub> - tonnes CO<sub>2</sub> equivalent

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.

No

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

Yes

Climate change and greenhouse gas (GHG) emissions are a major concern, and therefore it is imperative for the Company to work towards reducing the emissions from its operations. The head office is based out of a green building certified by Indian Green Building Council (IGBC) to comply with efficient use of natural resources and minimal waste generation. The building also has a rainwater harvesting system. The water collected is used for the cooling towers for air conditioning. The use of LED lights, treatment of the wastewater generated also helps to reduce the GHG emissions further. To reduce the electricity consumption, the meeting rooms have been equipped with motion sensors while all the equipment have 5-star energy efficiency rating.

The use of Eco-composter in the office premises to compost the food waste reduces the greenhouse gas emissions and at the same time the product is also used as manure for maintaining the greenery of the office.

The Company is also creating awareness amongst employees to restrict taking print outs other than the mandatory requirements. Reducing the use of paper and printing ink also helps to reduce emissions. Use of single use plastic is banned in the office premises.

**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)
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)	0.18	The data on waste generation was not monitored in the last FY but since the scale of the company's physical infrastructure and branch operation has not undergone any major change in the last year we assume the data will be similar with minor deviations.
E-waste (B)	1.850	
Bio-medical waste (C)		
Construction and demolition waste (D)		
Battery waste (E)		
Radioactive waste (F)		
Other Hazardous waste. Please specify, if any. (G)		
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)		
<b>Total (A+B + C + D + E + F + G + H)</b>	2.03	

**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	-	-
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
<b>Total</b>	-	-

**For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)**

Category of waste		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	-	-
<b>Total</b>	-	-

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. No



## Business Responsibility & Sustainability Reporting (BRSR) (Contd.)

**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.**

At SBI Life, we understand our role as a responsible corporate citizen and have undertaken several initiatives to reduce our carbon footprint and streamline waste management practices.

- a) **Plastics:** Plastic pollution is a global problem and inadequate collection, and disposal of the plastic waste aggravates the problem. To ensure, plastic waste generated from the operations of the Company is reduced in the long term, we have taken initiative to replace plastic. Glass bottles have replaced plastic bottles during the meetings and paper glasses are used instead of water disposable bottles. Further, we have also started using Paper folders instead of plastic folders since FY 2021-22. Use of single use plastic is banned in the office premises.
- b) **E waste-** As an environmentally conscious organization, we are committed to minimising our negative impact on the environment. As part of our commitment, all our E-waste is recycled through authorized recyclers, ensuring responsible disposal, and contributing to environmental sustainability. We ensure that the process is well documented and supported with the proper certification process.
- c) **Wet Food Waste:** Wet food waste consists of leftover food from fruits and vegetables and food waste produced in our cafeteria. These wastes are collected as the odor of the waste may be undesirable and can cause menace. Further, since the wet food waste is organic in nature therefore, they can be recycled. We have installed an Eco Composter Machine at the head office to compost the wet food waste and use the organic manure produced as a fertilizer for the plants at the property.

As our business is in the services sector, we do not use any toxic chemicals.

**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.
NA			

**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
NA					

**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
NA				

Based on the nature of the business, the company complies with the applicable norms.

## 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)
<b>From renewable sources</b>		
Total electricity consumption (A)		
Total fuel consumption (B)		
Energy consumption through other sources (C)	NA	NA
<b>Total energy consumed from renewable sources (A+B+C)</b>		
<b>From non-renewable sources</b>		
Total electricity consumption (D)	22344.44 GJ	-
Total fuel consumption (E)	1244.54 GJ	
Energy consumption through other sources (F)	NIL	
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	<b>23588.98 GJ</b>	<b>-</b>

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.

No

2. Provide the following details related to water discharged:

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(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		
- 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		
<b>Total water discharged (in kilolitres)</b>		

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. No



## Business Responsibility & Sustainability Reporting (BRSR) (Contd.)

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

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

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

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	-	-
(ii) Groundwater		
(iii) Third party water		
(iv) Seawater/desalinated water		
(v) Others		
<b>Total volume of water withdrawal (in kilolitres)</b>		
<b>Total volume of water consumption (in kilolitres)</b>		
<b>Water intensity per rupee of turnover (Water consumed/turnover)</b>		
<b>Water intensity</b> (optional) – the relevant metric may be selected by the entity		
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(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		
(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		
(v) Others		
- No treatment		
- With treatment – please specify level of treatment		
<b>Total water discharged (in kilolitres)</b>		

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.

No



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)
<b>Total Scope 3 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)			
<b>Total Scope 3 emissions per rupee of turnover</b>			
<b>Total Scope 3 emission intensity</b> (optional) – the relevant metric may be selected by the entity			

The data for scope 3 emissions was not monitored but we plan to initiate monitoring scope 3 emissions for select categories next FY onwards.

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. No

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.

NA

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:

S.No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1.	NA	NA	NA

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

Yes, the Company has a disaster management and business continuity plan. A business continuity manual with board-approved Business Continuity Policy and clearly defined objectives and resources is part of the BCM framework.

The Business Continuity Management Policy establishes the procedures and strategies that will help to lessen the effects of a major incident or disaster on the Company. The policy covers a wide range of risks with mitigation strategies in place for each type of identified risk. The risk management practices are aligned to ISO 31000:2018 standard covering all departments and functions at Corporate Office, Central Processing Centre and the Regional and Branch Offices of the Company. The Business Continuity Management Plans primarily comprise of three elements - disaster prevention, emergency response to manage disaster, resumption and recovery as part of post disaster activities.

The disaster recovery plans include strategies to minimize the impact of disruptive events, such as natural disasters, cyberattacks, or pandemics. Regular business impact analysis and scenario planning exercises are conducted to assess the potential consequences of such events and develop appropriate response strategies. Strategic risk assessment is carried out annually and the top risk is presented to the Risk Management Committee (RMC) of the Board. Business Continuity Plan (BCP) documents the risks identified for the premises and the strategies to mitigate the same.

The BCP is ISO 22301:2019 certified. BCP activities are designed in a manner that testing of the business continuity plans is carried out on a regular basis in collaboration with the relevant department or function.

BCMP is applicable to employees of the Company, critical processes, premises/facilities, IT facilities and is published on the Intranet and other internal communications. All the necessary documents are maintained as per the Record Maintenance and Document Retention Policy.

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?

Based on the nature of the business, there is no adverse impact.

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

NIL



## Business Responsibility & Sustainability Reporting (BRSR) (Contd.)

**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.**

The Company is affiliated to 5 trade and industry chambers/associations.

**b. List the top 10 trade and industry chambers/associations (determined based on the total members of such a 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	Life Insurance Council	National
2	The Federation of Indian Chambers of Commerce and Industry (FICCI)	National
3	The Confederation of Indian Industry (CII)	National
4	The Advertising Standards Council of India	National
5	The Indian Society of Advertisers	National

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

Name of authority	Brief of the case	Corrective action taken
NA		

### 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 the public domain? (Yes/No)	Frequency of Review by Board (Annually/Half yearly/Quarterly/ Others – please specify)	Web Link, if available
NIL					

To make insurance solutions accessible to citizens, the Company actively engages and interacts with the Ministry of Finance, regulatory bodies, associations, forums, and the life council on insurance-related issues. The Company also shares its views and opinions on various topics in the discussion papers, consultation papers and in conferences and industry meets. Additionally, the Company is closely working with insurance regulatory bodies for spreading insurance awareness in the states of India. The Company has been assigned to Chhattisgarh for spreading insurance awareness. Additionally, the Company also carries out monthly insurance awareness building activities in the state of Tripura.

**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.**

SBI Life is working on the areas of healthcare, education, and environmental sustainability to create an inclusive and sustainable future for all. SBI Life undertakes more than 20 projects along with the implementation partners to promote education, including special education and vocational skills, focusing on children, women, elderly, differently abled individuals, and livelihood enhancement projects. It is also working towards providing infrastructural healthcare support to improve the quality of life and ensure access to essential healthcare services.

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
<p>Effect of the educational intervention towards the children with hearing impairment as well as for intellectual disabled children. The project was implemented in Madurai, Tamil Nadu</p> <p>Implemented by: YMCA</p>	-	-	Yes	Yes	<a href="#">Access link here</a>
<p>Support to Parikrma Centre for Learning, Sahakar Nagar and Parikrma Junior College to improve the academic performance of students.</p> <p>Activities undertaken:</p> <ul style="list-style-type: none"> <li>• Virtual classes and co-curricular activities</li> <li>• Distribution of smartphones and internet pack allowance for attending virtual classes and other activities</li> <li>• Distribution of ration kit to all families</li> <li>• Provision of mental health counseling for all students and parents</li> </ul> <p>Implemented by: Parikrma Humanity Foundation</p>	-	-	Yes	Details of CSR initiatives and total number of beneficiaries are updated on the website on a regular basis	
<p>Project Navodaya/Ayushmaan Bhava: aimed at addressing community-based malnutrition in the high burden of Baran (Rajasthan) and Dhar (Madhya Pradesh) by providing training to frontline workers (FLWs) and raising awareness among mothers.</p> <ul style="list-style-type: none"> <li>• The programme has reached 15,086 children up to the age of 24 months, and 2,365 malnourished children.</li> <li>• Overall, the programme reached 763 Anganwadi workers and 453 ASHAs in 771 AWCs. The AAH staff engaged in training of FLWs on an adhoc basis while on field as a part of the implementation.</li> </ul> <p>Implemented by: Action Against Hunger</p> <p>SBI Life supported Arpan's (registered NGO based in Mumbai) core focus of building capacities of crucial stakeholders who are the primary drivers in facilitating and awareness on Child Sexual Abuse (CSA) within their communities</p> <p>Implemented by: Arpan</p>	-	-	Yes		
<p>SBI Life partnered with Growdiesel Climate Care Council to develop mobile clinics for COVID-19 testing and vaccination for deployment in the states of Delhi and Haryana. As a part of this program, SBI Life has supported the development of 3 mobile clinics for COVID-19 vaccination and testing. Two of these mobile clinics were used by the Delhi government while the remaining one was used by the Government of Haryana. Although the initial project proposal was to develop the buses solely for COVID-19 testing, the plan was modified to include design elements relevant for COVID-19 vaccination as the Indian government highlighted the need for rapid vaccination coverage amongst the masses at the beginning of 2021. The mobile clinics were then primarily used for vaccination purposes across both the states.</p> <p>Implemented by: Growdiesel Climate Care Council</p>	-	-	Yes		



## Business Responsibility & Sustainability Reporting (BRSR) (Contd.)

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
ONYVA Trust runs three such care homes in Delhi: TARA Tots, TARA Girls and TARA Boys for toddlers, girls and boys respectively. SBI Life partnered with them to support one of these three homes, TARA Girls. SBI Life has supported all the activities of TARA Girls, one of the homes run by the NGO. TARA Girls is a home for 6-18-year-old girls who need care and protection. The NGO works towards holistic development of these girls. The girls are enrolled in private schools of Delhi and supported with additional tuition and special needs classes at TARA Girls. Implemented by: Onyva Trust	-	-	Yes		
Support improvement in the educational status of the minority groups in India is a demanding area and SBI Life is consciously trying to aid the gap by engaging with the 'Reaching The Unreached' (RTU) a non-profit organization working in Tamil Nadu Implemented by: Reaching The Unreached (RTU)	-	-	Yes		

Our Impact Assessment Reports can be accessed [here](#).

### 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 ₹)
NIL						

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

The Company is committed to the best practices in the areas of Corporate Governance, and it is committed to acting professionally, fairly and with integrity in all its dealings. The Company has partnered with various NGOs across India to work along with communities as part of CSR activities. In case of grievances, the same are discussed by the communities with the NGO partners which are then compiled and shared with the CSR team of the Company and addressed on an immediate basis.

### 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		
Sourced directly from within the district and neighboring districts		NA

## 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):

NA

### 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 ₹ million)
1.	Rajasthan	Baran	28.5
2.	Odisha	Kandhamal	0.49

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?

NA

(c) What percentage of total procurement (by value) does it constitute?

NA

Based on the nature of the business, above mentioned questions have limited applicability. Further, the Company promotes equal opportunity to all partners.

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
--------	--	-------------------------	-------------------------	------------------------------------

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
-------------------	-------------------	-------------------------

6. Details of beneficiaries of CSR Projects:

S. No.	CSR Project	No. of persons benefited from CSR Projects	% of beneficiaries from vulnerable and marginalized group
1	Support towards treatment of cancer patients-Vasantha Memorial Trust	10	100%
2	Support towards holistic development including education and therapy support for children with special needs - Sadbhabana	118	100%
3	Support towards formal special education of children with hearing impairment- Stephen High School for the Deaf & Aphasic	66	100%
4	Support for early intervention and therapeutic aid to children with hearing impairment- Stephen High School for the Deaf & Aphasic	4045	100%
5	Support for procurement of mini school van for transporting children with special needs- Apang Manav Mandal	59	100%
6	Support education, vocational training and holistic development of the children affected by leprosy or belonging to leprosy affected families- Udayan	315	100%
7	Support for holistic development and high quality education of slum children- Parikrma Humanity Foundation	480	100%
8	TARA Girls-Onyva Trust	20	100%
9	Support towards Therapy Intervention Unit- Voice of World	82	100%
10	Support towards screening and surgery of underprivileged children with Congenital Heart Defect- Aishwarya Trust	4824	100%
11	Project Navodaya- Action Against Hunger Foundation	75136	100%
12	Support towards bridge learning of underprivileged children- Women's Organization for Socio-Cultural Awareness	80	100%
13	Special education and therapeutic aid for children with multiple disabilities and visual impairment- Muskan Foundation	60	100%
14	Skill Development Programme- Srijan Foundation	25	100%
15	Support towards formal education and school bus for children -Rays Aasha Ki Ek Kiran	67	100%



## Business Responsibility & Sustainability Reporting (BRSR) (Contd.)

S. No.	CSR Project	No. of persons benefited from CSR Projects	% of beneficiaries from vulnerable and marginalized group
16	Financial literacy and skills training of underprivileged women and youth- Pipal Tree Foundation	300	100%
17	Project Anando- Light of Life Trust	420	100%
18	Ashoka University- Educational Sponsorship- International Foundation for Research and Education	20	100%
19	Formal education to underprivileged rural children- Reaching The Unreached	1290	100%
20	Supporting Free Learning Centres(FLC) for underprivileged slum children- Angel Xpress Foundation	170	100%
21	Medical Mobile Unit- Bharat Sevashram Sangh	16500	100%
22	Ante-natal care services to underprivileged pregnant women- Swami Vivekanand Medical Mission	40	100%
23	Support towards digital classroom- Mehsana District Education Foundation	500	100%
24	Sishu Ashray Sthal- Deepsikha	235	100%
25	Medical treatment of Congenital Heart Defects- Genesis Foundation	44	100%
26	Supplementary education to underprivileged children- Sarthak Foundation	92	100%
27	Supplementary education to underprivileged children- Sunshine Society	20	100%
28	Supplementary education underprivileged children to ensure learning recovery on account of pandemic- Social Welfare Agency & Training Institute	819	100%
29	Support towards bridge education and mainstreaming of children with disabilities- CBM Trust	25	100%
30	Support holistic development of underprivileged children- SOS Children's Villages	17	100%
31	Shikshaantra Plus program- Kinship For Humanitarian Social and Holistic Intervention	2867	100%
32	Free Vision restoration surgeries- Sri Kanchi Kamakoti Medical Trust	2400	100%
33	Vidhya Education- Child Aid Foundation	245	100%
34	Financial assistance to underprivileged cancer patients- Deepsikha	30	100%

### 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.

Customer complaints are received through Call Center, E-mail, letters, SMS, WhatsApp, Company website, mobile app Easy Access, Info Email ID, Telephone, social media, and walk-ins at our branch offices across the country. SBI Life has built a best-in-class CRM portal to capture customer queries and complaints and has a well-established structure for quick redressal of complaints. The complaint management system is backed by a robust and integrated tech platform – CRM Next – which enables an efficient management of all complaints. All complaints and queries are logged into the CRM system – CRMNext – and a service ticket is generated for each unique complaint. The service tickets are automatically routed and assigned to the designated staff members, who are supported by a 360-degree view of the customer and his previous interactions and transactions, FAQs, and other resources to help them provide an efficient resolution. All complaints are dealt swiftly, equitably to ensure the customers receive the best service and do not face any prejudice.

Various other avenues are provided to the customers to log their complaints with us in a simple and easy manner through external touchpoints like 1) Bima Bharosa (Portal of the regulator, IRDAI) 2) Government Portals like CPGRAMS (Centralised Public Grievance Redress and Monitoring System); and National Consumer Helpline (NCH).

The complaint management system is certified for ISO 10002:2014 for an overall quality management for customer satisfaction. Guidelines for complaint handling in organization and the operations of the CRM team are governed by ISO 9001:2015 certified Quality Management system.

## 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	-
Safe and responsible usage	-
Recycling and/or safe disposal	-

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

	FY 2022-23 (Current Financial Year)		Remarks	FY 2021-22 (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	0	0	-	0	0	-
Cyber-security	0	0	-	0	0	-
Delivery of essential services	523	0	NA	855	0	NA
Restrictive Trade Practices	NA	NA	NA	NA	NA	NA
Unfair Trade Practices	1750	NA	NA	1352	NA	NA
Other	2190	NA	NA	1400	NA	NA

The Board Policyholder protection Committee constituted pursuant to Corporate Governance Guidelines protects the interests of the policyholders and ensures they have access to redressal mechanisms.

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

	Number	Reasons for recall
Voluntary recalls	NA	NA
Forced recalls	NA	NA

## 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.

Yes, the Company has a policy on information security and cyber security, which are available on the Company intranet. The Privacy Policy of the Company is hosted on the website and can be accessed [here](#).

The business operations, customer service, and overall existence of SBI Life depends heavily on its information assets and systems. Because of the importance of these systems and the data they hold, the Company treats information and cyber security as a crucial component of its enterprise risk management. All businesses within the Company are required to abide by the minimum standards for information and cyber security set forth in the Information and Cyber Security Policy. As a principle, the business departments must abide by local laws and regulations if they set a higher standard than what is stated in this policy.

A board-approved information and Cyber Security Policy is in place according to the IRDAI Guidelines on Information and Cyber Security. The primary goals of the policy are:

- To express the commitment and guidelines of top management for the Information Security Management System
- To establish a system for the establishment of Information and Cyber Security Standards and Procedures, as well as their application and compliance.
- To ensure the information and information systems are used effectively to advance the business vision and mission and are made available to authorized users in accordance with business needs

The policy safeguards all information assets, including intellectual property and information systems, from loss, unauthorized use, improper alteration, and damage. The risks to information and cyber security posed by the adoption of cutting-edge technologies like blockchain, machine learning, artificial intelligence, and robotic process automation are also covered.



## Business Responsibility & Sustainability Reporting (BRSR) (Contd.)

The Business, with the assistance of the Information Security Team (IST), must determine the Risk Level, the highest likely level of threat against the information, and make sure that suitable protection mechanisms are in place before deciding on the level of controls to be used to protect SBI Life's information. The information security practices are ISO 27001:2013 certified.

**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.**

There were no incidents or issues related to advertising, 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.

The Company implemented corrective actions to address the issues related to the delivery of essential services. These actions aim to enhance the efficiency, quality, and accessibility of services, ensuring customers receive timely and reliable support throughout their insurance journey. The Company implements comprehensive training programs aimed at equipping its frontline sales team and distribution partners with various types of training on customer behavior and on specific products and services to ensure customer driven approach. In our analysis, we also examine policy-level data that encompasses customer demographics such as income, age, occupation, gender, and more. This valuable information allows us to gain insights into the buying patterns of customers, enabling us to determine the appropriate customer segment for a particular product offering. By leveraging this data-driven approach, we can make informed decisions that align our products with the needs and preferences of our target customers.

The Customer Self Service Application, Mobile Application for Partners-Smart Advisor, analysis of VOC, monthly review of major customer complaints, in-depth root cause analysis of customer complaints was some of the corrective actions taken to avoid re-occurrence of similar instances.

### Leadership Indicators

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

The details about the products and services are available on the website. The website has separate weblinks for the products and services and provides the key features, premium range, entry age and the key benefits.

[Products](#)

[Services](#)

The website has separate sections outlining the key features, premium range, eligibility, and benefits for all its products and services. The service web page also has details of the missed call services, group customer portal link. This page can also be used to download premium paid certificates, change address, update the profile, guidebooks, public notices etc. Additionally, the Company also publishes relevant information updates through social media.

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

The Company has a wide array of forums to inform and educate customers which will help them to seek information, be updated, engage with the Company, and raise grievance.

The Company has taken steps to educate and inform the customers and reduce the number of mis-selling complaints. It has published the [Anti-Fraud Policy](#) on the website along with a toll-free number, email id to log complaints. The website also provides the steps for customers to understand website authenticity, email authenticity, call authenticity. [The Dos and Don'ts](#) are detailed on the website.

The Company ensures regular communication with the customers about safe and responsible usage of products and services. By means of (periodic emailers, SMS, Awareness Campaigns), the customers are regularly informed and educated. The key customer awareness campaigns include multi language SBI Life Touchpoint, to update personal details in policy accounts, Demat (E insurance account) update among other campaigns. Other campaigns include SMS campaign for fraud alert, awareness on missed call services, awareness on self-service option, awareness on Digi Locker, Email campaign for nomination. Besides this, pre-issuance welcome calls (PIWC) are done with the purpose to educate customers with key features of the product bought. Additionally, post closure of sales calls are supplemented through product videos in order to give a detailed understanding of the product and related features and risk associated, if any.



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

The Company believes that continuous customer connect, and engagement is the most efficient approach for strengthening and enhancing relationship with the customers.

In the event of a crisis, disruptions, or discontinuance of essential services there are several ways to inform customers.

1. In person: The customer relationship managers engage with the clients in segmented and individualized interactions.
2. Messaging Services: Customers are updated on any new disruptions or changes in products and processes through alerts and messages, Whatsapp services. Additionally, emails are also sent out to the policyholders.
3. Digital and Mass Medium – Website, Customer Portal -Smart Care, Social Media Updates & campaigns, multimedia campaigns are the other tools used to update the customers and spread awareness.

Any communication to external bodies (media, shareholders, regulators) is based on the decision of the Crisis Management Team (CMT) & approved by MD & CEO. To communicate with external stakeholders, the following systems/strategies are commonly used.

1. Announcements using PR Media
2. Announcements via our website and social media platforms
3. Email communications
4. Telephone calls where appropriate

**4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/NA) If yes, provide details in brief.**

NA

**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)**

Yes.

One of the main metrics used to gauge customer satisfaction levels is the Net Promoter Score (NPS). NPS data collected at various stages of the policy cycle is used to monitor and analyze customer feedback and identify areas in need of improvement. C-SAT surveys contribute significantly to measuring customer satisfaction levels and making strategic decisions about innovation and improvement.

**5. Provide the following information relating to data breaches:**

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

No instance of data breach was occurred during FY23

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

0%