

September 03, 2024

BSE Limited

P.J. Towers,
Dalal Street,
Mumbai- 400 001

Scrip Code: 543386**National Stock Exchange of India Limited**

Exchange Plaza, 5th Floor, Plot No. C/1, G
Block, Bandra - Kurla Complex,
Bandra (E), Mumbai - 400 051

Symbol: FINOPB

Dear Sir/ Madam,

Sub: Business Responsibility and Sustainability Report for financial year 2023-24**Ref: Regulation 34 of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015**

Pursuant to the Regulation 34(2) of Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, Business Responsibility and Sustainability Report (BRSR) of Fino Payments Bank Limited (**"the Bank"**) forming part of Annual Report for the financial year 2023-24, is attached herewith.

The same shall be available on the website of the Bank at www.finobank.com

Kindly take the same on record.

Yours faithfully,

For Fino Payments Bank Limited**Basavraj Loni**
Company Secretary & Compliance Officer

Place: Navi Mumbai

Encl.: As above

Business Responsibility & Sustainability Report – BRSR

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

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

➤ L65100MH2007PLC171959

2. Name of the Listed Entity

➤ Fino Payments Bank Limited

3. Year of incorporation

➤ 23/06/2007

4. Registered office address

➤ Mindspace Juinagar, 8th Floor, Plot No. Gen 2/1/F, Tower 1, TTC Industrial Area, MIDC Shirwane, Juinagar, Navi Mumbai, Thane, Maharashtra-400706

5. Corporate address

➤ Mindspace Juinagar, 8th Floor, Plot No. Gen 2/1/F, Tower 1, TTC Industrial Area, MIDC Shirwane, Juinagar, Navi Mumbai, Thane, Maharashtra-400706

6. E-mail

➤ cs@finobank.com

7. Telephone

➤ +91 22 7104 7000

8. Website

➤ <https://www.finobank.com/>

9. Financial year for which reporting is being done

➤ FY 2023-24

10. Name of the Stock Exchange(s) where shares are listed

➤ BSE Limited

➤ National Stock Exchange of India Limited

11. Paid-up Capital

➤ ₹83.21 Crore

12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report

Name: Mr. Himanshu K Mishra

Phone: +91 22 7104 7009

Email id: himanshu.m@finobank.com

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).

➤ All the information is reported on standalone basis.

14. Name of assurance provider: Not Applicable.

15. Type of assurance obtained: Not Applicable.

II. Products/services

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

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1.	Financial Services	Payments Bank activities	100%

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

S. No.	Product/Service	NIC Code	% of total Turnover contributed
1.	Savings Account, Money transfer, CMS, BC Banking and Insurance	64191	100%

III. Operations

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

Location	Number of plants	Number of offices	Total
National	NA	81	81
International	NA	NA	NA

19. Markets served by the entity.

a. Number of locations

Location	Number
National (No. of States)	All states and UTs in India
International (No. of Countries)	NA

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

➤ Not Applicable

c. A brief on types of customers

➤ Fino Payments Bank offers services to both retail as well as corporate customers. For retail customers, who are largely rural based, the bank offers savings accounts, current accounts, mobile banking, remittance, bill payments and third party offerings such as insurance, and referral loans. For corporate clients across multiple sectors such as NBFC, MFI, Logistics, Edtech, eCommerce etc, the bank offers cash management services.

IV. Employees

20. Details as at the end of Financial Year.

a. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
EMPLOYEES						
1.	Permanent (D)	2682	2419	90%	263	10%
2.	Other than Permanent (E)	NA	NA	NA	NA	NA
3.	Total Employees (D+E)	2682	2419	90%	263	10%
WORKERS*						
4.	Permanent (F)	NA	NA	NA	NA	NA
5.	Other than Permanent (G)	NA	NA	NA	NA	NA
6.	Total Employees (F+G)	NA	NA	NA	NA	NA

* The entire workforce of the Company is categorised as 'Permanent Employees'. Therefore, the disclosures under the 'Other than Permanent Employees' and 'Workers' category is not applicable.

b. Differently abled Employees and workers:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent (D)	0	0	0	0	0
2.	Other than Permanent (E)	0	0	0	0	0
3.	Total differently abled employees (D + E)	0	0	0	0	0
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)	NA	NA	NA	NA	NA
5.	Other than Permanent (G)	NA	NA	NA	NA	NA
6.	Total differently abled workers (F + G)	NA	NA	NA	NA	NA

21. Participation / Inclusion / Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	8	3	37.5%
Key Management Personnel	3	0	0

22. Turnover rate for permanent employees and workers

	FY 2023-24 (Turnover rate in current FY)			FY 2022-23 (Turnover rate in previous FY)			FY 2021-22 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	62%	34%	60%	69%	51%	68%	59%	48%	58%
Permanent Workers	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

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

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	Fino PayTech Limited (FPL)	Holding company	FPL holds 75% stake in the Bank	No

VI. CSR Details

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

(ii) Turnover (in ₹): 1,478.38 Crore (Turnover represents Total Income)

(iii) Net worth (in ₹): 627.96 Crore

VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web- link for grievance redress policy)	FY 2023-24			FY 2022-23		
		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	-	0	0	-
Investors (other than shareholders)	Yes https://web4.finobank.com/uploads/pages/corporate-governance/1700629946_VigilanceandWhistleBlowerPolicy.pdf	0	0	-	0	0	-
Shareholders	Yes https://web4.finobank.com/uploads/pages/corporate-governance/1700629946_VigilanceandWhistleBlowerPolicy.pdf	0	0	-	0	0	-
Employees and Workers	Yes https://web4.finobank.com/uploads/pages/corporate-governance/1700629946_VigilanceandWhistleBlowerPolicy.pdf	0	0	-	0	0	-
Customers	Yes https://web4.finobank.com/uploads/pages/notice-board/1693378107_CustomerGrievancePolicy.pdf The Bank also has a dedicated customer helpline number (022 6868 1414) and email ID (customercare@finobank.com) to record customer grievances.	66450	2206	Broad categories of complaints includes Account under restrictions on suspicious pattern/ LEA, ATM Txn dispute, Account opening related etc.	50391	1259	Broad categories of complaints includes account under restrictions on suspicious pattern/ LEA, ATM Txn dispute, Fraudulent txn, account opening related etc.
Value Chain Partners	Yes https://web4.finobank.com/uploads/pages/corporate-governance/1700629946_VigilanceandWhistleBlowerPolicy.pdf	0	0	-	0	0	-
Other (Merchants)	Yes https://web4.finobank.com/uploads/pages/corporate-governance/1700629946_VigilanceandWhistleBlowerPolicy.pdf The Bank has a dedicated Merchant Helpline Desk number (022 6868 1234) and email ID (care@finobank.com) to record merchant grievances.	2	0	The complaints filed during the year were replied to.	0	0	0

26. 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

Sr. 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	Financial & Digital Inclusion	Opportunity	Financial inclusion is recognized as a key driver of economic growth and poverty alleviation. As a pioneer of financial inclusion in India, the Bank leverages its DTP ((Distribution, Technology and Partnerships) approach to facilitate the transformation of digital payments in India.	-	Positive An increase in financial inclusion would enable Fino Payments Bank to expand its digital footprint and customer base. This would lead to increased profitability due to diversification of product offerings.
2	Data Security	Risk	Usage of digital platforms increases the potential of frauds which could result in potentially significant monetary losses for customers and diminish their trust in the Bank.	The Bank has implemented multiple layers of protection layers and data transmission protocols to safeguard data. Measures are in place to ensure data confidentiality and prevent leakage.	Negative The occurrence of such incidents can lead to a loss of customer trust in the Bank. This may potentially lead to customer attrition and result in a decrease in the Bank's revenue. Additionally, the Bank may incur regulatory fines/penalties and may have to incur expenditure to enhance its security infrastructure to prevent the occurrence of such incidents in the future.
3	Diversity & Inclusion	Opportunity	As a responsible corporate, the Bank aims to have diverse employees with different skill sets, experience, gender, perspectives. This includes Board composition that enhances Corporate Governance through quality decision making.	-	Positive Diversity & inclusion allows for varied perspectives and ideas, fostering innovation through the development of new products, services or solutions that can enhance customer experience and drive revenue growth.
4	Livelihood generation	Opportunity	Livelihood generation is core to Bank's business model, which is designed to on-board merchants as banking points. These merchants offer assisted digital banking services in the local communities they operate. They earn a fee for the services provided thereby enhancing their income.	-	Positive Increased livelihood generation opportunities involves providing income generation avenues for locals. This is made possible by on-boarding enterprising individuals as Fino merchants.

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
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/ No)	Yes	No	Yes	Yes	Yes	No	No	Yes	Yes
b. Has the policy been approved by the Board? (Yes/ No)	Yes	NA	Yes	Yes	Yes	NA	NA	Yes	Yes
c. Web Link of the Policies, if available	https://web4.finobank.com/investors/corporate-governance#code-policies https://web4.finobank.com/notice-board								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes	No	Yes	Yes	Yes	No	No	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	NA	No	No	No	NA	NA	No	No
4. Name of the national and international codes/ certifications/ labels/standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	1) ISO 27001:2013 2) ISO 9001:2015								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	The Bank is committed to adhering to ESG principles and have assessed steps to integrate the same into its operations. It is in the process of formulating a comprehensive ESG Strategy, which includes reassessing its material topics and formulating targets and commitments that align with its core values. As a part of its ESG Strategy, the Bank will develop Key Performance Indicators (KPIs) and an action plan on the identified KPIs.								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	Not Applicable.								
Governance, leadership, 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)	The Bank prioritizes a formal and structured Environment, Social, Governance (ESG) approach that caters to the diverse needs of all stakeholders. The Bank's mission is to facilitate financial inclusion across India, with a particular focus on the under-served and under-banked population. This commitment contributes significantly to social equity. A key priority that strongly influences our governance architecture is the goal of reducing inequality. As a responsible corporate citizen, the Bank is taking several measures to sound environmental management: we employ a largely asset light digital-led business model that minimizes the need for physical infrastructure, thereby reducing our environmental footprint.								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Mr. Himanshu K Mishra, EVP & Head Special Projects								
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.	No								

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)									
	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Performance against above policies and follow up action	Com- mittee of the Board/ Board	NA	Com- mittee of the Board/ Board	Any other Com- mittee/ Board	Com- mittee of the Board/ Board	NA	NA	Com- mittee of the Board/ Board	Any other Com- mittee/ Board	An- nu- ally	NA	An- nu- ally	An- nu- ally	An- nu- ally	NA	NA	An- nu- ally	An- nu- ally
Compliance with statu- tory requirements of rel- evance to the principles, and, rectification of any non-compliances	Com- mittee of the Board/ Board	NA	Com- mittee of the Board/ Board	Any other Com- mittee/ Board	Com- mittee of the Board/ Board	NA	NA	Com- mittee of the Board/ Board	Any other Com- mittee/ Board	An- nu- ally	NA	An- nu- ally	An- nu- ally	An- nu- ally	NA	NA	An- nu- ally	An- nu- ally
11. Has the entity car- ried out independ- ent assessment/ evaluation of the working of its poli- cies by an external agency? (Yes/No). If yes, provide name of the agency.	P1	P2	P3	P4	P5	P6	P7	P8	P9	The policies of the Bank are reviewed internally, annually and/or as and when required.								

12. If answer to question (1) above is “No” i.e. not all Principles are covered by a policy reason 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)	NA	Yes	NA	NA	NA	No	Yes	NA	NA
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	NA	Yes	NA	NA	NA	No	No	NA	NA
The entity does not have the financial or/human and technical resources available for the task (Yes/No)	NA	Yes	NA	NA	NA	No	No	NA	NA
It is planned to be done in the next financial year (Yes/No)	NA	No	NA	NA	NA	Yes	No	NA	NA
Any other reason (please specify)	We are currently establishing a benchmark for our environmental footprint. This involves evaluating our existing systems and procedures to guarantee they have the least possible impact.								

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 trainings and awareness programmes held	Topic/Principles covered under the training and its impact	% age of persons in respective category covered by the awareness programmes
Board of Directors	3	<ul style="list-style-type: none"> Induction Programme for new Directors Knowledge Session on AI by BCG IICA Corporate Governance Programme 	100%
Key Managerial Personnel	8	Training related to compliance, Information Security Management (ISMS), cyber threats and fraud awareness training, Prevention of Sexual Harassment (PoSH) and Internal Complaints Committee (ICC), anti-money laundering and anti-fraud training and customer service.	100%
Employees other than BoD and KMPs	9	Induction Program for new joinees includes trainings such as compliance, Information Security Management (ISMS), cyber threats and fraud awareness, Prevention of Sexual Harassment (PoSH) and Internal Complaints Committee training, anti-money laundering, anti-fraud training and customer service.	99%

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. (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	1	Financial Intelligence Unit (FIU)	5,00,000	Financial Intelligence Unit – India (“FIU-IND”) has, vide its letter dated January 25, 2024, imposed a monetary penalty for non-compliance/ contravention of certain provisions of the Prevention of Money Laundering Act, 2002	
Settlement	NA	NA	NA	NA	NA
Compounding Fee	NA	NA	NA	NA	NA

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

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

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

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

➤ Yes. The provisions relating to anti-corruption or anti-bribery are covered under the Code of Conduct Policy. The Code of Conduct has detailed guidance on the business ethics, values, policies and procedures to prevent corruption and bribery in all the activities and business dealings of the Bank. The said Code of Conduct is an internal document.

Additionally, the Bank has formulated a Vigilance and Whistleblower Policy that is applicable to all employees. Through this Policy, the Bank encourages all individuals, including employees and third party/vendors, to voice any concerns about suspected misconduct without fear of retaliation. The Vigilance and Whistleblower Policy provides a mechanism to report unethical behavior, potential fraud, or policy violations directly to management, ensuring protection to those who file a grievance. The Policy necessitates the designation of a Chief of Internal Vigilance (CIV), whose primary responsibility is to pinpoint key areas susceptible to corruption. The same is available on the website of the Bank at https://web4.finobank.com/uploads/pages/corporate-governance/1700629946_VigilanceandWhistleBlowerPolicy.pdf

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 2023-24	FY 2022-23
Directors	None	None
KMPs	None	None
Employees	None	None

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

	FY 2023-24		FY 2022-2023	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	NA	Nil	NA
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	NA	Nil	NA

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.

➤ Not Applicable.

8. Number of days of accounts payables ((Accounts payable *365) / Cost of goods/services procured).

	FY 2023-24	FY 2022-2023
Number of days of accounts payables	5.41	10.37

9. Open-ness of business.

Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties.

Parameter	Metrics	FY 2023-24	FY 2022-23
Concentration of Purchases	Purchases from trading houses as % of total purchases	-	-
	Number of trading houses where purchases are made from	-	-
	Purchases from top 10 trading houses as % of total purchases from trading houses	-	-
Concentration of Sales	Sales to dealers / distributors as % of total sales	-	-
	Number of dealers / distributors to whom sales are made	-	-
	Sales to top 10 dealers / distributors as % of total sales to dealers/ distributors	-	-
Share of RPTs in	Purchases (Purchases with related parties / Total Purchases)	0.33%	0.92%
	Sales (Sales to related parties / Total Sales)	0.14%	0.21%
	Loans & advances (Loans & advances given to related parties / Total loans & advances)	-	-
	Investments (Investments in related parties / Total Investments made)	-	-

* Fino Payments Bank is in the financial services sector, and therefore given the nature of its business, does not directly procure any goods from a trading house.

As per the Income Tax Act, 1961, a 'Trading House' may be interpreted as a business that primarily engages in trading and export of various goods or products. Such businesses often play a crucial role in facilitating international trade by sourcing, purchasing, and selling goods to international markets.

Leadership Indicators

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

Awareness programmes conducted for value chain partners on any of the Principles during the financial year (FY24):		
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
3835	Modules covered include an introduction to Fino Payments Bank and its business model, products and processes. Additional modules include Compliance and technical trainings.	14%

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 Board of Directors are subject to the Board-approved Code of Conduct for Members of the Board and Senior Management (https://web4.finobank.com/uploads/pages/corporate-governance/1707214756_CodeofConductforMembersoftheBoardandSeniorManagement.pdf) which mandates that the Board members shall avoid conflict of interest and disclose to the Board any material transaction or relationship that reasonably could be expected to give rise to such a conflict. Further, the Board members are required to disclose their interest to the Board at the first meeting of the financial year and any change as and when such change occurs. In line with the extant RBI circulars on 'fit and proper' criteria, the Board members are required to provide Declaration & Undertaking to the Bank on an annual basis and at the time of their appointment / re-appointment. This declaration also contains information on entities in which the Directors have interest. As and when any director is appointed / re-appointed, the Bank carries out a due diligence exercise which inter alia examines the possibility of conflict of interest.

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.

	Current Financial Year	Previous Financial Year	Details of improvements in environmental and social impacts
R&D			
Capex			* Refer note below.

* Fino Payments Bank is in the financial services sector therefore the relevance of the above categories is restricted largely to information technology. The Bank intends to reassess its value chain and identify focus areas to reduce its environmental impact.

2.
 - a. **Does the entity have procedures in place for sustainable sourcing?**
 - No, Since the Bank's presence is in the Financial Services sector, the primary operational purchase is paper. For the procurement of equipment, the Bank prioritizes energy efficiency, especially when buying electronic devices like computers, laptops, lights, and air conditioners.
 - b. **If yes, what percentage of inputs were sourced sustainably?**
 - Not Applicable.
3. **Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.**
 - Given the nature of the business, there are no products offered by the Bank and hence this is not applicable. However, the Company realizes the importance of waste management and has formulated an e-waste policy.
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.**
 - Not Applicable.

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?**
 - Not Applicable.
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.**
 - Not Applicable.
3. **Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).**

Indicate input material	Recycled or re-used input material to total material	
	FY 2023-24	FY 2022-23
NA	NA	NA

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

	FY 2023-24			FY 2022-23		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)		NA			NA	
E-waste		NA			NA	
Hazardous waste		NA			NA	
Other waste		NA			NA	

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

➤ Not Applicable.

PRINCIPLE

3

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

Essential Indicators

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

➤ All employees are covered under Health and Accident Insurance (within India). Medical expenses and Insurance related to Maternity claims are covered under Health Insurance coverage

Category	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)

Permanent Employees

Male	2419	2419	100%	2419	100%	NA	NA	2419	100%	-	Nil
Female	263	263	100%	263	100%	263	100%	NA	NA	-	Nil

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

➤ Not Applicable.

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

	FY 2023-24	FY 2022-23
Cost incurred on well- being measures as a % of total revenue of the company*	0.33 %	0.33 %

*In alignment with Principle 3, 1.a., the following is included while calculating spending towards well-being of employees: Health Insurance, Term Insurance and Maternity Benefits, Paternity Benefits, Rewards and Recognition expenditure.

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

Benefits	FY 2023-24			FY 2022-23		
	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%	Not Applicable	Y	100%	Not Applicable	Y
Gratuity	100%	Not Applicable	Y	100%	Not Applicable	Y

3. Accessibility of workplaces

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

➤ Our offices are accessible to differently abled people.

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

➤ No. The Bank does not have an Equal Opportunity policy in place at present. However, the Bank upholds equal opportunity and non-discrimination practices through the Equal Employment and Non-Discrimination Policy that is a part of our Code of Conduct. The Policy ensures that no employee or job applicant is discriminated against on factors such as caste, creed, race, religion, gender, age, LGBT status, national origin, pregnancy, marital status, family status, disability, HIV status, veteran status, or any other protected class.

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 and Female	100%	95%	NA	NA

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

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	Not Applicable
Other than Permanent Workers	Not Applicable
Permanent Employees	Given the nature of the complaint, there are several avenues available for employees. This includes the Vigilance and Whistleblower Policy, dedicated email IDs and HRMS Ticketing Systems where employees can reach out and file their grievances.
Other than Permanent Employee	Not Applicable

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

Category	FY 2023-24			FY 2022-23		
	Total employees/ workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B/ A)	Total employees/ workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D / C)
Total Permanent Employees	The Bank's employees are not a part of any union / employee association					
- Male						
- Female						
Total Permanent Workers						
- Male						
- Female						

8. Details of training given to employees and workers:

Category	FY 2023-24					FY 2022-23				
	Total (A)	On Health and safety measures		On Skill Upgradation		Total (D)	On Health and safety measures		On Skill Upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Male	2,419	0	0	2,419	100%	2,602	0	0	2,602	100%
Female	263	0	0	263	100%	266	0	0	266	100%
Total	2,682	0	0	2,682	100%	2,868	0	0	2,868	100%
Workers										
Male	NA	NA	0	NA	0	NA	NA	0	NA	0
Female	NA	NA	0	NA	0	NA	NA	0	NA	0
Total	NA	NA	0	NA	0	NA	NA	0	NA	0

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

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	2,419	1,806	75%	2,602	1,834	70%
Female	263	195	74%	266	188	71%
Total	2,682	2,001	75%	2,868	2,022	71%
Workers						
Male	NA	NA	0	NA	NA	0
Female	NA	NA	0	NA	NA	0
Total	NA	NA	0	NA	NA	0

Note: Performance and career development reviews were carried out for all eligible employees.

10. Health and safety management system.

- a. **Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage such system?**
 - Employee wellbeing is a key focus area for the Bank. To ensure the safety and security of employees, all offices and branches have CCTVs and fire alarm systems, including fire extinguishers. Mock fire drills are conducted regularly to create awareness among employees on safety measures.
- b. **What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?**
 - Mental and physical well-being of the employees is of paramount importance to the Bank. Through periodic assessments the Bank identifies occupational health and safety risks and implements mitigation measures accordingly. Regular training sessions and mock drills enhance preparedness for emergencies.
- c. **Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)**
 - This is not directly applicable given the nature of business. In case of any unforeseen circumstances, the Bank's employees and their families are covered under the Group Medical Policy. In an extreme case of a fatality occurring due to a work-related hazard, all employees are covered under Group Term Insurance.
- d. **Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)**
 - Yes, the Bank provides Group Medical Policy for employees and their families as well as Group Term Insurance to provide safety against medical and healthcare emergencies.

11. Details of safety related incidents.

Safety Incident/Number	Category	FY 2023-24	FY 2022-23
Lost Time Injury Frequency Rate (LTIFR) (per one million- person hours worked)	Employees	0	0
	Workers	NA	NA
Total recordable work-related injuries	Employees	0	0
	Workers	NA	NA
No. of fatalities	Employees	0	0
	Workers	NA	NA
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	NA	NA

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

Fino Payments Bank prioritizes the physical and mental well-being of its employees and is committed to providing a safe and hazard-free work environment. To achieve the same, the Bank expects its businesses and employees to comply fully with appropriate laws and internal regulations. The Bank has implemented several accident prevention measures and actively promotes responsible behaviour among employees and colleagues. Measures range from the technical planning of workplaces, equipment, and processes and to safety management and personal behaviour in everyday workplace. Some of the measures taken by the Bank to ensure safe and healthy workplace are:

- Fire alarm systems and extinguishers in offices and branches
- Regular training sessions and mock drills to enhance employee preparedness
- Awareness on POSH through periodic emails
- Hygienic canteen with healthy eating options

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

	FY 2023-24			FY 202-23		
	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	NA	NA	NA	NA	NA	NA
Health & Safety	NA	NA	NA	NA	NA	NA

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	NA
Working Conditions	NA

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

- Not Applicable.

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).**
 - Employees are covered under Group Term Life Insurance.
2. **Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.**
 - Not Applicable.
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 are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment.**
 - Not Applicable.
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)**
 - There have been no instances of termination of employment due to skill gaps or business conditions by the Bank. If the same becomes necessary due to regulatory requirements, business changes or any other unforeseen circumstances, appropriate measures will be considered for the outgoing employees.


5. Details on assessment of value chain partners.

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	Not Applicable
Working Conditions	Not Applicable

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.**
 - Not Applicable.

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.**
 - The Bank believes that regular stakeholder engagement is essential for developing strong partnerships. We have a structured stakeholder identification mechanism that takes into consideration their business requirements. Thus, a strategic and diversified approach to stakeholder engagement allows us to make well-informed decisions, taking into consideration the changing expectations of our stakeholder groups.
 - The stakeholders identified by the Bank are its consumers, distribution partners, shareholders, employees and investors.

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 of (Annually/ Half yearly/ Quarterly others - please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customers	No	We communicate with our customers across – SMS, WhatsApp, Email, Website, App Notifications, Phone calls, Personal interactions by distribution partners, employees etc. There is a dedicated helpline for customers to file grievances. The type of communication, context, tools of communication, frequency etc depend on the business needs.	The communication runs through the year.	The purpose of the communication is to inform and engage.
Investors (other than shareholders)	No	The Investor Relation (IR) team actively engages with the investors. Important documentation like Quarterly financial reports, press releases, results conference call and investor presentation and conferences, Annual Reports, Investor Decks, Investor Meets are all available on the website.	The communication runs through the year.	Providing relevant information on the Bank's performance and understanding investor perspectives on the same.
Shareholders	No	The IR team actively engages with the investors. Important documentation like Quarterly financial reports, press releases, results conference call and investor presentation and conferences, Annual Reports, Investor Decks, Investor Meets are all available on the website.	The communication runs through the year.	Providing updates related to the Bank's business and operational performance.
Employees	No	We communicate with our employees through various means such regular meetings, SMS, WhatsApp, Emails, Phone calls, etc. The type of communication, context, tools of communication, frequency etc. depend on the business needs.	The communication runs through the year.	Ensure that employees are abreast of the developments within the Bank. The purpose of the communication is to inform and engage.
Value Chain Partners/ Distribution Partners	No	We communicate with our value chain partners across personal Meetings, review meetings, SMS, WhatsApp, Email, Website, Phone calls, etc. The type of communication, context, tools of communication, frequency etc depends on the business needs.	The communication runs through the year.	The purpose of the communication is to inform and engage value chain partners on the policies / practices of the Bank.

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.**
 - There are various channels of communication for stakeholders, which include the Bank’s website, earnings call and designated email IDs displayed on the Bank’s website which stakeholders may refer to. The Bank has a Stakeholders Relationship Committee (“SRC”) which ensures the effective redressal of their grievances. Wherever relevant, the feedback shared by stakeholders from the above-mentioned communication channels form a part of discussions of the SRC. Furthermore, the Customer Service Committee ensures that customers are treated fairly and conducts regular engagements to manage their grievances.
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.**
 - The Bank is steadfast in its dedication to engaging with all stakeholders. Through active engagement with employees, clients, suppliers, partners, and communities, the Bank aims to contribute to sustainable development. The Fino Saathi program facilitates direct interactions between business leaders and stakeholders, enabling us to gain deeper insights.
3. **Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalized stakeholder groups.**
 - The Bank has a Corporate Social Responsibility (CSR) Policy that acts as the guiding light for all our community development initiatives. Through the CSR Policy, the Bank remains committed to creating value for marginalized communities in the country. Our CSR interventions consciously strive to positively impact the lives of the marginalized communities. The Bank engages with communities around its branches with the objective of widening its prosperity circle through relevant interventions in line with the UN Sustainable Development Goals.

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.**

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
Employees						
Permanent	2,682	0	0	2,868	0	0
Other than permanent	NA	NA	NA	NA	NA	NA
Total Employees	2,682	0	0	2,868	0	0
Workers						
Permanent	NA	NA	NA	NA	NA	NA
Other than permanent	NA	NA	NA	NA	NA	NA

2. Details of minimum wages paid to employees and workers.

Category	FY 2023-24					FY 2022-23				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent	2,682	60	2.23%	2622	97.77%	2,868	53	1.84%	2815	98.16%
Male	2,419	42	1.73%	2377	98.27%	2,602	39	1.49%	2563	98.51%
Female	263	18	6.84%	245	93.16%	266	14	5.27%	252	94.73%
Other than Permanent	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Workers										
Permanent	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other than Permanent	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

3. Details of remuneration / salary / wages.

a. Median remuneration/wages

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/wages of respective category
Board of Directors (BoD) Key Managerial Personnel (KMP)	Please Refer the Board's Report and Annexures			
Employees other than BoD and KMP	2419	310776	263	320004

b. Gross wages paid to females as % of total wages paid by the entity.

	FY 2023-24	FY 2022-23
Gross wages paid to females as % of total wages	10%	9%

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

- Yes. The Bank encourages employees to report to their supervisor/HR/compliance officer, concerns and suspected violations of the Code, internal policies, external legal and regulatory requirements etc. All significant breaches can be escalated immediately.

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

- The Bank has formulated a Vigilance and Whistle-blower Policy and Code of Conduct which provides a grievance redressal mechanism for human rights related issues. The Bank conducts prompt and thorough investigations on the violation of relevant rules, laws and regulations and takes appropriate action against individuals. An employee who knowingly violates the internal policies and guidelines shall be subject to disciplinary action, including demotion or dismissal.

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

	FY 2023-24			FY 2022-23		
	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	1	0	The Complaint was resolved during the year.	1	Nil	The Complaint was resolved during the year.
Discrimination at workplace	0	0	-	0	0	-
Child Labour Forced Labour/ Involuntary Labour Wages	0	0	-	0	0	-
Other human rights related issues	0	0	-	0	0	-

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

	FY 2023-24	FY 2022-23
Total complaints reported under Sexual Harassment of women at Workplace (Prevention, Prohibition, Redressal) Act, 2013 (POSH)	1	1
Complaints on POSH as a % of female employees/ workers	0.38%	0.38%
Complaints on POSH upheld	Nil	Nil

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

- Fino Payments Bank Ltd. is committed to the prohibition of harassment and intimidation of employees in the workplace. The Bank discourages conduct that implies granting or withholding favors or opportunities as a basis for decisions affecting an individual, in return for that individual's compliance. Such harassment is the easier form of harassment to identify because it is in the form of either a threat or a promise, whether explicit or implied.
- Fino Payments Bank Ltd. has a Prevention of Sexual Harassment at Workplace Policy that prohibits unwelcome advances, requests for sexual favors, or verbal or physical conduct where such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.
- The Bank has an Equal Employment and Non-Discrimination Policy that is a part of our Code of Conduct. Employees are encouraged to report any incidents of inconsistent treatment or behaviour through our Employee Complaint Resolution Policy or Vigil Mechanism Policy. We have a zero-tolerance policy for victimization or harassment against employees who report issues or cooperate with investigations.
- The POSH and grievance redressal mechanism has in place modalities to prevent adverse consequences to the complainant in discrimination and harassment cases.

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

- Not Applicable.

10. Assessments for the year.

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

* The Company is in compliance with the laws, as applicable

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

➤ Not Applicable.

Leadership Indicators

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

➤ There were no human rights grievances/complaints received during the reporting period.

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

➤ Not Applicable.

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. Most of our offices are in commercial spaces that are not directly managed by the Bank. Looking ahead, the Bank aims to provide an inclusive workspace that leverages technology to provide accessibility.

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	The Bank is currently evaluating the feasibility of carrying out assessments on the aforementioned topics in the near future.
Discrimination at workplace	
Child Labour	
Forced Labour/Involuntary Labour	
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.

➤ Not Applicable.

PRINCIPLE

6

Businesses should respect and make efforts to protect and restore the environment

Essential Indicators

1. Details of total energy consumption (in Joules or multiples) and energy intensity.

➤ At present, the Bank has not quantified its energy consumption. However, we have commenced internal dialogues to initiate the calculations of our energy consumption in some of our major offices.

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.

➤ Not Applicable.

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

➤ No.

3. Provide details of the following disclosures related to water.

- At present, the Bank has not quantified its water consumption. However, we are initiating the process of monitoring water usage in some of our major offices.

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. Provide the following details related to water discharged.

- Not Applicable.

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

- Not Applicable.

6. Please provide details of air emissions (other than GHG emissions) by the entity.

Not Assessed. The Bank is in its initial stage of assessing the relevance of air emissions given the nature of its business.

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.

- Not Applicable.

7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity.

Parameter	Unit	FY 2023-24	FY 2022-23
Total Scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent		
Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent		
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)			
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)			
Total Scope 1 and Scope 2 emission intensity in terms of physical output			
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity			

At present, the Bank has not quantified its Scope 1 and Scope 2 emissions. However, we have commenced internal dialogues to initiate the calculations of our Scope 1 and Scope 2 emissions in some of our major offices.

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.

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

- No.

9. Provide details related to waste management by the entity.

	FY 2023-24	FY 2022-23
Total Waste generated (in metric tonnes)		
Plastic waste (A)		
E-waste (B)		
Bio-medical waste (C)		
Construction and demolition waste (D)		
Battery waste (E)		
Radioactive waste (F)		
Other Hazardous waste. Please specify, if any. (G)		
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)		
Total (A+B + C + D + E + F + G + H)		
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (total waste generated / Revenue from operations adjusted for PPP)		
Waste intensity in terms of physical output		
Waste intensity (optional) – the relevant metric may be selected by the entity		

The Bank has implemented measures to quantify its e-waste generation for the fiscal year 2024-25.

For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)

Category of waste	FY 2023-24	FY 2022-23
(i) Recycled		
(ii) Re-used		
(iii) Other recovery operations	-	-
Total		

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

Category of waste	FY 2023-24	FY 2022-23
(i) Incineration		
(ii) Landfilling		
(iii) Other disposal operations	-	-
Total		

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

➤ Not Applicable.

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

➤ Not Applicable.

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

➤ Not Applicable.

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

➤ Not Applicable.

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

➤ Yes, the Bank is fully compliant with the applicable environmental laws / regulations / guidelines in the places where we operate, to the extent to which they apply to the Bank.

Leadership Indicators

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

- At present, the Bank has not quantified its water withdrawal, consumption and discharge in areas of water stress. The Bank is in its initial stage of assessing this metric given the nature of its business.

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. Please provide details of total Scope 3 emissions & its intensity.

Parameter	Unit	FY 2023-24	FY 2022-23
Total Scope 3 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	At present, the Bank has not quantified its Scope 3 emissions. However, it is in the early stages of identifying and evaluating the relevant categories of Scope 3 emissions.	
Total Scope 3 emissions per rupee of turnover	Gram per CO2 per rupee income		
Total Scope 3 emission intensity (optional) - the relevant metric may be selected by the entity	tCO2/FTE		

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.

3. 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.

- Given the nature of our business, we do not have significant direct impacts on biodiversity.

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

Sr. No	Initiative undertaken along-with summary	Details of the initiative	Outcome of the initiative
Not Applicable			

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

- Yes, we have a business continuity plan to keep the core systems running in event of an adversity.

6. 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.

- Not relevant

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

- Not relevant

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: 5**
- b. **List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of / affiliated to:**

Confederation of Indian Industry (CII)	National
Associated Chambers of Commerce and Industry of India (ASSOCHAM)	National
IMC Chamber of Commerce and Industry	National
Federation of Indian Chamber of Commerce and Industry (FICCI)	National
Payments Council of India, PCI (IAMI)	National

2. **Provide details of corrective action taken or underway on any issues related to anti-competitive conduct by the entity, based on adverse orders from regulatory authorities**
 - Not Applicable.

Leadership Indicators

1. **Details of public policy positions advocated by the entity:**
 - The Bank does not directly engage in public policy. Through its active involvement with the aforementioned trade and industry associations, the Bank remains well-informed about industry developments and fosters collaborative partnerships within the business community.

PRINCIPLE

8

Businesses should promote inclusive growth and equitable development

Essential Indicators

1. **Details of Social Impact Assesents (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.**
 - Not Applicable.
2. **Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity.**
 - Not Applicable.
3. **Describe the mechanisms to receive and redress grievances of the community.**
 - The Bank has several avenues in place to receive and redress grievances of the community. They include our Helpline number, our customer care email ID, SMS, WhatsApp and our FinoPay mobile application. The Bank actively collaborates with the communities surrounding its branches, aiming to expand its sphere of prosperity through targeted initiatives aligned with the Sustainable Development Goals.

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

	FY 2023-24	FY 2022-23
Directly sourced from MSMEs/ small producers	5.48%	10.89%
Directly from within India	100%	100%

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

Location	FY 2023-24	FY 2022-23
Rural	8%	10%
Semi-urban	1%	1%
Urban	14%	14%
Metropolitan	77%	75%

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

Note: The above figures have been computed on the basis that employee wages were determined using a percentage of their fixed pay.

Leadership Indicators

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

Details of negative social impact identified	Corrective action taken
NA	NA

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

S.No.	Aspirational District	Amount spent (In ₹)
	NA	

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?	Not applicable*
	* Given the nature of our business, we don't procure from marginalized / vulnerable groups.
(c) What percentage of total procurement (by value) does it constitute?	Not applicable

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:

➤ Not Applicable.

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

➤ Not Applicable.

6. Details of beneficiaries of CSR Projects.

S. No.	CSR Project	No. of Persons Benefitted from CSR Project	% of beneficiaries from vulnerable and marginalized groups
1	Eradication of hunger	2,000	100%
2	Healthcare	6,500	100%
3	Primary education	355	100%
4	Protection of environment	2,000	NA
5	Skill development	1,262	>60%
	Total	12,117	

PRINCIPLE

9

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

Essential Indicators

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

- The Bank has a Customer Grievance Policy to ensure that all customers are treated respectfully, fairly and without bias at all times. The Policy lists out the grievance redressal mechanism where customers can file their complaints. Additionally, the Bank has in place a Consumer Helpline Number **(022 6868 1414)** and an email ID (customercare@finobank.com) which customers may alternatively utilize. All issues raised by customers are dealt with courtesy, efficiency and resolved on time. Customers are made completely aware of their rights so that they can opt for alternative remedies if they are not fully satisfied with the response or resolution to their complaint.

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

	As a percentage to total turnover
Environmental and social parameters relevant to the product	NA
Safe and responsible usage	NA
Recycling and/or safe disposal	NA

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

	FY 2023-24			FY 2022-23		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	0	0	-	0	0	-
Advertising	0	0	-	0	0	-
Cyber Security	0	0	-	0	0	-
Delivery of essential services	66,450	2,206	-	50,391	1,259	-
Restrictive Trade Practices	0	0	-	0	0	-
Unfair trade practices	0	0	-	0	0	-
Other	0	0	-	0	0	-

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. Keeping personal information of customers secure and using it solely for activities related to the Bank and preventing any misuse of customer data is a top priority of the Bank.
- The Bank maintains a cyber security policy that is sensitive in nature and is not intended for external dissemination. The policy is crucial to our operations and is handled with the utmost confidentiality. In addition to our cyber security policy, the Bank has also formulated a Privacy Policy.
- The Bank has adopted a Privacy Policy aimed at protecting the personal information disclosed by customers. This Policy governs the way in which the Bank collects, uses, discloses, stores, secures and disposes of personal information and sensitive personal data or information. (<https://web4.finobank.com/regulatory/privacy-policy>)

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

- The Financial Intelligence Unit-India (“FIU-IND”) has, vide its letter dated January 25, 2024, imposed a monetary penalty amounting to ₹5 lakhs (Rupees Five Lakhs only) on the Bank for non-compliance / contravention of certain provisions of the Prevention of Money Laundering Act, 2002. The Bank has already initiated / taken corrective measures, as necessary, to align the operations / procedures in line with the stipulations of the FIU-IND.

7. Provide the following information relating to data breaches.

- a. Number of instances of data breaches.
There were no instances of data breaches during the reporting period.
- b. Percentage of data breaches involving personally identifiable information of customers.
Not Applicable.
- c. Impact, if any, of the data breaches
Not Applicable.

Leadership Indicators

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

- All information is available on the Bank website www.finobank.com.
All pertinent details about our products and updates are shared through our official website, our mobile application and various social media platforms. Our official website serves as the primary source of information and is regularly updated with the latest news, announcements, and other essential details (<https://web4.finobank.com/notice-board>). In addition to the website, the Bank actively uses social media platforms such as X (formerly Twitter), Facebook and Instagram to connect with our customers. Our mobile application, FinoPay is available on iOS and Android platforms and provides customers with a hassle-free digital experience.

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

- Fino Payments Bank displays a factsheet on Important Safe Banking Tips on its website (<https://web4.finobank.com/regulatory/important-safe-banking-tips>) informing customers about the best practices they should employ while doing digital banking. Furthermore, the Bank regularly updates its notice board (<https://web4.finobank.com/notice-board>) to inform customers about the safe and responsible usage of its products and services.

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

- Information informing customers of any risk of disruption / discontinuation of essential services is posted on our website www.finobank.com. Our mobile application, Fino Pay, notifies customers of any disruption / discontinuation of essential services through notifications which include information about the services affected and the expected duration of the outage. We also inform our customers about disruptions through WhatsApp notifications.

4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief and 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).

- Given the nature of our business, traditional product labelling does not pertain to us. However, the Bank ensures transparency by adhering to all necessary disclosure requirements related to its products and services in every form of communication. Furthermore, the Bank provides information about its product offerings and services through various channels such as its website, advertisements, print and social media, among others, to keep customers and stakeholders well-informed. The Bank has also formulated a Citizen's Charter which not only explains our commitment and responsibilities along with redressal methods but also the obligations on the part of customers.
- Yes. The Bank utilizes formal tools like Net Promoter Score (NPS) surveys, social media and Facebook live sessions to understand customer needs. The Fino Saathi program facilitates direct interactions between business leaders and stakeholders, enabling us to gain deeper insights.